



Corrections and Community Supervision

Behavioral Health Unit (BHU) Orientation Handbook

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BHU INMATE-PATIENT ORIENTATION HANDBOOK

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INTRODUCTION

The Behavioral Health Unit (BHU) is a therapeutic program designed to teach you the skills necessary to solve problems and cope with stress in a healthy, nonviolent way. By acquiring and practicing these skills, you may reduce or eliminate the behaviors that lead to Misbehavior Reports. This will help you re-enter general population of a DOCCS facility, another special program, or the community. This is accomplished through Mental Health and DOCCS treatment/programming that allows for interaction within groups, and individual counseling.

This manual may be amended as necessary by the Administration of the Behavioral Health Unit and is subject to all rules and regulations established by the New York State Department of Corrections and Community Supervision (NYSDOCCS). The BHU is to be operated in accordance with the provisions of Correction Law 137 & 401 and any other applicable Departmental Directive as it may apply. All inmates admitted to in the BHU will be provided the required services and activities under the terms and conditions specified in this document.

While at the BHU you are expected to conform to the rules and regulations set forth by this facility. If you require assistance in understanding these rules and regulations, you may request assistance from any and all staff at any time. We trust, if you adhere to this manual, you will have a constructive and meaningful stay at this facility. The valuable opportunities offered are only as good as your commitment, conviction, and willingness to partake in them.

THE BHU TREATMENT TEAM

Your programming, participation and behavior are all designed and monitored by a team of employees from the Office of Mental Health and the Department of Corrections and Community Supervision. They include:

Dept. of Corrections and Community Supervision

Assistant Deputy Superintendent (Co-Chairperson)
BHU Captain/Lieutenant
BHU Sergeant(s)
Educational Staff
Program and/or Block Officer(s)
Guidance Staff
Recreation Program Leader

Office of Mental Health

Unit Chief (Co-Chairperson)
Psychiatrist
Nurse Administrator
Psychiatric Nurses
Psychologists
Social Workers
Rehabilitation Counselors

The BHU Treatment Team will:

- Meet daily to discuss treatment concerns and needs of all BHU inmate-patients.
- Meet to discuss your eligibility for incentives and make recommendations for appropriate incentives and privileges.

- Discuss program participation and its affect on the possibility of advancement to another stage.
- Review behavior toward staff and others on a daily basis.
- Meet when necessary to discuss negative and/or positive behavior including any Informational and/or Misbehavior Reports.

With successful program participation, the Treatment Team may:

- Recommend SHU or Keeplock time cuts.
- Help you develop new skills for avoiding disciplinary problems.
- Make recommendation regarding your readiness to advance to the next stage of the program located at another facility.
- Make plans with you for a successful discharge/transition to another program, general population facility or the community.
- Recommend restoration of good time in applicable cases.
- Report to Time Allowance Committee your participation in the program.

The BHU staff is committed to working with you to help you to succeed in putting the behavior that resulted in your time in SHU/KL behind you. This requires your full cooperation with the Treatment Team including following their directions. You will work with the team to develop your treatment goal/plan, which will include, but not be limited to, issues related to your mental health needs and behavior prior to and during your admission to the BHU. This is your treatment plan.

PROGRAM STRUCTURE AND INCENTIVES

One of the benefits of the BHU Program is that SHU and/or Keeplock time will continue to run. However, the BHU is not a disciplinary unit. You will have the opportunity, through active participation, to earn incentives that will affect your stay on the unit in a progressive manner.

Your behavior and participation will continually be assessed and graded. Issues such as your investment in the program, willingness to learn, support for positive behavior of peers, and compliance with mental health treatment and DOCCS rules will be rated by group facilitators, counselors and security staff using a scale of 1-5. One (1) means you either refused program or were removed for disruptive behavior. Two (2) also is not acceptable as this means you attended program. However, were very distracting and made it difficult for others to benefit from group. Three (3) means you came to group but didn't actively participate. Four (4) means you are making an effort and doing ok, but still have some work to do, five (5) means you are doing very well in an area. These scores will be routinely shared with you so you know how you are doing in the program. If you have

questions about your scores, you can request to speak to the specific group/program facilitators or members of the Treatment Team

Upon admission to the BHU, you will be placed on Orientation status where you will be evaluated to determine your program and treatment needs and educated about the BHU program. Once you have completed Orientation, in most cases, you will be placed into programming. The Treatment team may recommend placement in another stage after a brief period of adjustment at the BHU. You may return to BHU from any other program if you relapse into negative behaviors or refuse to participate in the next stages of the program.

Behavioral Analysis is designed to help you learn healthier ways to address issues. You will be directed to Behavioral Analysis in place of regular Friday programming whenever you engage in a behavior that interferes with your treatment to help you gain insight into this behavior.

Orientation will be conducted in therapeutic cubicles individually or group settings. Due to the potential for lewd conduct behavior in group, which is both disruptive and disrespectful to inmate-patients and staff alike, the expectation is that your hands will be visible at all times during groups. Engaging in lewd conduct during groups will result in immediate removal from group and a Misbehavior Report. Repeated incidents of lewd exposure may result in appropriate security measures being taken for the protection of staff and other inmates.

This will allow for interaction in a setting that stresses personal safety, respect and a therapeutic learning environment for staff and inmate-patients alike.

While in the BHU you will be restrained with handcuffs and/or a waist chain during movement. Restraints will be removed while in therapeutic cubicles. Where the classrooms have RESTART's, handcuffs will be removed after leg restraints are applied.

Incentives include, but are not limited to:

- Viewing a movie once a week (Friday)
- Wage incentive
- Approval of a limited commissary buy
- Opportunities for time cut consideration
- Ear bud extension
- Additional property – books, magazines, etc
- Additional Popcorn
- Extra Shower
- Puzzle book
- Purchase a Click-Click Photo

BHU Milestones:

In order to be considered for advancement from BHU to Stage 2 at another Special Program, you will be expected to:

- Receive no misbehavior reports or negative informational reports for at least 60 days, following the completion of Behavioral Analysis.

- Not engage in violence against others or threats of same.
- Be able to distinguish between 'wants' and 'needs'.
- Not engage in purposeful self-injury or threats of self injury as a means of coping or as a way to coerce others.
- Attend all programming and callouts (unless excused by the treatment team).
- Demonstrate respectfulness to self, peers and staff as evidenced by expressing self calmly in groups and other situations (e.g. not yelling, coercing, demanding or threatening).
- Keep self and cell clean and neat.
- Express negative emotions appropriately in group or other situations.
- Move between groups and programs without talking or being otherwise disruptive.
- Demonstrate an understanding of the treatment plan.
- Attend and participate in programs as demonstrated by an average score of 3 (or higher) in the most recent 30 days of program participation.

Your transition from one stage to another will be recommended by the treatment team. Prior to advancement to the next stage, your treatment team will meet and review the positive adjustments and improvements you have made, outline what moving to the next stage of treatment involves and address any concerns they may have about your advancement to Stage 2.

Additional Incentives:

As the program develops, additional incentives may be added as appropriate or indicated by further motivational needs to encourage the inmate-patient to improve his behavior. Additional incentives are possible upon the recommendation of the Treatment Team and the approval of the Superintendent. Incentives available include:

1. An extra hour of non-group exercise (cell exercise area).
2. An extra 10 personal photos from personal property or through mail; maximum of 30.
3. Additional visit through request and approval of the BHU Treatment Team.
4. Reduction of confinement time
5. An extra 5 books, magazines or newspapers from inmate-patient personal property (maximum of 15).
6. Outdoor congregate exercise.
7. Phone call

To earn and benefit from these incentives, you must actively participate on a daily basis in all assigned programs. You must follow all rules and direction given. You must refrain from being

physically or verbally disruptive. You are required to keep yourself and your cell clean and neat and you must follow all housing unit guidelines. Upon completion of 30 days of positive programming you will be submitted for an incentive.

Once you have successfully completed the program or your SHU/Keeplock time has expired, you will be transferred to another program or general population based upon the recommendation of the Treatment Team. This will include continuation of OMH and DOCCS programming as needed. To achieve the goals of this program, you must respect yourself, staff and other inmate-patients.

BHU Negative Behaviors

While the BHU program involves incentives and sanctions, program participation does not exempt those enrolled in the program from the DOCCS Disciplinary System. You are responsible for your participation and behavior.

The milestones used to advance through Stages outline the accomplishments the BHU Treatment Team believes you will be able to achieve through participation. Milestones are like road signs that provide direction about which path to take for success. They are small steps toward a greater goal. Mastering the milestones as well as complying with the program guidelines will lead to your personal growth and success in the BHU program

PROGRAM GUIDELINES

- Respect others, respect yourself.
- Respect is earned. To get respect is to give respect.
- Everything that is said in group, stays in group. Don't talk about it when you leave.
- Take Turns Talking: Do not interrupt another inmate-patient or staff. Allow others to speak and take time to listen.
- In group, offer feedback from your own experiences and do not judge others.
- Everyone is expected to take part. Don't just sit back. Give respectful feedback and be open to listening.
- You are responsible for yourself. Do not blame others. The only person you can change is you.
- Do not engage in violence or make any threats of violence.
- Take your medication as prescribed. Follow the program as outlined by your therapist.
- Adhere to all rules and regulations.
- No passing of materials or touching of peers during group programming.

BHU HOUSING PROCEDURES

The following reflect the rules and regulations in place on the housing unit. They are necessary to provide for a safe, secure, orderly and clean living area. Not following rules and regulations may result in loss of privileges or disciplinary sanctions.

1. You will make your bed and lights will be turned off when you leave your cell. Cells will be maintained in accordance with Directive #4912 and #4913. Keep your cell neat and clean.
2. You will be dressed neatly in state clothing and prepared to respond to staff for in cell services or movement from your cell at 7:30 am Monday through Friday.
3. When you are locked in your cell there will be no yelling, banging (i.e. on desk, locker, walls, or bars) and/or throwing anything out of cell.
4. During daytime count time, you will remain quiet, be seated on bed or standing during the count.
5. You will not hold cell doors while they are in motion or tamper with any security, electrical, or plumbing device.
6. There is absolutely NO SMOKING in the BHU.
7. You will receive toiletries on assigned days on an exchange basis from the Day Shift Officer (7:30 AM – 3:30 PM).
8. Showers are available via the housing unit schedule.
9. Medical services will be provided by completing a sick-call request slip. Medical emergencies should be brought to the attention of staff immediately.
10. Religious garments may be worn as dictated by Directive #4202, Religious Programs and Practices.
11. Pictures can be hung only in the designated area.
12. Nothing is to be placed on cell door window at any time.
13. Fishing from cell to cell or exercise area is prohibited. Nothing is to be placed under, around, or through the doors or barred areas. Any unauthorized exchange between cells is prohibited.

FEED-UP PROCEDURES

You will be fed in your cell. Upon conclusion of meals, you will not be allowed to retain any eating utensils. Possession of multiple cups, trays, and utensils after garbage pick-up is prohibited.

EXERCISE AND RECREATION

All inmate-patients will receive a minimum of one hour per day exercise in the exercise area. Inmate-patients are required to follow staff direction regarding the opening and closing of exercise areas. Sunday through Saturday, if you want to exercise, you are required to request it from the officer conducting the 3:30 p.m. round. Exercise will commence at 6:30 p.m.

Structured recreation will be offered as part of your therapeutic program day, Monday through Friday. This recreation will be under the direction of OMH or DOCCS recreation staff.

You must be properly dressed at all times in any of the exercise/recreation areas. This includes pants, shirt and footwear when moving from cell to congregate yards. A coat will be required during appropriate seasons.

PROGRAMMING/ESCORT PROCEDURES

- All movement of inmate-patients will be under escort.
- You will remain in your classroom until movement is completed. If not sure of your assigned class, ask the escort officer. You will return to the housing block in the same manner.
- Inmate-patients should make every effort to use their in cell bathroom prior to movement to programs.
- During programming you will be dressed in state clothing at all times. You must be appropriately dressed. Shirts are to be tucked in and pants will be worn at the waist (pulled up). Your hands will be visible at all times during programs.
- It is mandatory to participate in programming. Without proper approval to be excused, it will count as a refusal including but not limited to, loss of a day's pay.
- You will not be permitted to carry anything from your cell to the program area without approval of the Treatment Team. Procedures regarding program materials will be explained to you by staff.

BEHAVIORAL HEALTH UNIT CREDO

1. Treatment goals are established using input from you along with guidance from the Treatment Team to ensure all are working toward a common definition and measure of success.
2. Personal growth and privileges are earned by what you do, not by what you say you will do.
3. The more effort you put into your treatment, the more you will benefit.

4. You are responsible for your own behavior and any positive or negative results from it.
5. Sometimes, before you can learn new positive behaviors, you need to identify and change bad habits and attitudes from your past. Be open and listen to staff.
6. Remember that life and making real changes is not always easy.

SUCCESS IN THE BHU PROGRAM

When you do well in the BHU, you will be considered for transfer to Stage 2 at an RMHU or placement into an ICP, TrICP, Gen Population or another therapeutic setting. Additionally, your success in the program will be noted in your DOCCS and OMH records. This may also be considered by the Time Allowance Committee.

However, you need to maintain good behavior once you complete the program. Inappropriate or dangerous behavior that occurs again after you complete the program will be addressed by the DOCCS disciplinary system.

TREATMENT ACTIVITIES AND INTERVENTION

Treatment activities will be offered to help you learn and practice new skills that will improve your ability to maintain positive behavior. As you develop healthier ways to address problems, you will reduce your risk of getting further Misbehavior and Negative Informational Reports. Some areas of focus include:

- Communication skills: How to listen and ask appropriately for what you need.
- Staying calm when feeling upset.
- How to manage your anger.
- How to manage problems in your life.
- Ways to think differently about issues so you can focus on solutions rather than create more problems.
- How to make better decisions so you don't hurt yourself or others.
- How to get your point across without getting into fights or other trouble.
- Improving the way you relate to family, friends and other important people in your life.
- Identifying and learning about the positive things inside of you.
- How mental illness and addiction relate and how to stay in recovery from both.
- How to live with sadness and loss.
- How medication may help you and how to use it properly.
- Developing a positive outlook and putting bad things behind you.
- Learning what is important to you in your life.
- Learning how to be flexible.

DISCHARGE PLANNING

When you begin the BHU Program, you and the Treatment Team will meet to discuss what changes are in your best interest and how the BHU can provide you the tools to make those changes.

Discharge from the Program

When your confinement time expires, you will be eligible for transfer from the BHU to another corrections based mental health program or general population.

Discharge from the program prior to SHU time expiration is determined by achievement of specific milestones (outlined in this Handbook), Treatment Team recommendation and approval of the Superintendent and CNYPC Director of Corrections Based Operations. In this case, some of you may have SHU time remaining when you finish the BHU program. The Treatment Team will work with you and will decide which DOCCS/OMH program will be best for you. You may be considered for a program if you need additional treatment programming. If you do not require any further structured treatment, the BHU Treatment Team will work with you to get you ready for other settings.

If you are eligible for Parole or reach your CR or ME while you are in the BHU program, the BHU Treatment Team will offer appropriate pre-release planning services. Each person's case will be different and, therefore, individualized.

INMATE-PATIENT TELEPHONE CALLS

Initial Telephone Call

If requested, a phone call to inform a family member of your arrival at the BHU will be made by a BHU Offender Rehabilitation Coordinator.

Incoming Calls

Telephone calls to institutional staff should be made between the hours of 8:00 a.m. and 4:00 p.m. (Monday through Friday). Emergency telephone calls will be accepted at any hour of the day.

Inmate-patient Telephone Call–Home Program

Telephone calls will be permitted as follows:

- Only emergency calls permitted with the approval of the Superintendent or designee.
- Department policy limits the number of phone numbers you can have on your phone list to fifteen. If you are at the limit, you must remove numbers to add a new number on your list.
- All telephone calls will be collect calls. All inmate-patient telephone conversations are subject to electronic monitoring and/or recording by Departmental personnel. Such notice is posted in

English and Spanish adjacent to any telephone. All telephone calls will be 10 minutes in length. The phone number for families to set up the phone is 1- (800)-777-2522.

- If you have the need to make an emergency telephone call to a relative, you should contact your BHU Offender Rehabilitation Coordinator. An evaluation will be made to see if an emergency phone call is justified. Emergency phone calls will be made as collect or time and charges phone calls. Emergency phone calls must be approved by the Superintendent or designee.

CORRESPONDENCE

An inmate-patient may correspond in accordance with Directive # 4422. Inmate's name, Department Identification Number (DIN) and facility name must appear on the front and back of the envelope sent out of the facility. Inmate-patient to inmate correspondence must be approved and is permitted only with co-defendants (must be an active court case) and immediate family members. If you have questions, contact your BHU Offender Rehabilitation Coordinator.

All outgoing and internal mail will be picked up at 11:00 p.m. by the housing unit officer Sunday through Thursday. No mail is to be given to any DOCCS or OMH staff member.

Privileged correspondence and postage will be in compliance with Directive #4421.

All incoming mail will be delivered between 3:00 p.m. and 4:00 p.m. on the housing unit Monday through Friday.

Mailing Address and Telephone Numbers:

NYS Dept of Corrections & Community Supervision

Building #2
1220 Washington Ave.
Albany, NY 12226

OMH Central Office

44 Holland Ave.
Albany, NY 12229

NYS Justice Center for the Protection of People with Special Needs

161 Delmar Avenue
Delmar, New York 12054-1310

Central New York Psychiatric Center

PO Box 300
Marcy, NY 13403

VISITING ROOM RULES AND PROCEDURES

You will be allowed one visit day per week between 8:30 a.m. and 2:30 p.m. Saturday, Sunday, and holidays, unless otherwise recommended by the BHU Treatment Team and approved by the Superintendent or designee. Visitors must arrive before 2:00 p.m. Inmate-patients in the BHU will visit in the regular visiting room, but in a separate secure area. Legal visits must be scheduled by appointment through the Inmate Records Coordinator.

Weekends and Holidays:

Limit of three persons per visit. (Note: This includes anyone over the age of 5).

Inmate-patient Visiting Room Dress Code:

You must wear State issued green pants and shirt. State issued sneakers are allowed but socks must be worn.

When entering the visiting room, you must have your shirt tucked in. Pants must be worn at the waist. There will be no variation in the dress code throughout the visit. No jackets or winter coats will be allowed in the visiting room.

Acceptable and Unacceptable Physical Contact between Visitors and Inmate-patients:

Acceptable Contact:

You and your visitor may hold hands in plain view. May kiss and embrace at the beginning and at the end of any contact visit. All goodbyes must be said at the counter.

Unacceptable Contact:

- a) Prolonged kissing and what is commonly considered “necking/petting”.
- b) Placing hands under clothing; holding hands out of plain view is also unacceptable.
- c) Touching or stroking of breast, buttocks, genitalia and thighs.

THE VISITING ROOM OFFICER WILL ASSIGN VISITORS AND INMATE-PATIENTS TO A SEATING LOCATION. THERE WILL BE NO CHANGES IN SEATING LOCATIONS.

Additional Guidelines:

- Visitors are not allowed to bring the following items into the visiting room: any books, newspapers, bibles, handbags, games or other unauthorized articles without special permission of the Superintendent or designee (playing cards are allowed and will be provided upon request).

- Cross visits are not allowed without special permission of the Superintendent. Special permission may be requested, in writing, through the inmate's assigned ORC at least 30 days in advance.
- Legal work or photos may be brought into the facility for the inmate-patient to view with prior approval from the area Sergeant. Papers or photos to be given to the inmate-patient must be processed through the package room upon entry of the facility.
- Packages may be left for the inmate-patient with the officer at the Hospitality Center when the visitor is being processed into the facility. All packages will have to meet the requirements of Department Directive #4911 and BHU limitations: Books, magazines, periodicals and legal material only. The visiting room officer will notify the visitor of returned items that are not permitted in the inmate's package. It is the visitor's responsibility to pick up these items when exiting the BHU entrance building. No packages will be accepted after 2:00 p.m.
- Children are to stay with their parent or guardian and must not be left unattended. If a child is creating a disturbance, the accompanying parent or guardian will be asked to take the child out of the visiting area. If the disturbance continues, the visit will be terminated.
- Formula for infants is allowed in the visiting room. Diapers must be changed in the area provided in the visiting room bathrooms only.
- Only food bought from the vending machines will be allowed in the visiting room. The visiting room officers are not responsible for the malfunctioning of vending machines. Complaints may be able to the vending company. Inmate-patients are not allowed to take and vending machine items out of the visit room.
- Inmate-patients are not allowed to handle money. Money (maximum to \$50.00) may be left for the inmate-patient prior to the visit per departmental procedure.
- Any inmate-patient called for a visit has the right to refuse the visit. If he refuses a legal visit, Form #4404 (obtained from a housing unit officer) must be filled out in full.
- Inmate-patients must present their photo I.D. card to gain entry into the visiting room frisk area. Inmate-patients will be subjected to a pat frisk and BOSS CHAIR check upon entering the visiting room frisk area. The frisk officer will maintain, in his possession, the I.D. card and all items not permitted in the visiting room. At the completion of a contact visit, the inmate-patient will be strip frisked and set in the BOSS chair.

Permitted Items:

- a) one wedding band
- b) one religious medal with chain, scapular, beads
- c) kufi/yarmulke
- d) eyeglasses with case
- e) hearing aid
- f) legal work with prior approval as per DOCCS policy

Inmate-patients must report to the officer in charge of the visiting room when entering the visiting room and at the completion of the visit.

Nothing is to be brought to the visiting room for the visitor. Inmate-patients are not to pass personal belongings to the visitors. All approved items intended for the visitor are to be processed through the package room, properly packed, and tagged with a "Disposition of Property" made out in duplicate. One copy is allowed to be taken by the inmate-patient and given to his visitor. The visitor is responsible for picking up the item(s) before exiting the facility.

VIOLATIONS OF VISITING RULES BY EITHER THE INMATE-PATIENT OR HIS VISITOR COULD RESULT IN THE TERMINATION OF YOUR VISIT AS WELL AS SUSPENSION OR REVOCATION OF VISITING PRIVILEGES. INMATE-PATIENTS, AS WELL AS THEIR VISITORS, ARE EXPECTED TO ABIDE BY ALL OF THE FACILITY'S RULES AND REGULATIONS SO AS NOT TO DISRUPT THE ORDERLY OPERATION OF THE VISITING ROOM. ALL INSTRUCTIONS FROM THE STAFF IN THE AREA ARE TO BE FOLLOWED AS WELL.

PACKAGE ROOM

Inmate-patients in the BHU are only authorized to receive packages containing books, magazines, periodicals, and legal materials as authorized by the Treatment Team and in compliance with media review. No other packages will be permitted. Packages will be delivered to the BHU within 48 hours of receipt by the facility.

All contents of packages received at this facility will be inspected for contraband, and any unauthorized items will be disposed of in the following manner: Returned to visitor or mailed home at your expense, donated or destroyed. Visitors will pick up all returned packages in the BHU entrance building prior to being transported to the Hospitality Center.

STATE SHOP

Clothing exchange is available through the state shop. If you are due for a clothing exchange, you must fill out a state shop slip (which is available on the block) with the items and sizes needed, address it to the state shop, and place it with outgoing mail. When your request is received, your clothing record will be checked to ensure you are due for an exchange. If your request falls within the timetable established by Department Directive, you will be issued your allotted items. If you request or want to exchange any item other than underwear, socks or handkerchiefs, be sure to have it ready for exchange when the state shop delivery is made. If you have clothing in need of repair, submit a state shop slip with an explanation of the work needed to be done.

State and Personal Property

Inmate-patients are responsible for State issued clothing.

You are not allowed to trade or barter any personal property. This is a violation of Standards of Inmate Behavior, 113.15, which says “Inmates shall not purchase, sell, loan, give or exchange personally owned articles without authorization”.

You may not wear or possess any articles of clothing that are blue, orange, gray, black or multi-colored.

LAUNDRY

Laundry service is provided once a week on Tuesdays. On Tuesdays you are required to exchange two sheets and one pillowcase along with your personal laundry. Using the two laundry bags you were issued, whites should be laundered in one bag with all other items laundered in the other bag. Laundry is picked up after the morning meal.

PERSONAL APPEARANCE

Inmate-patients are to maintain personal cleanliness. Hair and beard should be neat and must conform to DOCCS rules and regulations, Standards of Inmate Behavior, 110, “Inmate Identification and Grooming” are to be adhered to.

HEALTH SERVICES

Routine Sick Call

Sick call slips are available from the block officer. You must fill out a slip with name, number, locking location and a brief description of the problem. Sick call slips are picked up during evening rounds by medical staff. Unless you are excused from program by medical staff due to an illness or medical appointment, you are expected to attend group. Absences without permission from medical staff will be counted as a refusal for that day.

Emergency Sick Call

An emergency is defined as a situation of either life threatening or severe loss of bodily function (i.e. cuts, sprains, fractures, difficulty breathing, high fever, severe pain, vomiting or diarrhea.) Emergency sick call should only be used in such situations. Minor problems such as a cold, minor sore throat, minor aches and pains will be addressed through the established sick call procedure. Contact your block or program area officer if you believe you require emergency sick call.

Medication Refills

Notification to Health Services for refill of self-medication should be completed five (5) days prior to running out of medication. You must fill out a “Request for Medication” form and give it to the block

officer during morning rounds. Other medication will be prescribed and distributed by appropriate OMH or DOCCS medical staff.

Optometry Clinic

Requests for eye exams are done via regular sick call. The RN must do a prior visual exam before the Optometry request may be granted. The clinic, like all other consult clinic, is scheduled by Correctional Medical Services (CMS). Therefore, the facility has no control as to when you will be seen.

Dental

Dental sick call slips are obtained from the block officer and are processed the same as a regular sick call slip.

GENERAL LIBRARY SERVICES

The facility librarian makes weekly rounds in the BHU Housing Unit. BHU staff can also provide books or reading materials upon request. In addition to the General Library, the BHU has a collection of books that are distributed on Fridays, upon written request to the BHU ORC.

LAW LIBRARY/NOTARY

Inmate-patients may obtain legal materials, assistance, photocopying, and notary services from the Law Library by submitting a written request. The Law Library officer will visit the BHU between 4:30 p.m. and 6:00 p.m. daily. The Law Library officer will distribute and pick up Law Library materials. A maximum of two items at a time can be retained for not less than 16 hours and no longer than 24 hours.

Inmate-patients requesting notary services should submit a written request to the Law Library officer. The officer will compile a list of inmate-patients needing notary services and schedule accordingly. Notary services are provided on Mondays, Wednesdays and Fridays between 4:30 p.m. and 6:00 p.m. by the law library officer while conducting the law library rounds. In the event the Law Library officer is not available, you must consult with your ORC so a designated alternate notary may be scheduled to perform this service.

INMATE GRIEVANCE RESOLUTION COMMITTEE

A grievance is a written complaint about the substance or application of any written or unwritten policy, regulation, procedure or rule of the Department of Corrections and Community Supervision or any of its program units. A grievance may also be a complaint about a lack of something or a suggestion for change. Although policies and procedures of the Department or Institutions can be grieved, a decision rendered by a committee (i.e. the Parole Board, Central Monitoring Case Status,

Time Allowance Committee, Family Reunion Program, Media Review, Disciplinary Proceedings, Property Claims, FOIL Requests and Temporary Release Committee) are not. DOCCS Directive #4040, Inmate Grievance Program, describes the process in detail.

All inmate-patients in the BHU will be permitted to utilize the inmate Grievance Program as follows: Requests for grievance forms will be made to the officer during the morning go-around.

To ensure confidentiality, envelopes will be made available for use in forwarding completed grievance forms to the inmate grievance committee. Completed and sealed grievance forms will be placed with the mail by the inmate-patient for the 11:00 p.m. round.

A staff representative of the Inmate Grievance Resolution Committee I.G.R.C. will visit the BHU a minimum of once per week, or more often if necessary, to interview the inmate-patient and investigate the grievance.

No inmate representative from the I.G.R.C will be allowed in the BHU. Appropriate procedures as outlined in Directive #4040, "Inmate Grievance Program", will be implemented.

Remember: The program was designed to supplement, not replace, existing information channels for resolving complaints.

Once a grievance has been filed, the investigation process has begun. It is not necessary to submit the same complaints to the Executive Team, or file duplicate grievances concerning the same complaint or issue.

OMH COMPLAINT PROCEDURE

Inmate-patients may register complaints regarding mental health related services in writing, verbally or via telephone call from a concerned party. Inmate-patients will be notified about their rights and the procedures for submitting complaints during the Orientation phase and via postings on the walls in program areas. Every effort will be made to resolve complaints on the local level or in accordance with the procedures outlined in the Risk Management Program of the CNYPC Policy and Procedure Manual.

CELL STANDARDS

- A) Nothing is to be hung in the cell as to obstruct visibility into any part of the cell.
- B) Photos, post cards, calendars, etc are to be hung in the designated area only. (3 x 4' area across from the bed **ONLY**) Nothing is to be glued, pasted, or otherwise attached to the walls, lockers, bunks, ceilings or any other part of the cell. No nude pictures will be openly displayed.
- C) No cardboard items will be allowed in any cell.

- D) Nothing is to be hung from the bunks.
- E) Paper bags will not be allowed for in cell use.
- F) There will be no hanging of clothes or other articles outside the cell. Nothing will be hung from the front of the cell.
- G) Cell cleanliness is mandatory: cell clean-up will be done as directed by staff. It is incumbent upon all inmates to maintain cell standards at all times. Cells will be neat, orderly, and clean at all times. Beds are required to be made whenever the assigned inmate leaves the cell.
- H) Plastic garbage bags are restricted and are not permitted for inmate use.
- I) Nothing will be placed on or over cell lights or cell vents.
- J) No holding or tampering with cell doors.
- K) Nothing is to be left in the recreation areas at the completion of the rec. period.

FAILURE TO COMPLY WITH THESE GUIDELINES IS IN DIRECT VIOLATION OF RULE # 106.10 AND 118.30 OF THE INMATE RULE BOOK.

Maintenance of Living Quarters – Directive #4912
 Inmate Personal Property – Directive #4913

COMMISSARY

- Stage I inmates/patients will only be allowed to buy cosmetics, legal supplies and stamps up to a total of \$5.00.
- Commissary buy sheets will be clearly marked as to what may be purchased.
- Delivery of commissary buys is on Fridays.
- You are responsible to keep track of your spending amount. Spending over your spendable amount can result in reduction in incentives.

INMATE-PATIENT WAGE INCENTIVE

A BHU inmate-patient will be paid at **Grade 1 for 10 hours/week** (5 days, 2 hours per day). Failure to attend any scheduled session will result in the loss of pay for that full day. Failure to attend sessions over two or more days will result in loss of pay for the entire week.

INMATE-PATIENT ACCOUNTS

Balance and Information Concerns

All inquiries will be made in writing. It is important to have the receipt numbers and/or check numbers when inquiring about your accounts. You should also include the amount of the receipts and disbursements.

Disbursements

The block officer can sign disbursement forms for cash amounts up to \$50.00. Cash disbursements of \$50.01 or more require an ORC's signature. Cash disbursements over \$100.00 require the Deputy Superintendent for Security's review and approval. When submitting a disbursement of over \$100.00, the inmate-patient must include the relationship of the individual the money is being sent to and the reason.

SUPPLIES

Pens are exchanged on a one for one basis. Toothbrushes are exchanged on the 1st Saturday of the month. Toilet paper, toothpaste and soap are given out on an as needed basis.

SHOWERS

Showers are offered in the evenings, every other day.

HAIRCUTS

Inmate-patients are permitted one haircut per month. Requests to the officer during morning go-round are required. Haircuts are done on Saturdays, according to Gallery.