

*FCC, Coleman - LOW*

## **Admission and Orientation**



## **Inmate Information Handbook**

**Revised: May 2011**

Federal Correctional Complex Coleman - Low

Admission and Orientation

Inmate Information Booklet



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## **INTRODUCTION**

The Admission and Orientation Program (PS 5290.14 and COC 5290.14B) is designated to assist you with the expectations and opportunities that will possibly confront you as a newly assigned inmate. This handout has been developed to assist and acquaint you with the daily routine at the Federal Correction Complex (FCC) Coleman-Low Institution and will serve as a valuable recourse both initially and for future reference. The information in the handout is subject to change and shall follow all applicable laws and Bureau of Prisons' policies. The mission of the Federal Bureau of Prisons is to protect society by confining offenders in the controlled environments of prisons and community-based facilities that are safe, humane, cost-efficient, and appropriately secure, and that provide work and self-improvement opportunities to assist offenders in becoming law-abiding citizens. Your cooperation with staff and other inmates will contribute to a positive, orderly environment at FCC Coleman-Low.

## **OVERVIEW**

FCC Coleman, Coleman, Florida, is the largest Federal Complex in the Federal Bureau of Prisons. The six (6) facilities of the complex are an administrative facility, male low security institution, male medium security institution, female minimum security institution, and two (2) male high security penitentiaries.

Inmates shall use their chain-of-command with questions, concerns, or problem-solving issues prior to involving the Warden and/or Associate Warden. Your Correctional Counselor is the first person to contact when an issue arises. Should you contend your issue was not adequately addressed, the next person is your Case Manager and then your Unit Manager. Once you have exhausted your chain-of-command and your issue remains, feel free to discuss your concern with the Associate Warden during the lunch meal, compound, or via Inmate Request to Staff (BP-S148.070). The following is a general job description of staff and their role at FCC Coleman-Low:

### **WARDEN:**

The Warden at the low security institution has full authority for the day-to-day operations of the institution. While he/she is responsible for overall operation, he/she has delegated specific responsibilities to his/her Associate Wardens. The Warden works closely with all departmental supervisors and their staff to ensure continuity of policy is applied, and a safe and humane environment is maintained.

### **ASSOCIATE WARDENS:**

The Associate Wardens are responsible for overall operations of Food Service, Correctional Services, Unit Management, Psychology Services, Religious Services, Case Management Coordinator, Education, Recreation, and Health Services. Associate Wardens serve as liaison between this facility and Complex shared services employees.

### **EXECUTIVE ASSISTANT:**

The Executive Assistant is an executive staff member for the Warden and serves as the institution's public information officer. All requests for media information concerning the institution or specific inmates are referred to the Executive Assistant for response.

### **CASE MANAGEMENT COORDINATOR (CMC):**

The Case Manager Coordinator advises the Warden and departmental supervisors on inmate management related areas. The CMC is the coordinator for the Central Inmate Monitoring System and the Inmate Performance Pay Program.

### **CAPTAIN:**

The Captain is the chief, correctional supervisor and is responsible for all correctional service concerns. The Captain supervises a cadre of correctional supervisors (Lieutenants) and a complement of correctional services employees.

**LIEUTENANTS:**

The Lieutenants are responsible for the day-to-day orderly operation of the institution, i.e., security, custody, and incident report investigations. The Operation Lieutenants is responsible for correctional service employees and subordinate correctional workers during the non-administrative workday.

**CORRECTIONAL OFFICER:**

The Officers are responsible for accountability of inmates and maintaining the security of the institution. The Officers supervise inmate movement and ensure inmates are in authorized areas throughout the institution.

**SUPERVISOR OF EDUCATION:**

The Supervisor of Education is responsible for the operation of all education programs. He/She is responsible for providing basic education, general education development (GED) program, vocational training, and college level courses.

**CHIEF, PSYCHOLOGY SERVICES:**

The Chief, Psychologist supervises professional services in the areas of evaluation, counseling, group program, crisis assistance, drug treatment, self-help programs, and provides oversight for the Residential Drug Abuse Program (RDAP).

**DRUG ABUSE PROGRAM COORDINATOR:**

The drug abuse program coordinator is responsible for the day-to-day operation of the Residential Drug Abuse Program (RDAP). The coordinator conducts interviews with inmates eligible for RDAP, validates eligibility for those inmates and prepares the waiting list for the program. The coordinator is responsible for all Drug Treatment Specialists (DTS), monitors inmate and group participation, and is responsible for the scheduling of the RDAP cohorts.

**HEALTH SERVICES ADMINISTRATOR:**

The Health Service Administrator is responsible for the overall operation and provides oversight for Health Services. It is the mission of the Federal Bureau of Prisons to provide competent and appropriate medical, dental, and mental health care to inmate while protecting society by confining offenders in a humane, secure, and cost effective environment.

**FOOD SERVICE ADMINISTRATOR:**

The Food Service Administrator is responsible for the overall food service operation. He/She supervises and provides direction for his subordinate employees and ensure all meal prepared are of good quantity and quality.

**RELIGIOUS SERVICES:**

Religious Services consists of three (3) Federal Bureau of Prisons' Chaplains and religious services contractors and community volunteers. The Chaplains are responsible for conducting religious services for their respective religious community, coordinating religious services on an equitable basis for all Federal Bureau of Prisons' approved religious communities and providing counseling with inmates during times of crisis. The Chaplains are dedicated to assisting inmates in their spiritual development and growth.

**UNIT MANAGER:**

The Unit Manager is responsible for the overall operation of the housing unit. He/She is responsible to provide leadership and provides technical expertise on matters pertaining to inmate discipline and unit management functions.

## **CASE MANAGER:**

The Case Manager is responsible for collection, verification, and analysis of factual information in the preparation of inmate social histories and progress reports. Assist inmates by providing available resources within the institution. Provides information regarding unit management functions, classifications, releases, transfer referrals, progress reports, and etc.

## **CORRECTIONAL COUNSELOR:**

The Correctional Counselor is primarily responsible with the day-to-day activities. The Correctional Counselor will assistance on personal matters, visiting, phone, electronic mail, and administrative remedies. Your Correctional Counselor will assist you in developing a plan of action and goal setting for specific programming available here at FCC Coleman-Low.

## **INMATE ACCOUNTABILITY AND MOVEMENT:**

**OFFICIAL COUNTS:** The below listed times represent the official inmate counts that are conducted daily. There will be an additional official count during the weekends, holidays, and inclement weather events. You are to be in your assigned cubical during all official count, except when you are in an authorized out-count area (work detail or visiting). The 4:00 p.m., weekend 10:00 a.m., 10:00 p. m, inclement weather, and bed book counts require you to be standing in your cubical or authorized out-count area during the officers' counting process. There shall be no inmate movement during official counts, and inmates are to maintain silence during the official count. Lights out and quiet time are in effect at 10:30 p. m. You are subject to the inmate disciplinary process for any distractions or disruptions made during the count process.

<u>Weekdays</u>	<u>Weekends &amp; Holidays</u>
12:01 a.m.	12:01 a.m.
3:00 a.m.	3:00 a.m.
5:00 a.m.	5:00 a.m.
4:00 p.m. (Standing)	10:00 a.m. (Standing)
10:00 p.m.(Standing)	4:00 p.m. (Standing)
	10:00 p.m. (Standing)

**CENSUS COUNTS:** Census counts are perpetual inmate accountability checks. Each Officer and detail supervisors are responsible to ensure only authorized inmates are in their area of responsibility. During the administrative workday, there are two official census counts (a.m. and p.m.). The Control Center Officer will announce the beginning and conclusion of these census counts, there is to be no inmate movement during these census checks. You shall be subject to the inmate disciplinary process when in an unauthorized area. You are not authorized to be in a housing unit unless you are assigned to that unit i.e., if you are assigned to A-1, you cannot visit in A-2.

**OUT COUNT:** When an employee is required to have inmate(s) in their work area or in the visiting room, inmates will be counted in their work detail area or visiting room. You are expected to comply with the requirements for an official count.

**LOCKDOWN CENSUS:** Lockdown census counts are perpetual inmate accountability checks conducted at least once per month. Each Officer and detail supervisors are responsible to ensure only authorized inmates are in their area of responsibility. The Control Center Officer will announce the beginning and conclusion of the lockdown census counts, there is to be no inmate movement during the lockdown census count. You shall be subject to the inmate disciplinary process when in an unauthorized area.

**INMATE MOVEMENT:** The Control Center Officer will announce open movement prior to the opening of food service, the times will vary. When your housing unit is called to food service, you may report to food service, laundry, education, commissary (when open), or recreation. The housing unit doors will remain unlocked during open movement. Upon main line ending, the Compound Officer will direct the Control Center Officer to announce a ten minute move. The below listed times are merely a tentative move schedule:

6:00 a.m. Recreation - laundry - insulin line - begin meal rotation by housing units  
**6:00 a.m. – 8:00 a.m. NOTE: Laundry drop off is conducted between these hours MON-THU.**  
6:15 a.m. Restricted medical pill line  
6:30 a.m. Restricted pill line closed - medical sick call Monday, Tuesday, Thursday and Friday  
7:00 a.m. (Weekends and Holidays) Coffee hour  
7:30 a.m. General work call/Unicor Work call (**All inmates must be in Uniform from 7:30a.m. until 4:00 p.m.**)  
7:55 a.m. Ten minute controlled move  
**8:00 a.m.-10:00 a.m. NOTE: The housing units will be closed for cleaning.**  
8:55 a.m. Ten minute controlled move  
9:30 a.m. (Weekends and Holidays) Institution recall, inmates are to report to their assigned count area.  
9:55 a.m. Ten minute controlled move  
10:00 a.m. (Weekends and Holidays) Institution stand-up count  
10:00 a.m. Unicor/Work details/short line move to food service for mainline  
10:30 a.m. (Weekends and Holidays) Begin meal rotation by housing units  
10:50 a.m. Facilities, education, recreation, health services, and safety move to food service  
11:15 a.m. Pill line call by medical/Begin meal rotation by housing units  
12:15 p.m. Last call for food service  
12:30 p.m. Afternoon work call  
12:55 p.m. Ten minute controlled move  
**1:00 a.m.-2:00 p.m. NOTE: The housing units will be closed for cleaning.**  
1:55 p.m. Ten minute controlled move  
2:55 p.m. Ten minute controlled move  
3:00 p.m. Commissary closed/Restricted medical pill line  
3:30 p.m. Institution recall  
4:00 p.m. Institution stand-up count  
4:45 p.m. Upon a clear institution count, insulin line, commissary and meal rotation by housing unit  
6:15 p.m. Last call for food service  
7:45 p.m. Restricted pill line opens  
8:30 p.m. Recreation recall  
8:45 p.m. Institution recall  
9:00 p.m. Cease inmate movement  
10:00 p.m. Stand up Count  
10:30 p.m. Lights out and quiet time

**UNAUTHORIZED ITEMS - CONTRABAND:**

Program Statement Inmate Personal Property 5580.07 and Complex Supplement 5580.07.B - Contraband is defined as anything not purchased in commissary, not issued to an inmate by the institution, not accepted into the institution through receiving and discharge, belonging to another individual, and/or in excess of authorized amount. While confined in the Federal Bureau of Prisons, you and your property are subject to being searched. You are subject to pat-searches, personal property searches, and visual searches during your confinement. Your cubical and work areas are subject to area searches throughout each day. When you are found to possess an authorized item(s), the item(s) will be confiscated and you are subject to the disciplinary process.

Personal items deemed as contraband will be confiscated. The employees confiscating your property shall provide you a copy of the confiscation form. You will have seven (7) days to prove ownership, via BOP form 383 and/or commissary receipt. Your confiscated property shall be retained by the assigned Lieutenant until you make final disposition of the confiscated property. Your failure to provide proof of ownership or no attempt to prove ownership will result in your confiscated property being destroyed after one-hundred-twenty (120) days from the day your property was confiscated.

**COMMISSARY CARDS:**

When outside of your housing unit, you shall have your Commissary Card/Inmate Id in your possession. The only exception to this policy is when you are required to use your commissary card for equipment accountability.

## **CALL-OUTS AND ACCOUNTABILITY:**

You are responsible to review the call-out and change sheet daily. When you are placed on a call-out, you shall ensure you are present at the designated place and designated time. While on a work detail, you shall notify your supervisor of the call-out. Your supervisor will validate your call-out prior to your departure from the work detail site. You are subject to the inmate disciplinary process for missed call-outs.

## **INMATE PERSONAL APPEARANCE AND CONDUCT:**

Program Statement Grooming 5230 and COC Complex Supplement 5230 - Inmate issued clothing and safety shoes shall be worn at all times except, after 4:00 p.m., weekends and holidays, to and from the recreation yard, and while inside your housing unit. You are required to maintain your issued uniform in good repair. When outside of your housing unit, your uniform shirt shall be tucked in at all times. Your pants shall be appropriately worn. If your uniform is too large or too small, it is your responsibility to exchange the uniform for an appropriately sized uniform. You are not authorized to alter your institution clothing. Inmates assigned to food service must wear their "white" uniform to and from their kitchen detail. Uniform whites are not allowed to be worn on the compound, unless you are en route to your food service work assignment.

Program Statement 5270.07 Inmate Discipline and Special Housing Units - The expectation is for you to assimilate to the Bureau of Prisons' policies and procedures. You are expected to conduct yourself in a respectful manner when communicating with staff and inmates. You will be held accountable for your actions and your misconduct. There are varying degrees of inmate misconduct, and all have the potential for loss of privileges and/or forfeiture of good conduct time. When an employee witnesses you or your conduct in violation of policy, they will prepare an incident report. The incident report will be investigated by a Lieutenant. The investigating Lieutenant will determine if the incident report is valid or invalid. Should the investigating Lieutenant determine the incident report is valid; he/she will evaluate the gravity of the charge and determine if you will be placed in the special housing unit or return to the general population. Any incident report found to be valid that disrupts the good orderly running of the institution; you will be placed in the special housing unit, administrative detention, pending further disposition of the incident report.

It is important to note during the incident report process, you have the right to remain silent. You are advised of your right to remain silent at all stages of the disciplinary process, but are informed that your silence may be used to draw an adverse inference against you, at any stage of the institutional disciplinary process. You are also informed that your silence alone may not be used to support a finding that you have committed a prohibited act.

The Warden has delegated the authority to the Unit Discipline Committee (UDC) to impose sanctions in response to violations of policy. When an alleged violation warrants consideration for further investigation and/or greater sanctions are required, the incident report is referred to the Discipline Hearing Officer (DHO) for hearing and final disposition. When your incident report is referred to the DHO, you may be housed in the special housing unit or other appropriate restriction until the DHO hearing.

1. Normally, when charged with violating policy you will receive a copy of the incident report within twenty-four (24) hours of staff becoming aware of the violation.
2. When the incident report is referred to the UDC, normally the UDC will schedule a hearing within three working days (excluding day of notice, weekends, and holidays) of the time staff becomes aware of the inmate's alleged involvement in the infraction. Should the UDC determine greater sanctions are required; the incident report will be forwarded to the DHO for final disposition. Should the UDC be postponed, the UDC will notify you in writing of the reason the delay in your hearing.
3. You are entitled to be present at the hearing, except during deliberation or when institution security would be jeopardized.
4. You will be afforded the opportunity to make a statement and to present documentary evidence in your defense.

5. You will be given a written copy of the decision and disposition of any action.

The Disciplinary Hearing Officer (DHO) conducts disciplinary hearings, makes findings on alleged violations of policy, and imposes appropriate sanctions on inmates found guilty of violating policy. Ordinarily, you will receive written notice of the charges against you within a minimum of twenty-four (24) hours prior to the DHO hearing. You may waive your right to appear before the DHO. You will be required to sign a waiver to appear memorandum.

You may request a staff representative to assist you in your preparation for your hearing. If the staff representative is unavailable, you have the option to request another staff representative or continue without a staff representative. You are permitted to call witnesses and to present documentation, provided the witness and/or witnesses do not jeopardize institution's security. You are not authorized to cross-examine or inquire information from any staff member and/or witnesses.

During the DHO hearing, you are permitted to be present during the hearing, except during deliberation. When the DHO concludes you have committed a prohibited act(s), the DHO shall make the appropriate sanctions. The DHO has the authority to recommend disciplinary transfer, forfeiture of good time, withholding of good time, and/or placement in disciplinary segregation (the DHO may advise the U.S. Parole Commission of the institution's recommendation regarding the parole action).

Should the UDC or DHO determine you are innocent of committing any prohibited act; the incident report shall be expunged and removed for your central file.

Shortly after your arrival, a Phone Access Code (PAC) will be issued along with dialing instructions. Your PAC will be issued to you in a confidential manner, and you are responsible for the security of your PAC. You should never share your PAC with another inmate, as you are personally responsible for its use, or misuse. If you feel your PAC has been compromised, you should take action to get your PAC changed through your unit team. The charge for replacement of a PAC is \$5.00

All telephones are subject to monitoring and recording, with the exception of a properly placed and authorized legal call. The telephones provided in the units are designed for direct dialing and has collect calling access. Inmates are responsible for paying the cost of their own telephone calls by purchasing I.T.S. credits through the inmate TRULINCS computer system. All telephone numbers called must be placed on your approved telephone list. Lists will be compiled through the TRULINCS system. You may have up to thirty (30) numbers on your approved list.

Inmates needing to make an unmonitored attorney telephone call will request approval from the Unit Manager by submitting an "Inmate Request to Staff" form, which shall include the name, telephone number, date and time of the requested call and indicate why other means of communication are not feasible. An inmate is responsible for expenses of inmate telephone use. Phone calls to an attorney will be made COLLECT ONLY. The inmate should ensure that his/her attorney's phone system is set up to except collect calls.

Telephones will be available between the hours of 6:00 a.m. and 9:45 p.m. daily, with the exception of times during counts. There will be no forming of lines or congestion in the phone area as consideration should be given to other inmates who are using the phones. Use of the telephones will not interfere with work schedules, counts or other programs. It is prohibited to use an inmate telephone in any housing unit which is not your assigned living quarters.

Only one inmate telephone in the housing units will be available during work hours. P.S. 5264.08, Telephone Regulations for Inmates, dated January 24, 2008, states in part, "Inmates' access to telephone will be limited...Monday through Friday, not including holidays. Inmates are expected to be at their work assignments and must not use the telephone during their work hours." Policy further states, "For inmates who work varied shifts...institutions may leave one telephone per unit available for inmates on days off, or evening shift, such as food service workers, UNICOR workers, etc."

Third Party/three-way calls, relaying messages from a third party via a cell phone, conference calls, use of another

inmate's PAC (Phone Access Code) to place a call, talking on the telephone during a call placed by another inmate, use of an automated forwarding service, and talking in code, are all prohibited by policy. Any of these actions, or any other conduct which interferes with the inmate telephone monitoring system, or the ability of staff to monitor inmate calls, will result in disciplinary action.

Inmates found in possession of an electronic communication device, such as a cellular telephone, phone charger, pager, two-way radio, or any other related equipment, may be charged with a violation of code 108, Possession, Manufacture, or Introduction of a Hazardous Tool, or code 199, most like code 108, and will be subject to available sanctions, if found to have committed the prohibited act.

### **PS 5270.08 Inmate Discipline and Special Housing Units - Inmate Disciplinary Prohibited Act Greatest Category**

100 Killing

101 Assaulting any person (includes sexual assault) or an armed assault on the institution's secure perimeter (a charge for assaulting any person at this level is to be used only when serious physical injury has been attempted or carried out by an inmate).

102 Escape from escort; escape from a secure institution (low, medium, high, and administrative type institutions); or escape from a minimum level institution with violence.

103 Setting a fire (charged with this act in this category only when found to pose a threat to life or a threat of serious bodily harm or in furtherance prohibited act of Greatest Severity, e.g., in furtherance of a riot or escape; otherwise the charge is properly classified Code 218, or 329).

104 Possession, manufacture, or introduction of a gun, firearm, weapon, sharpened instrument, knife, dangerous chemical, explosive or any ammunition.

105 Rioting.

106 Encouraging others to riot.

107 Taking hostage(s).

108 Possession, manufacture, or introduction of a hazardous tool (Tools most likely to be used in an escape or escape attempt or to serve as weapons capable of doing serious bodily harm to others; or those hazardous to institutional security or personal safety; e.g., hack-saw blade).

109 (Not to be used.)

110 Refusing to provide a urine sample or to take part in other drug-abuse testing.

111 Introduction of any narcotics, marijuana, drugs, or related paraphernalia not prescribed for the individual by the medical staff.

112 Use of any narcotics, marijuana, drugs, or related paraphernalia not prescribed for the individual by the medical staff.

113 Possession of any narcotics, marijuana, drugs, or related paraphernalia not prescribed for the individual by the medical staff.

197 Use of the telephone to further criminal activity.

- 198 Interfering with a staff member in the performance of duties. (Conduct must be of the Greatest Severity nature.) This charge is to be used only when another charge of greatest severity is not applicable.
- 199 Conduct which disrupts or interferes with the security or orderly running of the institution or Bureau of Prisons. (Conduct must be of the Greatest Severity Nature.) This charge is to be used only when another charge of greatest severity is not applicable.

### SANCTIONS

- A. Recommend parole date rescission or retardation.
- B. Forfeit earned statutory good time or non-vested good time (up to 100%) and/or terminate or disallow extra good time (an extra good time sanction may not be suspended). Disallow ordinarily between 50 and 75% (27-41 days) of good conduct time credit available for year (a good time sanction may not be suspended).
- B.1 Disallow ordinarily between 50 and 75% (27-41 days) of good conduct time credit available for year (a good conduct time sanction may not be suspended).
- C. Disciplinary Transfer (recommend).
- D. Disciplinary segregation (up to 60 days).
- E. Make monetary restitution.
- F. Withhold statutory good time (Note-can be in addition to A through E cannot be the only sanction executed).
- G. Loss of privileges (Note-can be in addition to A through E - cannot be the only sanction executed).

### **PS 5270.08 Inmate Discipline and Special Housing Units - Inmate Disciplinary Prohibited Act High Category**

- 200 Escape from unescorted Community Programs and activities and Open Institutions (minimum) and from outside secure institutions-without violence.
- 201 Fighting with another person.
- 202 Not to be used
- 203 Threatening another with bodily harm or any other offense.
- 204 Extortion, blackmail, protection: Demanding or receiving money or anything of value in return for protection against others, to avoid bodily harm, or under threat of informing.
- 205 Engaging in sexual acts.
- 206 Making sexual proposals or threats to another.
- 207 Wearing a disguise or a mask.
- 208 Possession of any unauthorized locking device, or lock pick, or tampering with or blocking any lock device (includes keys), or destroying, altering, interfering with, improperly using, or damaging any security device, mechanism, or procedure.
- 209 Adulteration of any food or drink.

- 210 Not to be used
- 211 Possessing any officer's or staff clothing.
- 212 Engaging in, or encouraging a group demonstration.
- 213 Encouraging others to refuse to work, or to participate in a work stoppage.
- 214 Not to be used
- 215 Introduction of alcohol into BOP facility.
- 216 Giving or offering an official or staff member a bribe, or anything of value.
- 217 Giving money to, or receiving money from, any person for purposes of introducing contraband or for any other illegal or prohibited purposes.
- 218 Destroying, altering, or damaging government property, or the property of another person, having a value in excess of \$100.00 or destroying, altering, or damaging life-safety devices (e.g., fire alarm) regardless of financial value.
- 219 Stealing (theft; this includes data obtained through the unauthorized use of a communications facility, or through the unauthorized access to disks, tapes, or computer printouts or other automated equipment on which data is stored).
- 220 Demonstrating, practicing, or using martial arts, boxing (except for use of a punching bag), wrestling, or other forms of physical encounter, or military exercise or drill. (Except for drill authorized and conducted by staff.)
- 221 Being in an unauthorized area with a person of the opposite sex without staff permission.
- 222 Making, possessing, or using intoxicants.
- 223 Refusing to breathe into a breathalyzer or take part in other testing for use of alcohol.
- 224 Assaulting any person (charged with this act only when a less serious physical injury or contact has been attempted or carried out by an inmate).
- 297 Use of the telephone for abuses other than criminal activity (e.g., circumventing telephone monitoring procedures, possession and/or use of another inmate's PIN number; third party calling; third party billing; using credit card numbers to place telephone calls; conference calling; talking in code).
- 298 Interfering with a staff member in the performance of duties. (Conduct must be of the High Severity nature.) This charge is to be used only when another charge of high severity is not applicable.
- 299 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons. (Conduct must be of the High Severity nature.) This charge is to be used only when another charge of high severity is not applicable.

#### SANCTIONS

- A. Recommend parole date rescission or retardation.
- B. Forfeit earned statutory good time or non-vested good conduct time up to 50% or up to 60 days, whichever is less, and/or terminate or disallow extra good time (an extra good time sanction may not be suspended).
- B1. Disallow ordinarily between 25 and 50% (14-27 days) of good conduct time credit available for year (a good time sanction may not be suspended).

- C. Disciplinary Transfer (recommended).
- D. Disciplinary segregation (up to 30 days).
- E. Make monetary restitution.
- F. Withhold statutory good time.
- G. Loss of privileges: commissary, movies, recreation, etc.
- H. Change housing (quarters).
- I. Remove from program and/or group activity.
- J. Loss of job.
- K. Impound inmate's personal property.
- L. Confiscate contraband.
- M. Restrict to quarters.

**PS 5270.08 Inmate Discipline and Special Housing Units-Inmate Disciplinary Prohibited Act Moderate Category**

- 300 Indecent exposure.
- 301 Not to be used.
- 302 Misuse of authorized medication
- 303 Possession of money or currency, unless specifically authorized, not authorized, or in excess of amount authorized.
- 304 Loaning of property or anything of value for profit or increase return.
- 305 Possession of anything not authorized for retention or receipt by the inmate, and not issued to him through regular channels.
- 306 Refusing to work, or to accept a program assignment.
- 307 Refusing to obey an order of any staff member (May be categorized and charged in terms of greater severity, according to the nature of the order being disobeyed; e.g., failure to obey an order which furthers a riot would be charged as 105, Rioting; refusing to obey an order which furthers a fight would be charged as 201, Fighting; refusing to provide a urine sample when ordered would be charge as Code 110).
- 308 Violating a condition of a furlough.
- 309 Violating a condition of a community program.
- 310 Unexcused absence from work or any assignment.
- 311 Failing to perform work as instructed by the supervisor.
- 312 Insolence towards a staff member.

- 313 Lying or providing a false statement to a staff member.
- 314 Counterfeiting, forging or unauthorized reproduction of any document, article of identification, money, security, or official paper, (May be categorized in terms of greater severity according to the nature of the item being reproduced: e.g., counterfeiting release papers to effect escape, Code 102 or Code 200).
- 315 Participating in an unauthorized meeting or gathering.
- 316 Being in an unauthorized area.
- 317 Failure to follow safety or sanitation regulations.
- 318 Using any equipment or machinery which is not specifically authorized.
- 319 Using any equipment or machinery contrary to instructions or posted safety standards.
- 320 Failing to stand count.
- 321 Interfering with the taking of count.
- 322 Not to be used
- 323 Not to be used
- 324 Gambling.
- 325 Preparing or conducting a gambling pool.
- 326 Possession of gambling paraphernalia.
- 327 Unauthorized contacts with the public.
- 328 Giving money or anything of value to, or accepting money or anything of value from: another inmate or any other person without staff authorization.
- 329 Destroying, altering or damaging government property, or the property of another person, having a value of \$100.00 or less.
- 330 Being unsanitary or untidy; failing to keep one's person and one's quarters in accordance with posted standards.
- 331 Possession, manufacture, or introduction of a non-hazardous tool or other non-hazardous contraband. (Tool not likely to be used in an escape or escape attempt, or to serve as a weapon capable of bodily harm, to others, or not hazardous to institutional security or personal safety; other non-hazardous contraband includes such items as food or cosmetics.)
- 332 Smoking where prohibited.
- 397 Use of the telephone for abuses other than criminal activity. (e.g.; conference calling, possession and/or use of another inmate's PIN number, three way calling, providing false information for preparation of a telephone list.)
- 398 Interfering with a staff member in the performance of duties. (Conduct must be of the Moderate Severity nature.) This charge is to be used only when another charge of moderate severity is not applicable.

399 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons. (Conduct must be of the Moderate Severity nature). This charge is to be used only when another charge of moderate severity is not applicable.

### SANCTIONS

- A. Recommend parole date rescission or retardation.
- B. Forfeit earned statutory good time or non-vested good conduct time up to 25% or up to 30 days, whichever is less, and/or terminate or disallow extra good time (an extra good time sanction may not be suspended).
- B1. Disallow ordinarily up to 25% (1-14 days) of good conduct time credit is available for (a good conduct time sanction may not be suspended).
- C. Disciplinary Transfer (recommend).
- D. Disciplinary segregation (up to 15 days).
- E. Make monetary restitution.
- F. Withhold statutory good time.
- G. Loss of privileges: commissary, movies, recreation, etc.
- H. Change housing (quarters).
- I. Remove from program and/or group activity.
- J. Loss of job.
- K. Impound inmate's personal property.
- L. Confiscate contraband.
- M. Restrict to quarters.
- N. Extra Duty.

### **PS 5270.08 Inmate Discipline and Special Housing Units - Inmate Disciplinary Prohibited Act Low Moderate Category**

- 400 Possession of property belonging to another person.
- 401 Possessing unauthorized amount of otherwise authorized clothing.
- 402 Malingering, feigning illness.
- 403 Not to be used.
- 404 Using abusive or obscene language.
- 405 Tattooing or self-mutilation.
- 406 Not to be used.

- 407 Conduct with a visitor in violation of Bureau regulations (Restriction, or loss for a specific period of time, of these privileges may often be an appropriate sanction G).
- 408 Conducting a business.
- 409 Unauthorized physical contact (e.g., kissing, embracing).
- 410 Unauthorized use of mail (Restriction, or loss for a specific period of time, of these privileges may often be an appropriate sanction G) (May be categorized and charged in terms of greater severity, according to the nature of the unauthorized use; e.g., the mail is used for planning, facilitating, committing an armed assault on the institution's secure perimeter, would be charged as Code 101, Assault).
- 497 Use of the telephone for abuses other than criminal activity (e.g., exceeding the 15-minute time limit for telephone calls; using the telephone in an unauthorized area; placing of an unauthorized individual on the telephone list).
- 498 Interfering with a staff member in the performance of duties. (Conduct must be of the Low Moderate Severity nature.) This charge is to be used only when another charge of low moderate severity is not applicable.
- 499 Conduct which disrupts or interferes with the security or orderly running of the institution or the Bureau of Prisons. (Conduct must be of the Low Moderate Severity nature.) This charge is to be used only when another charge of low moderate severity is not applicable.

NOTE: Aiding another person to commit any of these offenses, attempting to commit any of these offenses, and making plans to commit any of these offenses, in all categories of severity, shall be considered the same as a commission of the offenses itself.

When the prohibited act is interfering with a staff member in the performance of duties (Code 198, 298, 398, or 498), or Conduct Which Disrupts (Code 199, 299, 399, or 499), the DHO or UDC, in its findings, should indicate a specific finding of the severity level of the conduct, and a comparison to an offense (or offenses) in that severity level which the DHO or UDC finds is most comparable. Example: "We find the act of \_\_\_\_\_ to be of High severity, most comparable to prohibited act "Engaging in a Group Demonstration."

Sanction B.1 may be imposed on the Low Moderate category only where the inmate has committed the same low moderate prohibited act more than one time within a six-month period except for a VCCLEA inmate rated as violent or a PLRA inmate.

## SANCTIONS

- B-1 Disallow ordinarily up to 12.5% (1-7 days) of good conduct time credit available for year (to be used only where inmate found to have committed a second violation of the same prohibited act within 6 months); Disallow ordinarily up to 25% (1-14 days) of good conduct time credit available for year (to be used only where inmate found to have committed a third violation of the same prohibited act within 6 months (a good conduct time sanction may not be suspended).] (See Chapter 4 Page 16 for VCCLEA Violent and PLRA inmates.)
- E. Make monetary restitution.
- E. Withhold statutory good time.
- F. Loss of privileges: commissary, movies, recreation, etc.
- G. Change housing (quarters).
- I. Remove from program and/or group activity.
- J. Loss of job.
- K. Impound inmate's personal property.

- L. Confiscate contraband.
- M. Restrict to quarters.
- N. Extra duty.
- O. Reprimand.
- P. Warning.

## **INMATE RIGHTS AND RESPONSIBILITIES:**

### **RIGHTS:**

1. You have the right to expect that as a human being you will be treated respectfully, impartially, and fairly by all personnel.
2. You have the right to be informed of the rules, procedures, and schedules concerning the operation of the institution.
3. You have the right to freedom of religious affiliation, and voluntary religious worship.
4. You have the right to health care, which includes nutritious meals, proper bedding and clothing, and a laundry schedule for cleanliness of the same, an opportunity to shower regularly, proper ventilation for warmth and fresh air, a regular exercise period, toilet articles, medical, and dental treatment.
5. You have the right to visit and correspond with family members, and friends and correspond with members of the news media in keeping with Bureau rules and institution guidelines.
6. You have the right to unrestricted and confidential access to the courts by correspondence (on matters such as the legality of your convictions, civil matters, pending criminal cases, and conditions of your imprisonment.)
7. You have the right to legal counsel from an attorney of your choice by interviews and correspondence.
8. You have the right to participate in the use of law library reference materials to assist you in resolving legal problems. You also have the right to receive help when it is available through a legal assistance program.
9. You have the right to a wide range of reading materials for educational purposes and for your own enjoyment. These materials may include magazines and newspapers sent from the community, with certain restrictions.
10. You have the right to participate in education, vocational training and employment as far as resources are available and in keeping with your interests, needs and abilities.
11. You have the right to use your funds for commissary and other purchases, consistent with institution security and good order, for opening bank and/or savings accounts, and for assisting your family.

### **RESPONSIBILITIES**

1. You have the responsibility to treat others, both employees and inmates, in the same manner.
2. You have the responsibility to know and abide by them.
3. You have the responsibility to recognize and respect the rights of others in this regard.
4. It is your responsibility not to waste food, to follow the laundry and shower schedule maintain neat and clean living

quarters, to keep your area free of contraband, and to seek medical and dental care as you may need it.

5. It is your responsibility to conduct yourself properly during visits, not to accept or pass contraband, and not to violate the law or Bureau rules or institution guidelines through your correspondence.
6. You have the responsibility to present honestly and fairly your petitions, questions, and problems to the court.
7. It is your responsibility to use the services of an attorney honestly and fairly.
8. It is your responsibility to use these resources in keeping with the procedures and schedule prescribed and to respect the rights of other inmates to the use of the materials and assistance.
9. It is your responsibility to seek and utilize such materials for your personal benefit, without depriving others of their equal rights to the use of this material.
10. You have the responsibility to take advantage of activities which may help you live a successful and law-abiding life within the institution and in the community. You will be expected to abide by the regulations governing the use of such activities.
11. You have the responsibility to meet your financial and legal obligations, including, but not limited to court-imposed assessments, fines, and restitution. You also have the responsibility to make use of your funds in a manner consistent with your release plans, your family needs, and for other obligations that you may have.

#### **INMATE JOB ASSIGNMENTS:**

Program Statement, Inmate Work and Performance Pay 5251.06 and Coleman Complex Supplement 5251.06.A and B - There are a variety skilled and unskilled inmate jobs available at FCC Coleman - Low. There are specific skilled details with on-the-job training opportunities. Upon completion of the institution's Admission and Orientation Program, you will be assigned a job by your Correctional Counselor according to the institution's priority needs at the time. Job details may be changed at anytime without notice. You are required to review the call-out and change sheet daily. Requests for future job changes will be handled through your Correctional Counselor.

#### **PERSONAL PROPERTY:**

Program Statement Inmate Personal Property 5580.07 and Complex Supplement 5580.07.B - Your personal property must be stored inside your assigned locker, with the exception of your foot ware (to be kept on the floor in accordance with the Unit Manager's policy). You are to ensure you are compliant with the FCC Coleman Complex Supplement 5580 Inmate Personal Property. Should you be found not in compliance with the policy, you are subject to the disciplinary action. FCC, Coleman-Low, is a tobacco free institution and it is not authorized on the compound.

#### **VISITING REGULATIONS AND INFORMATION**

Program Statement Inmate Visiting 5267.08 and Complex Supplement 5267.08.A - During the Admission and Orientation Program, you may submit a list of immediate family members to your Correctional Counselor. Your Correctional Counselor shall validate your request by reviewing your pre-sentencing investigation report. All visitors will be subject to a criminal background investigation. You are responsible to inform your immediate family of the institution's visiting policy and their requirement to complete a visitor information form BP-S629 and submit the form directly to your Correctional Counselor. You are authorized to have ten (10) friends and associates on your visiting list. Your friends and associates are required to complete a BP-S629 and submit the form directly to your Correctional Counselor (see your Correctional Counselor for the complete address). All persons sixteen (16) years of age and older are required to complete a BP-S626 (and be approved to visit you), and possess a valid governmental issued photographic

identification (driver's license, passport or state issued identification card) card to enter the visiting room. There is no requirement for children fifteen (15) years of age and younger to be on your visiting list. For children under the age of eighteen (18), they shall be accompanied by an approved adult visitor.

Inmates visitors are subject to criminal background inquiries and are subject to Federal law while on the Bureau of Prisons' property. Once the BP-S629 is processed and approved, your Correctional Counselor will provide you a copy of your approved visiting list. Prior to any family and/or friends coming to visit, you are to review your approved visitors list and advise those family and friends of their status. Any inmate visitor not on the approved inmate visiting list, will be denied entry to the institution, and shall be asked to leave the Complex' property.

Your immediate family and friends can review the complex' visiting policy @ <http://www.bop.gov/> - Search "**FCC Coleman Complex Supplement 526708.A" Inmate Visiting**". Should your family, friends, and/or associates not have access to the internet, your Correctional Counselor will provide you a copy of the Complex Supplement Visitor Guidelines to mail to your family, friends, and associates. Ultimately, you are responsible to send your visitor the visitors' guidelines (see your Correctional Counselor for the guidelines). It is your responsibility to notify your visitors of the visiting requirements (visitors may not wear any green or khaki attire which may resemble inmate uniforms).

You will be held accountable for you and/or your visitor's action and/or disposition while in the visiting room. Other than items purchased in the visiting room's vending machines, you are not authorized to give or receive anything from your visitor. You are to ensure your visitors, including children, maintain civility at all times. The children have a dedicated television viewing area; this area is out of bounds for inmates. Prior to your visitor's departure, you are responsible to place all rubbish into the trash containers.

Visiting Hours are from 8:00 a.m. to 3:00 p.m. on Fridays - Saturdays - Sundays - Mondays - Federal Holidays  
Visiting Hours are from 12:00 p.m. to 3:00 p.m. on Thursdays

**FREQUENCY OF VISITS:** FCC Coleman visiting operates on a monthly point system. On the first day of each month, you allotted nine (9) points. Points are deducted from you based upon the following point system:

Mondays - Thursdays - Fridays	1 point
Saturdays - Sundays	3 points per each day
Federal Holidays	0

Inmates without adequate visiting points will not be allowed visits. Unused visiting points are not carried over to the following week. Record of inmates' visiting points will be recorded and maintained by Visiting Room Officers. Inmates are allowed a total of five (5) visitors, excluding children under (2) years of age to visit at one time.

Outside visiting will be permitted in the visiting yard, contingent upon weather and other conditions.

**SPECIAL VISIT:** Attorney and potential employer visits may be arranged and approved by your Unit Team. Visits by clergy may be arranged by the chaplain and approved on a special basis by the Warden or designee. You shall give advance notice to your Unit Team and/or chaplain for special visit requests. Your request may be disapproved based on your inability to provide adequate information and/or adequate time for special arrangements that are required. You need to ask your Correctional Counselor and/or Chaplain what constitutes adequate advance notice. Should you experience a family emergency requiring a special visit, you should contact your Unit Team for special visit approval.

**DRESS CODE:** You are required to wear the green uniform and institution issued safety shoes during the hours of 7:30 a.m. until 4:00 p.m.. You are to present your commissary card to the Officer prior to entry into the visiting room. Should you not have your commissary card, you will be denied entry into the visiting room.

**AUTHORIZED ITEMS FOR VISITORS:** Your visitors are authorized to possess a six-inch by six-inch clear plastic change, no more than three-inches in depth. Your visitors are authorized to have a maximum of \$20.00 (bills no larger than \$5.00, life medications (diabetic medications and syringes are not considered life medication), reasonable amount of

jewelry, sweater or light jacket, and a reasonable amount of feminine hygiene items. All other items are considered unauthorized, your visitor may keep lawful unauthorized visiting items in their automobile or in a secure visitors' locker. Visitors may possess commercially sealed baby food and/or formula (not to exceed two sealed containers each), baby clothing (one set), clear plastic, and reasonable amount of infant sanitary items (diaper wipes must be in a clear container). All visitors shall clear the walk-through metal detector. Visitors who do not clear the walk-through metal detector must be searched using a hand-held metal detector. You must pass the metal detector screening in order to visit. In addition, failure to clear the hand-held metal detector may qualify as reasonable suspicion to perform a further pat or visual search. All visitors are subject to random pat searches, random visual searches, and/or electronic screening devices.

All visitors are subject to Program Statement 5510 Searching, Detaining, or Arresting Visitors to Bureau of Prisons Grounds and Facilities:

“Prohibited activities” as defined in 18 U.S.C. § 1791, include any activities that could jeopardize the Bureau’s ability to ensure the safety, security, and orderly operation of Bureau facilities, and protect the public, whether or not such activities are criminal in nature. Examples of “prohibited activities” include, but are not limited to: introducing, or attempting to introduce, prohibited objects into a Bureau facility or upon Bureau grounds; assisting an escape; and any other conduct that violates criminal laws or is prohibited by federal regulations or Bureau policies.

Prohibited objects,” as defined in 18 U.S.C. § 1791(d)(1), include any objects that could jeopardize the Bureau’s ability to ensure the safety, security, and orderly operation of Bureau facilities, and protect the public. Examples of “prohibited objects” include, but are not limited to, the following items and their related paraphernalia: weapons; explosives; drugs; intoxicants; currency; cameras of any type; recording equipment; telephones; radios; pagers; electronic devices; and any other objects that violate criminal laws or are prohibited by Federal regulations or Bureau policies.

Title 18 U.S.C. § 1791 criminalizes providing, or attempting to provide, inmates with “prohibited objects.” Visitors providing, or attempting to provide, “prohibited objects” to inmates are subject to criminal prosecution. Weapons are prohibited from being stored in vehicles on Bureau grounds, except as otherwise authorized by Bureau policy. The term “weapons” includes “firearm,” “ammunition,” and “destructive device,” as defined below:

**Firearm** means any weapon (including a starter gun) that will, or is designed to, or may readily be converted to expel a projectile by the action of an explosive; the frame or receiver of such weapon; any firearm muffler or silencer; or any destructive device.

**Ammunition** means ammunition or cartridge cases, primers, bullets, or propellant powder for use in a firearm.

**Destructive device** means any explosive, incendiary, or poison gas, bomb, grenade, rocket with a propellant charge, missile, mine, or device similar to any of the devices described. This includes any type of weapon, under any name, that may be readily converted to expel a projectile by the action of an explosive or other propellant. Also included is any combination of parts designed or intended to convert a device into a destructive device or from which a destructive device may be readily assembled.

**Contraband** as defined in 28 CFR § 500.1 (h), contraband is “material prohibited by law, or by regulation, or material that can reasonably be expected to cause physical injury or adversely affect the security, safety, or good order of the institution.”

**Dangerous Contraband** means any drug, alcohol, narcotic, illicit drug, and other intoxicating substance or controlled dangerous substance; any firearm, weapon, explosive, or any lethal or poisonous gas; or any other substance or object designed or used to kill, injure, or disable (including electrical shock devices). Tobacco products and paraphernalia are considered dangerous contraband due to their potential value to inmates who are prohibited from using them in facilities.

**DIRECTIONS AND TRANSPORTATION:** FCC Coleman is located approximately 50 miles northwest of Orlando, FL, on the Florida Turnpike, 35 miles south of Ocala, FL. From the Florida Turnpike, exit at Hwy. 470 and go west for approximately 5 miles. Make a right at the FCC Coleman entrance and proceed straight until you reach the dead end.

Make a left, and the institution is on your left. From I-75 take Exit 64 - Sumterville, FL, go East on CR 470 to US 301. Go left on 301 North for less than a mile. Turn right back onto CR 470. Follow signs to correctional facility, which will be on your left. Go through entrance to dead end and turn left. Institution is on your left and Visitors Parking is first parking lot on left. Local taxi cabs are available but there is no bus service. Mid State Taxi: #352-603-4267/ Central Taxi: #352-728-8294

## **HEALTH SERVICES:**

**SICK CALL - MEDICAL EMERGENCY:** Program Statement 6031 Patient Care and COC 6031 - You are authorized to attend sick call on Mondays, Tuesdays, Thursdays, and Fridays, excluding holidays, from 6:30 a.m. to 7:00 a.m. You are to have your commissary/id card and be dressed in appropriate duty uniform. You will complete the sick-call triage form, and receive an appointment to be seen based on the urgency of your medical complaint. Should you become ill or injured, you are to contact the officer or detail supervisor immediately.

**INMATE CO-PAYMENT PROGRAM APPLICATION OF POLICY:** Program Statement 6031 Inmate Copayment Program - Pursuant to the Federal Prisoner Health Care Co-payment Act of 2000 (P.L. 106-294, 18 U.S.C. 4048), the Federal Bureau of Prisons provides notice of the Inmate Co-Payment Program for health services, effective October 2, 2005. The inmate co-payment program applies to anyone in an institution under the Federal Bureau of Prisons' jurisdiction and anyone who has been charged with or convicted of an offense against the United States, except inmates in inpatient status at a Medical Referral Center (MRC). All inmates in outpatient status at the MRCs and inmates assigned to the general population at these facilities are subject to co-pay fees.

**HEALTH CARE VISITS WITH A FEE:** You must pay a fee of \$2.00 for health care services, charged to your inmate commissary account, per health care visit, if you receive health care services in connection with a health care visit that you requested, except for services described in section C., below. These requested appointments include sick call and after-hours requests to see a health care provider. If you ask a non-medical staff member to contact medical staff to request a medical evaluation on your behalf for a health service not listed in section C., below, you will be charged a \$2.00 co-pay fee for that visit. You must pay a fee of \$2.00 for health care services, charged to your inmate commissary account, per health care visit, if you are found responsible through the Inmate Discipline Hearing Process to have injured an inmate who, as a result of the injury, requires a health care visit.

**HEALTH CARE VISITS WITH NO FEE:** We will not charge a fee for health care services based on health care staff referrals; health care staff-approved follow-up treatment for a chronic condition; preventive health care services; Emergency services; diagnosis or treatment of chronic infectious diseases; Mental health care; or Substance abuse treatment. When a health care providers orders or approves any of the following, we will also not charge a fee for blood pressure monitoring; glucose monitoring; insulin injections; chronic care clinics; TB testing; vaccinations; wound care; or patient education. Your health care provider will determine if the type of appointment scheduled is subject to a co-pay fee.

**INDIGENT INMATE:** An indigent inmate is an inmate who has not had a trust fund account balance of \$6.00 for the past thirty (30) days. If you are considered indigent, you will not have the co-pay fee deducted from your Inmate Commissary Account. If you are NOT indigent, but you do not have sufficient funds to make the co-pay fee on the date of the appointment, a debt will be established by TRUFACS, and the amount will be deducted as funds are deposited into your inmate commissary account.

**GRIEVANCE:** You may seek review of issues related to health services fees through the Federal Bureau of Prisons' Administrative Remedy Program (see 28 CFR part 542).

**CLINIC APPOINTMENTS (CALL OUTS):** When scheduled for a clinic appointment, it is your responsibility to be there on time. All medical call-outs are scheduled to occur during controlled movements. You are subject to the inmate disciplinary action if you fail to make your call-out. You must have a clinic appointment or call out to report to the Health Services Unit. Otherwise, you will be considered out of bounds.

**INTAKE SCREENING:** Upon your arrival, you will be interviewed by a member of the Health Services. It is imperative for you cooperate with the staff in supplying requested medical information. If you are on maintenance medications, they will be continued until you can be evaluated by the Physician.

**PHYSICAL EXAMINATIONS:** Normally, a physical examination will be completed within 7-14 days of your arrival. If you have transferred from another institution and a current physical examination is in your medical record, this will not be repeated. You will be assigned a medical duty status and be cleared for work at the time of your physical examination (or chart review). If you are under the age of 50, you can request a physical examination every two years by sending an Inmate Request to Staff to the Health Services Unit. If you are over the age of 50, this physical can be requested every year. If you are being released from the system and your discharge date is not within one year of the previous examination, you can request a release physical. This should be requested at least two months prior to your anticipated release date. Should you refuse any medical screening for communicable diseases, you will be placed in administrative detention until all medical requirements have been completed.

**PILL LINE:** All prescriptions and medication refills can be picked from 3:00 p.m. to 3:40 p.m. the day you are seen or between 11:15 a.m. and noon the day after the prescription is written. If you are on any restricted medications, the pharmacist will advise you of the times and method of receiving these medications.

Pill Line Times:	6:00 a.m. - 6:30 a.m.	Insulin and Restricted medication pill line
	11:15 a.m. - noon	Prescription pick up
	3:00 p.m. - 3:40 p.m.	Restricted and Regular Prescription pick-up
	4:30 p.m. Clear Count	Insulin line
	7:45 p.m. - 8:30 p.m.	Restricted medication pick-up

Inmates on restricted medications will be issued a medication pass. Regular prescription pick-ups will not require medication passes.

**Program Statement 6541 Over the Counter Medications -** Over-the-counter (OTC) medications are available for purchase in the commissary. There will be a daily schedule at the commissary for over-the-counter medications purchases for inmates needing to purchase OTC items. OTC medications will not be routinely prescribed by practitioners. It is your responsibility to keep these items available for your own use. If you are declared indigent by the Unit Team or need an OTC medication for emergencies, it can be provided for you in the amount not to exceed a three day supply. To obtain this three day supply, you must be seen on sick-call.

**DENTAL SERVICES:** Program Statement 6400 Dental Service - Dental sick-call sign up is held at the same time as medical sick-call. New inmates arriving at the institution will receive a routine dental examination upon arrival. If you transferred from another institution, this initial exam will not be completed. In order to receive routine dental care or cleaning, you must submit a Inmate Request to Staff to the Dental Clinic and you will be placed on the waiting list. If you should develop a dental emergency, inform your detail supervisor or unit officer and arrangements will be made to have you evaluated.

**HUMAN IMMUNODEFICIENCY VIRUS (HIV):** Program Statement 6190 Infectious Disease Management - There is an increased personal risk factor of being exposed to the Human Immunodeficiency Virus (HIV) by behavior which includes: IV drug use, tattooing, and homosexual behavior. You are discouraged from engaging in such activities. All inmates who have engaged in any of these high risk behaviors are encouraged to have an HIV test performed. This can be requested during your physical examination or on routine sick call. All inmates with a sentence of 6 months or greater must have an HIV test upon arrival of the institution, if not tested while in BOP custody.

**MEDICAL RECORDS REVIEW OR COPIES:** Should you want to review or have copies made of your medical record, submit a Inmate Request to Staff Member to the Medical Records Office. You will be advised of any other action that you must take or the time frame in which this will occur.

**HEALTH EDUCATION PROGRAMS:** Various health related programs are conducted throughout the year. Notices will be posted for special classes in various locations throughout the institution. There are flyers on health topics available in the hospital lobby. If you have a need for specific information, please contact the Health Services Administrator.

**EYE EXAMS AND PRESCRIPTION GLASSES:** If you need an eye exam, you must be screened by a Physician's Assistant, who will evaluate your vision and make a referral to the optometrist. This exam is scheduled through sick-call. You will be placed on a waiting list to see the optometrist. If you are prescribed eyeglasses, you have the option of ordering the Federal Bureau of Prisons' eyeglasses, or ordering your own eyeglasses from an outside source. If you need a copy of your prescription, send an Inmate Request to Staff to the Medical Records Office. A package permit is necessary to have glasses sent in from an outside source. These permits may be obtained from your counselor, and will be reviewed and approved by the HSA. Tinted lenses are only permitted with a specific prescription from the optometrist. Reading glasses are available through the commissary.

**SEXUAL ABUSE/ASSAULT PREVENTION AND INTERVENTION:** Program Statement 5324 Sexually Abusive Behavior Prevention and Intervention Program is addressed on pages 24 through 27 of this A&O booklet. Additional information is available through Psychology Services.

**ADVANCE DIRECTIVES/LIVING WILLS:** You have the right to have an Advanced Directive/Living Will kept on file. These documents are kept in your medical record and are forwarded to the community hospital if you become a patient. These documents serve as instructions regarding your wishes about a variety of medical issues should you become unable to communicate your wishes to the medical staff during your hospitalization. Each state has specific laws and regulations regarding Advance Directives/Living Wills. You should consult an attorney to assist you in drafting these documents. When you have completed the document, bring it to Medical Records Office and it will be placed in your file. The Health Services staff does not provide the forms or any legal advice in this matter.

**FEDERAL BUREAU OF PRISONS - HEALTH CARE RIGHTS AND RESPONSIBILITIES:** While in the custody of the Federal Bureau of Prisons you have the right to receive health care in a manner that recognizes your basic human rights, and you also accept the responsibility to respect the basic human rights of your health care providers.

**RIGHTS:** You have the right to health care services based on the local procedures at FCC Coleman. Health services include medical sick call, dental sick call and all support services. Sick call at this institution is conducted on Mondays, Tuesdays, Thursdays, and Fridays (excluding Holidays) from 6:30 a.m. - 7:00 a.m.

You have the right to be offered a "Living Will", or to provide the Bureau of Prisons with "Advance Directives" that would provide the Bureau of Prisons with instructions, if you are admitted as an inpatient, to a hospital in the local community, or the Bureau of Prisons.

You have the right to participate in health promotion and disease prevention programs including education regarding infectious diseases.

You have the right to know the name and professional status of your health care providers.

You have the right to be treated with respect, consideration, and dignity.

You have the right to be provided with information regarding your diagnosis, treatment, and prognosis.

You have the right to be examined in privacy. You have the right to obtain copies of certain releasable portions of your health record.

You have the right to address any concern regarding your health care to any member of the institution staff, including your physician, the Health Services Administrator, members of your Unit Team, and the Warden.

You have the right to receive prescribed medications and treatments in a timely manner, consistent with the recommendations of the prescribing health care provider

You have the right to be provided healthy and nutritious food. You have the right to be instructed regarding a healthy choice when selecting your food.

You have the right to request a routine physical examination, as defined by BOP policy. Once every two years if you are under the age of 50, and once a year if you are over the age of 50.

You have the right to dental care as defined in BOP policy to include preventive services, emergency care, and routine care.

You have the right to a safe, clean and healthy environment, including smoke free living areas.

You have the right to refuse medical treatment in accordance with BOP policy. Refusal of certain diagnostic tests for infectious diseases can result in administrative action against you.

### RESPONSIBILITIES

You have the responsibility to comply with the health care policies of FCC, Coleman-Low. You have the responsibility to follow recommended treatment plans that have been established for you by institution health care staff, to include proper use of medications, proper diet, and following all health related instructions with which you are provided.

You have the responsibility to provide the Bureau of Prisons with accurate information to complete this agreement.

You have the responsibility to maintain your health and not to endanger yourself, or others, by participating in activity that could result in the spreading or contracting of an infectious disease.

You have the responsibility to respect these providers as professionals and follow their instructions to maintain and improve your overall health.

You have the responsibility to treat staff in the same manner.

You have the responsibility to keep this information confidential.

You have the responsibility to comply with security procedures,

You have the responsibility of being familiar with current policy to obtain these records.

You have the responsibility to address your concerns in the accepted format, such as the Inmate Request to Staff , open house, or the accepted Inmate Grievance Procedures.

You have the responsibility to comply with prescribed treatments and follow prescription orders. You have the responsibility not to provide any other person your medication or other prescribed item.

You have the responsibility to eat healthy and not abuse or waste food or drink..

You have the responsibility to notify medical staff that you wish to have an examination.

You have the responsibility to maintain your oral hygiene and health.

You have the responsibility to maintain cleanliness and safety, in consideration of others. You have the responsibility to follow smoking regulations.

You have the responsibility to be counseled regarding the possible ill effects that may occur as a result of your refusal. You also accept the responsibility to sign the treatment refusal form.

## **PSYCHOLOGY SERVICES**

Psychology Service is comprised of a Chief Psychologist, a Drug Abuse Program (DAP) Coordinator, a Drug Abuse Program (DAP) Psychologist, one Staff Psychologist, seven Drug Treatment Specialists, and one Psychology Technician. A part-time Psychiatrist is contracted by the Health Services Department.

**Chief Psychologist** - The Chief Psychologist is responsible for the provision of quality mental health services within the institution. The Chief Psychologist has oversight responsibility for all programs offered through the Psychology Services.

**DAP Coordinator** - The DAP Coordinator is responsible for the provision of the Residential Drug Abuse Program (RDAP). This is a 9-12 months intensive treatment program. All participants in the RDAP will reside in the C2 Unit.

**DAP Psychologist** - The DAP Psychologist is responsible for the provision of non-residential treatment groups. These groups include non-residential drug treatment groups, the Freedom from Drugs (formerly Drug Education), and Transitional Services for RDAP graduates.

**Drug Treatment Specialists** - The Drug Treatment Specialists are responsible for the Residential Drug Abuse Program and non-residential drug treatment groups. The Drug Treatment Specialists are also responsible for assessing drug treatment needs, developing comprehensive individualized treatment plans, and making appropriate referrals and recommendations.

Program Statement 5310 Psychology Service Manual, 5330 Psychology Treatment Programs, 6010 Psychiatric Treatment and Medication Administrative Safeguards, 6340 Psychiatric Services, but are not limited to, individual counseling, group counseling, psychological assessment, psychiatric consultation, crisis intervention, AIDS counseling, and drug treatment. Inmates can request an appointment with a psychologist by submitting an "Inmate Request to Staff Member" form to the Psychology Services. Inmate appointments will be scheduled with the appropriate staff member via "call-outs". In crisis situations, inmates should request that a staff member contact the Psychology Department in order to obtain an immediate appointment.

**Program Statement 5324 Suicide Prevention** - It is not uncommon for people to experience depression and hopelessness while in jail or prison, particularly if they are newly incarcerated, are serving a long sentence, are experiencing family problems or problems getting along with other inmates, or receive bad news. Sometimes, inmates consider committing suicide due to all of the pressure they are under. Staff is trained to monitor inmates for signs of suicide and is trained to refer all concerns to the Psychology Services.

However, staff does not always see what inmates see. If you are personally experiencing any of the problems noted above, or you or another inmate are showing signs of depression (sadness, tearfulness, lack of enjoyment in usual activities), withdrawal (staying away from others, reducing phone calls and/or visits), or hopelessness (giving away possessions, stating that "there is nothing to live for"), PLEASE, alert a staff member right away. Your input can save a life.

**DRUG TREATMENT PROGRAM: Freedom from Drugs Course** - This is a drug abuse education course designed to provide information about the consequences of drug/alcohol abuse and addiction. Participation in this course may be either mandatory or voluntary.

**Mandatory participation** - An inmate is required to participate in the Choice and Change course if he has been sentenced or returned to custody as a violator after September 30, 1991, and it is determined that:

1. There is evidence in the PSI that alcohol or other drug use contributed to the commission of the instant offense

2. Alcohol or other drug use was a reason for violation either of supervised release, including parole, or CCC placement for which the inmate is now incarcerated; OR

3. The inmate was recommended for drug programming during incarceration by the sentencing judge.

Voluntary participation - An inmate may request to participate voluntarily in the Choice and Change course by submitting an "Inmate Request to Staff Member" form to the DAP Psychologist.

Non-residential Drug Abuse Treatment Services - Participation in non-residential drug abuse treatment programs is voluntary. An inmate may be referred by Unit and/or Drug Treatment staff, or an inmate may apply for services by submitting an "Inmate Request to Staff Member" form to the DAP Psychologist.

Residential Drug Abuse Program (RDAP) - Participation in the RDAP is voluntary. An inmate must meet the criteria for acceptance as outlined in the Psychology Treatment Programs Manual. An inmate may request an eligibility interview by submitting an "Inmate Request to Staff Member" form to the DAP Coordinator.

Self-help Programs - These programs include Alcoholics Anonymous, Narcotics Anonymous, and other groups provided by Correctional Counselors.

Sexually Abusive Behavior Prevention and Intervention:

**U. S. Department of Justice**  
Federal Bureau of Prisons

## **Sexually Abusive Behavior Prevention and Intervention**

### *Overview for Offenders*

November 2009

**You Have the Right to be Safe from Sexually Abusive Behavior.**

While you are incarcerated, **no one has the right to pressure you to engage in sexual acts.**

You do not have to tolerate sexually abusive behavior or pressure to engage in unwanted sexual behavior from another inmate or a staff member. Regardless of your age, size, orientation. You have the right to be safe from sexually abusive behavior.

**What Can You Do To Prevent Sexually**

Here are some things you can do to protect behavior:

- Carry yourself in a confident manner at (fear/anxiety) to be obvious to others.
- Do not accept gifts or favors from strings attached to them.
- Do not accept an offer from another
- Find a staff member with whom you and concerns.
- Be alert! Do not use contraband these can weaken your ability to stay



**Abusive Behavior?**

yourself and others against sexually abusive

all times. Do not permit your emotions

others. Most gifts or favors come with

inmate to be your protector.

feel comfortable discussing your fears

substances such as drugs or alcohol;

alert and make good judgments.

- Be direct and firm if others ask you to do something you don't want to do. Do not give mixed messages to other inmates regarding your wishes for sexual activity.
- Stay in well lit areas of the institution.
- Choose your associates wisely. Look for people who are involved in positive activities like educational programs, psychology groups, or religious services. Get involved in these activities yourself.
- Trust your instincts. If you sense that a situation may be dangerous, it probably is. If you fear for your safety, report your concerns to staff.

**Sexual Misconduct** (staff only): the use of indecent sexual language, gestures, or sexually oriented visual surveillance for the purpose of sexual gratification.

An incident is considered **Inmate-on-Inmate Abuse/Assault** when any sexually abusive behavior occurs between two or more inmates. An incident is considered **Staff-on-Inmate Abuse/Assault** when any sexually abusive behavior is initiated by a staff member toward one or more inmates. It is also considered Staff-on-Inmate Abuse/Assault if a staff member willingly engages in sexual acts or contacts that are initiated by an inmate.

**NOTE: Sexual acts or contacts between two or more inmates, even when no objections are raised, are prohibited acts, and may be illegal. Sexual acts or contacts between an inmate and a staff member, even when no objections are raised by either party, are always forbidden and illegal. Inmates who have been sexual assaulted by another inmate or staff member will not be prosecuted or disciplined for reporting the assault. However, inmates will be penalized for knowingly filing any false report.**

#### **How Do You Report an Incident of Sexually Abusive Behavior?**

It is important that you **tell a staff member if you have been sexually assaulted**. It is equally important to inform staff if you have witnessed sexually abusive behavior. You can tell your case manager, Chaplain, Psychologist, SIS, the Warden or any other staff member you trust.

BOP staff members are instructed to keep reported information confidential and only discuss it with the appropriate officials on a need-to-know basis concerning the inmate-victim's welfare and for law enforcement or investigative purposes. There are other means to confidentiality report sexually abusive behavior if you are not comfortable talking with staff.

- **Write directly to the Warden, Regional Director or Director.** You can send the Warden an Inmate Request to Staff Member (Cop-out) or a letter reporting the sexually abusive behavior. You may also send a letter to the Regional Director or Director of the Bureau of Prisons. To ensure confidentiality, use special mail procedures.
- **File an Administrative Remedy.** You can file a Request for Administrative Remedy (BP-9). If you determine your complaint is too sensitive to file with the Warden, you have the opportunity to file your administrative remedy directly with the Regional Director (BP-10). You can get the forms from your counselor or other unit staff.
- **Write the Office of the Inspector General (OIG)** which investigates allegations of staff misconduct. OIG is a component of the Department of Justice and is not a part of the Bureau of Prisons. The address is:

**Office of the Inspector General  
P. O. Box 27606  
Washington, D.C. 20530**

#### **Understanding the Investigative Process**

Once the sexually abusive behavior is reported, the BOP and/or other appropriate law enforcement agencies will conduct an investigation.

The purpose of the investigation is to determine the nature and scope of the abusive behavior. You may be asked to give a statement during the investigation. If criminal charges are brought, you may be asked to testify during the criminal proceedings.

#### **Counseling Programs for Victims of Sexually Abusive Behavior**

Most people need help to recover from the emotional effects of sexually abusive behavior. If you are the victim of sexually abusive behavior, whether recent or in the past, you may seek counseling and/or advice from a psychologist or chaplain. Crisis counseling, coping skills, suicide prevention, mental health counseling, and spiritual counseling are all available to you.

#### **Management Program for Inmate Assaultants**

Anyone who sexually abuses/assaults others while in the custody of the BOP will be disciplined and prosecuted to the fullest extent of the law. If you are an inmate assaultant, you will be referred to Correctional Services for monitoring. You will be referred to Psychology Services for an assessment of risk and treatment and management needs. Treatment compliance or refusal will be documented and decisions regarding your conditions of confinement and release may be effected. If you feel that you need help to keep from engaging in sexually abusive behaviors, psychological services are available.

## Policy Definitions

**Prohibited Acts:** Inmates who engage in inappropriate sexual behavior can be charged with the following Prohibited Acts under the Inmate Disciplinary Policy:

**Code 101/ (A): Sexual Assault**

**Code 205/ (A): Engaging in a Sex Act**

**Code 206/ (A): Making a Sexual Proposal**

**Code 221/ (A): Being in an Unauthorized Area with A Member of the Opposite Sex**

**Code 300/ (A): Indecent Exposure**

**Code 404/ (A): Using Abusive or Obscene Language**

**Staff Misconduct:** The Standards of Employee Conduct prohibit employees from engaging in, or allowing another person to engage in sexual, indecent, profane or abusive language or gestures, and inappropriate visual surveillance of inmates. Influencing, promising or threatening an inmate's safety, custody, privacy, housing, privileges, work detail or program status in exchange for sexual favors is also prohibited.

**What is sexually abusive behavior?** According to federal law (Prison Rape Elimination Act of 2003) sexually abusive behavior is defined as:

a. **Rape:** the carnal knowledge, oral sodomy, or sexual assault with an object or sexual fondling of a person **FORCIBLY** or against that person's will; The carnal knowledge, oral sodomy, or sexual assault with an object or sexual fondling of a person not forcibly or against the person's will, where the victim is **incapable of giving consent** because of his/her youth or his/her temporary or permanent mental or physical incapacity; or The carnal knowledge, oral sodomy, or sexual assault with an object or sexual fondling of a person achieved through the **exploitation of the fear or threat** of physical violence or bodily injury.

Carnal Knowledge: contact between the penis and vulva or the penis and the anus, including penetration of any sort, however slight.

Oral Sodomy: contact between the mouth and the penis, the mouth and the vulva, or the mouth and the anus.

b. **Sexual Assault with an Object:** the use of any hand, finger, object, or other instrument to penetrate, however slightly, the genital or anal opening of the body of another person (**NOTE:** This does NOT apply to custodial or medical personnel engaged in evidence gathering or legitimate medical treatment, nor to health care provider's performing body cavity searches in order to maintain security and safety within the prison).

c. **Sexual Fondling:** the touching of the private body parts of another person (including the genitalia, anus, groin, breast, inner thigh, or buttocks) for the purpose of sexual gratification.

## What Can You Do if You Are Afraid or Feel Threatened?

If you are afraid or feel you are being threatened or pressured to engage in sexual behaviors, you should discuss your concerns with staff. Because this can be a difficult topic to discuss, some staff, like psychologists, is specially trained to help you deal with problems in this area.

If you feel immediately threatened, approach any staff member and ask for assistance. It is part of his/her job to ensure your safety. If it is a staff member that is threatening you, report your concerns immediately to another staff member that you trust, or follow the procedures for making a confidential report.

## What Can You Do if You Are Sexually Assaulted?

If you become a victim of a sexually abusive behavior, **you should report it immediately to staff** who will offer you protection from the assailant. You do not have to name the inmate(s) or staff assailant(s) in order to receive assistance, but specific information may make it easier for staff to know how best to respond. You will continue to receive protection from the assailant, whether or not you have identified him or her (or agree to testify against him/her).

After reporting any sexual assault, you will be referred immediately for a medical examination and clinical assessment. Even though you many want to clean up after the assault **it is important to see medical staff BEFORE you shower, wash, drink, eat, change clothing, or use the bathroom.** Medical staff will examine you for injuries which may or may not be readily apparent to you. They can also check you for sexually transmitted diseases, pregnancy, if appropriate, and gather any physical evidence of assault. The individuals who sexually abuse or assault inmates can only be disciplined and/or prosecuted if the abuse is reported. **Regardless of whether your assailant is an inmate or a staff member, it is important to understand that you will never be disciplined or prosecuted for being the victim of a sexual assault.**

**Contact Offices:** U.S. Department of Justice  
Office of the Inspector General  
950 Pennsylvania Avenue, NW Suite 4322  
Washington, D.C. 20530-0001

**Central Office**  
Federal Bureau of Prisons  
320 First Street, NW  
Washington, D.C. 20534

**North Central Regional Office**  
Gateway Complex Tower II, 8th Floor  
400 State Avenue  
Kansas City, KS 66101-2492

**South Central Regional Office**  
4211 Cedar Springs Road, Suite 300  
Dallas, Texas 75219

**Western Regional Office**  
7338 Shoreline Drive  
Stockton, CA 95219

**Mid-Atlantic Regional Office**  
302 Sentinel Drive, Suite 200  
Annapolis Junction, Maryland 20701

**Northeast Regional Office**  
U.S. Customs House, 7th Floor  
2nd and Chestnut Streets  
Philadelphia, Pennsylvania 19106

**Southeast Regional Office**  
3800 North Camp Creek Parkway, SW  
Building 2000  
Atlanta, GA 30331-5099

## **RELIGIOUS SERVICES**

Statement 5360.09 Religious Beliefs and Practices - The Religious Services has two full time Chaplains to provide Pastoral Care to the inmates at the institution. The Chaplains are responsible for conducting religious services for their perspective religious community. The Chaplains are dedicated to providing professional pastoral care to all inmates in their spiritual development and growth. People from the local religious communities volunteer their time to provide instruction and leadership to the religious needs of the inmates. Religious Services offers a variety of pastoral services to the inmate population. If an inmate desires pastoral counseling he can see one of the Chaplains.

Should you need to see a Chaplain, you can come directly to the Chaplain's office. We have an open door policy. You may also submit an Inmate Request to Staff form through the institutional mail. The duty schedule for the Chaplains is posted outside the institution chapel. There is normally a Chaplain on duty seven days a week and four evenings a week.

Telephone calls may be granted by the Chaplains in emergency situations involving an inmate's immediate family. An emergency is defined as the death or terminal/serious illness of an inmate's immediate family member.

If an inmate wants to buy a religious book from a publishing company, they can obtain assistance from their Unit Team.

The Alternative Diet Program meets the needs of a religious diet. This program is not for weight reduction or medical problems. See the Chaplain or the Program Statement for application procedures.

It is the Chaplains' desire for you to embrace your spirituality while incarcerated. Explore other religions to find one that is appropriate for you or become firmly grounded in the faith you practice. A schedule of all religious programs is located in the chapel area.

In your Initial meeting with your Unit Team, you will be given an opportunity to state your religious preference. After this initial declaration, if you desire to change your religious preference, you must submit an Inmate Request to Staff and forward to Religious Services.

## **CORRECTIONAL SYSTEMS MANAGEMENT**

Program Statement 5800 Correctional Systems Manual - The Correctional Systems is responsible for carrying out the duties related to the Records Office, Mail Room, and Receiving and Discharge (R&D). The hours of operations are 7:30 a.m. to 4:00 p.m., Monday through Friday.

DSCC is responsible for commitment documentation, computation of sentences, and determination of release dates and method of release for all inmates designated to FCC Coleman. Each sentence will be computed within 60 days from the date of commitment. Once your sentence has been computed and audited, you will receive a copy through mail distribution. The sentence computation data sheet is the official record of your sentence and provides a complete breakdown of your sentencing information. Upon receiving your copy from mail distribution, if you have concerns, you may come to open house to present your issues. If you are requesting a change that would affect the way your sentence is computed, allowable jail credit and/or your release date, you must bring documentation to substantiate your claim. All information presented will be investigated and a decision will be made concerning your request as quickly as possible.

Prior Custody Credit (commonly known as jail credit) is controlled by Title 18 USC 3568, for sentences prior to November 1, 1987, or 18 USC 3585 for CCCA guideline sentences, which states "the Attorney General shall give any such person credit toward service of his sentence for any days spent in custody in connection with the offense or act for which sentence was imposed." Jail time must be certified by all detaining authorities having custody at the particular time.

Statutory Good Time: Statutory Good time (SGT) is controlled by Title 18 USC 4161, for offenses committed prior to November 1, 1987. The rate of SGT is determined by the length of sentence imposed.

Extra Good Time: Extra Good Time is controlled by Title 18 USC 4162, for offenses committed prior to November 1, 1987. The "projected satisfaction date" on the sentence computation is the projected release date, giving credit for all extra good time available to earn. Extra good time is earned at the rate of 3 days per month for the first 12 months, and then at the rate of 5 days per month. All extra good time is prorated as to the number of days you are in earning status.

Good Conduct Time: Good Conduct Time (GCT) is controlled by Title 18 USC 3624(b). GCT is applied to those sentences with a date of offense on or after November 1, 1987.

Sentencing under Sentencing Reform Act (SRA), November 1, 1987 to September 12, 1994, GCT in the amount of 54 days may be earned for each full year served on a sentence in excess of one year. Statutes require this credit to be applied after the actual service of a year. The 54 days will be subtracted from the remainder of the sentence and at final release; you will receive a prorated portion of the 54 days for the remaining time that is less than one year.

Violent Crime Control & Law Enforcement Act of 1994 (VCCLEA) Sentences, September 12, 1994, to April 25, 1996, shall have 54 days of GCT awarded based upon exemplary compliance with institutional disciplinary regulations. If an exemplary conduct is not maintained, no credit or a lesser GCT credit will be applied towards the projected release date. Full credit towards the sentence shall not be vested unless the prisoner has earned or is making satisfactory progress toward a high school diploma or an equivalent degree. Credit that has not been earned may not later be granted. Credit for the last year or portion of a year will be prorated.

Prison Litigation Reform Act of 1995 (PLRA), April 26, 1996 and forward, shall have 54 days GCT awarded based upon exemplary compliance with institutional disciplinary regulations. If an exemplary conduct is not maintained, no credit or a lesser GCT credit will be applied towards the projected release date. Credit towards the sentence shall not be vested unless the prisoner has earned or is making satisfactory progress toward a high school diploma or an equivalent degree. GCT may be forfeited under the PLRA sentencing provisions. Credit that has not been earned may not later be granted.

Credit awarded toward a sentence shall vest on the date the prisoner is released from custody.

The Records Office is also responsible for documenting the receipt of detainers and assisting inmates in connection with

procedures under the Interstate Agreement on Detainers Act. When a detainer is received, the notice of untried

indictment, information, or complaint and the right to request disposition will be prepared. Inmates can submit a written cop-out to the Records office to request information and/or instructions on legal rights and proceedings. Procedures under the Interstate Agreement on Detainer Act apply only to untried indictments, information, or complaints. State parole violators or probation violators are not covered under these provisions.

## **MAIL ROOM:**

Inmate's families and friends may now send inmates funds through Western Union's Quick Collect Program. The Mail Room processes all incoming/outgoing mail Monday - Friday. Mail is not processed on weekends or Holidays. If a private carrier delivers mail on the weekend or holiday, it is not processed until the next working day. It will be held for the mail room officer to process. Mail depositories are located within each housing unit. All outgoing general mail will be placed sealed, in the depository. Special/Legal mail must be hand delivered to R&D, inmate must provide proper identification before Special/Legal mail will be accepted. Special/Legal May be dropped off Monday thru Friday 11:30 a.m. - 12:30 p.m. All mail addressed to the President and Vice President of the United States, the US Department of Justice, the Bureau of Prisons, Attorneys, Surgeon General, US Public Health Service, Secretary of the Army, Navy, or

Air Force, US Courts, US Probation Officers, Members of the United States Congress, Embassies and Consulates, Governors, State Attorney Generals, Directors of the State Department of Corrections, State Parole Commissioners, State Legislators, State Courts, State Probations Commissions, State Legislators, State Courts, State Probation Officers, other Federal/State Law Enforcement Officers, Attorneys and Representatives of the News Media, is to be placed in the depository marked "Special Mail." Any mail placed in this depository should be clearly marked as Special/Legal Mail.

Mail Room staff will collect all outgoing general mail from the Lieutenant's office at approximately 7:15 AM, Monday - Friday, excluding holidays. All mail must have a return address as listed below. You will be permitted to seal outgoing correspondence at the low institution level. Mail not properly identified will not be processed and will be returned to sender for completion. Your correspondents should be notified of how to properly address correspondence to you in order to limit delays within the U.S. Postal System. The address should be as follows:

Your Name and Register Number  
Federal Correctional Complex  
P.O. Box 1031  
Coleman, FL 33521-1031

Inmates must go into the TRULINCS system update the sender contact information and print the address labels for who the letter is addressed to. Once you have entered all of the correct information you will hit print. The labels will print from the guard shack located in the middle of the compound. You can pick your labels up at this location during the open moves. Incorrectly addressed mail will be returned to the sender. You are cautioned that you are totally responsible for all the contents of your letters through the prisoner's mail box. Any violation of postal laws could result in charges against you. There is no limit as to the number or length of letters that you write or receive, but it is expected that you will protect this privilege by keeping them to a reasonable amount.

You may send correspondence by first class, priority, fourth class, registered, certified, or insured mail, and may request a return receipt by placing the required postage stamps on same. The use of Media Mail postage requirements is extremely limited and you should contact the mail room staff to ascertain whether your mailing items qualify for this postal rate. If you use this postal rate and the U.S. Post Office rejects the use of Media Mail postage, your stamps will be cancelled by the U.S. Post Office and the package returned to you for recovery. Postage stamps, in different denominations, can be purchased through the inmate commissary.

All incoming mail will be opened and checked for contraband by staff. Legal/Special Mail, which will be opened in your presence, is mail from the President and Vice President of the United States, Attorneys, Embassies and Consulates, the US Department of Justice (excluding the Bureau of Prisons but including the US Attorney's), other Federal Law Enforcement Offices, State Attorney Generals, Governors, US Courts (including US Probation Officers), and State

Courts, and when the sender has been adequately identified on the envelope and the front of the envelope has been

marked "Special Mail - Open only in the presence of the inmate" (or similar language.) It is the responsibility of the inmate to advise any attorney of this procedure. If not properly marked and identified as special mail, correspondence will be treated as general correspondence and opened and inspected. Clearly identified mail from the chambers of a judge and from a member of the United States Congress will not require the special mail marking, but will be processed as "Special Mail" and opened in the presence of the inmate.

Incoming or outgoing mail may be rejected for any of the following reasons: Any material which would violate postal regulations (e.g., obscene, lewd, or vulgar statements, threats of blackmail, contraband, or indications of escape.) Discussion of criminal activities. Letters containing codes or other attempts to circumvent mail regulations. Inmates cannot engage in any type of business and will be sanctioned for doing so. Retention of any magazine or literature of a sexually explicit nature will not be allowed.

**Outgoing Packages:** Outgoing inmate packages, except hobby craft items, will be processed by Unit Management Staff. Inmates wishing to mail personal property/packages must bring the unsealed package and the Request Authorization to Mail Inmate Package, to his Correctional Counselor for mail preparation. Postage stamps required for mailing packages must be provided by the inmate. Upon completion for mailing, the Correctional Counselor will deliver the Request Authorization to Mail Inmate Package and the package to R&D. Outgoing inmate packages, except hobby craft items, can be processed by the R&D Officer during Open House hours. Inmates wishing to mail personal property/packages must bring the unsealed package to R&D, along with the Request-Authorization to Mail Inmate Package, signed by the Correctional counselor during Open House hours. Postage stamps required for mailing packages must be provided by the inmate. Hobby craft packages will be processed for mailing by the Recreation Department.

**Incoming Publications:** You may make arrangements to purchase newspapers or magazines, or one of your correspondents may submit a subscription on your behalf. You may receive hardcover books and newspapers only from the publisher, book club, or from a bookstore. You may receive soft cover material, paperback books, magazines, and newspaper clippings from any source. You should speak with the Supervisory Correctional Systems Specialist to ascertain whether an individual issue or a publication is likely to be approved. You may maintain not more than 5 books, 3 magazines or 1 newspaper in your possession at one time. If any magazines or soft-covered material are mailed in a package, it needs proper identification on the outside of the package. Program Statement 5800.10, Mail Management Manual, describes a package as a bundle, small or medium in size that is packed, padded, wrapped or boxed. Any mail weighing 16 ounces or more which contains other than paper material or excessive paper material will be considered a package and must have approval prior to receipt. Inmate packages do not require advanced authorization if the contents are otherwise approved under another Bureau policy. These type of packages must be marked with wording "Authorized by Bureau Policy," or a clear description of the contents of the package (i.e. magazines, books, reading material, legal material, etc).

**Correspondence:** With some exceptions, you may write to anyone you choose. You may not write to inmates in State institutions, unless you have received approval from the Wardens of both institutions. Inmates may correspond with inmates in other Federal institutions with the approval of Unit Managers at each institution. A copy of this approval must be on file in the mail room in order for you to receive your correspondence.

**Monies:** All funds being sent to inmates at this institution must be sent to the National Lockbox location at the following address:

Federal Bureau of Prisons  
Inmate Name (committed name, no nick names)  
Inmate Register Number  
P.O. Box 474701  
Des Moines, IO 50947-0001

Any funds received in the mail will be returned to the sender with specific directions on how to send the funds to the national lockbox. It is your responsibility to notify all persons who send you funds that they must send all funds to the

National lockbox mailing address and adhere to the following instructions: Instruct them NOT to enclose personal checks, letters, pictures, or any other items in the envelope. Enclose only the allowable negotiable instrument. The national lockbox cannot forward any item enclosed with the negotiable instrument to the inmate. Instruct them that they must have your committed name and register number printed on all money orders, U.S. Treasury, state and local government checks and any foreign negotiable instruments payable in U.S. currency. Instruct them that their name and return address must appear in the upper left hand corner of the envelope to ensure that their funds can be returned to them in the event that they cannot be posted to your account. Any deviation from the instructions above will cause a delay in the posting of the inmate funds or will cause the funds to be returned to the sender.

All funds sent via Western Union's Quick Collect will be posted to the inmate's account within two to four hours, when those funds are sent between 7:00 a.m. and 9:00 p.m. EST (seven days per week, including holidays). Funds received after 9:00 pm EST will be posted by 9:00 am EST the following morning. Funds sent to an inmate through Western Union Quick Collect may be sent via one of the following ways:

An agent location with cash: The inmate's family or friends must complete a Blue Quick Collect Send Form. To find the nearest agent they may call 1-800-325-6000 or go to [www.westernunion.com](http://www.westernunion.com)

Phone, using a credit/debit card: The inmate's family or friends may simply call 1-800-634-3422 and press option 2.

ONLINE using a credit/debit card: The inmate's family and friends may go to [www.westernunion.com](http://www.westernunion.com). Select Bill Payment or Select Quick Collect

For each Western Union Quick Collect transaction, the following information must be provided your inmate register number, your name, City code: FBOP, and State code: DC

Please note that the inmate name and register number must be entered correctly, if the sender does not provide the correct information, the transaction cannot be completed. The City Code will always be: FBOP and the State Code will always be: DC. Each transaction is accepted or rejected at the point of sale. The sender has the sole responsibility of sending the funds to the correct inmate. If an incorrect register number and/or name are used and accepted and posted to that inmate, funds may not be returned.

\*Western Union will charge the public a \$9.95 fee for U.S. cash transfers up to \$5,000 processed at Western Union agent locations. Transfers via the telephone or internet have higher fees. Non-U.S. money transfers also have higher fees. Any questions or concerns regarding Western Union transfers should be directed to Western Union by the sender (general public).

Open House Hours: Open house for mail issues will be conducted on Wednesdays and Fridays, 11:30 a.m. to 12:30 p.m. (or work call), in R&D.

## **UNIT MANAGEMENT**

FCC Coleman - Low Facility is comprised of three general population buildings (housing units); A, B, and C. Each of these buildings is comprised of two units, one on each floor; and each floor has two wings. When you receive your quarter assignment, you will also be assigned a Unit Team. Each Unit Team is comprised of a Unit Manager, Case Manager, Counselor, Secretary, and Unit Officer. Summaries of some major areas and programs you may become involved in are listed below:

Each member of the Unit Team is a professional who will assist you in planning and accomplishing your program goals in preparation for your release. The "Inmate Request to Staff Member" form, commonly call the "Cop-Out," can be obtained from your Unit Team. This form is used to request appointments and to provide other written communication to staff. Staff members who receive these forms will reply on the bottom portion of the form within a reasonable time, normally not to exceed five working days. Unit team staff has "Open House" hours for informal meetings and Unit

Managers are accessible during the lunch meal each day. Problems or complaints should be discussed freely with your

Case Manager, Counselor, or Unit Manager. All problems should be resolved informally through direct communication and Staff intervention. If you cannot resolve complaints informally you may file an Administrative Remedy (BP-229). Unit staff in each unit may have open house hours posted in which they reserve time for meeting with inmates assigned to their case load. Inmates are encouraged to use these times for questions or assistance from unit staff.

**ADMINISTRATIVE REMEDY SYSTEM:** The BOP has a formal complaint system referred to as the Administrative Remedy System. Inmates having a complaint which cannot be resolved should see their Counselor for an Informal Resolution Form (BP-8). Inmates and staff will make every effort to informally resolve all issues before utilizing a BP-8. Should the complaint not be resolved, inmates may continue with an Administrative Remedy Form (BP-9). A staff member will formally investigate the complaint and recommend a proper response to the Warden. The Warden will prepare the final reply and issue a response in a timely manner. Should an inmate wish to appeal the Warden's response, he may do so using a BP-10 form to the Regional Director. Appeals regarding a Discipline Hearing Officer Report require a BP-10 form be submitted to the Regional Director. Final appeals may be made via BP-11 to the Office of General Counsel, Bureau of Prisons, and Washington, D.C. During the appeal process, there is various time frames staff and inmates must ordinarily adhere to. See your Unit Team for further explanation of the Administrative Remedy System if you have any questions about these procedures.

**ADMISSION AND ORIENTATION (A&O):** Newly committed inmates, release violators, and inmates transferring from other facilities are **REQUIRED** to attend the Institution and Unit Admission and Orientation (A&O) Programs at this facility. These programs provide inmates an orientation to the institution, housing units, and an A&O work assignment. The work call is ordinarily announced in the morning and after the noon meal. You shall report to the Unit Officer. Unaccountable inmates failing to report may receive disciplinary action. Once you have completed the Institution A&O, your work assignment will remain A&O until you have been medically cleared for a full time work assignment. Once medically cleared, your Unit Team reassigns you to a permanent work detail. It is important for you to seek a permanent work assignment as soon as possible. Work assignments are made based on various factors: Institution need, medical status, work quotas, required skill, and availability. See your Unit Team for more information concerning A&O and work assignments.

**BEDSIDE VISITS/FUNERAL TRIPS:** Bedside visits and funeral trips may be considered when an immediate family member is either seriously ill, in critical condition, or has passed away. The Warden will make a decision regarding a bedside visit or funeral trip, depending upon your custody classification, current events, past record, and institution adjustment. Immediate family is defined as mother, father, sister, brother, spouse, son, or daughter.

**SCHEDULE OF UNIT SERVICES, ACTIVITIES AND PROGRAMS:** A Schedule of Unit activities and Programs is posted on each unit bulletin board throughout the institution to inform you of that particular team's unit-based activities and programs developed and implemented by the Unit Manager. Some unit-based groups are open to inmates from other units.

**BULLETIN BOARDS (Specific Unit):** All housing units have Rules and Regulations and the Release Preparation Program schedule posted on their bulletin boards in English and Spanish. Additionally, current memorandums, Educational and Recreational Activities, and general information are found on these bulletin boards. It is essential for you to read and be familiar with the bulletin boards on a daily basis.

**PROVISIONS FOR HOUSING DISABLED INMATES:** All Units have handicapped accessible shower and toilet facilities. For those inmates that have disabilities, see your Unit Manager for any housing or other needs you feel are necessary.

**ARTICLES FOR HYGIENE:** Any inmate who is need of hygiene items, see your Unit Team members within the unit you are staying.

**INMATE REQUEST TO REVIEW CENTRAL FILE:** An inmate seeking to review his Inmate Central File shall submit a request to his Case Manager via Inmate Request to Staff Member. The inmate's request will be acknowledged, and he

supervision. Those materials that have been determined to be non-disclosable shall be removed from the folder before inmate review.

**UNSCHEDULED PROGRAM REVIEWS:** Pursuant to CFR 524.14, upon request of either the inmate or staff, a Program Review may be advanced. An inmate must provide a compelling rationale to the Unit Team demonstrating his need for an unscheduled Program Review. The Unit Manager is the approving official.

**LEGAL CALLS:** The BOP monitors all routine inmate telephone calls. To properly place an unmonitored legal call, you must contact your unit Counselor. Be advised, it is YOUR responsibility to demonstrate the urgency (such as pending imminent Court deadline) of the need for a telephone call rather than the use of other correspondence such as Legal Mail. Inmates are responsible for the expense of unmonitored Attorney telephone calls. Inmates have the option of placing attorneys on their phone list and the calls may be monitored.

**POSTAGE FOR INDIGENT INMATES:** An inmate who has neither funds nor sufficient postage, and upon verification of this status by staff, may be provided the postage stamps for mailing a reasonable number of letters at government expense to enable the inmate to maintain community ties. The request for postage will be made to the Unit Manager.

**INMATE SAVINGS ACCOUNT:** If an inmate wishes to establish a savings account, a member of the unit team shall assist the inmate in establishing an account at a local commercial bank. Inmates should be advised that once the funds are placed in the savings account, they may only be withdrawn upon release, except in case of an emergency. Passbooks and other documents relating to the savings account shall be retained in the inmate's central file and given to him upon release. Arrangements must be made with the savings facility to mail statements regarding deposits, interest payments and withdrawals directly to the inmate.

**CALL-OUT/CHANGE SHEETS:** Inmates are placed on appointments via Call-out. You must review the Call-out list DAILY. Call-outs are distributed to the housing units the day before they are effective. Call-outs are listed alphabetically with the reporting time, location, and/or staff you are to report to. It is your responsibility to be at your Call-out on time or you may receive disciplinary action. A&O inmates are on Call-outs often during the first few weeks, so it is important for you to check them daily. If there is a blank space under your name, it means you have more than one Call-out. Contact the Correctional Officer or your Unit Team for clarification of location or general questions about Call-outs. Change Sheets are attached to Call-outs and list inmates who may have a change of work detail or quarters. You are required to report to your work supervisor at "work call" the day your work assignment becomes effective on the change sheet.

**RESIDENTIAL REENTRY CENTER:** The Bureau of Prisons contracts with organizations in the community to provide pre-release services for inmates nearing release. The Residential Reentry Center (RRC) program emphasizes responsibility, steady employment, counseling activities, and a gradual reintegration into the community. Approximately 17-19 months from your release, your Unit Team will determine your appropriateness for RRC placement based on various factors such as policy, your prior history, institution adjustment, and pre-release needs, etc. You may receive from 30-360 days of placement based on these factors. All inmates who are eligible will be referred to a RRC. Referral to a RRC is considered a program assignment and is highly encouraged.

**INMATE FINANCIAL RESPONSIBILITY PROGRAM (IFRP):** Inmates are required to develop a responsible payment plan concerning any court-imposed financial obligation. The Unit Team will discuss the various payment plans during your Program Reviews. Failure to follow the plan developed will constitute refusal and may result in the loss of room assignment, performance pay restriction (limited to \$5.25 per month) no special purchase orders, and a poor responsibility score on your Custody Classification form, no consideration for employment in UNICOR, change of quarters, \$25.00 commissary spending limitation, transfers, CCC, or furlough participation. The Inmate Financial Responsibility program is voluntary; however, failure to participate will result in the above listed consequences.

**INMATE PROGRAM REVIEWS:** Inmates will receive an Inmate Program Review by their Unit Team shortly after

another federal institution, will meet their Unit Team within 28 days of arrival. Supervise Release Violators and Writ returns will meet with their team within 14 days. In either case, your last name will be placed on the Call-out sheet, which will indicate the time and the date of this meeting. At Initial Classification, program goals will be established and other pertinent information, as it relates to the inmate's particular case, will be discussed. At scheduled reviews, inmates should discuss requests or concerns they may have, such as consideration for transfer to another facility, request for detail assignment changes, etc., and updates will be recorded as to the progress on goals inmates have made since arrival. Please note, Per Program Statement, Inmate Security Designation and Custody Classification, 5100.08, inmates must remain at this facility 18 months with clear conduct before being considered for a Nearer Release Transfer. If you are transferred here from another institution and are over 500 miles of your release residence, you will not be considered for a transfer until you have been here for 18-months and remained infraction free. After Initial Classification, you will be scheduled to meet with your Unit Team every 180 days until you are within one year of your release date. Inmates with less than one-year remaining will meet every 90 days. When inmates are 17-19 months from their release date, they will be evaluated for consideration for a RRC placement (see above RRC section for more information). It is mandatory to attend Initial Classification and subsequent program reviews. Failure to attend may result in the issuance of an Incident Report.

**ACCESS TO DIPLOMATIC REPRESENTATIVE/CONSULAR VISITORS:** When it has been determined an inmate is a citizen of a foreign country, a Consular representative of that country will be allowed to visit on matters of legitimate business. Normally, Consular representatives visit the institution on an as-needed basis. If you wish to contact your Consulate, submit a request through your Unit Team to the Warden. You may also correspond with the Consulate via mail or telephone. An inmate, who is qualified for and desires to return to his country of citizenship for service of a sentence imposed in a United States Court, shall indicate his interest by completing and signing the appropriate forms with his Case Manager. This is known as the Transfer of Offenders to or from Foreign Countries, or the Treaty Transfer Program. Not all countries are members of the Treaty Transfer Program. For detailed information, see your Case Manager. Both the Treaty Transfer Program and Consular Visits are addressed during the Institution Admission and Orientation Program.

## **FOOD SERVICE**

Using the 5 cycle National Menu, meals are served cafeteria style during the following hours:

Monday - Friday (Except for Federal Holidays):

Breakfast . . . . . 6:00 a.m. - 7:00 a.m. - Open to all inmates

Lunch . . . . . All departments will be dismissed at 10:00 a.m., in the order called by the Operation's Lieutenant

Dinner. . . . . Following the cleared 4:00 p.m. count, units will be called in the order called by the Operation's Lt.

The weekend meals and dinner rotations are based on Unit weekly meal rotation schedules.

Weekend Schedule:      Holiday Schedule:

Breakfast. . . . . 7:00 a.m. - 8:00 a.m.

Lunch. . . . . 10:00 a.m. - Noon

Dinner . . . . . Following the cleared 4:00 p.m. count

Through mainline self selection, you are afforded the opportunity to eat the mainline fare, or to choose the "Heart Healthy" option. All items that are part of the "Heart Healthy" meal plan are notated on the menu with the symbol ^. All menu items containing pork are notated by the symbol \*. All "No Flesh" menu items are notated on the menu with the symbol #. All alleged food allergies must be notated on the proper form, by the medical department. Please inform the Food Service staff on duty of any dietary requirements by providing a copy of your medical diet order. Your requests for special diets/snacks will not be accommodated without the proper documentation from the Medical Department at FCC Coleman Low. Religious dietary requirements are met through the use of Common Fare diets which are provided during mainline. Authorization to be added or removed from the Common Fare program must come from the Religious Services Department at FCC Coleman Low. Food Service staff is not authorized to place you on, or remove you from the Common Fare meal plan. Any

violation of the Common Fare meal plan will be noted and forwarded to the Religious Services Department.

Food Service Policy states no one will wear tank top shirts or opened toed shoes without socks in the Food Service Department. You are required to have your shirt tucked in while in the department. Hats and sunglasses are not permitted to be worn while inside the dining room. No food or drink is permitted to be removed from the department. Whistling and boisterous conduct is not permitted inside the dining room. Noise level is to be kept to a minimum. Inmates must bring their picture ID to every meal and have it available to be scanned. Each inmate is afforded the opportunity to eat once, at each meal. Excessive waste will not be tolerated. You will enter the dining room through either of the two entry doors when your unit is called for mainline. At no time will an inmate be admitted through the exit door. You will enter the line and remain in the line until you have received your meal. Anytime a staff witnesses an inmate cutting the line or entering the line from anywhere besides the entry doors, they are authorized to ask you leave the dining room.

**Please be advised that the menu is subject to change without notice.**

## **INMATE SERVICES**

**COMMISSARY:** The Commissary is a privilege granted to each inmate. You will be issued an identification card, no one will be permitted to shop without his card. The Associate Warden, Administration, and the Trust Fund Supervisor are the only staff who will authorize an inmate to make a commissary purchase on their non-shopping day. The Commissary will open for sales as follows: Monday through Thursday from 1:00 p.m. to 3:00 p.m. & 4:30 p.m. to 8:30 p.m. Once last call has been announced, the sales unit will remain open for fifteen minutes; only inmates in line at that time will be served. The current Bureau of Prisons spending limit is \$290 per month and \$25 per month for Financial Responsibility (FRP) Refusal. The monthly spending limitation will be re-validated as follows: last digit odd numbers re-validated on the 1<sup>st</sup> of the month and even numbers identified as FRP Refusal will be re-validated on the 15<sup>th</sup> of the month.

In order to provide a smooth running commissary sales line, please have the following items prepared before being served:

Prepare your list in advance of coming through the line. There will be no changes or additions to your list once it has been submitted. Bring a pencil along with you and pay close attention to the posted signs regarding items out of stock. Make substitutions if desired before turning in your list. Make sure your name and eight digit institutional numbers is on the top of the list.

All account balances can be checked from the AIMS machine located beside the commissary. A personal identification number (PIN) will be issued to you for access to this machine. The maximum amount of any order will not exceed \$290 including shipping and mark-up. Special Purpose Orders (SPO's) will not exceed \$300 per quarter plus shipping and handling. An inmate may not have more than (3) three Special Purpose Orders processed per month.

Sales are considered final after the inmate accepts the item(s), signs the sales receipt, and leaves the sales window. The commissary does not warrant any merchandise that is sold in the commissary, however, defective warranty items will be returned to the manufacturers at the inmate's expense. The following procedures will be enforced when mailing out warranty items.

Outside party payment will not be allowed to cover replacement of warranty merchandise.

You will not be allowed to request an upgrade on your defective merchandise.

Inmates will not be allowed to mail out merchandise that is no longer within the warranty period.

All merchandise components will be included in the box, if for some reason the parts are not included; Commissary staff will not authorize you to ship out your warranty item.

The original and one copy of the sales receipt are needed for all warranty repairs except for Koss headphones

All tennis shoes purchased from the Commissary will be sent to our vendor, Athletic Styles, for warranty repair.

**INMATE TELEPHONES:** Upon arrival at FCC Coleman, you will be provided with a copy of the inmate telephone system inmate guide and a copy of the Telephone Request Form. All inmates may request up to (30) thirty numbers be put into the phone system. Once the inmate fills out the request form, he must turn the request form into unit staff for approval. Once the unit staff approves your list, it will be turned into the ITS technician to input the numbers into the phone system.

All inmates will be given a phone access code. This code is a (9) nine digit number that allows an inmate access to the ITS. The centralized system allows inmate to have only one BOP account that can be used for calling immediately upon arrival at another institution. First time committed inmates access codes will be provided to the inmate by the

Correctional Counselor upon entry to the inmate's telephone numbers into the ITS system.

1. If it has been determined that negligence on the part of the inmate has compromised his PAC number, the inmate will have to pay a fee of \$5 to help defray the cost of establishing a new PAC number.
2. Inmates can transfer phone credits from their commissary account to their ITS account via the telephone system. every effort to expend all telephone credits before he transfers or is released.
3. All calls will be limited to (15) fifteen minutes. At the end of (14) fourteen minutes, a tone will warn the caller there is one (1) minute remaining in the call. After fifteen minutes, the call will automatically be disconnected. There is a thirty (30) minute waiting period between each completed call.
4. The inmates will be able to make 300 minutes of collect and direct calls each month, with a maximum of (15) fifteen minutes per call.
5. The use of third-party billing and electronic transfer of a call to a third party on the Inmate Telephone System (ITS) is not permitted. Any inmates in violation of this regulation are subject to disciplinary action.
6. Inmates may not place calls to telephone numbers for which all the actual expenses for the call cannot be directly and immediately deducted from the inmate's account. Examples include telephone calls to 1-800, 1-900, 1-976, 1-888, and to credit card access numbers.

Inmates will be able to update their telephone numbers once per month. The allowable updated numbers will be processed within five working days. 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 per each 30-day period.

**TRUST FUND LIMITED INMATE COMMUNICATION SYSTEM (TRULINCS):** In an effort to improve the ability of inmates to efficiently and economically maintain contact with persons in the community, the Bureau of Prisons is implementing a pilot program called the TRULINCS. As a pilot program, TRULINCS is intended to test a system which will supplement, not replace, an inmate's current and well-established means of mainstream contact with persons in the community; specifically written correspondence, telephones and visiting. Additionally, the pilot program will test TRULINCS ability to provide an inmate electronic communication system which does not jeopardize the safety, security, or orderly operation of the correctional facility, or the protection of the public. Inmates participating in this program will not have access to the Internet. All inmates must go through a TRULINCS screening process. Some inmates may be excluded from the program based upon their current offense, past offense, and current or past behavior.

**Visioneer One Touch Desktop (Voice Activation):** The Inmate Voice Verification (V-PIN) has been implemented Complex wide. Each inmate has had the opportunity to register/record his name. Upon arriving into your designated housing unit, you must notify your Counselor that you need access to the telephone system. When advised, you will proceed to a inmate telephone, Dial the number 111, enter your PAC number, and answer the prompts/questions in a clear

and natural voice. You will clearly state your first and last name after the tone. If your voice has been successfully registered, it will be repeated back to you. You will be given three attempts to successfully register your voice. If you do not get it registered within those three attempts you must repeat the process. If the inmate is having problems he will need to dial 112 and enter your PAC number, listen to the recorded voice and state his name exactly. If there are any changes to the voice tone the inmate will not be able to use the telephone.

**Transferred Inmates** - If an inmate transferred from another facilities and he/she has recorded/registered their name, they will **not** need to record/register again. If an inmate did not register at their prior institution then he/she will not be able to use the telephone until he/she is registered. All inmates will be registered BOP wide by September 2010.

**Note:** Inmates that needs to register/record their name, please contact the ITS Office, so that we can enable the inmate's telephone account so that he/she will be able to register/record their voice by dialing **111** and his/her **PAC number**.

If an inmate is unable to record his/her name due to Medical conditions (stroke, voice box etc.) verification will be made by ITS Department prior to the inmate registering.

**LAUNDRY:**

You will be required to report to Laundry/ Clothing issue to complete a clothing issue form after your intake screening process. Your name, number, date of entry, and your clothing sizes will be taken, at which time you will be assigned a clothing number. This number will be on the label of your issued clothing. You are not authorized to remove, alter, or tamper with this label. Disciplinary action may be taken if found guilty of this infraction. After your initial process, you will be given a time to report to the Clothing Issue Department and pick up your clothing. At that time, you must present your INMATE ID CARD, issued to you by Receiving & Discharge (R&D). You are required to pay for lost or stolen items for replacement. It is your responsibility to take care of the following issued items:

- |                     |                |
|---------------------|----------------|
| 4 Shirts            | 4 Pants        |
| 4 Underwear         | 4 Pairs Socks  |
| 4 T-Shirts          | 1 Belt         |
| 1 Pair Safety Shoes | 2 Blankets     |
| 2 Bed Sheets        | 1 Pillowcase   |
| 1 Pillow            | 3 Towels       |
| 2 Washcloth         | 2 Laundry Bags |

You are not authorized to possess institutional clothing in excess of the amount listed above. You must turn into the Clothing Issue Department the towels, pants, and all other clothing issued to you in R & D. Any additional items over the authorized limit will be considered contraband, and the individual is subject to disciplinary action. Inmates are expected to maintain their initial issue of t-shirts, socks, boxers, briefs, towels, wash cloths, and laundry bags for a minimum of (9) nine months. The pants and shirts must be maintained for a minimum of (12) twelve months from the date of issue. At the end of that period, inmates may exchange 1 set of green clothing for a new visiting set and any of the remaining green clothing that no longer fit, is excessively worn, or is stained for serviceable replacements. Inmates desiring to exchange their clothing after the initial period may do so within five working days by turning in an Inmate Request to Staff Member form to the Laundry Foreman. Personal hygiene items such as toothpaste, toothbrushes, soap, combs, and razor blades may be obtained from your Unit Team or Unit Officer.

Clothing issue hours of operation:

Monday - Friday 6:30 a.m. to 7:00 a.m. or until compound closes (general population)

A. Daily Service: Monday thru Thursday wash bag drop off

Inmates must place institutional and personal clothing in their numbered laundry bag, secure it with string provided and bring to Laundry between 6:30 a.m. 7:00 a.m. or until compound closes Laundry bags will be returned the next day to the units after 4:00 p.m. cont clears. To obtain replacement clothing, repairs, and alterations, a cop-out must be submitted to the Clothing Issue Officer on your commissary/ Laundry day Monday thru Thursday, 6:30 a.m. to 7:00 a.m or when compound closes.

B. Weekly Service: Sheets and pillowcases may be exchanged on a one-for-one basis Tuesday or Thursday from 6:30 a.m. to 7:00 a.m. or when compound closes. Blankets will be exchanged every 2<sup>nd</sup> and 4<sup>th</sup> Tuesday and Thursday no more than one each day. No exchange will take place at any other time. The schedule for exchange will be posted inside the units and clothing issue department.

Weekly: Clothing exchange will be determined by the last two digits of the inmate's first five identification numbers. (Example ID# 15678-018). When a holiday falls during the work week, a schedule for exchange will be posted in the Laundry.

## EDUCATION

The Bureau of Prisons' standard is that all inmates who do not have a verified high school diploma or GED equivalency diploma, or who do not have proficiency in speaking English (at an 8.0 grade equivalent) must be enrolled in GED or ESL class. You will be mandated to remain in GED class for 240 hours of class instruction and in ESL class until you pass the Comprehensive Adult Student Assessment System (CASAS) Certification Tests. Students making appropriate progress will be allowed to take the GED exam or CASAS test to complete their program enrollments. Decisions regarding who will be allowed to take the tests will be made by the respective program coordinators. For reference, see Program Statement 5350.28.

**PROGRAM PARTICIPATION:** Initially, Education Staff shall meet the inmate for the purpose of enrolling the inmate in the Literacy Program. At the end of 240 instructional hours, excluding sick time, furloughs, or other absences from scheduled classes, the Unit Team, during scheduled Program Review sessions, shall meet with the inmate to encourage continued participation in the Literacy Program until the inmate earns GED credential or High School Diploma. At these meetings, the inmate may elect not to continue in the Literacy Program, and no disciplinary action will be taken. Under these circumstances, and prior to approving a withdrawal, the Literacy Coordinator must be contacted to ensure mandatory education requirements have been met. However, inmates may also submit an Inmate Request to Staff (copout) to the Assistant Supervisor of Education (ASOE) to request withdrawal from the literacy program after obtaining approval and signature from their respective Unit Managers and Case Managers. The inmate may not discontinue this program when participation is mandated by statute. **SPECIAL NOTE** - If you are sentenced under VCCLEA or PLRA:

You must have a high school diploma, be enrolled in, and making satisfactory progress in the GED program in order to vest your good conduct time. Inmates who are exempt from attending GED class based on a deportation detainer must enroll in GED or ESL in order to receive their good conduct time. Inmates who have completed the mandatory period of enrollment must remain enrolled or re-enroll to vest their good conduct time. Inmates found guilty of an incident report related to their literacy program enrollment will be changed to GED UNSATISFACTORY PROGRESS and will not vest

their good conduct time. Following the assignment of a GED UNSATISFACTORY PROGRESS code, inmates will be required to complete 240 hours of program enrollment before they can be changed back to a SATISFACTORY code. Good conduct time will not be vested while the UNSATISFACTORY assignment exists.

The Education Department offers other programs. These include: Post Secondary Education, Vocational Training, Apprenticeship Programs, and Adult Continuing Education and Parenting. Vocational Training programs will be offered in the following areas: Culinary Arts, HVAC, Electric, Microsoft 07, Apprenticeship programs, and the Mavis Beacon Typing program. All Post Secondary Education Programs are offered through correspondence course work.

The Education Department offers the employment and personal finance components of the Release Preparation Program. The Education Leisure Library and Law Library will be open six days a week. Except during meals, count time and holidays.

Monday - Thursday	7:30 am - 8:00 pm
Friday	7:30 am - 3:30 pm
Saturday	7:30 am - 3:30 pm
Sunday	Closed

NOTE: Law books are for your reference only and may not be removed from the Law Library for any reason. Removal of law books and reference material will result in disciplinary action. A photocopy machine is available in the Leisure Library. Copies of documents or books may be made by using your “vending” machine balance on your card at ten cents each. Please see education staff if you have any questions about Education Programs.

## **RECREATION**

The goal of the Recreation Department at FCC, Coleman-Low, is to make available as many programs as possible for inmates to maintain a healthful living and the enjoyment of participating with others in structured activities. The Recreation Department consists of the Supervisor of Recreation, Assistant Supervisor of Recreation, and five Recreation Specialists.

### General Rules in Recreation

No Food Service ‘whites’ are allowed. T-shirts are required to be worn at all times. No unauthorized inmate in the hobby craft area. Recreation I.D.’s are required when checking out tools and equipment. No food or drinks allowed in the Leisure Center. No bed linens allowed in any recreation areas.

The Recreation Department offers a wide variety of activities to provide inmates an opportunity to improve their health, fitness, and to be actively involved in leisure time activities.

## **RECREATION YARD**

Flag Football/Soccer Field (1)	Softball Fields (2)
Volleyball Court (1)	Basketball Courts (4)
Handball/Racquetball Courts (8)	Multi-Purpose Court (1) Horseshoe Pits (4)
Walking/Running Track (1)	Fitness Stations (6)

\* *Back Patio* - Equipped with various fitness equipment.

Intramural Sports Leagues - All intramural leagues will use either a Unit League or Draft League to form teams during seasonal play. 1<sup>st</sup> Place winners receive awards for their accomplishment.

Intramural leagues may consist of “A”/ “B”/ -or- Over 40 league categories.

### Major Leagues:

Softball  
Soccer  
Flag Football  
Basketball

### Minor Leagues:

Volleyball  
Handball  
Racquetball  
Tennis  
Horseshoes  
Bocce

Equipment Issue - All equipment for recreation yard use is available in the equipment issue room. In order to check out equipment you must present your I.D. Card.

Officiating clinics are held to provide training in various sports officiating and consist of the following:

Softball	Basketball	Soccer
Volleyball	Flag Football	Tournament Management
Sports Rules	Field Maintenance	

## LEISURE CENTER

Music Band Room (1)	Art Room (1)
Music Practice Room (1)	Leather Room (1)
Multi Purpose Room (1)	CD/DVD Room (1)
Open Table Top Area (1)	Photo Room (1)

### **The music program consists of the following:**

Piano	Acoustic Guitar	Drums
Percussion	Saxophone	Flute
Accordions	Trumpet	

Classes are provided and offer “Beginning” - “Intermediate” - “Advanced” levels.

Music Theory	Guitar	Spanish Guitar
Bass Guitar	Bolero	Percussion
Drum	Conga	Bongo
Piano	Horns	

### **The Arts and Crafts program consists of the following:**

Painting	Pastels	Charcoal
Ink Drawing	Crotchet	Bead Work
Leather Work		

Unit Crafts is also available for drawing, crotchet and beadwork permitted in the housing units.

Contact Hobby Shop staff for information on monthly/quarterly spending limitations.

Classes are provided and offer “Beginning” - “Intermediate” - “Advanced” levels.

Drawing	Art	Painting
Leather Craft	Crotchet	Beads
Model Kits		

### **Leisure Activities program consists of the following:**

Puzzle Project	Chess Club	Photo Sessions
Billiards	Foosball	Table Tennis
Card Games	Board Games	Movies / CD Listening

## WELLNESS CENTER

### **The Physical Fitness / Health Education program consists of the following:**

Health Awareness Resource Center  
Fitness Achievement Club (Bike/Walk/Step)  
Fit For Life (Weight Loss Program)  
Spinning Program

Classes are provided and offer “Beginning” - “Intermediate” - “Advanced” levels.

Aerobics	Calisthenics	Circuit Training
Core Training	Spinning	Stretching
Abs	Pilates	Jump Rope
Yoga	Senior’s Fit	Body Composition
PFHE	Health/Nutrition	

## **HOLIDAY ACTIVITIES**

Holiday Activities are held throughout the calendar year on all federal holidays. A wide variety of tournaments, contests and special events are scheduled with 1<sup>st</sup> place winners receiving awards. All events are conducted using sign-ups at the time of the event.

### **Additional Special Events are held throughout the year and consist of the following:**

Christmas Bingo	4 <sup>th</sup> of July Bingo	Talent Shows
Dodge Ball	Kick Ball	Obstacle Course Runs
Basketball Jamboree	Softball Jamboree	Soccer Jamboree
Turkey Bowl	Karaoke Contests	Music Band Shows
Arts & Crafts Show		

Hours of Operations	<b>WEEKDAYS</b>	<b>WEEKENDS &amp; HOLIDAYS</b>
	<b><u>RECREATION YARD</u></b>	<b><u>RECREATION YARD</u></b>
	6:00 a.m. - 10:00 a.m.	6:00 a.m. - 9:30 a.m.
	11:00 a.m. - 3:30 p.m.	10:30 a.m. - 3:30 p.m.
	4:15 p.m. - 8:30 p.m.	4:15 p.m. - 8:30 p.m.
	<b><u>Leisure Center</u></b>	
	6:00 a.m. - 9:30 a. m.	6:00 a.m. - 9:30 a.m.
	Noon - 2:30 p.m.	10:15 a.m. - 230 p.m.
	4:15 p.m. -7:30 p. m.	4:15 p.m. - 7:30 p.m.
		36
	<b><u>MUSIC CENTER</u></b>	<b><u>MUSIC CENTER</u></b>
	Noon - 2:30 p.m.	Noon -2:30 p.m.
	4:15 p.m. - 7:30 p.m.	4:15-7:30 p. m.

### **CARD & GAME ROOM ACTIVITIES**

Chess - UNO - Backgammon - Dominoes - Checkers - Cards - Risk - Scrabble

## **OCCUPATIONAL SAFETY & ENVIRONMENTAL HEALTH - ADMISSIONS AND ORIENTATION**

**HAZARD COMMUNICATION PROGRAM:** In 1983 the Occupational Safety and Health Administration issued a standard entitled “Hazard Communication” (29 CFR 1910.1200). This regulation stated the minimum standards to which an employer must adhere for communicating to employee’s information about chemical related hazards in the workplace. Hazard Communication is better known as the “Right-To-Know Law”. This simply means an employee has the right to know the potential hazards of any chemicals in the work place.

The Hazard Communication Program for the Bureau of Prisons will apply to all departments using hazardous materials as

part of a manufacturing process, maintenance operations, construction projects, and daily operations within a department.

**MATERIAL SAFETY DATA SHEETS:** It shall be the responsibility of each department using an identified hazardous material to obtain and maintain the Material Safety Data Sheets (MSDS) (OSHA 174 or its equivalent) for that material. The MSDS will be readily accessible to staff and inmates when they are in their work areas. The MSDS lists information relative to the storage, use, and disposal of the material and those requirements will be followed. A copy of each MSDS will be maintained in the Safety Department and updated as needed. An annual review of the MSDS master file shall be conducted by the Safety staff to ensure that it is current and documentation of the review will be maintained in the MSDS master file.

**UNIFORM BASIC SAFETY REGULATIONS:** Inmate Training: Bureau of Prisons employees and inmates will be provided a safe work area, proper equipment with which to work, and detailed instruction in the safe way to accomplish the work.

Initial Training: Each inmate will receive familiarization training during Admission and Orientation concerning safety programs in the institution. He will sign the form BP-169 (16) regarding the basic safety rules. A copy of the signed form will be placed in the inmate central file.

Initial Job Orientation Training: Upon assignment to a job or detail, each inmate will receive initial training by his supervisor concerning safety work methods and hazard communications training.

Job Efficiency Training: Monthly training will be given on safety topics relevant to the work by the supervisor. The goal of these sessions is heightened safety awareness. These sessions should cover work being performed, machinery, and tools of the specialty. These sessions are not intended to replace initial or continuous training but to increase job efficiency through injury reduction. The BP-182 form or local equivalency may be used to document the monthly training. Originals are to be forwarded to the Safety Department monthly.

**INMATE COMPENSATION AND HANDBOOK AVAILABILITY - REGULATIONS GOVERNING INMATE ACCIDENT COMPENSATION PROCEDURES.** These Regulations are published in 28 CFR Section 301-101 through 301.319. Pursuant to the authority granted at 18 U.S.C. 4126, the procedures set forth in this part govern the payment of accident compensation, necessitated as the result of work related injuries to federal prison inmates. Compensation may be awarded via two separate and distinct programs:

A. Inmate Accident Compensation may be awarded to former federal inmates or their dependents for physical impairment or death resulting from injuries sustained while performing work assignments in the Federal Prison Industries, Inc., in institutional work assignments involving the operation or maintenance of a federal correctional facility, or in approved work assignments for other Federal entities.

B. Lost-time wages may be awarded to inmates assigned to Federal Prison Industries, Inc., to paid institutional work assignments involving the operation or maintenance of a Federal correctional facility or in approved work assignments for other Federal entities for work-related injuries resulting in time loss from the work assignments.

**4343MEDICAL ATTENTION:** Whenever an inmate is injured while in the performance of an assigned duty regardless of the extent of injury, the inmate shall immediately report the injury to his official work detail supervisor.

**INVESTIGATION AND REPORT OF INJURY:** The work detail supervisor shall complete a BP-140, Injury Report (Inmate), on all injuries reported by the inmate, as well as injuries observed by staff. Staff shall then forward the original and remaining copies of the Injury report to the Institutional Safety Manager for review.

**LOST TIME WAGES:** The institution Safety Manager shall present the BP-140 to the Institution Safety Committee at the Committee's next regularly scheduled meeting. The Safety Committee shall make a determination of the injury's work-relatedness based on the available evidence and testimony. An inmate worker may receive lost-time wages for the

number of regular work hours absent from work due to injury sustained in the performance of the assigned work. Lost-time wages are paid for time lost in excess of three consecutively scheduled work days.

**APPEAL OF DETERMINATION:** An inmate who disagrees with the decision regarding payment of lost-time wages may appeal that decision exclusively through the Administrative Remedy Procedure. (See 28 CFR part 542).

**COMPENSATION FOR WORK-RELATED PHYSICAL IMPAIRMENT OR DEATH:** No compensation for work-related injuries resulting in physical impairment shall be paid prior to an inmate's release.

**TIME PARAMETERS FOR FILING A CLAIM:** No more than 45 days prior to the date of an inmate's release, but no less than 15 days prior to this date, each inmate who feels that a residual physical impairment exists as a result of an industrial, institution, or other work-related injury, shall submit a FPI 43, Inmate Claim for Compensation on Account of Work Injury. Each claimant shall submit to a medical examination to determine the degree of physical impairment. The claim, after completion by the physician conducting the impairment examination shall be returned to the Institution Safety Manager for final processing. It shall then be forwarded promptly to the Claims Examiner, Federal Bureau of Prisons, 320 First Street, N.W., Washington, DC, 20534.

Inmate Compensation Booklets are available in the inmate Law Library. Individual copies can be received by request through the Safety Department.

## **FACILITIES DEPARTMENT**

The Facilities Department's mission is the design, construction and maintenance of FCC, Coleman. The department consists of approximately fifty trades' persons, four General Foremen, and one Facility Manager. The Low Facilities Department consists of the following shops: carpentry, plumbing, heating and air conditioning, paint, general maintenance, electric, and preventative maintenance. The general maintenance shop utilizes a wide variety of trade skills. These skills are masonry, carpentry, sheetrock installation and finishing, floor finishers, and general construction. If you have any of these skills and would like to work for the Facilities Department, you should fill out a request to Facilities for an interview or be sure to get your name on the list during the A&O lecture provided by Facilities staff.

## **UNICOR**

UNICOR provides inmates confined in BOP institutions an opportunity to obtain an industrial work assignment. Presently, there is a furniture factory here at FCC Coleman. Other avenues of employment used to support the industrial operation include the business office, factory office, quality assurance and warehousing.

**UNICOR WAITING LIST:** All inmates who wish to be employed by UNICOR must first be placed on the UNICOR waiting list. This is accomplished through Unit Teams. The list is updated monthly and copies are distributed to all units at the beginning of each month. Inmates who refuse to participate in the Inmate Financial Responsibility Program may not be assigned to UNICOR.

**TRANSFERS:** Inmates who are employed with UNICOR at another institution who have been transferred to Coleman for other than disciplinary reasons will be given hiring priority, provided that a vacancy exists requiring comparable skills. Where no vacancy exists, the inmate will be placed in the top ten percent of the waiting list.

## **INDUSTRIAL PAY AND BENEFITS**

Pay Scale:	1st Grade	\$1.15 per hour
	2nd Grade	\$ .92 per hour
	3rd Grade	\$ .69 per hour
	4th Grade	\$ .46 per hour
	5th Grade	\$ .23 per hour

PROMOTIONS: Advancement with UNICOR is based on demonstrated ability, compliance with rules and regulations and vacancies in grades. An inmate must be at the eighth grade literacy level before being eligible for promotion above the fourth grade pay. A GED or High School Diploma is required in order to reach first grade pay. Promotions are not based on longevity, and being eligible for promotion does not mean that the inmate will be promoted automatically. Inmates may earn an additional hourly pay allowance for longevity in UNICOR.

<u>Longevity of Service</u>	<u>Longevity Pay Per Hour</u>
18 Months	\$ .10
30 Months	\$ .15
42 Months	\$ .20
60 Months	\$ .25
84 Months	\$ .30

VACATION PAY: All inmates working in UNICOR can earn up to six days vacation, with pay, for the first year of service. They can earn up to 12 days per service year for each succeeding year. Part-time workers may earn half of this rate of vacation time.

OVERTIME PAY: Inmates working overtime in UNICOR normally earn double the hourly rate they currently earn.

SCHOLARSHIPS: Scholarships funding is available for business related courses upon application to the UNICOR Business Manager then the Unit Team.

### **SPECIAL HOUSING UNIT**

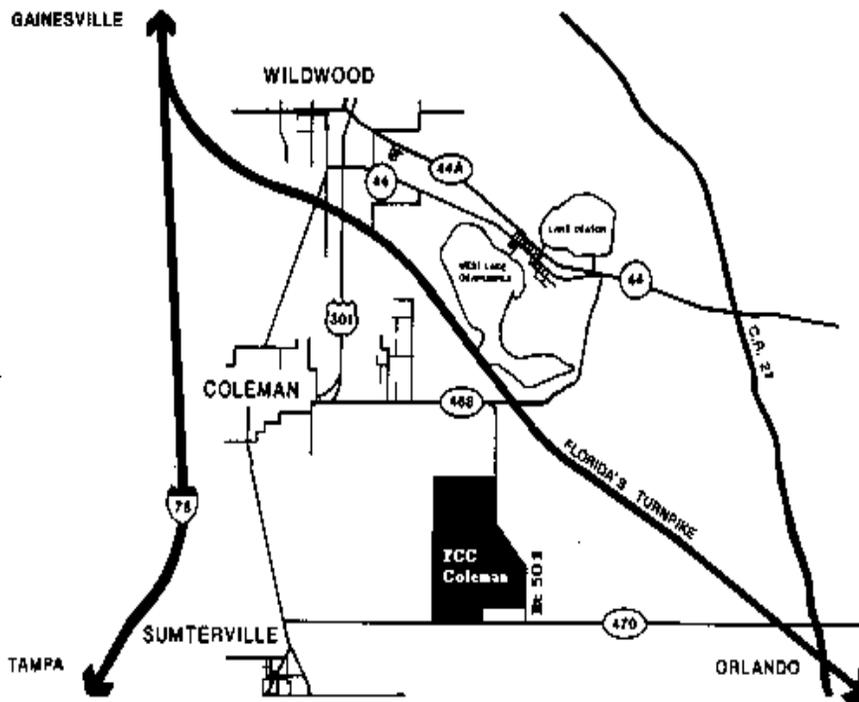
FCC Coleman-Low has a special housing unit (SHU) consisting of two categories of detention, administrative detention and disciplinary segregation. Disciplinary segregation is for inmates found guilty of violating Bureau of Prisons policy (PS 5270.08). The length of discipline segregation is determined by the Disciplinary Hearing Officer. When it is determined an inmate poses a potential security concern, pending investigation, pending greater security transfer, or other administrative reasons, inmates are placed in administrative detention.

Stand-up counts are conducted daily at 4:00 p.m. and on weekends, holidays at 10:00 a.m. When the Operations Lieutenant orders a bed-book count, you are required to stand during the count. No pictures, towels, sheets or any other items are to be placed on the walls, shower, bed, windows, or on the floor inside the cell. There will be no writing on the cell walls or doors. Designated quiet hours are from 9:00 p.m. to 6:00 a.m. During quiet time, no activity and/or yelling which would disrupt other inmates.

Safety regulations are consistent with the information published in the Admission and Orientation Inmate Information Handbook. You will be afforded the opportunity to shower daily. Monday through Friday, you are required to have your cell clean and your bed made by 8:00 a.m., you may lie on top of your bed. Normally, inmates in the special housing unit are provided the opportunity, for a minimum of five (5) hours per week, of recreation. One phone call will be allowed every 30 days, unless sanctioned to loss of phone privilege. You must request to use the phone using the Inmate Request to Staff form. Sick call is conducted daily, between 6:00 a.m. and 7:00 a.m. A sick call form must be completed the day prior and given to the SHU Officer.

Should you remain in SHU for over thirty (30) days, you may request a haircut, completing an Inmate Request to Staff. Shaving supplies, requests to use the law library will be made by completing an Inmate Request to Staff and providing same to SHU Unit Officers. Inmates requesting a haircut will complete the Inmate Request to Staff form to the SHU Officer. The following schedule has been established for the issuing of supplies, cell sanitation inspections, as well as clothing and linen exchange:

Sunday: clothing pick up, book exchange, issue commissary slips  
Monday: dirty linen bag issued, razors  
Tuesday: clothing pick up, commissary delivery, issue supplies, personal hygiene items, cell sanitation  
Wednesday: clothing issue, razors  
Thursday: clothing pick up, commissary delivery, issue supplies, personal hygiene items, cell sanitation  
Friday: clothing issue, razors  
Saturday: cell rotation cleaning supplies, sheets



FCC, Coleman  
846 N.E. 54<sup>th</sup> Terrace  
Coleman, FL 33521-1031

**DIRECTIONS:** FCC Coleman is located approximately 50 miles northwest of Orlando on the Florida Turnpike, 35 miles south of Ocala and 75 miles northeast of Tampa on Interstate 75.

From North Jacksonville, Ocala, Gainesville: Take I-75 South to Exit 321-Sumterville, FL. Turn left after exiting on CR 470. Take 470 to Highway 301. Turn left onto 301 North. Go less than one mile and turn back onto 470. Follow signs to correctional facility.

From the Florida Turnpike: Exit the Turnpike at Highway CR 470. Go west for approximately 5 miles. FCC Coleman will be on the right. From Miami: Take the Turnpike North to the Highway CR 470. Go west for approximately 5 miles. FCC Coleman will be on the right. From South Clermont, Haines City: Take Hwy. 27 to 48 (traffic light turn left at BP Gas Station) which will turn into 470. Travel west 12 miles the institution will be on your right.