PREFACE

This booklet is a guide for all newly arrived inmates at this institution. We encourage you to review it completely and let staff know your questions or need for further information.

We want your time spent here at FCC Forrest City to be productive. This is a unique facility due to its design, mission, and programs. You have the opportunity to serve your sentence in a facility with numerous programs and services available to all inmates.

We stress open communication, respect and cooperation between staff and inmates. You will find the staff willing to assist you throughout your stay here. In return, we expect all inmates to take responsibility to fulfill their obligations. Particularly, we expect your full cooperation in properly conducting yourself in an appropriate manner.

Our goal is to help you achieve release at the opportune time, ready to accept your place back in the community.

T. C. Outlaw
Warden

FCC Forrest City, Arkansas
Inmate Information Handbook
Federal Bureau of Prisons

Introduction

The purpose of this handbook is to provide incoming inmates with general information regarding programs, services, rules and policies established at this facility. Detailed information will be made available during the institution's Admission and Orientation Program.

Location

The Federal Correctional Complex (FCC) is located at 779 SFC 806, Forrest City, in the eastern portion of Arkansas in St. Francis County, adjacent to Yocona Road, approximately 45 miles west of Memphis, Tennessee, and 89 miles east of Little Rock, Arkansas.

To reach FCC Forrest City from Interstate 40 coming from Little Rock or Memphis: Take exit 239, Hwy 1. Go South for approximately 3 miles. Turn left on Dale Bumpers Road. The Institutions will be located approximately ½ mile on Dale Bumpers Road.

UNIT MANAGEMENT

Unit Team and the Classification Process

Upon arrival at FCC Forrest City, you will be initially assigned to the Admission and Orientation (A&O) Program. While in A&O, you will learn about the programs, services, policies, and procedures regarding this facility. Almost all Bureau of Prisons institutions are organized into a Unit Management System. There is a total of (6) units at the complex. A unit is a self-contained inmate living area. Each unit is staffed by a Unit Team directly responsible for those inmates living in that unit. You will be assigned to a specific Unit Team that will consist of the Unit Manager, Case Manager, and Correctional Counselor. The Education Advisor and Unit Officer are also considered to be unit staff and may sit on the Unit Team.

Generally, the resolution of issues or matters of interest while at the institution are most appropriately initiated with the Unit Team. Unit Team members are available to assist in many areas, including parole matters, release planning, personal and family problems, counseling, and assistance in setting and attaining goals while in prison. Ordinarily, a member of the Unit Staff will be at the institution weekdays from 7:30 a.m. to 9:00 p.m., and during the day on weekends and holidays.

The Unit Manager is the administrative head of the general 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. They review all team decisions and is a member of the Unit Discipline Committee. Additionally, the Unit Manager has direct responsibility for the sanitation of the unit by coordinating closely with the Unit Officer and Correctional Counselor.

The Case Manager is responsible for all casework services and prepares classification material, progress reports, release plans, correspondence and other materials relating to the inmate's commitment. 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.

The Counselor provides counseling and guidance for inmates in areas of institutional adjustment, personal difficulties, and plans for the future. He/She plays a leading role in all segments of unit programs and is a voting member of the Unit Team. The Counselor will visit inmate work assignments regularly and is the individual to approach for the resolution of daily problems. The Counselor is a frequent member of the Unit Discipline Committee.

The Unit Secretary performs clerical and administrative duties relating to the functions of the unit. It is important to note that Secretarial Staff are not resource persons for inmates.

The Unit Officer has direct responsibility for day to day supervision of inmates and enforcement of rules and regulation. They have safety, security, and sanitation responsibilities in the unit. Unit Officers are jointly supervised by the Unit Manager and the Captain during their unit assignment. The Unit Officer is a valuable member of the Unit Team, whose input is solicited for inmate team meetings.

Communications: The unit bulletin boards contain written communication of interest to inmates. Town Hall meetings will be held by the Unit Manager to foster improved communications within the unit. These meetings are held to inform inmates of upcoming activities and to discuss policy and procedures. Inmates are encouraged to ask pertinent questions. These questions should pertain to the unit as a

whole, rather than personal questions or problems. Personal problems will be resolved on an individual basis by Unit Staff members during the regular working hours which are posted in each unit. Unit Staff work schedules, weekly Food Service menus, call-outs, change sheets, Program Review dockets, and unit rules and policies will be posted on the unit bulletin boards. It is recommended that you check the bulletin boards daily.

Program Reviews

If you have twelve (12) months or less remaining to serve on your sentence, you will have a scheduled program review every ninety (90) days. If you have more than twelve (12) months remaining to serve on your sentence, you will be scheduled for a program review every 180 days. These meetings are held by the Unit Teams to review programs, work assignments, transfers, custody, institutional adjustment, etc. Check the daily call-outs us for your scheduled time and date.

Your appearance at the Unit Team meeting should be neat and clean, and, at a minimum, you should be wearing the khaki uniform and shoes. Shower shoes are not acceptable.

Residential Re-entry Center Placement

Inmates eligible for Residential Re-entry Center (RRC) placement (halfway house) will be submitted for consideration. Refusal to participate in RRC placement will result in disciplinary action. See your Case Manager for further information.

Consulte Information

See your Case Manager if you need information about your Consulate.

United States Prisoner Transfer Treaties

If you are not a U. S. citizen, you may be eligible for a transfer to your home country to serve the remainder of your sentence. This is only possible if your country has a formal prisoner exchange treaty with the United States. The Case Manager is the source of information about these transfers and can tell you if your home country has signed this kind of agreement and how to apply.

DAILY INMATE LIFE

Sanitation and Quarters Rules

The following rules and regulations have been established for safety, sanitation and uniformity throughout the institution. Your cooperation is necessary in adhering to these rules in order to maintain the high standard of housekeeping practiced at FCC Forrest City. The housing units are inspected regularly by the Operations Lieutenant and Safety Manager. Also, housing units will be inspected daily by the Unit Team members. Deficiencies will be noted and each inmate will be notified of deficiencies and will be required to correct them. Repeated deficiencies will result in disciplinary action. Sanitation supplies are available in the units. The Unit Counselor will dispense authorized supplies to the unit orderlies to maintain the cleanliness of the unit. There will be no chemicals or cleaning materials stored in the cubicles. Inmate cubicles will be clean and neat, and beds will be made in a "military style" prior to the 7:30 a.m. work call. On weekends and holidays, beds must be made if you are not sleeping in it. Inmates assigned to the night shift will be allowed to sleep on top of their made beds during the day. Mattresses and pillows will not be removed from the cubicles nor will they be placed on the floors.

All inmate property must be kept in your locker and shoes are to be stored underneath beds. You are permitted to neatly hang your towels and one laundry bag on the left side of your locker. Dirty clothing will be properly stored in a laundry bag between laundry exchanges and no items will be left out on beds, desks, top of lockers, or underneath beds at any time.

Lockers must be kept neat and organized. Floors will be swept and damp mopped daily. Wastebaskets will be emptied and cleaned daily. No plastic trash liners are permitted in your room. You are responsible for contraband found in your area and for the cleanliness of your personal living area. No cardboard, plastic, excess paper, or empty containers are permitted in your living area. Window sills may not be used as shelves nor may any obstructions be placed on the windows. No items will be taped on the outside of lockers or on walls. Nude or sexually suggestive photographs, magazines, clippings, or drawings or other items with such depictions are not permitted.

Food items that are left open create a health hazard. These items must be properly sealed at all times. Empty jars may not be used as drinking containers and are to be thrown away. Ice machines are provided in the unit for inmate use. No items are to be stored in these machines.

You will not be allowed to visit other inmates in their cubicles/cells unless you live in the same wing of the housing unit. Visiting within the same wing is prohibited after 10:00 p.m. There will be no more than three (3) visitors in a cubicle/cell.

Personal 'walkman' radios may be played in the units, provided headphones are utilized.

Low and Medium facilities: Televisions may be viewed in the designated areas during established hours. Television viewing is from 6:00 a.m. until 10:00 p.m. Sunday through Saturday. This will include weekends and holidays. The five televisions are designated as Sports, Movies, Spanish channels, News and General Purpose.

During counts, inmates will be counted in their assigned cubicles/cells. Inmates will remain in their cells after the 10:00 p.m. count. There will be no activity after the 10:00 p.m. Lock Down. Lights will be turned off; however, televison reception will be available for inmate listening.

Low facility: You may play cards and approved games in the unit recreation rooms until 10:00 p.m., provided appropriate noise and sanitation levels are maintained.

Low facility: Lights in the units will be turned on at 6:00 a.m. and turned off at 10:00 p.m.. Quiet time within the unit will be observed between the hours of 10:00 p.m. and 6:00 a.m. During quiet time, there will be no loud talking or card/game playing. The only movement will be to and from the toilet, ice machines, and television rooms.

All unit showers will be open a total of six (6) hours per day, seven (7) days a week, including federal holidays. The hours will be from 6:15 a.m. until 9:15 a.m., and 6:00 p.m. until 9:00 p.m. Additionally, between the hours of 9:15 a.m. and 6:00 p.m., two (2) designated showers in each unit can be utilized by the inmate population. Inmates are expected to be dressed appropriately when going to and from showers. Pants, shirts, and footwear, at a minimum, will always be worn in the common areas of the units.

Use of Washers and Dryers

A laundry room is located in each unit for inmate use. Laundry room hours are 6:00 a.m. until 10:00 p.m., seven (7) days per week. All articles remaining in the washers and dryers after these designated times will be confiscated. Since washers and dryers are in constant use, overloading can cause damage to the equipment which then has to be replaced. Please take care of these machines, as they have been provided specifically for your use. Sitting on washers or dryers is not permitted. Cotton blankets are not to be washed in the unit and should be taken to the laundry during the posted hours.

Telephone Calls

An Enhanced Communication Monitoring program has been established at the Federal Correctional Complex, Forrest City, Arkansas. Inmates who meet criteria established by the Correctional Programs Division, Central Office, Washington, D.C., will be placed on 100% enhanced communication monitoring. Any inmate who poses a significant threat to staff or inmate safety, institution security or the surrounding community's welfare, because of their prior record, current offense, institution adjustment, or intelligence provided by law enforcement, will be evaluated to determine if social mail and telephone monitoring is warranted. Institutional staff will notify all inmates who meet the criteria for this program.

Telephones are located in the housing units. All charges for calls will come from your TRUFONE account. Collect and direct calls are limited to fifteen (15) minutes. Inmates will be allowed a maximum of 10 denied calls per day. Funds from the Commissary account are allowed to be transferred to the TRUFONE accounts twice per day. A collect call system is available and will still require the use of your personal PAC number. One telephone has been designated in each housing unit at the Low and Camp for inmates on off-duty status or approved restricted housing status, i.e., medical idle or any

other authorized idle, to use during the regular day from 6:00 a.m. to 4:00 p.m. and 4:30 p.m. to 10:00 p.m. Evening Lock Down. The remaining three telephones in each housing unit at the Low and Camp are operational during the weekend, holiday, and during the following workweek hours: 6:00 a.m. until 7:30 a.m.; 10:30 a.m. until 12:30 p.m.; and 4:30 p.m. until 10:00 p.m. Evening Lock Down. No telephones will be in use during count time. One telephone has been designated in each housing unit at the Medium for inmates on off-duty status or approved restricted housing status to use during the regular day from 6:00 a.m. to 4:00 p.m. and 4:30 p.m. to the 10:00 p.m. evening lock down. The remaining five telephones in each housing unit at the Medium are operational during the following workweek hours: 6:00 a.m. until 7:30 a.m.; 10:30 a.m. until 12:30 p.m.; and 4:30 p.m. until 10:00 p.m. The telephones will also be operational on Friday, Saturday, and on holidays from 4:30 p.m. until 10:00 p.m. Evening Lock Down. No telephones will be in use during count during the months of November and December; the minutes allowable will be increased to 400 minutes per month. All phone calls are subject to being monitored and recorded, except where approval for unmonitored legal calls has been obtained. Unmonitored, unrecorded phone calls to attorneys can be arranged through your Unit Team with approval by the Unit Manager. Three-way calls are prohibited. Telephones are not to be used to conduct a business or for gambling purposes. Conducting a business or gambling on the telephone, in any way, is a prohibited act. Toll-free telephone numbers are not authorized on the TRUFONE System.

There is an automatic duration of 30 minutes between calls for each inmate. Inmates will be allowed to place a total of 300 minutes per month of either collect, direct, or any combination of telephone calls. During the months of November and December, the minutes allowable will be increased to 400 minutes per month. Minutes will not rollover to the following month.

Except for international telephone calls, the called party has to press five (5) to accept telephone calls from the Inmate Telephone System. Called parties that have procured privacy Directory service or any type of service that blocks unlisted telephone numbers from their local telephone company will not be able to process calls from the Inmate Telephone System. Inmates will not be authorized a refund for answering machines on international calls, long distance calls, or local calls. If the called party blocks future calls by pressing "77", the called party's telephone number will stay blocked until the Inmate Telephone System staff receives a written request and a copy of the called party's telephone bill to unblock their telephone number.

Called parties who cannot receive collect calls will be provided the opportunity to set up a prepaid account with the carrier, Value Added Communications (VAC) at (800) 913-6097. International called parties can contact VAC by dialing (972) 367-0070. All collect calls will provide an announcement to the called party on how to contact the carrier to find out how to reduce the price of collect calling by utilizing a prepaid account. The called party will be responsible for establishing or closing accounts with VAC. BOP staff cannot get involved in this procedure.

Inmates are to submit a signed Inmate Request to a Staff Member to the Trust Fund for any problems are experienced with the TRUFONE inmate telephone calls in the housing units. The requests must be submitted within a 15-day calendar period in order for proper research to be conducted of the problem. You are to document any codes or statements provided by the operator, the date of the call, approximate time of the call, the telephone number called, and the specific nature of the problem(s) experienced. If an inmate telephone is not working properly, inmates are to notify their unit team staff in order for them to notify the Trust Fund staff. It is important that the nature of the problem and the four digit code on the inmate telephone be provided to the Trust Fund staff.

Inmate telephone listings in the TRUFONE System can be viewed by inmates on the Automated Inquiry Machine (AIMS) located next to the Commissary. A maximum of thirty telephone numbers are allowed per each inmate for both collect and debit calls. Unit Teams are able to access and print inmate telephone listings on the TRUFONE web browser. Copies of the inmate telephone listings will not be provided by Trust Fund staff. There is a charge of $3.00 for each 30-day period for the past 120 days for a copy of an inmate's TRUFONE account history. Inmates must see their Unit Counselor to complete a REQUEST for Withdrawal of funds. The form is to be made out to "U.S. Treasurer" and must include the dates of the report requested.

Tobacco Free Environment

FCC Forrest City is a tobacco free complex. Any inmate who does not adhere to this policy will be subject to disciplinary action. Nicotine replacement patches are available for sale through the Commissary. The sale of these patches is a part of a Smoking Cessation Program offered in conjunction with Health Services, Psychology and Recreation. For additional information regarding this program, please contact staff in Health Services, Psychology or Recreation.

Wake-Up

General wake-up at FCC Forrest City is 6:00 a.m. Monday through Friday. At this time, the unit will be opened for breakfast by the Unit Officer. You will be given a reasonable amount of time to leave the unit if you desire breakfast. It is your responsibility to report to work on time. Late sleepers who are unable to maintain their living areas or arrive at work on time will be subject to disciplinary action. Inmates are expected to be appropriately dressed when exiting their units.

INMATE PERSONAL APPEARANCE

You are required to maintain good personal hygiene and present a neat, clean appearance at all times. You may select the hairstyle of your personal choice; however, hair must be

clean and well-groomed. Barber services will be available under the supervision of Correctional Services and a schedule of operation will be posted on unit bulletin boards. Tattooing, branding, or disfiguring any part of your body is strictly prohibited.

Standard health and hygiene items were issued when you were processed into the institution. Replacement items can be picked up at the laundry at the same time that you are authorized to exchange clothing/linen or may be purchased in the Commissary.

Institution issued shoes and clothing (khaki and/or fatigue) will be worn during normal working hours, Monday through Friday. Shirts are to be buttoned and tucked into belted trousers.

Leisure attire (warmups, sweat suits, shorts and T-shirts with sleeves) that are neat and clean in appearance may be worn on weekends, holidays, and after normal working hours (usually after 4:00 p.m.), Monday through Friday. Inmates authorized to be in the recreation areas during normal working hours will be permitted to wear leisure attire in these areas.

Leisure attire is not authorized in the Visiting Room at any time.

Sunglasses are not authorized to be worn inside any building unless authorized by the Clinical Director.

PERSONAL PROPERTY/STORAGE LIMITS

Personal and government issued property will be limited to items which can be stored neatly and safely in your personal locker. There will be no accumulation of excessive property which would constitute a fire hazard. The authorized institutional radio is the head phone walkman type.
A list of personal property items is identified in the Institution Supplement. Items not on this list will be mailed out of the institution or disposed of as contraband. Questions in this area

should be referred to your Unit Team. Approved legal reference materials must not exceed two (2) cubic feet and must be placed neatly in your personal locker.

The value of accumulated commissary items may not exceed your monthly spending limitation.

You are not permitted to have currency in any form (cash or coins). You may have sixty (60) first class stamps in your possession. Inmates are subject to disciplinary action for violation of this policy.

If you are placed in Administrative Detention, all items of personal property, issued clothing and shoes will be inventoried by the Unit Officer. Inventoried property will be given to the Special Housing Unit Officer who will sign a receipt for the property. This property will be held in the property room of the Special Housing Unit until you are released.

Electronic Translators are not allowed.

SECURITY PROCEDURES

For accountability purposes, it is necessary to conduct counts on a regular basis. The official count schedule is listed below:

Weekdays:	12:10 a.m. 3:00 a.m. 5:00 a.m. 4:00 p.m. (Stand Up Count) 10:00 p.m.
Weekends & Holidays:	An additional count will be conducted at 10:00a.m. Stand Up Count

During the count, inmates are required to be at their assigned beds. The only exception to this is if you have been placed on an "out-count" at your work site. The 4:00 p.m. count is a

standing count and all inmates are expected to be standing next to their beds. There will be no inmate movement during the count. All televisions and radios will be turned off prior to the count and inmates will cease talking during the count.

Controlled Movement: There is a movement system in effect from 7:15 a.m. until 8:50 p.m., seven (7) days a week, including holidays. All movement ordinarily will be made to coincide with the controlled movement time frames. The compound is closed from 10:00 p.m. to approximately 6:00 a.m. During hours when the compound is open, inmates are required to walk on paved sidewalks only and loitering will not be permitted. You may only enter your assigned unit. Controlled movement will normally be five (5) minutes before the hour, to five (5) minutes after the hour. The UNICOR work call will be made at 7:15 a.m. and the general work call will be made at 7:30 a.m.

Call-Outs / Change Sheets: A daily call-out and change sheet is prepared and posted on bulletin boards located in your housing unit after 4:00 p.m. each weekday. The call-out will list any scheduled appointments and the change sheet will list work detail changes for the next work day. It is the inmate's responsibility to check the call-out and change sheets each day. Failure to comply with noted changes and to keep scheduled appointments could result in disciplinary action.

Contraband: Contraband is defined as any item not issued or approved through the proper channels, or authorized property over the specified limit. Inmates may not purchase items from other inmates or possess items belonging to other inmates. Contraband will be confiscated and disposed of according to policy. The possession of contraband could result in disciplinary action. Altering or damaging government property is a violation of institutional rules and the cost of the damage will be levied against the violator.

Shakedowns: Staff members may search an inmate's living area for any reason or to retrieve contraband or stolen property. It is not necessary for the inmate to be present when

his room is inspected. The property and living area will be left in the same general condition as found and these inspections will be unannounced and random. Inmates are not allowed to stay in the area during a shake down.

Drug Surveillance: The Bureau of Prisons operates a drug surveillance program that includes mandatory random testing, as well as testing of certain other categories of inmates. If a staff member orders an inmate to provide a urine sample for this program and the inmate fails to comply, that inmate will be subject to disciplinary action.

Alcohol Detection: A program for alcohol surveillance will also be used at FCC Forrest City. Random samples of the inmate population are tested on a routine basis, as well as those suspected of alcohol use. A positive test or refusal to submit to a test will result in disciplinary action.

Identification Cards: Upon arrival at FCC Forrest City, each inmate is given an inmate account card, which is commonly known as a commissary card. This card is also used for identification purposes and must be in the possession of the inmate at all times when he is out of his housing unit.

VISITING:

Visiting facilities and procedures have been established to permit meaningful visits with relatives, friends and associates. Visits will be conducted in a supervised manner which will contribute to a relaxed visiting atmosphere, while maintaining the security of the institution. You will need to contact your assigned counselor to establish your visiting list and to make any necessary additions or deletions. Additionally, it is your responsibility to send a copy of the visiting regulations and directions to the facility to each of your approved visitors. You should also advise your visitors you are permitted no more than four (4) adult visitors and five (5) dependent children (age 16 and under) visitors. If you have more than five (5) dependent children, contact your Counselor in advance for arrangements.

Visitors will be subject to random pat searches. Random searches will be impartial and in a predetermined ser order established before the visitors enter into the institution. Visitors will be given the options of either consenting to the random search as a condition of entry or refusing such searches and departing Bureau of Prisons' grounds.

The Visiting Room will operate Saturdays, Sundays, Mondays and Federal Holidays from 8:00 a.m. to 3:00 p.m. Inmates housed in the Special Housing Unit are only allowed to visit on Mondays.

Visitors cannot deliever any item to an inmate during visitation.

Each inmate will be permitted five (5) visiting points per month. One point will be assessed for each visit, i.e. Once you have reached your five (5) point limit, no further visits will be permitted during the month. Points cannot be carried over to the next month. It is your responsibility to monitor your visiting so your visitors are not denied due to a lack of available visiting points. Should overcrowding in the Visiting Room occur, the Shift Lieutenant or Duty Officer may authorize termination of visits to allow other visitors to visit. Special Visit requests for family emergencies must be submitted to your Unit Team.

You will be permitted to briefly kiss and embrace your visitors at the beginning and end of each visit. Holding hands is permitted during the visit; however, kissing, petting or other types of physical contact will not be allowed during the visit and this type of conduct will result in termination of the visit. When your visit ends, you are subject to a visual search prior to departure from the Visiting Room.

It is your responsibility to know all of the visiting regulations and to advise your visitors of them. The penalty for violation of visiting regulations by any act or effort may result in

disciplinary action against you, which may include the denial of future visits, possibly for an extended period of time.

Additionally, criminal prosecution may be initiated against you and/or your visitor(s), in the case of criminal violations.

The following are the only items an inmate may take into the Visiting Room:

1 - comb
1 - authorized religious medals (with chain)
1 - wedding band (plain)
1 - approved religious head gear (no knit or home made caps)
1 - pair of glasses (prescription)
1 - handkerchief
(Required medication-Asthma inhaler and/or Nitroglycerin)

Visitors are required to maintain control of children at all times. Failure to do so may result in termination of the visit. All visitors and inmates are expected to conduct themselves in a responsible manner. Conduct which disrupts the orderly atmosphere of visiting or offends other adults or children may be grounds to terminate the visit.

Inmate Family Information Hotline: 870-630-6250

Local Transportation:
Brook Cab Company - 870-633-7537
Bokker's Car Rental - 870-633-5622

PROGRAM AND SERVICES

Job Assignments: All inmates are assigned to a job assignment and are expected to report to their work detail daily and on time. Monthly work reports will be completed by the staff supervisor of your detail and will be forwarded to

your Unit Team. Poor work reports could result in the loss of certain privileges and programs. Inmates who continually receive poor work reports or who damage or tamper with work detail equipment will be referred to the Unit Manager or receive disciplinary action.

The only authorized clothing allowed on the work site is institutional clothing. At no time will headphones, reading materials, cups, thermos containers, or any other items be allowed to accompany you to work. Normally, an inmate will be assigned to a job for a ninety (90) day period before he is eligible to put in a request for reassignment.

If you have special job skills such as painting, plumbing, electronics, clerical, landscaping, etc., submit an "Inmate Request to Staff Member" (Cop-Out) to the Department Head over the requested job/program through your Unit Team. Upon approval, the form should be routed to the inmate's current Department Head for approval. With the approval of both Department Heads, the Unit Team may consider the

request at the next scheduled team meeting or defer the request until the inmate's regularly scheduled program review. The Unit Team will forward the recommended job change to the Counselor responsible for job assignments/changes.

UNICOR

The UNICOR operation at FCC Forrest City will be manufacturing office furniture that is named "Harmony." The UNICOR warehouse employs 30. The low will be a mill operation employing 155 inmates. The medium will be an assembly operation employing 200 inmates. This is a voluntary program and inmates must request, **through their Unit** Team, to be placed a waiting list. Inmates will be hired into UNICOR from the waiting list. When an inmate receives their initial " teaming ", they must request to be placed on a UNICOR waiting list if they want to work in the factory. The

unit team is the only staff authorized
to place an inmate on a UNICOR waiting list. If a request to work in UNICOR is not made at the initial team, **back dating will not be allowed.** The waiting list is explained as follows:

* **UNICOR Waiting List 1:** Inmates who were working in UNICOR, as their last work assignment, prior to transferring to FCI Forrest City. Inmates who have transferred for disciplinary reasons, parole violators, and halfway house failures are **not eligible** to be placed on list one.

* **UNICOR Waiting List 2:** Inmates who have a court ordered financial obligation of $ 1000.00 or more.

* **UNICOR Waiting List 3:** All others. (Includes parole violators, returnees from halfway houses, disciplinary transfers, new commitments, and those removed from UNICOR for disciplinary reasons).

General Comments:

A. All inmate workers in UNICOR must wear safety shoes, safety glasses and hearing protection. NO EXCEPTIONS

B. The hiring list will be updated monthly and posted outside the UNICOR Factory for review by the inmate population.

C. A manufacturing facility, by nature, is a hazardous area. Inmates observed participating in horseplay, failing to follow proper safety procedures while operating machinery, or unauthorized use of any machine, will result in disciplinary action, including removal.

D. Inmates who have special skills in woodworking, should submit a "Cop-Out" to the Factory Manager

indicating their experience and what skills they possess.

E. All inmate workers must meet health requirements of prolonged standing, bending, and lifting a minimum of 50 pounds.

F. All inmates not able to maintain 80% attendance due to callouts, e.g. education and drug treatment will be hired as part time employees.

G. UNICOR Department Head will be available, at noon mainline, for any questions or concerns that inmates may have.

FOOD SERVICE

Meal Hours: Monday through Friday (except holidays)

Breakfast	6:10 a.m.	to	Completion
Lunch-Low	10:15 a.m.	to	Completion
Lunch-Medium	10:30 a.m.	to	Completion
Dinner	4:30 p.m.	to	Completion

Saturday, Sunday and Holidays

Coffee Hour	7:00 a.m.	to	Completion
Brunch	11:00 a.m.	to	Completion
Dinner	4:30 p.m.	to	Completion

Special meals / Cookouts: To be announced.

Dining Room Rules: The rules of the dining room are established based on common sense and institution policies.

- Please be advised that all Food Service meals must be consumed in the dining room. Inmates are not allowed to leave the dining room with any food items, including fruit. Insulin dependent inmates who require a snack will be allowed to transport the snack item out of Food Service. Additionally, no

personal items are allowed in Food Service, i.e., cups, magazines, books, etc. No exceptions will be made.

- No portable radios are allowed inside of the Food Service Department at anytime.

- No personal cups or thermos containers are allowed at anytime inside of the Food Service Department.

- Reserving of seats/tables is prohibited.

- The only headgear that will be authorized other than that of the Food Service workers will be that headgear which is "approved" by the Religious Services Department.

- Shower shoes are not authorized.

- Inmate dress codes will be strictly enforced and monitored during mainline. (E.g., shirt tails tucked in, unauthorized headgear removed, pant legs rolled down).

- Jogging/sweat suits will not be authorized for wear Monday through Friday, during normal duty hours.

- No commissary items will be brought into Food Service. Self stable meals may be brought to food service. A microwave oven will be made available for self stable kosher meals.
- The Meal Track System is utilized in Food Service which requires the scanning of your inmate account card through a card reader; therefore, you must have your inmate account card when reporting to mainline.

Mainline:

- No flesh entrees are served for all lunch and dinner meals. To receive a no flesh entree you must enter

the south side (Low) and A side (Medium) serving lines and ask the Food Service staff. Any person can participate in this program.

- Medical diets will be provided to those inmates designated for such. The Health Services Administrator will monitor this authorization process.

- Religious diets will be provided, via commonfare, to those participants that are authorized by the staff Chaplain. This program is closely monitored by the religious services staff as well as the food service staff.

Employment Opportunities:

- Food Services is an equal opportunity employer. If you have special skills that apply to the Food Service industry, submit a "Request to Staff Member" to either the Assistant Food Service Administrator or the Food Service Administrator.

Food Service offers a wide range of skills and requires workers to perform to the best of their abilities. While personal hygiene and cleanliness are a must in any service industry, it is paramount in the food service industry.

Food Service will employ approximately 10 to 15% of the inmate population, utilizing the standard pay scale listed below:

Grade 1	.40/Hour
Grade 2	.29/Hour
Grade 3	.17/Hour
Grade 4	.12/Hour

Maintenance Pay 5.25/Month

As with any job in the institution, workers will be given specific duties to perform and will occasionally be called upon to perform other duties as needed.

Shift Work:

- Food Service will work various shifts throughout the day. Workers will be assigned to shifts as needed, based on qualifications.

HEALTH SERVICES

All A&O Inmates: All new commitments and transfers with no documented physical on their medical record will be scheduled for a physical within 14 days of their arrival. The physical includes examination by a provider and any clinically indicated tests.

FCC Sick Call Sign-Up: Sick call will be scheduled daily on Monday, Tuesday, Wednesday and Thursday from 7:00 a.m. to 7:30 a.m.. Please be prepared to present your COMMISSARY CARD and give your name, number, assigned detail and chief complaint. All inmates will receive an appointment slip to advise your detail and unit officers.

1. Emergency sick call will be provided during duty and non duty hours. You must report all emergencies to your detail and/or unit officer.
2. Emergency Dental services are available by using the same procedures as emergency sick call. DENTAL SICK CALL IS ON AN APPOINTMENT BASIS. MAKE YOUR APPOINTMENT BETWEEN 7:00 a.m. - 7:30 a.m. AT SICK CALL SIGN UP. For routine dental appointments including cleaning, you must submit a "Cop-Out."

FCC Sick Call for Medical & Dental:
Inmates should submit a Sick Call Request and Medication

Refill Form to Health Services stating their medical/dental complaint. Those forms should be brought to Health Services between 7:00 a.m. thru 7:30 a.m. and given to a health care provider at the time of sick call Monday thru Thursday. A medical provider will review the form to determine if a sick call appointment is necessary. Those inmates requiring an appointment will be placed on call out based on Triage Guidelines established by the Clinical Director.

Sick Call Request and Medication Refill forms sent through the institution mail will delay your medical/dental request.

Emergencies for Medical & Dental:
Services for both medical & dental emergencies will be provided during duty and non duty hours. You must report all emergencies to your detail and/or unit officer.

Physician Visits: The physician will see inmates from a medical staff member referral or upon your request from a Sick Call Request and Medication Refill Form. The physician is available for medical staff consultation on an as needed basis.

* Specialty Clinics will be provided to those inmates identified with various chronic medical conditions as hypertension, diabetes, etc. You will be placed in a specialty clinic conducted by the Physician and followed up every 90-180 days, based on how well your condition is controlled.

Pill Line: Controlled and Restricted medication and medication picks up will be ordinarily dispensed at the pharmacy window as follows:

Low Pill Line Procedures

Weekdays
7:00 a.m. to 7:15 a.m.

8:00 p.m. to 8:30 p.m.

Weekends and Holidays
9:30 a.m. to 10:00 a.m.
12:00 p.m. to 12:30 p.m.
8:00 p.m. to 8:30 p.m.

Medium Pill Line Procedures:

Weekdays
6:45 a.m. to 7:00 a.m.
7:30 p.m. to 8:00 p.m.

Weekends and Holidays
8:30 am to 8:45 am
7:30 pm to Completion

Inmates on the pill line will report to the Health Services Unit Pharmacy window, and present their ID card to the medical staff conducting the pill line. Mouth checks to verify swallowing of the medications are mandatory and will be strictly enforced.

During weekdays, inmates returning medication bottles for refills will report to the Health Services Unit Pharmacy drop box during open movement.

Medications ready for pick-up will be available during weekdays only at the 8:00 a.m., 9:00 a.m., 10:00 a.m. and 2:00 p.m. open movements. There will be no medications pickup at any other time unless related to an emergency.

"Drug Store Items" may be purchased in the Commissary. There is no "Drug Store Line" at the Pharmacy window. "Drug Store Items" may be prescribed by the Physician's Assistant in very limited quantities.

Low Insulin Line Procedures

Weekdays

6:15 a.m. and 4:45 p.m.

Weekends and Holidays
9:00 a.m. and 4:45 p.m.

At the morning and evening insulin lines, inmates will report to the Pharmacy window in the Health Services Unit, at the designated time to receive their insulin.

Inmates on the insulin line, will report to the Health Services Unit, and present their **ID card** to the Medical staff conducting the insulin line.

Medium Insulin Line Procedures

Weekdays
6:15 a.m. to Completion
4:30 p.m. to Completion

Weekends and Holidays
8:15 a.m. to 8:30 a.m.
4:30 p.m. to 4:45 p.m.

Inmates on pill line will report to the Health Services Unit Pharmacy window, and present their ID card to the medical staff conducting the pill line. Mouth checks to verify swallowing of the medications are mandatory and will be strictly enforced.

During weekdays, inmates returning medication bottles for refills, will report to the Health Services Unit Pharmacy window during either pill line. Medical staff conducting the pill line must receive the medication bottle(s) from the inmate whose name is on the bottle(s). Medications pickups will be conducted at either pill line and during the 9:00 a.m., 10:00 a.m. and 2:00 p.m. open movements.

Contract Services: Contract services are provided in-house and in the community. All emergencies, requiring additional

medical services will be transported to the local hospital.

Physicals: All inmates with no documented physical, or out of BOP custody for more than 30 days, will be scheduled for a physical examination within 14 days of arrival. The physical will include an examination by a mid level provider, dental examination by the dental staff, and any medically indicted laboratory teats and
x-rays.

Periodic Examinations:
Risk based preventive health care examinations, (e.g. cancer screenings) are available for the inmate population. Periodic Preventive care visits will be available every three years for sentenced inmates under 50, and every year for 50 years and older, up on written request from the inmate.

Pre-release Physical Examinations:
If the inmate did not receive a physical examination within one year prior to his expected release date, pre-release physical examinations will be conducted within two months prior to release, if requested by the inmate via "cop-out".

Special Care Items: Institutional eye glasses will be provided at government expense following the optometrist evaluation. Inmates who wish to have eye glasses mailed from an outside source, must have the Health Services Administrator's approval. The inmate will send the Assistant Health Services Administrator a "Cop-Out," requesting to

complete a "Special Package Authorization" form. Eyeglasses will not be mailed from home. Tennis shoes will

NOT be authorized from an outside source. All tennis shoes will be purchased by the inmate from the commissary. Medical shoes will be authorized by the Clinical Director and purchased by the Health Services Administrator.

Staff Availability: The Health Administrator and Assistant Health Services Administrator are available during mainline to

address inmate's concerns

Patient 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.

If you have an urgent health condition which arises during a regular weekday, from 7:30 a.m. to 4:00 p.m., you have the right to request an emergency assessment of a medical condition to your work supervisor or unit officer and if they are not available you can contact any staff member at all times. If you have an urgent condition which arises after 4:00 p.m., the weekend or holiday, you have the right to request an emergency assessment of a medical condition to your work supervisor or unit officer and if they are not available you can contact any staff member at all times. You have the responsibility to seek the staff member, be truthful and not overstate your complaint. Upon the assessment of your medical emergency by Health Services Staff, you have the responsibility to adhere to the prescribed treatment plan.

Rights	Responsibilities
1. You have the right to access health care services based on the local procedures 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 establised 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 othet inmate on whom you intentionally inflict bodily harm or injury.***

2. You have the right to know the name and professional status ofthese providers and totheir be treated with respect,consideration and dignity.	*2. You have the responsibility to treat providers as professionals and follow instructions to maintain and improve your overall health.*
3. You have the right to address any concern regarding your healthcare to any member of institution staff including physician, the Health 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 theas the Inmate Request to Staff Member theform, main line, or the accepted Inmate ServicesGrievance Procedures.*
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.*
8. You have the right to participate in health promotion and disease prevention programs, including those providing education regarding infectious diseases.	*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.*

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.	*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.*
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.	*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.*
11. You have the right to be provided healthy and nutritious food. You have the right to instruction regarding a healthy diet.	*11. You have the responsibility to eat healthy and not abuse or waste food or drink.*
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 three years; if over the age of 50, once a year and within one year of your release).	*12. You have the responsibility to notify medical staff that you wish to have an examination.*
13. You have the right to dental care as defined in Bureau of Prisons' Policy to include preventative services, emergency care and routine care.	*13. You have the responsibility to maintain your oral hygiene and health.*
14. You have the right to a safe, clean and healthy environment, including smoke-free living areas.	*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.*

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.	*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.*
16. You have the right to assessment of pain as defined in Bureau of Prisons' s policy to include pain management. You have the right to complain of pain, have your pain assessed by medical staff, and have pain treated accordingly. You have the responsibility to be truthful and not overstate your complaint of pain, and to adhere to the prescribed treatment plan.	*16. You have the right to be instructed regarding pain and pain You have the right to be evaluated for chronic pain and to be enrolled in the General chronic care clinic for proper follow-up for appropriateness and effectiveness of pain management.*

Health Promotion and Disease Prevention:
As you patiently wait for you appointment in Health Services, patient education videos are available for viewing.

Advance Directives: You may request a "Living Will" be placed in your Health Record. Living Wills can be assimilated at the inmate's expense and will be honored at the Federal Medical Center and/or at the Community Hospital. You have unimpeded access to medical care. All complaints will be accepted by the Health Services Administrator, Associate Warden and the Warden.

INMATE COPAYMENT PROGRAM

The Inmate Copayment Program applies to anyone in an institution under the Bureau's 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 copay 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 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 the below section, you will be charged a $2.00 copay 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 Disciplinary 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:

1. Health care services based on health care staff referrals;
2. Health care staff-approved follow-up treatment for a chronic condition;
3. Preventive health care services;
4. Emergency services;
5. Prenatal care;
6. Diagnosis or treatment of chronic infectious diseases;
7. Mental health care; or
8. Substance abuse treatment.

Indigency: An **indigent inmate** is an inmate who has not had a trust fund account balance of $6.00 for the past 30 days.

If you are considered indigent, you will not have the copay fee deducted from your Inmate Commissary Account.

If you are NOT indigent, but you do not have sufficient funds to make the copay 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.

Primary Care Providers and Requests for Medical/Dental Care

All inmates will be assigned a Primary Care Provider and a new Sick Call Request form will replace Cop-Outs when requesting medical/dental care. Assigning Primary Care Providers and implementing a new Sick Call Request form will provide inmates better continuity of care while housed at FCC Forrest City . Inmates should address all requests for medical treatment to their assigned provider, stating their medical complaint and all dental requests should be addressed to the Dental Department. Theses requests should be brought to Health Services when sick call is announced. Usually sick call is conducted between 7:00am to 7:30am Monday thru Thursday. Triage staff will review these requests to determine if a sick call appointment is necessary. Those inmates requiring an appointment will be placed on call-out. In the event your provider is not available, another provider will review your request to determine if an appointment is necessary or can wait until your provider returns. Appointment dates will be based on the medical complaint and can range from the same day to 2 weeks. Please follow the correct procedure and complete the new Sick Call Request form when submitting requests. You may obtain the new form in your unit. Requests sent through the institutional mail or failure to submit a new Sick Call Request form will delay your medical treatment and will not be processed. All inmates will be assigned a provider based on the following:

- All inmates currently in Chronic Care Clinics, i.e., Hypertensive, Diabetic, Pulmonary, Neurology,

Cardiac, Mental Health, General and Infectious Disease will be assigned to MD-2.

TRUST FUND

Each inmate has two accounts set up at the Institution, a deposit fund account and an TRUFONE telephone account. The deposit fund account will be used to keep tract of all deposits and withdrawals made to an inmate's account. An inmates TRUFONE telephone account will be used to keep track of all telephone transactions.

Inmate Funds: The Trust Fund Technicians are responsible for all functions relating to the inmate's personal funds on deposit while here. This includes withdrawals and Inmate Requests to Staff for information about an inmate's account. All non-postal money orders and non-government checks processed through the national Lock Box will be placed on a 15 day hold. Postal money orders, federal,state and local government checks will still be processed with no hold. Western Union transactions- Quick collect programs is not affected by the national lockbox 15-day hold.

Daily Collections: All funds being sent to inmates at FCC Forrest City must be sent to the National LockBox location at the following address:
Federal Bureau of Prisons
Insert Inmate Name
Insert Inmate Register Number
Post Office Box 474701
Des Moines, Iowa 50947-0001
Please notify all persons who send you funds that they must send all funds to the national LockBox mailing address (above) 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 can not forward any items enclosed with the negotiable instrument to the inmate. Items, personal in nature, must be mailed directly to the Bureau of Prisons' institution where the inmate is housed.

Instruct them that they must have the inmate's committed name (no nicknames) and register number printed on the envelopes; all money orders; U.S. Treasury, state, and local government checks; and any foreign negotiable instruments payable in U.S. currency.

No receipts are issued for Lockbox deposits but the transactions (with the sender's last name) can be viewed on the AIMS machine located next to the Commissary. In the event a Lockbox transaction has not been posted to an inmate's account, the sender is required to initiate a tracer to locate the negotiable instrument in question. The sender of the funds can address questions and inquiries concerning Lockbox transactions to (202) 307-2712.

Western Union - Quick Collect Program: Inmate's families and friends may send inmates funds through Western Union's Quick Collect Program. 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 p.m. EST will be posted by 9:00 a.m. EST the following morning. No receipts are issued for Western Union Quick Collect deposits but the transactions (with the sender's last name) can be viewed on the AIMS machine located next to the Commissary. The sender has the sole responsibility of sending the funds to the correct inmate.

The following information must be provided for each Western Union's Quick Collect transaction:

A. Inmate's Eight Digit Register Number and Inmate's Committed Name on the block asking for the Sender's account number with company
B. City Code: FBOP
C. State Code: DC
D. Pay to: Federal Bureau of Prisons

At an agent location with cash, the sender must collect a Blue

Quick Collect Form. Each transaction is accepted or rejected at the point of sale. The sender of the funds are to address all questions and inquiries concerning Western Union transactions not posted to an inmate's account to Western Union at (800) 325-6000. Western Union Quick Collect can now be sent from Mexico to incarcerated inmates.

Inmate Earnings: While incarcerated each inmate will be assigned to a work detail, for which they will receive a monthly job performance evaluation and be paid for the hours which they worked that month.

Inmates may be listed on any of three payrolls. They may receive UNICOR wages - for all UNICOR hours worked, Commissary wages - for hours worked in Commissary and the inmate photo program, and Regular Performance Pay - for all other details. Inmates do not receive a receipt for their performance pay. Prior to the pay being released to the inmate accounts, all IFRP contract payments will be taken from the earnings.

The UNICOR pay is compiled by UNICOR staff and then sent to the Trust Fund Technician for posting to inmates' accounts. UNICOR staff performs the verifications for GED and IFRP compliance prior to submitting the payroll disc and backup documentation. UNICOR pay will be posted between the 3rd and 5th calendar day of the end of the preceding month.

The Commissary pay and regular inmate performance pay is compiled and entered into the BOPNET TRUPAID system by the work detail supervisors prior to the fifth calendar day following the end of the preceding month. TRUPAID is linked to Sentry; therefore, the system automatically verifies compliance with GED requirements and FRP requirements as the work detail supervisor enter the inmate's work hours into TRUPAID. The Department Head reviews the performance pay sheets for accuracy and certifies in TRUPAID that payroll is ready for processing. The Inmate Pay Coordinator notifies the Trust Fund Technician to post payroll upon completion of the final review and final approval from the Warden. All payrolls will be posted by the 10th calendar day following the end of the preceding month.

The appropriate departments are responsible for timely keying/certifying the data into BOPNET TRUPAID for the Drug Abuse Program (DAP) Achievement Awards, Psychological Treatment Programs Awards and any other institution bonuses. Any awards and bonuses are to be keyed and posted with the monthly pay submittals.

Withdrawals from Inmate Accounts: Withdrawals may be accomplished at the inmate's request for various reasons. They may request withdrawals to order books and magazines, to send money to their families, or to pay court ordered fees, among other things. Except in the case of an IRS ordered lien or a Prison Litigation Reform Act court-ordered fee, no funds may be withdrawn from an inmate's account without his consent.

All requests for funds withdrawals must be completed in the presence of a staff member. All requests for funds withdrawals must be either typewritten or printed in ink. After the inmate has signed the withdrawal form it shall, at no time can it be handled by an inmate.

* Request for Withdrawal of Inmates' Personal Funds - This form is used by the inmate for all withdrawals except:
  Commissary Sales
  Special Purpose Orders (SPO)
  Payments upon Release
  Inmate Financial Responsibility Program
  PLRA Payments

The form is completed and forwarded to the Trust Fund Technician for processing. If the inmate does not have sufficient funds to cover the withdrawal, the form is marked "Insufficient Funds" and the form is returned to the unit. No receipts or copies of the processed forms are returned to the inmate. All original forms are kept on file in the Trust Fund Technician's office.

Once processed the Trust Fund Technician will prepare a payment voucher and forward it to the appropriate Certifying Officer for certification. The payment is then transmitted to

Austin, Texas to the Department of Treasury to have the check issued.

Withdrawal requests which require enclosures to be sent with the payment, may be accepted under the following conditions. In addition to the appropriate signatures, the Request for Withdrawal of Inmates' Personal Funds shall be submitted with a stamped and addressed envelope attached. Forms submitted with enclosures which do not have a stamped and addressed envelope attached will be voided and returned to the unit. This method should be used whenever the inmate is ordering magazines, books, newspapers, any other materials which require enclosures and payments sent out of the country. By policy these forms will be processed and scheduled at least once a week.

Inmate Financial Responsibility Withdrawal Request(IFRP): It is the responsibility of the Unit Management staff to provide the Trust Fund Department with the properly completed withdrawal form. Only court ordered financial obligations shall be requested on this form.

* FRP forms are processed once each month, as soon as the monthly Inmate Performance Pay has been posted. Payments are classified as Single Payment, Repetitive Monthly Payments, or Repetitive Quarterly Payments. Quarterly payments are taken in the third month of each calendar quarter (March, June, September, and December). The payments are automatically processed simultaneously with inmate pay. No receipts are issued to the inmate for these payments. Confirmation of payment will be received by the Unit Management Staff from the U.S. Attorney. All forms are maintained in the Trust Fund Technician's files.

Releases and Transfers: Releases - Transportation of inmates to a release destination must be accomplished by the most economical method. Public transportation must be arranged as far in advance of the inmate's release dates as is feasible. Release transportation shall be determined and reserved in advance of preparation of the Release and Gratuity Form. The

correctly completed and signed form shall be forwarded to the Accounting Technician in the Business Office no later than five working days prior to the inmate's release.

The inmate's phone account and commissary account will not be closed until one business day prior to his release. He will be able to shop and use the phone until that day.

On the day of the inmate's release, he will be escorted to the cashier's office, where his personal funds, (including balance of telephone funds), and any authorized gratuity and/or transportation funds will be issued to him. The maximum cash Financial Management is permitted to give an inmate is $250.00. Any funds not posted to an inmate's account (i.e. payroll due) at the time of his release, will be posted when presented to the Trust Fund Technician. These funds, in addition to any balance of funds exceeding $250.00 on the day of release, will then be forwarded by U.S. Treasury check to the inmate at the forwarding address indicated on the release forms.

Transfers: Inmates transferring to other Bureau of Prisons facilities utilizing the TRUFONE system, will have their personal funds transferred to them automatically via TRUFONE and TRUFAC. If the inmate is transferred to a contract facility, the money will be forward by U.S. Government check.

Commissary: The institution commissary is under the supervision of the Trust Fund Supervisor and designee. The Commissary is a privilege established to allow inmates to purchase items from an approved shopping list. The items sold in the Commissary are approved by the Warden and the Commissary Committee. Inmates are allowed to shop once per week on their designated shopping day. The Commissary shopping lists will be provided by the Commissary. All prices are subject to change without notice. A list will be provided each time an inmate shops or upon request during Commissary hours. An inmate must have a completed

shopping list and his Inmate Account Card in order to shop in the commissary. Completed shopping lists will not be returned to an inmate once the shopping list has been placed into the designated slots located at the Low and Medium Commissary lobbies. Inmates are not allowed to leave the Commissary line without permission from the Commissary staff member after a shopping list has been turned in. No-shows will not be allowed to shop until the following week.

The commissary hours of operation at the Low are 10:30 a.m. to end of the 12:55 p.m. movement and 4:30 p.m. to end of the 6:05 p.m. movement Monday thru Thursday. The Special Sales inmates will shop from 11:00 a.m. to 11:30 a.m. Monday thru Thursday. The afternoon sales hours are for inmates with a job assignment which requires them to work in the evening (including UNICOR evening workers) and all unassigned inmates. The Commissary hours of operation at the Camp are 6:15 a.m. to 7:30 a.m. and 11:00 a.m. to 12:30 p.m. Tuesday and Wednesday, in addition to the sale of Over-The-Counter (OTC) medications on Thursday from 6:15 a.m. to 7:30 a.m. The Commissary hours of operation at the Medium are 6:15 a.m. to end of the 7:55 a.m. movement and 11:00 a.m. to 12:30 p.m. Monday thru Thursday.

	April - June	July - Sept	Oct - Dec	Jan - Mar
Monday	01-25	26-50	51-75	76-00
Tuesday	26-50	51-75	76-00	01-25
Wednesday	51-75	76-00	01-25	26-50
Thursday	76-00	01-25	26-50	51-75
Friday	Closed	Closed	Closed	Closed

Inmates receive a total validation of $290.00 per month to spend. Postage stamps and Policy over the counter medications are not charged against the monthly spending limit. All other sale, including SPO's will be included in the

monthly spending limit.. On or after November 15th of each year, the holiday spending limit will be implemented to increase the monthly spending limit by $50.00 for one validation period.

The spending amount is revalidated for $290.00 each month based on the 5th digits of the register number:

Digit 0, revalidated on the 1st of the month
Digit 1, revalidated on the 4th of the month
Digit 2, revalidated on the 7th of the month
Digit 3, revalidated on the 10th of the month
Digit 4, revalidated on the 13th of the month
Digit 5, revalidated on the 16th of the month
Digit 6, revalidated on the 19th of the month
Digit 7, revalidated on the 22nd of the month
Digit 8, revalidated on the 25th of the month
Digit 9, revailidated on the 28th of the month

Inmates that are on the Financial Responsibility Program (FRP) Refusal status are revalidated for the $25.00 spending limit on their regular revalidation date based on the last two digits of the lst five digits of the register number. Inmates that have a DHO restriction are revalidated for the $10.00 spending limit on their regular revalidation date based on the last two digits of the lst five digits of the register number.

It is the inmate's responsibility to note quantity limits and nontransferable items identified on the Commissary shopping list. It is also important for inmates to review the out-of-stock list on the Commissary bulletin board prior to submitting a shopping list.

If an inmate's radio is stolen, lost, or broken, he will not be able to purchase another one unless he has written approval from his Unit Team. The Unit Correctional Counselor and Unit Manager's approval are required for purchase of a second pair of athletic shoes, specialty shoes (including cleats and special sizes), and safety boots within a nine-month

period. An Inmate Request to Staff Member noting this approval must be in the possession of the Commissary staff prior to the shoes being sold to the inmate. The inmate is not authorized to deliver the form to the Commissary staff. These items are not authorized for purchase while an inmate is on DHO/UDC restrictions or FRP refused status. The Medical Department may authorized purchase of a low cut safety shoe via the completion and submittal of a Special Purchase Form to the Trust Fund Department. This medical shoe may be purchased while the inmate is on UDC restrictions or within the nine-month purchase restrictions; however, the medical shoe cannot be purchased if the inmate is on FRP refused status or DHO restrictions. In the event that an inmate desires to return a warranty product to the vendor, the item must be shipped at the inmate's expense from the institution to the inmate's home or an address of the inmate's preference. The recipient of the product will then be responsible for contacting the vendor to remedy the complaint. Items shipped out of the institution will not be permitted back into the institution for security reasons.

Other Rules While Shopping at the Commissary:

- Each inmate must prepare his own Commissary list.
- Smoking and radios are prohibited in the sales area.
- Once the Commissary shopping list is deposited into the designated slots at the Low and Medium Commissaries, the inmate shopper must remain in the area. If the inmate shopper is not present when his name is called, the inmate will be considered as a no-show and will not be able to shop until the following week and his items will be returned to the shelves.
- Inmates can shop once per week. Special Purpose Orders (SPO's) and Over-The-Counter (OTC) medications will be sold on regular scheduled shopping days. OTC medications will also be sold on

alternate days as needed at the Low and Medium Commissary and at the designated time on Thursday mornings at the Camp.

- Inmates are responsible to make sure their receipts are accurate and each inmate must sign the original receipt and return it to the sales person. Inmates are responsible for safeguarding their receipts as duplicates cannot be provided for warranty items.

- Inmates may not purchase items for other inmates.

- All sales are final. Once an inmate shopper leave the window, there will be no exchanges, adjustments, or refunds.

Questions concerning your inmate account will not be answered during sales. Inmates may view their balance and the last twenty transactions to their accounts on the Automated Inquiry Machine (AIMS) located next to the Commissary. All other questions pertaining to inmates' Commissary accounts must be submitted on an Inmate Request to Staff addressed to the Trust Fund Technician. Questions regarding Special Purpose Orders must be submitted on an Inmate Request to Staff addressed to the Trust Fund Department SPO Ordering Staff Member.

New items will be considered by the Commissary Advisory Committee semi-annually in April and November of each calendar year. Inmates are to submit an "Inmate Request to Staff Member' addressed to the Commissary Advisory Committee for any new items they would like for the committee to consider selling in the Commissary. Mass productions of the same requests will not be considered. Inmate Request to Staff for new items will not be responded to. Minutes of the Commissary Advisory Committee biannual meetings will be posted in the lobby of the Commissary and in the housing units.

The following items are prohibited by Bureau policy from sale in the Commissary:

- Items which do not meet safety or security requirements.
- Tobacco products and smoking accessories
- Coins
- Protein/carbohydrate products, any product associated with body building, muscle enhancing, or weight lifting
- Liquid dietary drinks/powders
- Prepared meals from outside sources
- Any item containing poppy seeds
- Canned soups and/or vegetables
- Potentially hazardous or perishable foods
- Medications and vitamins not specifically approved
- Medications which contain benzoyl peroxide
- Bromo-seltzer
- Products containing olive leaf extract
- Products for denture cleaning which are effervescent tablets/powders such as Efferdent and Polident
- Medications for the treatment of colds which contain pseudoephedrine such as Sudafed
- Dietary supplements such as: amino acids in the form of tablets, capsules, liquids, or powders; desiccated liver tablets, ginseng, C.O.Q.10; or gamma cryzanol

- Products that contain manufactured L-Tryptophan pursuant to Food and Drug Administration (FDA) direction
- Any item not approved by the FDA
- Any item containing hemp seed oil
- Smoking cessation products other than nicotine patches
- Electrical appliances
- Musical instruments
- Lighters or lighting paraphernalia
- Products in aerosol containers
- Products containing chlorine as an active ingredient

- Computer/calculator devices that allow programming or password protection of information
- Magazines
- All items with a unit cost of $100 or more unless approved, in writing, by the Warden.
- Radios capable of picking up shortwave, UHF, VHF, and television bands. Only battery-operated digital radios (AM/FM frequencies) are permitted
- Combination radio/tape players, recorder/tape players, recorders, compact disc players, video games, computer games, or portable televisions
- Athletic or specialty shoes which sell for $100 or more. No air pockets or cavities, logos, stripes, or inserts of any color such as red, blue, green, pink, purple, etc.

Special Purpose Orders (SPO'S): SPO's will be purchased during regular scheduled shopping days. Approved low cut steel toe shoes can be ordered via SPO in the Health Services Department. Cleats, approved special sized or wide width specialty shoes not stocked in the Commissary, can be ordered via SPO in the Recreation Department. Funds will not be encumbered for shoes purchased via the Recreation Department in order for the item to be itemized as an Controlled item as it falls within the nine-month purchase rule.

Approved SPO items can only be ordered from approved vendors. The respective department will forward the approved SPO forms to the Trust Fund staff to verify availability of inmate's funds, encumber the inmate's Commissary account, and order the merchandise. All SPO's with chemical items must be identified with the Safety Department's MSDS number or spproval must be granted by the Safety Department prior to forwarding to the Trust Fund staff

After a SPO has been received and entered into inventory, the name of the inmate will be posted on the Commissary bulletin board.

The Recreation Department will pick up and store all hobby craft SPO's after the completion on sales on a designated day each week. All other SPO's will be released to the inmates at the conclusion of their sales

Trust Fund Sales Unit Commissary Workers and Inmate Photography: The Commissary inmate work detail is limited to six inmates at the Low Commissary, eight inmate at the Medium Commissary, one inmate worker in the Warehouse Commissary Cage and three full-time inmate workers (this will include any part-time inmate worker) in the Camp Commissary. If an inmate desires to work in the Commissary, he is required to submit an Inmate Request to a Staff Member addressed to the Commissary staff. The inmate's name will be placed on the Commissary Waiting List if he has at least six months until projected release date, has not had any disciplinary actions within 12 months of applying for a position, has a High School diploma or General Equivalency Diploma (GED), is not on the Financial Responsibility Program (FRP) "Refuse' status, meet Drug Education Program requirements, has no food service or medical restrictions, and meet health requirements of prolonged standing, bending, and lifting a minimum of 50 pounds. The inmate must also be cleared by both the Unit Team and Correctional Services. If an inmate receives an incident report and the report is not purged by the Unit Team or the Disciplinary Hearing Officer, the inmate will be terminated from the Commissary inmate work detail and/or his name will be removed from the Commissary Waiting List. If an inmate Commissary worker is housed in Special Housing and is cleared of any prohibited acts, is on writ status and returns to the Institution, or is transferred back to the Institution, the inmate will be considered for placement on the Commissary Waiting List as long as he maintained good work standings. If any inmates are terminated in the Commissary for inventory shortages, the inmates will not be rehired nor placed on the Commissary Waiting List.

All inmate workers in the Commissary must wear safety shoes, no exception. No commissary items will be brought

into the Commissary. Inmates observed participating in horseplay, inappropriate behavior, failing to follow proper safety procedures, consuming Commissary food items or beverages, bringing in or dropping off other inmates' commissary lists without authorization, unauthorized usage or close observances of TRUFAC and the office computer, suspected or engaging in prohibited acts such as stealing merchandise will be terminated.

Four inmate photographers are authorized on the Trust Fund inmate photo work detail at the Low, three inmate photographers are authorized on the Trust Fund inmate photo work detail at the Camp, and four inmate photographers are authorized on the Trust Fund inmate photo work detail at the Medium. There is no waiting list for inmate photographers. If an inmate desire to be considered for an inmate photographer's position, the inmate is required to submit an Inmate Request to Staff to the Recreation Supervisor. If the candidate meets Recreation's requirement, the Recreation Supervisor will forward the name and register number to the Support Services Supervisor for final approval. The inmate will be considered if he has at least six months until projected release date, has not had any disciplinary actions within 12 months of applying for a position, has a High School diploma or General Equivalency Diploma (GED), is not on the Financial Responsibility Program (FRP) "refuse" status, and is cleared by Correctional Services. If an inmate receives an incident report and the report is not purged by the Unit Team or the Disciplinary Hearing Officer, the inmate will be terminated from the inmate photo work detail.

The pay grades for the Trust Fund Sales Unit Commissary Workers and Inmate Photographers are Commissary Pay Grade 4 at $.55 per hour. Inmates will be considered for the maximum pay grade of Commissary Pay Grade 3 at $.75 per hour, if warranted and if the inmate has worked a total of 495 hours. Inmate clerks are not authorized at the Commissary due to the implementation of the TRUFACS system. Therefore, Commissary Pay Grades 2 and 1 are non-existent.

TRUFONE SYSTEM:

- The TRUFONE System is a means for inmates to supplement written correspondence for maintaining family and community ties. The daily processing for TRUFONE is handled by the Trust Fund Technicians. Their offices are located in the Administration Building in the Low and Medium Facilities.

- The Associate Warden -Administration is responsible for overseeing the TRUFONE System. The Trust Fund Supervisor is responsible for the day-to-day operation. Inmates may only use the telephones in their housing units. Telephones are to be used to maintain family and community ties. Use is a privilege and disciplinary sanctions may be imposed for abuse. One telephone has been designated in each housing unit at the Low and Camp for inmates on off-duty status or approved restricted housing status, i.e., medical idle or any other authorized idle, to use during the regular day from 6:00 a.m. to 4:00 p.m. and 4:30 p.m. to 10:00 p.m. Evening Lock Down. The remaining three telephones in each housing unit at the Low and Camp are operational during the weekend, holiday, and during the following workweek hours: 6:00 a.m. until 7:30 a.m.; 10:30 a.m. until 12:30 p.m.; and 4:30 p.m. until 10:00 p.m. Evening Lock Down.. No telephones will be in use during count time. One telephone has been designated in each housing unit at the Medium for inmates on off-duty status or approved restricted housing status to use during the regular day from 6:00 a.m. to 4:00 p.m. and 4:30 p.m. to 10:00 p.m. Evening Lock Down The remaining five telephones in each housing unit at the Medium are operational during the following workweek hours: 6:00 a.m. until 7:30 a.m.; 10:30 a.m. until 12:30 p.m.; and 4:30 p.m. until 10:00 p.m. The telephones will also be operational on Friday, Saturday, and on holidays

from 4:30 p.m. until 10:00 p.m. Evening Lock Down. No telephones will be in use during count time. Upon arrival, an inmate will be assigned a Phone Access Code (PAC). This nine-digit number allows an inmate access to the ITS. It is the responsibility of the Trust Fund Technician to establish, provide the PAC number in a sealed envelope, and deliver to the respective Unit Team mail box in the Associate Warden complex within one working day after the inmate's arrival. The Unit Team staff is responsible for delivering the PAC number to the inmate.

Inmates will be permitted to submit proposed changes to their telephone list only once per calendar month. Once an inmate submits a telephone list to his unit team, it will be processed within seven calendar days.

The inmate telephone 300 minute monthly limit will be reset based on the commissary spending limit re-validation day as identified in the table below. If the 5th digit of your register # is: then your trufone minutes will be reset this day .

0.....lst	5.....16th
1.....4th	6.....19th
2.....7th	7.....22nd
3.....10th	8.....25th
4.....13th	9.....28th

The PAC number is a confidential code and should not be shared with any other inmate. If an inmate feels his PAC has been compromised, he should report it to a member of the Unit Staff. Unit Staff will contact the Trust Fund Supervisor, who will restrict the phone system for the affected inmate until a new PAC is established. The Unit Staff will also notify the Special Investigative Supervisor (SIS) for investigative purposes. Prior to notifying the SIS, the Unit Staff will determine if the PAC number was provided by the inmate to an authorized inmate. The Special Investigative Supervisor (SIS) will also be contacted for investigative purposes. The inmate must submit a Request for Withdrawal of Inmates' Personal Funds, for a $5.00 charge payable to U.S. Treasury

to establish the new number.

In order for an inmate to access his telephone account on the inmate telephone, he is to dial 118, enter his PAC code, and follow the instructions. He will be able to access his TRUFONE balance, Commissary balance, make transfers in whole dollar amounts from his Commissary account to his TRUFONE account, determine the cost of the last call, and obtain the number of call minutes remaining for calls. In transferring funds, it is the inmate's responsibility to ensure the correct amount desiring to transfer before he presses "1" to confirm the amount as TRUFONE funds cannot be transferred back to the Commissary account.

Unit Staff is responsible for providing the inmate with the Telephone Number Request Form on which the inmate may request up to thirty telephone numbers for both collect and debit calls. In order for the TRUFONE system to process a call, the number must be keyed to the inmate's individual telephone account. Once the inmate has completed the form, he is required to submit it to Unit Staff. The form must be hand delivered to a staff member or it will not be processed. Unit Staff are required to review, approve, and submit the form to the Trust Fund Technician normally within one working day. Spanish-speaking inmates must annotate on the form their requirement for their prerecorded instructions to be in Spanish. They are also required to indicate "Spanish" next to each called party that is to receive the prerecorded announcement in Spanish. Otherwise, the prerecorded announcement heard by the called party will be in English. The completed and approved request form will be personally delivered by a Unit Staff member to the Trust Fund Technician or will be placed in the Trust Fund mailbox located in the Associate Warden Complex at the Low Facility of the Financial Management mailbox located in the Associate Warden Complex in the Medium Facility. The phone list will be keyed normally within two working days for new arrival inmates. Any additional changes or updates (including area code changes) to the telephone request lists will be processed in the same manner as reflected above. All updates will be

keyed into the inmates' accounts within five working days, excluding the date of submission. Changes to inmates' telephone accounts cannot be accomplished via the Inmate Request to Staff. The TRUFONE System will automatically track the number of changes an inmate has requested to their calling list and will prevent further changes if three updates have been accepted for the month.

Inmate telephone listings in the TRUFONE System can be viewed by inmates on the Automated Inquiry Machine (AIMS) located next to the Commissary.

A maximum of thirty telephone numbers are allowed per each inmate for both collect and debit calls. Unit Teams are able to access and print inmate telephone listings on the TRUFONE web browser. Copies of the inmate telephone listings will not be provided by Trust Fund Staff. However, in order to obtain a written report of telephone charges for any 30-day period within the past 120 days, the inmate must submit a Request for Withdrawal of Inmates' Personal Fund, for a $3.00 charge for each 30-day period payable to U.S. Treasury.

If for any reason the inmate wishes to exceed the thirty number limits, he must obtain approval from the Associate Warden - Administration. This approval will be in the form of a written memorandum from the Associate Warden - Administration to the Trust Fund Supervisor.
Phone Usage/Availability: One telephone has been designated in each housing unit at the Low and Camp to use during the regular day from 6:00 a.m. to 4:00 p.m. and 4:30 p..m. to 10:00 p.m. Evening Lock Down. The remaining three telephones in each housing unit at the Low and Camp are operational during the weekend, holiday, and during the following workweek hours: 6:00 a.m. until 7:30 a.m.; 10:30 a.m. until 12:30 p.m.; and 4:30 p.m. until 10:00 Evening Lock Down. One telephone has been designated in each housing unit at the Medium for inmates on off-duty status or approved restricted housing status to use during the regular day from 6:00 a.m. to 4:00 p.m. and 4:30 p.m. to 10:00 Evening Lock Down. The remaining five telephones in each housing unit at

the Medium are operational during the following workweek hours: 6:00 a.m. until 7:30 a.m.; 10:30 a.m. until 12:30 p.m.; and 4:30 p.m. until 10:00 p.m. Evening Lock Down. The telephones will also be operational on Friday, Saturday, and on holidays from 4:30 p.m. until 10:00 p.m.. Telephone privileges are not available at the Low, Camp, and Medium during institution count time. During institution emergencies, inmates telephones may be restricted or terminated.

Toll-free telephone numbers and telephone numbers to conduct a business or for gambling purposes are not authorized on the Inmate Telephone System.

Telephone calls are limited to fifteen minute intervals, and at the end of fourteen minutes a tone will warn the caller that there is one minute remaining. After fifteen minutes the call will automatically be disconnected. There is an automatic duration of 30 minutes between calls for each inmate. Inmates will be allowed to place a total of 300 minutes of either collect, direct, or any combination of telephone calls. Minutes will not rollover to the following month. During the months of November and December, the minutes allowable will be increased to 400 minutes per month.

The prerecorded announcement and intermittent call branding notifying the recipient that "This call is from a Federal Prison' is on all direct and collect calls. It is a standard message at all prisons using the TRUFONE System. However, the called party will not have to press five (5) to accept direct international telephone calls and rotary dialed telephones. As a result of international telephone calls and rotary dialed telephones not having the called party block option, communication will begin immediately when the called party answers the telephone. Inmates will be charged for answering machines. Inmates will not be authorized a refund for answering machines on international calls, long distance calls and local calls. For all other calls, If the called party blocks future calls by pressing "77", the number will stay blocked until the Trust Fund staff receive a written request from the called party to unblock their numbers. Letters sent directly to

the inmates to unblock the called party telephone numbers will not be accepted by the Trust Fund staff. "Inmate Request to a Staff Member' cannot be used to unblock telephone numbers as the form is not providing consent from the called party. Inmates are allowed two transfers from their Commissary account to their ITS accounts per day. Credits are available for immediate use and cannot be transferred back to the Commissary account unless the inmate is being released from the Prison System or has a telephone restriction for more than 10 days. Fund transfers are allowed from Sunday thru Saturday and federal holidays from 6:00 a.m. to 4:00 p.m. to 10:00 p.m. Evening Lock Down. Fund transfers are not permitted during institution count times.

Call Types: There are three different call types; incoming calls, staff assisted calls, and collect calls.

Incoming Calls: Incoming telephone calls will not be a accepted. In an emergency, the calling party may contact the inmate's unit team and advise them of the emergency. It is the responsibility of the unit staff to inform the inmate of the emergency and to direct the inmate to Religious Services to place a monitored call on the telephone designated for inmates usage. During non-business hours, a Lieutenant or the Institution Duty Officer will coordinate the monitored telephone calls.

Staff Assisted Calls: With the exception of approved emergency, attorney/client, or indigent calls, no inmate calls will be made from staff telephones. The TRUFONE System does not affect the way in which legal calls are placed.

Collect Calls: Inmates will receive their PAC number the next working day after their arrival at the institution. An inmate may place a collect call after the telephone number is keyed to his individual telephone account number.

Rates for Direct Dialed Telephone Calls: The rates for placing direct dialed international, long distance, and local telephone calls are standard in all Bureau of Prisons institutions that are currently using the Inmate Telephone System - II.

Direct Dial Call Types	PER MINUTE RATE
Local Calls	$.06
Long Distance	$.23
Canada	$.35
Mexico	$.55
International	$.99

Special Housing: There are two special housing situations with specialized procedures for telephone privileges.

Administrative Detention/Disciplinary Segregation: Inmates in Administrative Detention will be allowed telephone privileges once every 30 days. Inmates in Disciplinary Segregation will be allowed telephone privileges once every 30 days.

Troubleshooting TRUFONE Telephone Calls and Providing Reimbursements for Valid Claims: Inmates are required to submit a signed Inmate Request to a Staff Member to the Trust Fund staff regarding any problems that they are experiencing with the TRUFONE System. The request must specify the date of the call, approximate time of the call, the telephone number called, statement or code given by the telephone recording or the operator, and the specific nature of the problem. If a call is connected to any person or an answering machine at the telephone number the inmate is calling, the telephone call will be considered complete and no refund will be given. Appropriate disciplinary action will be

taken.

If an inmate is unable to reach his called party and the operator notes a code 5 or a code 15 on the inmate's telephone account record, this signifies that the called party has a credit problem with their local telephone company or with VAC. Staff from the Bureau of Prisons are not authorized to get involved with these types of situations. If it is a code 5, then the called party must contact their local telephone company. If it is a code 15, then the called party must contact Correctional Billing Services at 1-800-844-6591.

If an inmate telephone is not working properly, inmates are to notify their unit team staff in order for them to notify the Trust Fund staff. It is important that the nature of the problem and the four digit code on the inmate telephone be provided to the Trust Fund staff.

Laundry: The laundry will provide inmates with their clothing, shoes, bed linens, coats, and personal items. Items will be exchanged on a one-for-one basis and empty tubes of toothpaste and shaving cream in addition to combs, razors, and toothbrushes must be returned to receive similar items. Inmates MUST adhere to the posted schedules for their exchanges.

New underwear (socks, T-shirts, and boxer shorts) are issued twice a year. The scheduled dates will be posted on the bulletin boards in the Laundry and in the housing units. Once the initial issue of clothing items and boots are issued, another new issuance of slacks, shirts, jackets, and boots will not be issued. These items will be exchanged for clean, wearable clothing and/or boots . If you are sent to the Special Housing Unit, the initial issue of clothing will not be held until release. Instead the inmate will be issued clean, wearable clothing and boots.

- Inmate account cards must be presented for

identification purposes.

- Exchanges will not be permitted for style reasons.
- If there is intentional destruction of the clothes, you will be subject to disciplinary action.
- Inmates may not exchange another inmate clothing for any reason. Clothing in need of mending can be returned to the Laundry at the Low Facility Tuesday thru Friday between 6:15 a.m. to 7:30 a.m.; at the Camp Tuesday and Tuesday between 6:15 a.m. to 7:30 a.m.; and at the Medium Facility Monday thru Thursday between 6:15 a.m. to 7:30 a.m.

Hygiene items may be picked up on your regularly scheduled exchange day. The following items are available for exchange/issue:

Toothbrush	1 only
Toothpaste	2 only
Soap	3 only
Comb	1 only
Shaving Cream	1 only
Razors	8 only

CORRECTIONAL SYSTEMS DEPARTMENT

Open House for Correctional Systems (Mail Room, Receiving and Discharge, and Records) will be on:

Low:
Mailroom: Monday-Friday 2:00 p.m. - 2:30 p.m.
R&D/Records: Wednesday 11:00 a.m. - 12:00 p.m.
Thursday 12:00 p.m. - 12430 p.m.
Medium:
Mailroom: Monday-Friday 2:00 p.m. - 2:30 p.m.
R&D/Records: Tuesday-Wednesday-Thursday

2:00 p.m. - 2:30 p.m.

Any questions regarding inmate mail, personal property, or record related concerns should be referred to Correctional Systems during this period.

Correspondence: In most cases, you are permitted to correspond with the public, family members, and others without prior approval or the maintenance of a correspondence list. Outgoing general correspondence for the Low is placed in mailboxes located in each Unit and may be sealed.

UNSEALED. General outgoing correspondence for the medium is placed in mailboxes located in each unit and must remain sealed. The outgoing envelope must have your name, register number, complete spelling of institution, e.g. Federal Correctional Complex and return address in the upper left hand corner.

You must assume responsibility for the contents of all your letters. Correspondence containing threats, extortion, etc., may result in prosecution for violation of federal laws. Inmates may be placed on restricted correspondence status based on misconduct or as a matter of classification. You will be notified of this placement and have an opportunity to respond.

There is no mail service at this institution on weekends and holidays.

Incoming Correspondence: First class mail is distributed Monday through Friday (except holidays) by the Evening Watch Officer in each Unit. Newspapers and magazines may also be delivered at this time. Legal and special mail will be delivered by the Counselor or Case Manager as soon as possible after it is received. The number of incoming letters an inmate may receive will not be limited unless the number received places an unreasonable burden on the institution.

To aid in the prompt delivery of your mail, please advise those writing to you to put your register number and unit on the envelope.

All inmate packages received at the institution must have prior authorization, or be marked on the front of the package as to contents if authorized by BOP policy, e.g. "Magazines Enclosed", Authorized Reading Material", "Legal Material".

The incoming FCC inmate mail address for each location are:
Low: P.O. Box 9000, Forrest City, AR 72336
Medium: P.O. Box 3000, Forrest City, AR 72336

Incoming Publications: The Bureau permits inmates to subscribe to and receive publications without prior approval. The term "publication" means a book and single issues of a magazine or newspaper . An inmate at the low and camp may receive hardcover publications and newspapers only from the publisher, a book club, or a bookstore. Publications printed on pulp-like paper stock, folded and/or divided into sections are considered newspapers. An inmate may receive other soft-cover material (for example, paperback books, newspaper clippings, or magazines) from any source . At the medium, all publications, hardcover, newspapers and soft cover material must come from the Publisher, book club, or bookstore. Due to fire and safety reasons, accumulation of publications will be limited to (10) ten magazines, (10) ten books, (2) two newspapers and to the amount that can be neatly stored in your locker. The Unit Manager may allow more space for legal publications upon request.

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

Publications which may be rejected by the Warden include, but are not limited to, publications which meet one of the following criteria:

* It depicts or describes procedures for the construction

or use of weapons, ammunition, bombs, or incendiary devices.

* It depicts, encourages, or describes methods of escape from correctional facilities, or contains blueprints, drawings, or similar descriptions of Bureau of Prisons' institutions.
* It depicts or describes procedures for the brewing of alcoholic beverages or the manufacture of drugs.
* It is written in code.
* It depicts, describes, or encourages activities which may lead to the use of physical violence or group disruption.
* It encourages or instructs in the commission of criminal activity.
* It is sexually explicit material.

Special Mail: "Special Mail" is a category of correspondence which may be sent out of the institution unopened and unread by staff, which includes correspondence to: President and vice-president of the United States, U.S. Department of Justice (including Bureau of Prisons), U.S. Attorney's Offices, Surgeon General, U.S. Public Health Service, Secretary of the Army, Navy, or Air Force, U.S. Courts, U.S. Probation Officers, Members of the U.S. Congress, Embassies and Consulates' Governors, State Attorney Generals, Prosecuting Attorneys, Directors of State Departments of Corrections, State Parole Commissioners, State Legislators, State Courts, State Probation Officers, other federal and state law enforcement officers, attorneys and representatives of the news media.

It is your responsibility to take your "Special Mail to the mail room during open house hours Monday - Friday, excluding holidays from 2:00p.m. - 2:30p.m.

Inmates are required to have their identification card when coming to open house for any reason. Outgoing special mail may still be sealed before submitting to staff for processing. Please note, outgoing special mail submitted without an accurate return address will not be accepted. It will be

returned immediately to the inmate for correction. Inmates attempting to send outgoing special mail under another inmate's return address may be considered for disciplinary action.

Outgoing packages weighing 16 ounces or greater, to include special mail, will continue under the current procedures. Inmates with packages meeting these specifications should see their assigned Counselor for further processing.

All outgoing mail is subject to scanning by electronic means, including, but not limited to, x-ray, metal detector, and ion spectrometry devices. Inspection of sealed outgoing special mail by these methods may occur outside the inmate's presence. Electronic scanning is for the sole purpose of identifying harmful materials, and cannot be used to read or review the content of outgoing special mail communication.

In the event suspected harmful materials are identified by electronic scanning, all necessary safety precautions must be taken to further inspect the potentially harmful materials. If the presence of harmful materials in confirmed, appropriate action will follow, e.g., confiscation of the materials and investigation for possible disciplinary or criminal charges. As much as possible under these circumstances, confiscated outgoing special mail will not be read by staff, and the inmate will be informed as soon as possible of its disposition.

A designated staff member opens incoming Special Mail in the presence of the inmate. This is usually done by the Counselor or Case Manager. These items will be checked for physical contraband and for qualification as special mail; the correspondence will not be read or copied if the sender has accurately identified himself/herself on the envelope and the front of the envelope clearly indicates that the correspondence is special mail only to be opened in the presence of the inmate. Without adequate identification as Special Mail, the staff may treat the mail as general correspondence. In this case, the mail may be opened, read, and inspected.

Inmate Correspondence with Representatives of the News Media: You may write through Special Mail procedures to representatives of the news media if specified by name or title. You may not receive compensation or anything of value for correspondence with the news media. You may not act as a reporter, publish under a byline, or conduct a business or profession while in Bureau custody.

Representatives of the news media may initiate correspondence with you. Correspondence from a representative of the news media will be opened, inspected for contraband, for qualification as media correspondence, and for content which is likely to promote either illegal activity or conduct contrary to regulations.

Correspondence Between Confined Inmates: You may be permitted to correspond with an inmate confined in another penal or correctional institution. The following limitations apply:

Such correspondence may always be inspected and read by staff at the receiving institution.

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

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

The Wardens of both institutions must approve of the

correspondence if one of the inmates is housed at a non-federal institution or if approval is being granted on the basis of exceptional circumstances.

Rejection of Correspondence: The Warden may reject correspondence sent by or to an inmate if it is determined to be detrimental to the security, good order, or discipline of the institution, to the protection of the public, or if it might facilitate criminal activity.

Examples include:

* Matter which is non-mailable under law or postal regulations.
* Information of escape plots, of plans to commit illegal activities, or to violate institution rules.
* Direction of an inmate's business (prohibited act 408). A sentenced inmate may not direct a business while confined.

This does not, however, prohibit correspondence necessary to enable you to protect property or funds that were legitimately yours at the time of your commitment (i.e., refinancing a mortgage for your home or sign insurance business while confined in the institution, however, you may not operate (i.e., mortgage or insurance business while confined in the institution.)

Notification of Rejection: The Warden will give written notice to the sender concerning the rejection of mail and the reason for rejection. The sender of the rejected correspondence may appeal the rejection. You will also be notified of the rejection of correspondence and the reasons for it, and you also have the right to appeal the rejection. The Warden shall refer the appeal to a designated officer other than the one who originally disapproved the correspondence.

Rejected correspondence ordinarily will be returned to the sender.

Mailing of Inmate Property: Inmates wishing to have personal items mailed out of the institution will make a request to the appropriate staff as follows:

* Unit Counselor - All personal items other than hobby craft.
* Recreation Staff - All completed hobby craft items.

Release clothing is the only authorized package to be mailed into the institution from home. The Unit Counselor will initiate the authorization form. Medical devices or related materials are authorized by medical staff. Religious items are authorized by the chaplaincy staff through special purchase order.

The Mail Room Officer will not accept any item or package for mailing or delivery unless the appropriate authorization form is on file in the Mail Room.

Change of Address/Forwarding of Mail: You may request change of address cards from Receiving and Discharge staff. These cards are given to inmates who are being released or transferred, to notify correspondents of a change of the address. General correspondence will be forwarded for (30) thirty days. Any general mail received after (30) thirty days will be returned to the sender.

Certified/Registered Mail: Inmates desiring to use certified, registered, or insured mail may do so. Contact your Counselor for assistance. Services such as express mail, private carrier services, COD, or stamp collecting while confined are not provided.

Funds Received Through the Mail: All funds received through the mail be returned to sender. All funds should be sent to the National Lockbox location

FBOP
Inmate Name
Inmate Registration Number
Des Moines, Iowa 50947-0001

Sentence Computation: The Records Office is responsible

for the computation of inmate sentences. An inmate will be given a copy of his initial sentence computation after it is prepared and certified by the Designations and Sentence Computation Center (DSCC), in Grand Prairie, Texas. Any questions about good time, jail time credit, parole eligibility, full term dates, release dates, or periods of supervision, are resolved by staff upon inmate request for clarification.

Fines and Costs: The court may impose a committed or non-committed fine. The inmate will remain incarcerated until arrangements are made to pay a committed fine, or qualifies for release under the provisions of Title 18 U.S.C., Section 3569 (pauper's oath). Non-committed fines have no condition of imprisonment based on payment of fines or costs. Payment for a non-committed fine or cost is not required for release from prison; however, an intent to make payment must be signed prior to release.

Detainers: Warrants (or certified copies of warrants) based on pending charges, overlapping, consecutive, or unsatisfied sentences in federal, state, or military jurisdictions, will be accepted as detainers. Detainers and untried charges can have an effect on institutional programs. Therefore, it is very important that you initiate efforts to clear up these cases to the degree you can.

Federal and state detainers may be processed under the procedures of the "Interstate Agreement on Detainers." This agreement applies to all untried detainers based on pending charges, which have been lodged against an inmate by a "member" state, including the U. S. Government, regardless of when the detainer was lodged. For an inmate to use this procedure, the warrant must be lodged with the institution. If

no detainer is actually lodged at the institution, but the inmate knows of pending charges, it is important for the inmate to contact the court and district attorney for resolution.

Note: Louisiana, Mississippi and the District of Puerto Rico do not honor the of Interstate Agreement on Detainers Act.

Good Conduct/Good Time: This applies to inmates sentenced for an offense committed after November 1, 1987. The Sentencing Reform Act became law November 1, 1987.

The Violent Crime Control and Law Enforcement Act became effective September 13, 1994. The Prison Litigation Reform Act became effective April 26, 1996. The two most significant changes in the sentencing statutes deal with good time and parole issues. There are no provisions under the new law for parole. The only good time available will be fifty-four (54) days good conduct time per year, based on actual time served. This may not be awarded until the end of the year, and may be awarded in part or in whole, contingent upon behavior during the year, or successfully completing the GED program for some inmates.

Statutory/Extra Good Time: This applies to inmates sentenced for an offense committed prior to November 1, 1987. In most cases, these individuals will receive statutory good time and may earn extra good time. In addition, these individuals may be eligible for parole. Due to the diminishing numbers of these cases, an in-depth discussion will not be provided.

ACCESS TO LEGAL SERVICES

Legal Correspondence: Legal Correspondence from attorneys will be treated as Special Mail if it is properly marked. The envelope must be marked with the attorney's name and an indication that he or she is an attorney. The front of the envelope must be marked **"SPECIAL MAIL - OPEN ONLY IN THE PRESENCE OF THE INMATE."** It is your responsibility to advise your attorney about this policy. If legal mail is not properly marked, it will be processed as general correspondence.

Attorney Visits: Attorneys should ordinarily make an advance appointment for each visit. Attorneys are encouraged to visit during the regular visiting hours; however, visits from an attorney can be arranged at other times based on the circumstances and availability of staff. Attorney visits will be subject to visual monitoring, but not audio monitoring.

Legal Materials: During attorney visits, a reasonable amount of legal materials may be allowed in the visiting area with prior approval by the Unit Team. Legal material may not be transferred during attorney visits unless previously approved. You are expected to handle the transfer of legal materials through the mail.

Attorney Phone Calls: In order to make an unmonitored legal phone call, you must make arrangement through a member of your Unit Team at least 48 hours in advance.

Law Library: The Law Library contains a variety of legal reference materials for use in preparing legal papers. Reference materials include the United States Code Annotated, Federal Reporter, Supreme Court Reporter, Bureau of Prisons Program Statements, Institution Supplements, and other legal materials. The law library is located in the Education Department.

Notary Public: Under the provisions of Title 18 United States Code 4004, Case Managers are authorized to administer oaths and to take acknowledgments. Some states will not accept the Federal Bureau of Prisons' stamp for real estate transactions, automobile sales, etc. In these cases, it will be necessary to contact Unit Staff for arrangement with the institution's Notary Public.

Copies of Legal Materials: In accordance with institution procedures, you may copy materials necessary for research of legal matters. An electronic card operated copy machine is available in the Law Library for inmate use. You may purchase a weekly limit of three (3) $5.00 cards (each card makes 50 copies) from the Commissary. Inmates who are without funds and can demonstrate a clear need for particular copies may request a limited amount of free duplication through their Unit Counselor or Case Manager.

Federal Tort Claims: Inmates are instructed to contact their Correctional Counselors to initiate the filing of a Federal Tort Claim.

Freedom of Information/Privacy Act of 1974: The Privacy Act of 1974 forbids the release of information from agency records without a written request by, or without the prior written consent of, the individual to whom the record pertained, except for specific instances. All formal requests for access to records about another person and/or agency record other than those pertaining to themselves (including Program Statements and Operations Memoranda) shall be processed through the Freedom of Information Act, 5 U.S.C.

552.

Inmate Access to Central Files: An inmate may request review of disclosable portions of his central file. Institution staff will permit the review of the central file and monitor the inmate reviewing the file. Inmates shall submit a request to their Case Manager for this deposition.

Inmate Access to Other Documents: An inmate can request access to the "Non-Disclosable Documents" in his central file and medical file, or other documents concerning himself that are not in his central file or medical file, by submitting a "Freedom of Information Act Request" to the Director of the Bureau of Prisons, Attention: FOI Request. Such a request must briefly describe the nature of records wanted and approximate dates covered by the record. Additional information can be obtained from a Unit Team staff member.

A request on behalf of an inmate by an attorney, for records concerning that inmate, will be treated as a "Privacy Act Request" if the attorney has forwarded an inmate's written consent to disclose materials. If a document is deemed to contain information exempt from disclosure, any reasonable part of the record will be provided to the attorney after the deletion of the exempt portions.

Executive Clemency: The Bureau advises all inmates that the President of the United States is authorized under the Constitution to grant executive clemency by pardon, commutation of a sentence, or a reprieve. A pardon is an executive act of grace that is a symbol of forgiveness. It does not connote innocence nor does it expunge the record of conviction. A pardon can be in "full" or "partial" depending on whether it absolves a person from all or a portion of the crime. A pardon may have conditions imposed upon it or it can be "absolute", which is without conditions of any kind. A pardon restores basic civil rights and facilitates the restoration of professional and other licenses that may have been lost by reason of the conviction. Executive Clemency forms can be obtained through the Unit Team or Law Library.

The Bureau also advises inmates on commutation of sentences. This is the form of executive clemency power used to provide post-conviction relief to inmates during their incarceration. This clemency power is authorized by the

Constitution for the Chief Executive Officer, who is the President of the United States for federal offenses. Commutation of sentence is usually the last chance to correct an injustice which has occurred in the criminal justice process. The rules governing these petitions are available in the Law Library.

A pardon may not be applied for until the expiration of at least five (5) years from the date of release from confinement. In some cases involving crimes of a serious nature, such as violation of Narcotics Laws, Gun Control Laws, Income Tax Laws, Perjury, and violation of public trust involving personal dishonesty, fraud involving substantial sums of money, violations involving organized crime, or crimes of a serious nature, a waiting period of seven (7) years is usually required.

EDUCATION

FCC Forrest City Education strives to address the needs of all inmates assigned to the facility. We believe that academic instruction, occupational training, and the overall constructive use of your time are worthwhile activities that can help you make a full and productive life for yourself, if you choose to do so.

In order to provide educational services that are pertinent to your needs, the Education Department must first assess your needs. Based on the results of assessment and your interests, we can develop programs that will assist you in self improvement. Our instructors use the Adult Basic Learning Exam (ABLE), Test Of Adult Basic Education (TABE) and Spanish Assessment of Basic Education (SABE) tests as an instrument that will determine your academic abilities. Once your interests and academic abilities are determined, we can recommend the programs that will enable you to reach your goals. The Education Department is here for your benefit.

In fulfilling its function as center of learning, the Education Department offers programs and services in the following areas:

General Equivalency Diploma (GED)
English as a Second Language (ESL)
Post-Secondary Education
Vocational Training
Parenting
Adult Continuing Education
Career Counseling/Release Preparation
Law and Leisure Libraries

The Violent Crime Control Law Enforcement Act (VCCLEA) of 1994 and the Prison Litigation Reform Act of 1995 (PLRA) mandate inmates without a high school/GED credential participate and make satisfactory progress in the Literacy Program as a condition to vest their earned good time. Inmates that withdraw from the Literacy Program after completion of mandatory requirements, commit a prohibited act, or refuse the program will receive an unsatisfactory progress which will have a negative effect on good conduct time.

An inmate with limited proficiency in English is required to attend an English-as-a-Second Language (ESL) class until they achieve the eight-grade level as measured by a score of 225 on the ESL CASAS Level C Reading Certification test and a score of 215 on Level B or C of the Listening Comprehension test. All exemptions to the ESL Program will be handled as outlined in Program Statement 5350.24, Mandatory English-as-a-Second language (ESL) Program.

RECREATION

The Recreation Staff at FCC Forrest City, encourages each inmate to participate in the activities and programs offered through this department. We challenge every inmate to get involved and use their time constructively through leisure time programming.

This department's goals and the Bureau of Prisons' goals are

to reduce personal stress, institutional tension, keep inmates constructively occupied, and to increase physical fitness and positive lifestyles while incarcerated.

Hours of Operation:

Low:

Monday - Friday
Leisure Area: 11:30 a.m. - 3:30 p.m. and 4:30 - 8:30 p.m.
Fitness Area: 6:15 a.m. - 9:55 a.m. and 4:30 - 8:30 p.m.
Yard Area: 6:15 a.m. - 9:55 a.m., 11:30 - 3:30 p.m. and 4:30 p.m. - 8:30 p.m.
Saturday and Sunday
All Areas: 7:45 a.m. - 9:30 a.m., 10:30 a.m. - 3:30 p.m. and 4:30 p.m. - 8:30 p.m.

Medium:

Monday-Friday
Leisure Area: 12:30 p.m. - 3:25 p.m. and 4:30 p.m. - 8:25 p.m.
Fitness/Gym Area: 6:15 a.m. - 10:25 a.m., 11:30 a.m. - 3:25 p.m. and 4:30 p.m. - 8:25 p.m.
Yard Area: 6:15 a.m. - 10:25 a.m., 11:30 a.m. - 3:25 p.m. and 4:30 p.m. - Dark (Seasonal)
Saturday ans Sunday
Leisure/Fitness/Gym Areas: 7:45 a.m. - 9:25 a.m., 10:30 a.m. - 3:25 p.m. and 4:30 p.m. - 8:25 p.m.
Yard Area: 7:45 a.m. - 9:25 a.m., 10:30 a.m. - 3:25 p.m. and 4:30 p.m. - Dark (Seasonal)

Recreation Facilities:

A. Recreation Leisure Center
    1. Leisure Area
        a. Supervisor Office
        b. Recreation Counseling
        c. Music Rooms
        d. TV In Leisure Center and Patio Area (Sports or News Only)

e. Billiard Tables, Football, Ping-pong, Table Games
f. Multi-Purpose Rooms
g. Equipment Check Out Room

2. Hobby Craft
   a. Art Studio
   b. Leather Craft
   c. Hobby Craft Tool Room

3. Fitness Area and Gym
   a. Recreation Staff Office
   b. Cardiovascular Room (stationary bikes, treadmills, aerobic steps, etc)
   c. Wellness Program
   d. Equipment Check Out Room

4. Recreation Yard
   a. Basketball Courts
   b. Volleyball Courts (Soon at the Medium)
   c. Softball Fields (Soon at the Medium)
   d. Soccer Field
   e. Flag Football Field
   f. Racquet/Handball Courts
   g. Walking Track
   h. Horse Shoes (Low Only)
   I. Boccie Ball Courts (Soon at the Medium)

The RECREATION LEISURE CENTER is a multipurpose facility that fulfills and meets many needs, programs and objectives. The Recreation Leisure Center houses the

following: music rooms, staff office, TV viewing, hobby craft work areas, hobby craft locker storage, tool and equipment check out room, staff and inmate restrooms.

The RECREATION YARD was developed for the purpose of facilitating all of our intramural and varsity sports programs. The FCI Forrest City's intramural program includes the major seasonal sports: softball, basketball, flag football, soccer, volleyball. To provide for a more complete program, we also

offer racquet-handball, boccie ball and numerous other tournaments and activities.

The FITNESS CENTER facilitates all our wellness/fitness programs. The programs and classes will be offered: ab classes, step aerobic, exercise classes, spinning, circuit training on fitness equipment and many other innovative programs.

INTRAMURAL AND VARSITY SPORTS are open to the general population. Sign-up sheets, rules of the games and team requirements are generally posted in each housing unit and on recreation bulletin boards. All interested inmates are encouraged to join and participate with their unit teams.

Playing seasons for all intramural and varsity sports are based on an annual sports calendar. The sports calendar clearly shows the variety of sports that will take place during the different seasons.

There are ten Federal Holidays in which activities will be offered. During these specific holidays, we will offer: special tournaments, bingo, inmate productions, community sports participation and many other activities. Incentive awards are offered.

RELIGIOUS SERVICES

Roles of Religious Services Staff: Religious Services provides pastoral care to institutional staff and inmates. The Chaplains have an Open Door policy for personal counseling. If you need to visit with any of the Chaplains, please stop by the Chapel.
Since we realize that you may be more comfortable with someone of your specific faith, Religious Services contracts clergy from the various religious faiths. Additionally, the Religious Services staff will have community volunteers to assist you with your particular religious needs. A Religious Services schedule will be updated periodically and posted in the Chapel, in Recreation, Education and on unit bulletin boards. Please note that all religious group meetings will take place in the Chapel.

Pastoral Care Offered: Please inform your family, friends and significant others to call the institution at (870)630-6000 (Low) and (870)494-4200 (Medium) to report any and all emergencies. You will be notified only after the information/emergency has been confirmed by the Chaplain. Please tell your family, friends and significant others to give as much details when calling with an emergency situation.

The Chapel has the following services available to inmates: religious library (books, videos, and cassettes); and free literature (newspapers, devotionals, and journals).

Religious items will be purchased through approved vendors. In rare situations, hard to find mandatory religious items, may be acquired by SPO through approved BOP venders upon the approval of a chaplain. This includes, but is not limited to, heard wear, medallions, medicine pouches, and the like. Hobby craft items must be mailed home per recreation policy. No item, made in hobby craft into religious articles, may be maintained in the institution.

If your religious faith requires you to wear a particular piece of headwear you will need to see a Chaplain. All headwear must be listed on your "Property Form". All Religious items should be maintained in a proper manner in the units. Inmate lockers are the proper storage place for individual Religious items. Prayer rugs, religious head wear, medallions and the like should not be displayed, for decorative purposes, on beds or on the floor.

If you are in need of a religious diet, the Alternative Diet Program is available for you. This consists of two components. The two components are the "no flesh diet" and the "certified processed food line." If interested, please stop by the Chaplain's office for more information.

If you would like an opportunity for spiritual growth and deepening your religious roots, Religious services provides a program at: FCI Milan, MI; FCI Petersburg, VA; FCI; and USP Leavenworth, KS that will help you succeed. The Life Connection Program is designed to contribute to personal

transformation and reduced recidivism. Inmates will participate in religious specific, and inter-faith and social responsibility program components. In addition, the program is designed to increase religious tolerance and respect among participating inmates; connect inmates with spiritual mentors at the program site, and link participants with a faith community at their release destination in order to enhance community reintegration. This program is open to inmates of all faiths or those still seeking a spiritual grounding. Orientation for the Life Connections Program will be held once a month at a time in the Chapel posted throughout the units on the Chapel bulletin boards.

Religious Rights: It is your right to practice your chosen faith. It is important to practice your faith responsibly. The Chaplains are here to facilitate the ability of the inmates to practice their chosen faith. No one may disparage the religious beliefs of an inmate, nor coerce or harass an inmate to change religious affiliation. If you decide to change your personal Religious Preference at any time, please submit a "Cop-Out" to Chaplain. Attendance at all religious activities is voluntary. We hope that you will make use of the services offered at FCI Forrest City.

PSYCHOLOGY SERVICES

Psychology staff offer comprehensive individual and group therapy programs. These programs address the full range of clinical disorders, provide self-help options, assess and treat behavioral or emotional problems, and facilitate overall adjustment. The Psychology department also provides drug abuse treatment for those who have a substance use disorder. Moreover, psychologists consult closely with psychiatry and will help determine any need for psychotropic medication. We also consult with other staff about the mental health needs of inmates and coordinate our services with other departments as appropriate.

To request mental health treatment, inmates may submit a "cop-out" to psychology or stop by the department during an open move. Enrollment in counseling groups is generally offered on a "first-come-first-serve" basis; to enroll, the

inmate must stop by the department and place his name on the appropriate sign-up roster.

Twenty-four hour crisis intervention is available seven days a week to any inmate presenting a need for such. Inmates are encouraged to alert any staff member to their need for intervention; a psychologist will respond as appropriate. While staff are trained to recognize signs of distress and to refer inmates, the inmates, themselves, are strongly encouraged to notify staff of any behavior or situation that may suggest another inmate is upset and/or potentially suicidal. Common signs of suicide are depression, a loss of interest in activities, and/or major changes in appearance, mood, relationships, or routine. Importantly, if a fellow inmate makes statements that suggest he may be thinking of suicide, please take those statements seriously and refer him to a staff member.

All arrivals to the institution will be screened by a Psychologist. This assessment will include a review of any past and current problems and may include an individual interview. The screening will provide the psychologist an opportunity to note and recommend potential needs for treatment.

Drug abuse treatment is available to any inmate with a substance use disorder as determined by the assessing psychologist. Drug abuse treatment at Forrest City consists of the Residential Drug Abuse Program (RDAP), follow-up services for those who have completed the unit-based component of the RDAP, Drug Abuse Education, and nonresidential drug abuse counseling. The RDAP, Drug Abuse Education, and nonresidential drug abuse treatment are voluntary and may be requested by any inmate who thinks he may have a substance use disorder.

Follow-up services are mandatory for those who have completed the unit phase of the RDAP; if an inmate fails to comply with follow-up services he will be failed from the RDAP and will loose all secondary benefits of that program. Moreover, an inmate may be required to complete the Drug Abuse Education program if (a) there is evidence that alcohol

or other drug use contributed to the commission of his instant offense, (b) if alcohol or other drug use was a reason for violation of parole, probation, or supervised release, and / or (c) if there is a judicial recommendation that the inmate receive any form of drug abuse treatment while incarcerated. If an inmate is required to complete Drug Abuse Education, but either declines to enroll or fails to complete the program, certain sanctions will be applied. These sanctions include retention at the lowest pay grade within the institution and denial of community programming to include RRC placement.

The RDAP is a voluntary, comprehensive drug abuse treatment program that includes a 9-month, unit-based treatment component as well as a substantial aftercare phase. Entry to the program ordinarily is permitted when the inmate is within 36 months of his projected release date. The RDAP is made available to any inmate who meets the diagnostic criteria for a substance use disorder as determined by the assessing psychologist. Importantly, in addition to meeting the diagnostic criteria for a substance use disorder, the inmate must have a history of drug abuse or addiction that is documented to have occurred within his last 12 consecutive months in the community. RDAP is located in Helena B Unit at the Low and B2 Unit at the Medium. Program participants live in the RDAP unit where they participate in a broad range of treatment activities half of each day; they are expected to work or attend educational programming the remainder of the day. If an inmate desires enrollment in the Residential Drug Abuse Program, he may request that psychology determine his eligibility by submitting a "cop-out." When he applies, the inmate will be advised of two matters: (a) whether he qualifies to enter the Residential Program and (b) whether he is provisionally eligible to receive a sentence reduction under 18 USC 3621 (e). Importantly, when an inmate completes the unit-based component of RDAP, he will be required to successfully complete all follow-up services while he continues the confinement portion of his sentence. At minimum, this requires compliance with a treatment plan and completion of monthly contacts with drug abuse treatment staff for a period of one year (or until transferred to RRC). Then, once transferred to RRC, the RDAP participant is required to complete all aftercare

requirements while in bureau custody at the RRC. Failure to meet follow-up and aftercare requirements will result in program failure and forfeiture of any benefit received under 3621(e).

Suicide Prevention

It is not uncommon for people to experience feelings of 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 receiving bad news. Sometimes, inmates consider committing suicide due to all of the pressure they are under. Staff are trained to monitor inmates for signs of suicidality, and are trained to refer all concerns to the Psychology Department. However, staff do 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 ususal 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.

Lastly, the department maintains a self-help resource library that contains material available for review by interested inmates. You may access these material by issuing your request to a psychology staff member. The department has an "open-door policy" and inmates are encouraged to access our services at any time through the day. You may also submit a "cop-out" to request a session with a psychologist or drug treatment specialist.

FACILITIES OPERATIONS

The Facilities department provides maintenance and construction support for the overall operation of the institution. All work will be accomplished in a manner consistent with all applicable policies and guidelines. Inmate workers will be provided the opportunity to learn skilled trades while performing meaningful work.

Inmates will be expected to complete all work assignments and perform assigned tasks as directed by the supervising staff. Safety shoes must be worn at all times as well as other protective gear as directed by the appropriate staff member. Inmates will not be allowed to direct or supervise other inmates in the accomplishments of tasks or work. However, inmates of lesser knowledge may be paired with inmates of journeyman level experience to accomplish the work while learning in a "hands on" environment.

Inmates will receive instruction as to the appropriate working hours and reporting times. Inmates are responsible for reporting to work on time and dressed in the prescribed work uniform. If an inmate is absent or late due to a request by a staff member other than the inmate's work supervisor, the inmate will be responsible for insuring that the requesting staff member advises the work supervisor of the inmates whereabouts.

The work assignments in the varied fields will include masonry, plumbing, painting, landscaping, heating and ventilation, sheetrock and drywall repairs, welding, automotive repair, power plant operations, etc. Inmates will be afforded the opportunity, where possible, to work in an area of interest. However, the assignment of inmates to other work areas will be consistent with the needs of the institution in order to operate the facility in a safe and sanitary manner.

The inmate pay program will be adhered to at all times. Basically, inmates will be paid for productive work, based on the work supervisors monthly work evaluation of the inmate's performance. This will include the inmate's attitude, work ethic, ability and desire to learn and accomplish tasks requiring a higher degree of proficiency. Inmates will be evaluated each month and afforded the opportunity to review and sign the evaluation (pay sheet) with their direct supervisor. If differences arise between the inmate and their direct work supervisor, they will be addressed through the General Foreman and then the Facility Manager.

Inmate workers will at times be issued tools and/or equipment to perform work. Inmates will utilize the chits in the Tool Rooms as provided by policy and will be held responsible for the use of the tools and material in a manner that is consistent with the direction of staff in the accomplishment of approved work.

Handicap showers are available for inmates with physical disabilities. They are equipped with grab bars and handicap accessible items. They should only be used by inmates with handicap disabilities.

SAFETY DEPARTMENT

The Safety Program in this institution is designed to ensure a safe and healthful living and working environment for inmates and staff. The Safety Department serves as an advisor to the Warden in matters relating to Fire Prevention and Suppression, Environmental Health and Safety, and

Sanitation. In this capacity, the Safety Department conducts regular and irregular inspections of all areas within the institution to ensure compliance with national laws and Bureau of Prison policy.

Fire Prevention and Protection are of paramount importance to the well-being of inmates and staff in this institution. State-of-the-art fire protection systems and life safety call buttons are incorporated into all areas to ensure your safety in case of fire. Please do not tamper with these systems. Inmates who abuse or misuse these systems will be subjected to disciplinary action by staff.

You will be required to participate in a fire drill each quarter in both your living unit and workplace. Please take these drills seriously and learn the location of evacuation routes. Evacuation plans are posted at each exit door. We request your cooperation in reporting any fire to the nearest staff member so lives and property can be protected.

Basic Safety Regulations: In order to maintain a safe and

secure environment, basic safety regulations must be followed. During the A & O presentation, the Safety Department will address safety regulations in the institution. In addition, each work supervisor will provide initial job orientation upon assignment to a new work detail.

Injuries: It is your responsibility to report any injury occurring at the institution. If you sustain an injury on any work assignment, YOU must immediately report it to your work supervisor. If you fail to report a work injury to your supervisor within forty-eight (48) hours, you may be ineligible to receive lost time, wages, and compensation. For purposes of submitting a compensation claim for a work injury resulting in some degree of physical impairment, you should contact the Safety Manager 45 days prior to your release or transfer to a RRC but no later than 11 days prior to your release. This claim must include a medical evaluation before any compensation can be considered. Inmate accident compensation procedures are on pages 117 through 120 this handbook.

Pest Control: The Safety Department has a regular schedule to monitor and implement pest control needs including spraying for crawling and flying insects. Any pest control concerns in personal areas should be submitted to the Safety Manager by submission of an "inmate request to staff" form.

Recycling Program: The Safety Department coordinates a complex-wide recycling program. Individual participation is encouraged by separation and placement of various recyclable items into designated containers. A portion of profits recieved from Aluminum Cans is returned to the inmate population to use to purchase approved items such as microwaves and recreational equipment. Return of used batteries to Commissary is required when new batteries are purchased.

RELEASE PREPARATION PROGRAM

While Release Preparation begins at initial classification, you should enroll in the Release Preparation Program no later than 30 months prior to release to the community. This program will assist you in developing plans for your personal life and

for reintegration into the community. There are two (2) separate programs offered: a unit-based program and an institutional program. Your Unit Team will assist you with program enrollment.

INMATE FINANCIAL RESPONSIBILITY PROGRAMS (IFRP)

The Inmate Financial Responsibility Program requires inmates to demonstrate a responsible effort toward payment of identified financial obligations. During initial classification and subsequent program reviews, the Unit Team will evaluate your financial obligations and will work with you to establish an acceptable payment plan. Obligations will normally include, but are not limited to, the following: court ordered fines, assessments, restitution, cost of incarceration fee, and child support. Your payment plan is designed to reflect a "responsible effort" toward payment of the identified obligations. Your outside resources and institutional earnings will be identified to satisfy any obligation. If you refuse to meet your financial obligations, you will lose certain privileges to include no assignment to or removal from UNICOR, no Halfway house placement, and you will not qualify to receive performance pay above the maintenance pay level.

PROBLEM RESOLUTION

Inmate Request to Staff Member: The Bureau form BP-ADMIN-148, "Inmate Request to Staff Member", commonly called a "Cop-Out", is used to make a written request to a staff member. Any type of request can be made with this form. "Cop-Outs" may be obtained in the living units from the Correctional Officer on duty or the Unit Team. Staff members who receive a "Cop-Out" will answer the request in a "reasonable" period of time. The answer will be written on the bottom of the request form.

Administrative Remedy Process: The Bureau emphasizes and encourages the resolution of complaints on an informal basis. Hopefully, an inmate may resolve a problem informally, by contact with staff members or "Cop-Outs". When informal resolution is not successful, a formal complaint can be filed through the Administrative Remedy Procedure. Complaints regarding Tort Claims, Inmate Accident Compensation, Freedom of Information or Privacy Act Requests, and complaints on behalf of other inmates are not accepted under the Administrative Remedy Procedure.

The first step of the Administrative Remedy procedure is the documentation of the informal resolution attempts. Inmates may obtain this form, commonly referred to as a BP8½, from their Correctional Counselor only. On this form, the inmate will briefly state the nature of the problem and list the efforts made to resolve the problem informally.

After this form is completed and the issue cannot be informally resolved, the Counselor will issue a BP-229 (BP-9) form (usually within 48 hours of the time the inmate approached the employee with the problem). The inmate will return the completed BP-9 along with the informal resolution form to the Counselor. The Unit Manager will review the material to ensure an attempt at informal resolution was made. The BP-9 complaint must be filed within twenty (20) calendar days from the date on which the basis for the incident or complaint occurred, unless it was not feasible to file within that period of time. Institution staff has twenty (20) calendar days to act on the complaint and to provide a written response to the inmate. The time limit for the response may be extended for an additional twenty (20) calendar days, but the inmate must be notified of the extension.

If the inmate is not satisfied with the response to the BP-9, he may file an appeal to the Regional Director. This appeal must be received in the Regional Office within twenty (20) calendar days from the date of the BP-9 response. The Regional Appeal is written on a BP-230 (BP-10) form, and must have a copy of the BP-9 form and response attached. The BP-10 may be obtained from the Correctional Counselor. The Regional Appeal must be answered within thirty (30) calendar days, but

the time limit may be extended an additional thirty (30) days. The inmate must be notified of the extension.

If the inmate is not satisfied with the response by the Regional Director, he may appeal to the General Counsel in the Central Office of the Bureau of Prisons. The National Appeal must be made on a BP-231 (BP-11) form within thirty (30) calendar days from the date of the BP-10 response and must have copies of the BP-9 and BP-10 forms with responses. The BP-11 form may be obtained from the Correctional Counselor. The National Appeal must be answered within forty (40) calendar days, but the time limit may be extended an additional twenty (20) days. The inmate will be notified of the extension in writing. In writing a BP-229, BP-230, or BP-231, the form should be written in three (3) sections:

(1) Statement of Facts
(2) Grounds for Relief
(3) Relief Requested

Time Limits (in calendar days) for filing:

BP-9: 20 days from incident
BP-10: 20 days from BP-9 response
BP-11: 30 days from BP-10 response

Sensitive Complaints: If an inmate believes a complaint is of such a sensitive nature that he would be adversely affected if the complaint became known to the institution, he may file the complaint directly to the Regional Director. The inmate must explain, in writing, the reason for not filing the complaint with the institution. If the Regional Director agrees that the complaint is sensitive, it shall be accepted and a response to the complaint will be processed. If the Regional Director does not agree that the complaint is sensitive, the inmate will be advised in writing of that determination. If the complaint is not determined to be sensitive, it will be returned. The inmate may then pursue that matter by filing a BP-9 at the institution.

DISCIPLINARY PROCEDURES

It is the policy of the Bureau of Prisons to provide a safe and orderly environment for all inmates.

Violations of Bureau rules and regulations are subject to an Administrative Fact Finding Hearing by the Unit Discipline

Committees (UDC), and for more serious violations, the Disciplinary Hearing Officer (DHO). A list of prohibited acts is contained in this section.

There are varying degrees or levels of misconduct. Each incident is dealt with on an individual basis. A staff member observing a violation of a rule or regulation may elect to either write an Incident Report or, if a minor violation, resolve the matter in an informal manner.

An inmate receiving an Incident Report will be summoned to the Lieutenants Office where he will be given a copy of the Incident Report. The Lieutenant will investigate the Incident Report by interviewing the accused inmate and all witnesses to the incident. Following the interview, the inmate may be released to the general population or placed in Administrative Detention.

Unit Disciplinary Committee: The Unit Disciplinary Committee (UDC) is empowered to impose minor sanctions in response to violations of institution rules and regulations. When an alleged violation warrants consideration for other than minor sanctions, the charge is referred to the Disciplinary Hearing Officer (DHO) for hearing and disposition.

An inmate whose charge is referred to the DHO may be retained in Administrative Detention or other restricted status but will have no final status imposed by the UDC.

a. If charged with violating an institutional regulation, the inmate will be given a written copy of the charges against him within 24 hours of the alleged infraction or from the time staff becomes aware of the inmate's alleged involvement in the infraction.

b. An inmate charged with a violation is entitled to a hearing before the UDC 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.

c. An inmate charged with a violation is entitled to be present at the hearing, except during deliberation or when institution security would be jeopardized.

d. The UDC will afford the charged inmate an opportunity to make a statement and to present documentary evidence in his defense.

e. The charged inmate will be given a written copy of the decision and imposition of disciplinary action.

DHO Hearings: The DHO conducts hearings, makes findings, and imposes appropriate sanctions for incidents of inmate misconduct referred by the UDC for disposition by the DHO. The DHO may not hear any case not heard and referred by the UDC. Some general procedures include:

a. The inmate shall be given written notice of charges against him not less than 24 hours before the appearance before the DHO. This requirement may be waived by the accused inmate.

b. An accused inmate will be provided the services of a full-time staff member of his choosing as his representative for the hearing. If the staff member selected declines or is not available at the specified time, the accused inmate will be given the option of selecting another staff member to represent him or waiving the appearance for a reasonable length of time until the desired staff member is available. The inmate may also elect to continue the hearing without a staff representative.

c. The accused inmate shall be permitted to call witnesses and to present documents on his behalf, provided calling of witnesses or documents disclosed would not jeopardize institution security.

d. The accused inmate shall be permitted to be present during the entire hearing, except during deliberation or when institution security may be jeopardized. If the accused inmate has escaped from custody, the DHO will conduct a hearing in the inmate's absence at the institution from which the inmate escaped. When the inmate is returned to custody, he will be advised of his right to have the escape charge brought before the DHO.

The DHO may take the same action as the UDC. In addition, the DHO is empowered to recommend disciplinary transfer, forfeiture of good time, withholding of good time, or placement of the inmate in Disciplinary Segregation. Any time an inmate has a pending parole date, the DHO may advise the U.S. Parole Commission of the institution's recommendation regarding the parole action.

When the DHO or UDC determines an inmate is innocent of committing any prohibited act, the inmate's central file will be expunged of the Incident Report and it shall have no subsequent effect. The internal disciplinary system is outlined in detail in

Program Statement 5270.07, available for reading in the Law Library.

The Prison Litigation Reform Act (PLRA) and the Violent Crime Control and Law Enforcement Act of 1994 (VCCLEA) mandated changes in Program Statement 5270.07, Inmate Discipline and Special Housing Units. The changes are addressed in Change Notice 08, dated September 29, 1997.

A significant change requires all 200 level code violations committed by PLRA and VCCLEA inmates rated as violent to be referred to the Disciplinary Hearing Officer (DHO) for disposition. Additionally, only the DHO may make the final disposition on a prohibited act contained in the Greatest or High Category when the act is committed by a PLRA or VCCLEA inmate who has been rated as violent.

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, and medical and dental treatment.

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.

RESPONSIBILITIES:

1. You have the responsibility to treat others, both staff and other 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, both staff and other inmates, in this regard.