

ADMISSION AND ORIENTATION HANDBOOK



FEDERAL CORRECTIONAL INSTITUTION FLORENCE, COLORADO

Revised August 2008

**Inmate Information Handbook
Federal Bureau of Prisons**

Introduction

This A&O handbook is made available to you to give you an understanding of the policies and procedures of FCI Florence. Please read the booklet and during the orientation process, ask questions, if needed, when provided lectures by staff from the various institution departments. As always, good communication is necessary to maintain an understanding of policies and procedures at this facility. So please read and become familiar with this handbook.

Thank you.

J. M. Wilner
Warden

Orientation

Inmates are given social and medical screenings at the time of arrival and will be screened by the psychology department. While in Admission and Orientation (A&O), you will learn about the programs, services, policies, and procedures regarding the facility. Also, you will receive presentations from various staff regarding their programs and departments. At the end of the A&O Program, you will be assigned to a job as long as you are medically cleared for duty.

UNIT MANAGEMENT

Unit Staff

Unit Manager: The Unit Manager is the administrative head of the unit and oversees all unit programs and activities. He/She is a Department Head at the institution and has a close working relationship with other departments and personnel. The Unit Manager is the "Chairperson" of the team, reviews all team decisions, and ordinarily chairs the Unit Discipline Committee.

Case Manager: The Case Manager is responsible for all casework services and prepares classification material, progress reports, release plans, notary, correspondence and other materials relating to the inmate's commitment. He or she is responsible to the Unit Manager on a daily basis. The Case Manager serves as a liaison between the inmate, the administration, and the community. The Case Manager is a frequent member of the Unit Discipline Committee.

Counselor: The Counselor provides counseling and guidance for the inmates of the unit in areas of institutional adjustment, personal difficulties and plans for the future. He or she plays a leading role in all segments of unit programs and is a member of the Unit Team. The Counselor is the contact person for telephone issues, visiting procedures and/or administrative remedies and is the individual to approach for daily problems. The Counselor is a frequent member of the Unit Discipline Committee.

Unit Secretary: The Unit Secretary performs clerical and administrative duties for the unit staff. The Secretary may sit as a member of the Unit Team.

Unit Officer: The Unit Officers have direct responsibility for the day-to-day supervision of inmates and the enforcement of rules and regulations. They have safety, security and sanitation responsibilities in the unit. Unit Officers are jointly supervised by the Unit Manager and the Shift Supervisor during his/her unit assignment.

Education Representative: Responsible for all matters pertaining to your education or vocational training needs.

Psychologist: A qualified mental health professional is qualified to determine if emotional or psychological problems may be affecting your individual adjustment. The Psychologist further suggests and monitors your participation in treatment.

Attorney Phone Calls

If an attorney desires to speak to you, the attorney will contact unit staff via written correspondence or telephone and request that the inmate return the call. Legal calls placed on staff phones will not be monitored. Attorney calls will not normally be restricted if legitimacy can be verified and attorney/client procedures listed above are adhered to. You must provide documentation of an imminent court deadline or justify why written correspondence is not sufficient. Attorney calls will be approved in advance by the unit team and it will be the unit team's responsibility to assist you with such calls. Legal calls made on the TRUFONE System are recorded automatically. If an inmate places a legal call on the TRUFONE System, he is authorizing the Bureau of Prisons to monitor the call.

Attorney Visits

Attorneys should ordinarily make advance appointments for each visit. Attorneys are encouraged to visit during the regular visiting hours. Attorney visit will be subject to visual monitoring, but not audio monitoring. Contact your Unit Team to arrange an attorney visit. During attorney visits, a reasonable amount of legal materials may be allowed in the visiting area with prior approval. Legal material may be transferred during attorney visits, but is subject to inspection for contraband. This material will be treated in a similar manner as the special mail procedures described below. You are expected to handle the transfer of legal materials through the mail as often as possible.

Consular Visits

Inmates requesting permission to visit with Consular Officials should review the procedures via their Unit bulletin board. In the event, your country is not listed, please see your Case Manager for the respective address.

Communications

Ordinarily, there is a unit staff member available each day of the week and most evenings until 9:00 p.m. The unit bulletin boards contain written communication of interest. Unit Managers may utilize Town Hall meetings at his/her discretion to foster improved communications.

Selective Service Program

Males are exempt from the registration requirement while incarcerated; however, if you are released before the age of 26, you will be required to register. You may contact the Unit Team for registration procedures.

Team Meetings

Initial team meetings are held within 30 days of your arrival to our facility for new commitments, transferring inmates and violators. Thereafter, inmates serving more than a year will appear before their Unit Classification Team every six months, and every ninety days for inmates serving less than a year. In the event any unforeseen circumstances arise such as: request for a bedside visit, etc, you can make a formal request via an Inmate Request to Staff Member to see your Unit Team for an special/unscheduled team meeting.

Treaty Transfer

In December 1977, the United States entered into it's first treaty (with Mexico) for international offender transfer. Since that time, the United States has entered into treaties with a number of other foreign countries. Generally, a treaty provides for a non-citizen, convicted of a crime and sentenced to imprisonment or some form of conditional release (probation, parole, etc.) in another country to be transferred to the individual's country of citizenship for sentence completion. While the term "prisoner-exchange" may be used, most actions under this Program Statement will be transfers and not offender for offender exchanges. The Unit Team can inform you if your home country has signed this kind of agreement with the United States and how to apply for transfer.

Violent Crime Control Law Enforcement Act

Section 20417 of Public Law 103-322, signed by the President on September 13, 1994 (18 U.S.C. 4042(b)), requires the Bureau to notify state and local law enforcement officials at least five days prior to releasing to Supervised Release, probation or parole, of prisoners who have been convicted of a drug trafficking crime or a "crime of violence".

Work Assignments

Upon completion of the A&O process, you will be given a work assignment by your Unit Team based on institutional needs and your specialized skills. You will remain at this assignment for a minimum of 90 days. A change in your work assignment must be authorized by the department head releasing you from the old assignment and by the department head accepting you to the new assignment. You may request the appropriate form from your Counselor.

Health Services Department

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 honestly cooperate with your health care plans and respect the basic human rights of your health care providers.

RIGHTS	RESPONSIBILITIES
1. You have the right to access health care services based on the local procedures at your institution. Health services include medical, dental and all support services. If inmate co-pay system exists in your institution, Health Services cannot be denied due to lack (verified) of personal funds to pay for your care.	1. You have the responsibility to comply with the health care policies of your institution, and follow recommended treatment plans established for you, by health care providers. You have the responsibility to pay an identified fee for any health care encounter initiated by yourself, excluding emergency care. You will also pay the fee for the care of any other inmate on whom you intentionally inflict bodily harm or injury.
2. You have the right to know the name and professional status of your health care providers and to be treated with respect, consideration and dignity.	2. You have the responsibility to treat these providers as professionals and follow their instructions to maintain and improve your overall health.
3. You have the right to address any concern regarding your health care to any member of the institution staff including the physician, the Health Services Administrator, members of your Unit Team, the Associate Warden and the Warden.	3. You have the responsibility to address your concerns in the accepted format, such as the <i>Inmate Request to Staff Member</i> form, main line, or the accepted <i>Inmate Grievance Procedures</i> .
4. You have the right to provide the Bureau of Prisons with Advance Directives or a Living Will that would provide the Bureau of Prisons with instructions if you are admitted as an inpatient to a hospital.	4. You have the responsibility to provide the Bureau of Prisons with accurate information to complete this agreement.
5. You have the right to be provided with information regarding your diagnosis, treatment and prognosis. This includes the right to be informed of health care outcomes that differ significantly from the anticipated outcome.	5. You have the responsibility to keep this information confidential.
6. You have the right to obtain copies of certain releasable portions of your health record.	6. You have the responsibility to be familiar with the current policy and abide by such to obtain these records.
7. You have the right to be examined in privacy.	7. You have the responsibility to comply with security procedures should security be required during your examination.

<p>8. You have the right to participate in health promotion and disease prevention programs, including those providing education regarding infectious diseases.</p>	<p>8. 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 catching an infectious disease.</p>
<p>RIGHTS</p>	<p>RESPONSIBILITIES</p>
<p>9. You have the right to report complaints of pain to your health care provider, have your pain assessed and managed in a timely and medically acceptable manner, be provided information about pain and pain management, as well as information on the limitations and side effects of pain treatments.</p>	<p>9. You have the responsibility to communicate with your health care provider honestly regarding your pain and your concerns about your pain. You also have the responsibility to adhere to the prescribed treatment plan and medical restrictions. It is your responsibility to keep your provider informed of both positive and negative changes in your condition to assure timely follow up.</p>
<p>10. You have the right to receive prescribed medications and treatments in a timely manner, consistent with the recommendations of the prescribing health care provider.</p>	<p>10. You have the responsibility to be honest with your health care provider(s), to comply with prescribed treatments and follow prescription orders. You also have the responsibility not to provide any other person your medication or other prescribed item.</p>
<p>11. You have the right to be provided healthy and nutritious food. You have the right to instruction regarding a healthy diet.</p>	<p>11. You have the responsibility to eat healthy and not abuse or waste food or drink.</p>
<p>12. You have the right to request a routine physical examination, as defined by Bureau of Prisons' Policy. (If you are under the age of 50, once every two years; if over the age of 50, once a year and within one year of your release).</p>	<p>12. You have the responsibility to notify medical staff that you wish to have an examination.</p>
<p>13. You have the right to dental care as defined in Bureau of Prisons' Policy to include preventative services, emergency care and routine care.</p>	<p>13. You have the responsibility to maintain your oral hygiene and health.</p>
<p>14. You have the right to a safe, clean and healthy environment, including smoke-free living areas.</p>	<p>14. You have the responsibility to maintain the cleanliness of personal and common areas and safety in consideration of others. You have the responsibility to follow smoking regulations.</p>
<p>15. You have the right to refuse medical treatment in accordance with Bureau of Prisons' Policy. Refusal of certain diagnostic tests for infectious diseases can result in administrative action against you. You have the right to be counseled regarding the possible ill-effects of refusing medical treatment.</p>	<p>15. You have the responsibility to notify health services regarding any ill-effects that occur as a result of your refusal. You also accept the responsibility to sign the treatment refusal form.</p>

PATIENT RIGHTS AND RESPONSIBILITIES FOR TREATMENT OF PAIN

As a patient you can expect:

- *Your reports of pain will be believed.
- *Information about pain and pain relief measures.
- *A concerned staff committed to pain prevention and management.
- *Health professionals who responds quickly to reports of pain.

As Medical Providers we expect:

- *Ask your doctor or health care staff what to expect regarding to pain management.
- *Discuss pain relief options with your doctor or health care staff.
- *Work with your doctor or health care staff to develop a pain management plan.
- *Ask for pain relief when pain first begins.
- *Help your doctor or health care staff assess your pain.
- *Tell your doctor or health care staff if your pain is not relieved.
- *Tell your doctor or health care staff about any worries you have about taking pain medications.

HEALTH SERVICES DEPARTMENT

The Health Services Unit at FCC Florence Medium Security Institution functions as an ambulatory outpatient clinic. Some of the services available to inmates are: Medical Sick Call/Chronic Care/Specialty Clinics, X-rays, Lab, Dental, Pharmacy, Medical Records, etc. The Medical Staff consists of physicians, dentists, mid level practitioners and medical / administrative ancillary supporting staff. The clinic is open twenty four hours daily. Regular working hours are Monday thru Friday from 7:30 am to 4:00 pm. A staff member is on emergency call for any problems that develop after 4:00 pm or weekends. To obtain after hours emergency services, notify a staff member of your emergency immediately. Emergency medical or dental care may be administered if an injury or illness requires emergency treatment.

1. Sick Call Procedures:

FCI Florence: Regular Sick call sign-up will be conducted on the days and times specified below. This arrangement will afford ample time for each inmate to sign up. Each inmate **must** present his identification card to the **Mid-Level Practitioner (MLP)** before signing the sick-call list. Only under special circumstances will an inmate be authorized to sign up after specified hours (e.g., institutional emergencies, lock downs, emergency sick-call, others).

Monday thru Friday (Except Wednesdays) 6:45 am to 7:15 am
Wednesdays - Administrative tasks/A&O Physical evaluations only

Special Housing Unit: Monday thru Sunday Sick Call rounds daily.

Emergency care is available 24 hours/7 days a week (you must notify the Detail or Unit Officer)

You may request to speak with the Assistant Health Systems Administrator personally by obtaining an appointment through Sick Call. You may also send a Inmate Request to Staff Member form to the AHSA for his response.

You may request an appointment with the physician. Your request will be honored if the physician feels its necessary and as his schedule allows or you will be given an appointment for future date.

Prevention Periodic Visits

Periodic visits are used to review the need for and receipt of preventive health care services. Criteria for these visits will be reviewed during your Admission and Orientation Examination. These services are recommended at least:

- every 3 years if you are under 50 years old (with exception of annual PPD testing, annual influenza vaccinations for certain inmates, and annual audiograms for inmates at occupational risk).
- Annually for inmates 50 years of age and older.

2. Medication Prescriptions:

Request for prescriptions will be done by turning in empty medication containers during Early Morning pill-line 6:00 am - 6:30 am (it is mandatory that you turn in the labeled medication container for use by the pharmacist). Distribution of refill or new prescriptions will be at the noon or afternoon pill-line. Any prescription that is necessary due to a medical appointment will be filled and dispensed to you. To Pick up prescribed medication, you must present your Identification (Inmate ID).

Controlled Medications Pill Lines: You need to present your ID and the medication card. You must take and swallow your medication in front of the staff member. You will be asked to open your mouth to show the staff that you consume the medication before leaving the pill line window. Pill Line times are as follow:

Pill Line Times

Monday thru Friday 6:00 am to 6:30 am
Monday thru Friday 11:00 am to 12:00 (noon), prescription pickup
Monday thru Sunday 4:30 pm to 4:45 pm, evening medications and insulin
Saturday and Sunday 7:30 am to 8:00 am, morning pill line and insulin

3. Idle and Convalescence:

You are restricted to your dorm room, unless you are at meals, religious services, or authorized visits. An idle cannot be written for more than 3 days without being reevaluated by the medical staff. You are not allowed recreational activities of any kind while on "IDLE" status. To lay in bed during the work day, you must have a signed medical idle slip indicating that you will be allowed to stay in bed under your covers. If you are allowed to be out and about the unit, you may not participate in any recreational activities other than walking. A convalescence may not be written for more than 7 days without being reevaluated by the medical staff. You will be on sports restrictions if you have been placed on any MEDICAL OFF-DUTY STATUS or WORK RESTRICTIONS.

4. Medical / Dental Evaluations:

Within the first 14 days of your admission into FCI Florence, you will receive a complete medical evaluation. Please watch the call-out sheet posted in the unit for your medical appointment. The following medical procedures will be covered in the medical evaluation, if indicated:

Physical Examination
Blood Testing
Vision Screen
Urinalysis
Dental Examination

Audiology test (if indicated)
Stool Blood Screening (for age 50+)
Electrocardiogram (for age 50+)
Immunizations (if indicated)
Chest X-Ray (if indicated)

5. HIV Testing:

You may also request an HIV test by using the sick call routine. Occasionally, the medical staff may determine that an HIV test is clinically indicated and you will be asked to allow us to test you. If you refuse testing, you will be required to sign a refusal form. Results from this test will be discussed with you by the provider, you may not obtain copies of this test while you are incarcerated.

Due to your enclosed housing conditions, it is imperative that you observe strict UNIVERSAL PRECAUTIONS when handling any body fluids (hand washing, hygiene, etc.). While you are in our facility, you are prohibited from getting a tattoo or engaging in body piercing. You are discouraged from using any personal items of toiletry, (such as : combs, razors, tooth brushes, toilet paper, etc.), other than the ones issued to you.

6. DNA Testing:

Public Law 106-546 requires the BOP to obtain DNA samples from inmates convicted of qualifying federal offenses. If you are convicted, you may be notified by your unit team that your are required to provide a sample. The unit team will provide information regarding the qualifying current of past offense, the collection process, consequences of noncompliance and address any concerns regarding the implementation of this law.

7. Other Medical Services:

Eye Glasses: You may request an eye examination if you feel you have problems with your eye sight. An eye examination may be ordered by your health care provider based on need or based on your request. If after examination by the contract Optometrist, it is determined you require prescription eye wear, a pair of standard issue eyeglasses will be provided at no expense to you. Inmates may retain their eyeglasses at admission, if they are not of an elaborate design. All such glasses are subject to inspection for contraband. An inmate desiring more than one pair of glasses, or a different style than those provided by the Bureau, may request a copy of his eyeglass prescription and work with unit staff to procure eyeglasses from one of the approved eyeglass vendors. Only eyeglasses received from one of the approved vendors will be allowed in this institution. The value of the eyeglasses cannot exceed \$100.00.

Reading glasses are available for purchase in the commissary. The Medical Records staff have sample reading glasses for you to try on to help you determine the proper strength. You may report to Health Services during sick call hours to try on the reading glasses.

Contact lenses are not allowed in this institution unless they are "medically necessary," as determined by the consultant Optometrist and staff physician. If you arrive at this institution with contact lenses, you must first be medically evaluated to determine if the lenses are medically necessary. If they are not determined "medically necessary," you will be scheduled for an examination for eyeglasses. Once the eyeglasses are received, you will be directed to send your contact lenses home. Contact lenses solutions may be made available for purchase in the commissary.

Dinner - 4:30 pm until completion

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While in the Dining Room inmates are required to wear their shirts and have them tucked in from 7:30 am until 4:00 pm, Monday through Friday, except weekends & holidays. No hats or other form of head gear is allowed in the Dining Room. Exception to the aforementioned is approved religious gear.

The following are prohibited items in the Food Service Department, laundry bags, books, magazines, cards or any form of board games. Violators are subject to disciplinary action.

INMATE SYSTEMS MANAGEMENT (ISM)

The ISM Department consists of the Mail Room, Receiving and Discharge R&D, and the Records Office.

Committed Name/Register Number
Federal Correctional Complex (Medium)
Post Office Box 6000
Florence, Colorado 81226

If this information is not on your letters, they will be returned to you. All incoming mail for the inmate population must be received through the United States Post Office. This includes all letter mail and packages. You are not allowed to correspond with inmates confined at other federal institutions without prior written approval by the Unit Manager of each inmate at each facility. Correspondence with inmates confined in non-federal institutions, requires prior written approval by the Warden at each facility.

Incoming legal/special mail must be clearly marked "**Special Mail - Open only in the Presence of the Inmate**". This will avoid possible opening and screening as general mail. Mail is treated in accordance with the United States Postal Service Regulations. The BOP Program Statement on Correspondence and the Mail Management Manual are on file in the law library. Mail is delivered Monday through Friday after the 4 p.m. count in each housing unit by the Unit Officer. On Saturdays, Sundays, and federal holidays, there is no mail delivery. Incoming mail is opened and inspected. The ISM Department will contact you if you have legal mail and/or accountable mail. You may receive hard cover publications directly from the publisher, a bookstore, or a book club. The package must be marked "Paperback book enclosed or Authorized Reading Material:", per BOP policy. Newspapers are allowed to be received by subscription only. All postage requirements are your responsibility. Postage stamps are to be purchased through the commissary and cannot be received through the mail.

Sentence Computations

Sentence Computations: Sentence Computations are completed at the Designation/Sentence Computation Center, Grande Prairie, TX. The records office is responsible for reviewing the file to determine if there are possibly outstanding charges. Detainer Action Letters will be forwarded to those

agencies that might have outstanding charges and a copy will be forwarded to the inmate as well as the unit team. Any questions concerning computations, i.e. detainers, jail credit, can be addressed in a cop out to the records office or during open house on Wednesday from 10:30 am until the completion of mainline.

Mailroom

Tuesdays/Thursdays - 10:30 am until completion of mainline

Legal Mail Dropoff - Monday through Friday 11:15 am to 12:15 pm

Receiving and Discharge (inmate property)

Tuesdays/Thursdays -10:30 am until completion of mainline

Records Office (sentence computation, detainers, etc).

Wednesdays -10:30 am until completion of mainline

TRUST FUND OPERATIONS

The Trust Fund (Commissary) is located between the Safety Office and the Laundry.

Operation of the Sales Unit

1. Sales are limited to one sale day per week per inmate.
2. Special purpose items and shoes are sold on Wednesdays during the noon meal.
3. The sales unit is closed the last week of each quarter for inventory purposes.
4. You must place a completed Commissary list in the commissary distribution box located in front of the commissary by 10:30 am the day your unit shops. No substitutions or additions will be made at the sales window.
5. Items are sold as is, with no warranty implied. No returns will be accepted after leaving the sales area.
6. Any complaint you may have about your purchase must be settled before you leave the sales area.
7. Your spending limit will be designated as described in Program Statement 4500.4, Trust Fund/Warehouse/Laundry Manual.

Sale Hours: The Commissary is open for sales Monday through Thursday evenings. The units will rotate shopping days quarterly. **The Sales Unit is closed on weekends and federal holidays, unless otherwise advised.**

Spending limit: The spending limit is \$290.00 per month. Stamps and phone credits are the only items that do not count against your spending limit. Those inmates in FRP refuse status shall only have a \$25.00 spending limit.

Stamps: You may purchase up to the equivalent of 60 first class stamps once per week. You may have the equivalent of 60 first class stamps in your possession at any one time. Inmates who are **indigent** can request stamps via Inmate Request To Staff Member from their respective Unit team.

Inmate Account Cards: It is the responsibility of the inmate to have his Inmate Account Card with him at all times when conducting business in the commissary.

Conduct in the Commissary: No eating, or drinking is allowed in the sales unit. No loitering or soliciting of inmates is allowed. All sales are final and no exchange will be made after leaving the sales unit. Upon completion of the sale, the white receipt must be signed and returned to the commissary staff. **It is the responsibility of the inmate to retain his copy of the sales receipt for proof of purchase.**

Transfer of Funds from Another Institution: Normally funds from other bureau institutions will be forwarded within 2 to 3 days of arrival to FCI Florence. If after this time funds have not been received, notify the appropriate counselor for follow-up to be done. Please note that receipts are not issued for transfer of funds between institutions.

Automated Inquiry Machine (AIM): An AIM machine is located in the commissary to afford the inmates the opportunity to inquire about their commissary account. This machine may be accessed during any commissary hours. Inmates must have a PIN (Personal Identification Number) along with their register number to use this machine.

Vending Credit Sales: To use the copier located in the law library, inmates must purchase copy credits. Copy credits are non-refundable.

Photo Tickets: Photo tickets may be purchased in the commissary during any sales period. These tickets may be used in the Visiting Room during visits. An Inmate Request To Staff Member form may be submitted to the Trust Fund Supervisor for photos on non-visiting days. Please refer to the rules posted in the commissary window for inappropriate pictures.

Payroll: Unicolor payroll is normally posted on the 5th of the month and Inmate Performance pay is normally posted on the 10th of the month. FRP payments are deducted from the accounts directly after payrolls are posted.

TRUFONE: The TRUFONE System is a debit/collect system. Credits for debit calls may be purchased via the inmate telephone after 4:00 pm on weekdays and all day on weekends.

PAC Numbers: TRUFONE is accessed by using your personal access code (PAC) number. This PAC number is sent to you through the institutional mail the day after your arrival. Instructions on how to use the phone system are included with the PAC number. Compromised PAC numbers may be replaced at a cost of \$5.00.

Telephone Numbers: You may submit a list of up to 30 numbers to be included on your telephone list using a Telephone Request Form. No numbers will be added, changed, or deleted from an Inmate Request To Staff Member form sent to the ITS office. The form must be submitted to your unit counselor for approval. Three changes per month will be allowed. If the called party places a block on your calls and wishes to remove it, they must write a letter to the Trust Fund Supervisor requesting this action and include a copy of a recent telephone bill.

ITS Conduct: Calls during official count time and during an inmates scheduled work period are not permitted.