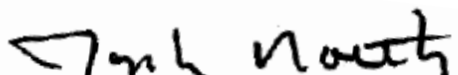
 Corrections and Community Supervision DIRECTIVE	TITLE		NO. 4933D
	Residential Rehabilitation Units		DATE 01/16/2024
SUPERSEDES DIR #4933D Dtd. 02/15/23	DISTRIBUTION A B	PAGES PAGE 1 OF 20	DATE LAST REVISED
REFERENCES (Include but are not limited to) Correction Law, Executive Law PREA Stand HSPM, SVPP, RRUPM	APPROVING AUTHORITY 		

I. **PURPOSE:** To establish Residential Rehabilitation Units (RRU) in designated facilities to meet the goals as outlined in Correction Law, Section 2, subdivision 34.

II. **DEFINITIONS**

- A. Residential Rehabilitation Unit (RRU): Correction Law, Section 2, subdivision 34 - RRU is defined as a separate housing unit used for therapy, treatment, and rehabilitative programming of incarcerated people who have been determined to require more than 15 days of segregated confinement pursuant to department proceedings. Such units shall be therapeutic and trauma-informed and aim to address individual treatment and rehabilitation needs and underlying causes of problematic behaviors. RRUs will house not only incarcerated individuals from Special Housing Units (SHU) but also “special populations” who commit acts of misbehavior and have been diverted from SHU, as well as individuals placed in Protective Custody (PC)/Involuntary Protective Custody (IPC) or Administrative Segregation.
- B. Special Populations: Correction Law, Section 2, subdivision 33 – Special populations is defined as any incarcerated individual:
1. 21 years of age or younger.
 2. 55 years of age or older.
 3. With a disability as defined in paragraph (a) of subdivision 21 of section 292 of the Executive Law. This includes developmentally disabled and physically disabled.
 4. Who is pregnant, in the first eight weeks of the post-partum recovery period after giving birth or caring for a child in a correctional institution pursuant to subdivisions 2 or 3 of Section 611 of the Correction Law.
 5. Diagnosed with a Serious Mental Illness (SMI).
- C. Segregated Confinement: Correction Law, Section 2, subdivision 23 – Segregated confinement is defined as the confinement of an incarcerated individual in any form of **cell confinement for more than 17 hours a day** other than in a facility-wide emergency or for the purpose of providing medical or mental health treatment. Cell confinement that is implemented due to medical or mental health treatment shall be within a clinical area in the correctional facility or in as close proximity to a medical or mental health unit as possible.

- D. Administrative Segregation: It has been determined that the incarcerated individual's presence in general population would pose a threat to the safety and security of the facility.
- E. Protective Custody (PC): An incarcerated individual who is a potential victim or a witness likely to be intimidated or who lacks the ability to live in general population, and who voluntarily accepts admission into PC.
- F. Involuntary Protective Custody (IPC): An incarcerated individual who may be a potential victim or a witness likely to be intimidated, or who lacks the ability to live in general population, and who does not voluntarily accept admission into PC Status.
- G. Sexual Victimization Involuntary Protective Custody (SVIPC): Appropriate for an incarcerated individual solely because the individual is at high risk for sexual victimization as determined by an assessment conducted pursuant to the Sexual Victimization Prevention Policy Manual (SVPPM) and Title 28 C.F.R. 115.41 of the National Prison Rape Elimination Act (PREA) Standards or following a report that the individual was the victim of sexual abuse, where an assessment of all available alternatives has been made, and a determination has been made that there is no available alternative means of separation from likely abusers, and who does not voluntarily accept admission into PC.

III. ADMISSIONS: Whenever an incarcerated individual is admitted to the RRU, a security supervisor will be present and:

- A. The individual will undergo a strip-frisk followed by a hand-held metal detector, portable metal detector, and/or Body Orifice Scanning System (BOSS) chair search in accordance with Directive #4910, "Control of and Search for Contraband."

NOTE: An incarcerated individual being transferred from another facility SHU, RRU, or Step-Down Program (SDP) shall not be strip-frisked upon admission without probable cause. The metal detector search shall be conducted by the receiving facility.

- B. Admission Examinations and Assessments

- 1. Medical Evaluations: Health Services staff will be informed immediately, and the incarcerated individual will be examined by a qualified member of the facility's Health Services staff as soon as possible, but not later than 24 hours after admission. The registered nurse will complete [Form #3278MH](#), "Mental Health Screening for Reception/Classification, Transfers, or SHU/RRU/SDP/RMHU/TBU/BHU/CAR/Diversion Unit Admissions," [Form #3278MED](#), "Health Screening for Reception/Classification, Transfers, SHU/RRU/SDP/RMHU/TBU/BHU/CAR/Diversion Unit Admissions," [Form #3278PREA](#), "PREA Screening for Reception/Classification, Transfers, or SHU/RRU/SDP/RMHU/TBU/BHU/CAR/Diversion Unit Admissions." Those incarcerated individuals who were involved in a fight, a use of force, or a use of chemical agent incident will be examined immediately. When allegations of sexual assault are present, the individual will be examined by Health Services staff immediately.

2. Suicide Screening: [Form #3152](#), "Suicide Prevention Guidelines for Incarcerated Individuals," will be completed by the RRU Security Supervisor who has been trained for that purpose in accordance with Directive #4101, "Incarcerated Individual Suicide Prevention," for all individuals immediately upon admission to any RRU housing unit.
 - a. OMH Level 1 and 2 Facilities – Upon Placement in RRU:
 - (1) Suicide screening
 - (2) Within one business day of placement, shall be assessed by OMH.
 - (3) Incarcerated individuals not found to have a SMI will be offered at least one interview with OMH within 7 calendar days of the initial assessment (previously 14 days) and every 30 days thereafter.
 - b. OMH Level 3, 4, and 6 Facilities – Upon Placement in RRU:
 - (1) Suicide screening
 - (2) Shall be assessed by OMH within seven calendar days.
 - (3) Incarcerated individuals not found to have a SMI will be offered at least one interview with OMH within 30 days of their initial assessment and every 90 days thereafter.

NOTE: If screening reveals that an incarcerated individual is at risk of suicide, a Mental Health clinician shall be consulted (after hours or in facilities with no OMH staff the Officer of the Day [OD] will be consulted), and appropriate precautions taken as outlined in Directive #4101. The Watch Commander must be notified.

- C. The individual will receive a copy of all rules (in Spanish when applicable) pertaining to the unit and be permitted to discuss these rules with a member of the RRU staff.
- D. The individual will be assigned to a cell within the RRU. The assignment of incarcerated individuals to double occupancy cells will be completed in accordance with Directive #4003, "Selection of Incarcerated Individuals for Double Cell Housing Assignments." Each cell shall be heated adequately for comfort, as well as being lighted adequately to permit reading. Each cell shall be equipped with the following:
 1. 1 toilet and sink
 2. 1 mattress and pillow
 3. 1 bed
 4. 1 storage container (Corcraft)
- E. An inventory of cell equipment will be taken in the presence of the incarcerated individual. A statement to the effect that all equipment listed is present and in an undamaged state shall be signed by the incarcerated individual and the officer in charge of the RRU gallery. If the incarcerated individual refuses to sign, the officer will appropriately annotate the form, have another staff member witness the refusal and file this form in the individual's RRU file.

F. Issue Items (Initial) – Clothing

1. All new admissions to the RRU shall be provided with a clean State-issue set of clothing from an established RRU inventory. The following items shall be provided immediately after the required search:
 - a. 1 pair of pants
 - b. 1 shirt
 - c. 1 set of underwear (including bra for female incarcerated individuals or those requiring a bra due to gender identity)
 - d. 1 pair of slippers (where available; if not available, 1 pair of sneakers)

NOTE: Incarcerated individuals who have previously been issued and possess gender confirming undergarments (e.g., female underwear and bras for an individual in a male classified correctional facility) due to their gender identity will have their underwear and bra returned to them following the required admission search. In cases where the underwear or bra are in a condition that prohibits its return to the incarcerated individual, staff will retrieve these items from the individual's personal property for issuance to the individual following the thorough searching of these items.

2. After the incarcerated individual is secured in a cell, the following State-issue items shall be provided:
 - a. 1 sweatshirt
 - b. 1 pair of socks
 - c. 1 pair of sneakers (if not already provided)

Transgender individuals with a medical permit, and female individuals shall be provided with basic menstrual products as required.

NOTE: Three additional State-issue pants, two additional State-issue shirts, and three additional State-issue sets of underwear (including bras for female individuals or those requiring a bra due to gender identity) and socks, shall be provided within 72 hours of admission from the individual's property.

3. Subsequent to admission, the above-listed initial issue items (other than underwear and socks) may be replaced by the same State-issue items from the incarcerated individual's property. If replaced, the initial issue items shall be laundered and returned to the RRU inventory for future admissions.

- G. Each incarcerated individual shall have an RRU file that contains a chronological sheet, [Form #3152](#), cell equipment inventory, and any other documents deemed appropriate by the Superintendent. The Chronological sheet will record any interactions with Medical and OMH. Offender Rehabilitation Coordinators will use the Guidance file chronology sheet to record individual contacts, referrals, and notable classroom participation behaviors. Additionally, any refusal by an individual for any program or services will also be noted.

IV. PROPERTY: Each incarcerated individual will be issued the following State-issue items:**A. Upon Admission**

1. 1 Set of sheets
2. 1 Pillowcase
3. 1 Pillow
4. 1 Blanket
5. 2 Towels
6. 1 Washcloth
7. 2 Net laundry bags (labeled with bin #)
8. 1 Pair of incarcerated individual headphones

NOTE: One additional blanket will be issued from November 1st through April 4th, or at the discretion of the Superintendent.

NOTE: On request, a Native American individual will be provided one facility-issued disposable ashtray for smudging, to be replaced on a one-for-one basis.

NOTE: Upon request by a Jewish incarcerated individual during Chanukah, a menorah (battery operated only) will be provided to light.

B. As soon as possible, but no more than 24 hours after admission, the following State-issue toilet articles will be provided to each incarcerated individual and replaced as indicated:

1. 1 Mini bar of soap (As needed. No accumulation in cell permitted.)
2. State-issue shampoo and shave cream
3. 1 Mini toothbrush (1st. Saturday of month)
4. 1 Mini plastic comb (1st Saturday of month)
5. 1 Toothpaste (1st Saturday of month)
6. 1 Pair of eyeglasses (prescription only)
7. Hearing aid(s) (prescription only)
8. Dentures
9. Denture adhesive (one 2.4 oz. tube, exchange basis)
10. Denture cleanser (effervescent, tablet form only)
11. Prescription medication as directed by medical staff.

C. Personally-owned Items

1. Within 72 hours of admission each incarcerated individual will be issued their personal property. This does NOT include the General Population (GP) tablet the incarcerated individual was issued in population, as this is not the property of the incarcerated individual; however, it will be stored in long-term storage.
2. Incarcerated individuals shall have access to personal property as described above unless an individual determination is made of an existing significant and unreasonable risk to the safety of staff or incarcerated individuals on the unit. [Form #2187RRU](#), "Deprivation Order," must be completed.

3. Property prohibited in the RRU by facility rules and regulations due to facilities infrastructure or would pose a significant and unreasonable risk to the safety, security, and control of the correctional facility and the maintenance of order therein, as described in the facility RRU Operations Manual and RRU Orientation Manual, will be stored in long-term storage or disposed of as outlined in the options on Form #2068, "Authorization for Disposal of Personal Property."

V. PROGRAMS

- A. All incarcerated individuals will be offered seven hours out of cell, consisting of six hours of daily out-of-cell congregate programming, services, treatment, recreation, activities, and/or meals, with an additional one hour for recreation in a congregate setting in accordance with the [RRU Program Manual](#). Time to and from such activities does NOT count toward the seven hours of out of cell time.
- B. Upon Admission, programs and mental health staff will administer an assessment using Form #RRUPMA, "Initial Interview Confinement (IIC)." Form #RRUPMC, Individual Rehabilitation Plan (IRP) will be developed collaboratively by program and mental health staff with the incarcerated individual.
- C. Access to programs and work assignments will be provided in accordance with the [RRU Program Manual](#).
- D. If an incarcerated individual commits a specific act while in RRU and poses a significant security risk, program participation may be restricted, but they must be provided with at least four hours out-of-cell time daily, of which two hours are therapeutic programming and two hours of recreation (recreation in all RRUs shall take place in a congregate setting, unless exceptional circumstances mean doing so would create a significant and unreasonable risk to the safety and security of other incarcerated individuals, staff, or the facility) — no longer than 15 days. [Form #4933A](#), "Report of Exceptional Circumstances," must be completed by the Deputy Superintendent for Security (DSS), OMH Unit Chief (if individual is SMI), and the Superintendent. The completed form will then be sent to the Assistant Commissioner of Special Housing/Incarcerated Individual Disciplinary Programs for final approval or denial.
- E. Program operations will be in compliance with the [RRU Program Manual](#).

VI. SERVICES

- A. Arrival Telephone Calls: The incarcerated individual will be permitted an arrival telephone call to inform a family member of their status within 24 hours. Telephone calls made by the incarcerated individual are as follows:
 1. Phone calls are made through use of the static tablet during the permitted time.
 2. If an incarcerated individual is on static tablet loss or deprivation, the phone cart will be given for a 15-minute telephone call one time per week. Emergency calls and legal calls must be approved by the Superintendent or their designee. Whenever possible, emergency calls shall be collect calls consistent with Directive #4423, "Incarcerated Individual Telephone Calls."
 3. Telephone call time will be no more than 15 minutes in duration if using the rolling telephone cart.
 4. The call home program will be conducted in accordance with Directive #4423.

5. A telephone call in the RRU program is defined as: 15 minutes of phone use and without limitation to the number of calls an individual may make within those 15 minutes.
- B. Laundry: All clothing items, bedding (excluding blankets), flatwork, and the washcloth will be submitted on a weekly basis in accordance with the facility laundry procedures and schedule. The towel will be exchanged one for one, a minimum of two times per week, except in those facilities that elect to exchange two towels once per week. Any item issued to an incarcerated individual will be freshly laundered.
- C. Commissary: Incarcerated individuals not serving a loss of commissary sanction shall be afforded the same commissary privileges as those in general population. If the incarcerated individual is serving a loss of commissary sanction, they will be permitted to make one commissary purchase per month of the following items listed below in a monetary amount not to exceed 50% of the monthly total permitted for general population individuals.
1. Stamps (in accordance with Directive #4422, "Incarcerated Individual Correspondence Program")
 2. Writing pad without spiral binding
 3. Legal paper
 4. Carbon paper
 5. Legal folders without metal clips/fasteners
 6. Shampoo (one container), not to be kept in cell
 7. Shaving cream (one only), not to be kept in cell
 8. Toothbrush, mini (one only)
 9. Toothpaste (one only)
 10. Deodorant, stick type only
 11. Personal soap (if larger than 1 oz. size, bar to be given at shower time)
 12. Skin cream (1 oz. size, may purchase up to 10, issued on an exchange basis)
 13. Denture cleanser (effervescent tablet only. A cup may be issued for use)
 14. Shower slippers
 15. Knit cap (1, green)
 16. Playing cards (one deck)
 17. Batteries (if cell is not equipped with wall jack radio stations for personal radio/tape player), issued on exchange basis.
 18. Denture adhesive, 2.4 oz tube (may purchase 2, issued on exchange basis).
 19. Food valued up to \$5.00 that does not need to be cooked. The dollar amount may be increased as a program incentive.
- D. Law Library: A Law Library tablet will be provided upon request and will be available during non-program hours. A Law Library tablet is an electronic device, distributed by security staff to each incarcerated individual assigned to a SHU/RRU at no cost, that contains access to Law Library material (e.g., legal books, journals, etc.).

If an individual is on a tablet deprivation for a Law Library tablet, the individual may obtain legal materials from the Law Library by submitting a written request. The following restrictions apply:

1. A maximum of two items may be ordered at one time.
 2. The materials may be retained for a minimum of 16 hours and a maximum of 24 hours.
 3. Requests for utilization of Law Library materials will be prioritized on a first-come, first-serve basis.
 4. In addition to law books, incarcerated individuals may request photocopies of case law. Individuals must submit in writing, the case name and citation (if known). As with books, the case law will be delivered to the incarcerated individual. They may use it for a minimum of 16 hours and a maximum of 24 hours. There is no charge for photocopy service for this "on loan" copy of case law; however, if an individual wishes a permanent copy of case law, they may request this in writing and will be charged.
- E. Service for Limited English Proficiency Incarcerated Individuals (LEP): Incarcerated individuals needing LEP services are to make a request through the Law Library Supervisor or their ORC.
- F. Photocopy Service
1. This service will be provided to the incarcerated individual at a per page cost. Individuals wishing to have legal copies made should submit a signed disbursement [Form #2706](#), "Disbursement or Refund Request." The Law Library Officer will confirm with the Business Office that the monies are available in the incarcerated individual's account and then forward [Form #2706](#).
 2. An incarcerated individual lacking sufficient funds may not receive photocopying services unless the Law Library Supervisor, in consultation with the Law Library Administrator or Counsel's Office, approved an encumbrance for same. Encumbrances will only be authorized for copies of specific documents that are required by the courts and cannot be replicated longhand, (see Directive #2798, "Incarcerated Individual Accounts," and Directive #4483, "Law Libraries, Incarcerated Individual Legal Assistance, and Notary Public Services").
- G. Legal Supplies/Services
1. Supplies for legal work must be requested in writing, and will be distributed once per week, from the Law Library to RRU individuals who request them. The following supplies are available:
 - a. 5 pieces of carbon paper
 - b. 25 pieces of lined white paper
 2. Manila envelopes and carbon paper are given on an exchange basis, i.e., one envelope mailed out, a new one issued. Used carbon paper must be exchanged the day of the supply issue.

3. Incarcerated individuals requesting an unusual quantity of supplies may be required to provide verification of the scope of their current legal research or legal writing activities to demonstrate the need for the quantities requested.
 4. Pens, white business envelopes, and paper will be distributed weekly by staff. Officers will exchange pens on a one for one exchange basis, upon request. Manila envelopes are provided for legal use only. Abuse of this system may result in an Informational Report or Misbehavior Report.
- H. Legal Assistance: Incarcerated individuals requesting legal assistance from facility Law Library clerks should submit a Law Library request form requesting this service. Request forms will be placed in the secured mail cart. Requests must be approved by the Deputy Superintendent for Programs or Superintendent.
- I. Notary public: Incarcerated individuals needing notarial services should request this through the Law Library or their assigned ORC. Notarial services will be provided to an incarcerated individual at least two times per week.
- J. Tablets: The Department will provide each incarcerated individual assigned to an RRU with access to a static content tablet. A static content tablet is an electronic device, distributed by security staff to each individual assigned to a SHU/RRU at no cost, which has telephone access and contains a variety of preloaded applications including educational material, videos, e-books, music, games, and other media approved by the Department.

Individuals who are admitted to a SHU/RRU while serving a general population sanction will still be allowed to request a static content tablet.

1. Procedures:
 - a. All RRU incarcerated individuals may be provided access to a static content tablet up to five hours per day, if available, during non-program hours only, throughout the time they remain in the program by the service provider, at no cost to the individual.
 - b. All incarcerated individuals who refuse to accept a tablet shall be documented in the RRU Tablet Logbook.
 - c. The approved and supplied RRU in-cell headphones/earbuds are compatible and must be utilized with the tablets.
 - d. Tablets shall not be connected to any other device.
 - e. Tablets shall be distributed and collected by security staff members.
 - f. RRU incarcerated individuals will utilize the tablets in their assigned cell only.
 - g. Tablets will not be accessible during program modules.
 - h. Incarcerated individuals are prohibited from lending or giving their tablet to another incarcerated individual.
 - i. Any issues with a tablet should be reported to staff immediately.
 - j. Any incarcerated individual who damages a tablet may be responsible for repair or replacement cost.

- k. The Department reserves the right to deny a tablet to an incarcerated individual who has destroyed or damaged a tablet in the past. Use of a tablet is a privilege and may be suspended for abuse, misuse, or other misconduct.
 2. Documentation: Each RRU shall maintain an Incarcerated Individual Tablet Use Logbook, bound and page numbered, for recording both, static content tablet use and Law Library tablet use. This logbook shall include:
 - a. Starting/ending daily inventory number for static content tablets.
 - b. Starting/ending daily inventory of Law Library tablets.
 - c. Name/DIN, and cell location of the incarcerated individual.
 - d. Date and times of issuance/collection of the static content tablet for each eligible incarcerated individual.
 - e. Date and times of issuance/collection Law Library tablets for each requesting incarcerated individual.
 - f. Name of Officer(s) who issued, supervised, and collected the tablets.
 - g. Record of any problems or issues.
 - h. Record of refusals
- K. Packages: Packages will be handled in accordance with the provisions set forth in Directive #4911, "Packages & Articles Sent or Brought to Facilities."
 1. Incarcerated individuals shall have access to packages as described above unless an individual determination is made of an existing significant and unreasonable risk of a specific item or items to the safety of staff or incarcerated individuals on the unit. [Form #2187RRU](#) must be completed.
 2. Individuals serving a loss of packages sanction will not be allowed to receive packages except for books, periodicals, and legal materials.
- L. Religious Counseling
 1. Religious counseling services are available upon request. Such requests should be addressed to the facility Chaplains' Office.
 2. Chaplains are required to make a minimum of one round per week in the RRU.
 3. Emergencies will be attended to as soon as possible.
 4. Incarcerated individuals will not be permitted to attend general population congregate religious services.
 5. Incarcerated individuals in the general population who function as religious facilitators/advisors will not be permitted to visit the RRU.
- M. Visitation
 1. No incarcerated individual shall be deprived of the visiting privileges available to individuals in the general population.
 2. There will be no limit on the number of legal visits, subject to reasonable scheduling.
 3. Visits for individuals in RRUs shall be in accordance with any special precautions deemed necessary or appropriate by the Superintendent of the facility.

Such precautions may include, but are not limited to, restriction to non-contact visiting for all visits or with a specified visitor or visitors, denial of visiting with a specified visitor or visitors, or other special precautions to maintain the safety, security, or good order of the facility; however, no employee shall be permitted to monitor the content of conversation between an incarcerated individual and a legal or spiritual advisor.

- N. Food: Incarcerated individuals in RRUs will be provided meals of the same type as meals available to individuals in general population and in sufficient quantity to be nutritionally adequate, except as provided in this section. The Department shall not impose restricted diets or any other change in diet as a form of punishment.
1. All food items will be delivered to individuals upon receipt from the food service area and in a manner that will ensure receipt of the food in an appropriate condition.
 2. Individuals may only be placed on a special management meal order for the following reasons:
 - a. Throwing food while assigned to an RRU.
 - b. Refusing to obey a direct order at the time of meal distribution or refusing to obey a direct order to return a food container or utensil at the conclusion of a meal while assigned to an RRU.
 3. The Superintendent or designee (the OD or higher ranking authority) may issue a written order ([Form #2190RRU](#) "Special Management Meal Order") placing an incarcerated individual reported to have engaged in conduct described in this section on a [Form #2190RRU](#).

Initial authorization may be given verbally but must be confirmed in writing within 24 hours with copies to the Commissioner, the Superintendent, and one copy to the incarcerated individual. The order shall briefly state the reason(s) for the imposition on [Form #2190RRU](#) and contain the following notice to the incarcerated individual: "You may write to the Deputy Superintendent for Security or designee to make a statement as to the need for the continued imposition of this Special Management Meal Order."
 4. Each [Form #2190RRU](#) must be reviewed on a daily basis by the DSS or, in their absence, the OD or higher-ranking authority. If the OD is not present at the facility (weekends or holidays), the Watch Commander will personally review [Form #2190RRU](#) and sign the form indicating approval or discontinuance. This review shall be documented by the reviewing Officer, who shall initial and date the order, adding any comments that are appropriate. [Form #2190RRU](#) will be limited to a duration of seven days, or 21 consecutive meals. At the conclusion of that period, if not rescinded prior based on the daily review, the Superintendent will ensure that the incarcerated individual shall be provided meals of the same type as the meals available to individuals in general population.
 5. Special management meal orders will not be extended beyond the seventh day without permission of the Assistant Commissioner for Special Housing/Incarcerated Individual Disciplinary Programs.

6. The special management meals must consist of a sufficient quantity of wholesome and nutritious food. Such a meal may be served in either a paper bag or disposable tray.
 7. Health Services and Food Services shall be notified in advance of the imposition on [Form #2190RRU](#). Health Services shall review the incarcerated individual's Ambulatory Health Record (in accordance with the Health Services Program Manual [HSPM], Section 1.25) and sign the form prior to the commencement of a Special Management Meal Order to ensure that the use of the Special Management Meal Order is medically appropriate. A Physician, Nurse, or Physician's Assistant, designated by the Facility Health Services Director, must examine into the state of health of the incarcerated individual within 24 hours of the commencement of the restriction and daily thereafter during the period of restriction.
 8. The Superintendent shall give full consideration to any recommendation that may be made by such Physician, Nurse, or Physician's Assistant; shall forthwith report to the Commissioner any recommendation made by such person that is not carried out; and shall, in any event, make a full report in writing to the Commissioner at least once per week concerning the incarcerated individual's condition.
 9. The Special Management Meal Order shall be suspended during the Passover holiday for an incarcerated individual who is designated as Jewish in accordance with Directive #4202, "Religious Programs and Practices."
- O. Personal Hygiene
1. Showers will occur three times a week. Razors will be distributed if requested during this time. The number of showers can be increased as an incentive.
 2. Cell cleaning material will be issued three times a week.
 3. Haircuts will be offered every 30 days.
- P. Correspondence: Upon admission, each incarcerated individual, in addition to the items authorized above or mandated by law, will be granted the right to receive and send privileged or personal correspondence.
- Q. Exercise: Exercise will be conducted in a congregate setting for a minimum of one hour unless placed on an exceptional circumstance.
- R. Medical Services
1. A qualified medical practitioner (Physician, Physician's Assistant, Nurse Practitioner, Registered Nurse) will be required to examine each incarcerated individual upon admission to an RRU.
 2. A qualified medical practitioner (as listed above) is required to visit the RRU once in every 24-hour period to examine into the state of health of the individual confined in such unit.
 3. Sick call will be conducted daily.
 - a. The Officer in charge will prepare a list of all incarcerated individuals who request to see a medical practitioner.

- b. Any incarcerated individual who requests to see a medical practitioner will be permitted an opportunity to do so in accord with all good security precautions.
 - c. The medical encounter will be recorded in each incarcerated individual's medical file and in the appropriate RRU file.
 4. If an incarcerated individual has a medical complaint, requests health services other than at sick call, or a medical emergency occurs, the facility Health Services Unit will be contacted immediately. The response/action taken by Health Services staff shall be logged.
- S. Counseling Services: Incarcerated individuals who have displayed such adverse behavior as to warrant assignment to a RRU generally require counseling services to a greater extent than most individuals in general population.
 1. An ORC will visit the RRU on a daily basis, excluding weekends and holidays, to provide appropriate counseling services. This will include responding to incarcerated individual requests, initiating appropriate referrals, and to interview each new admission.
 2. Counseling contacts will be noted in each incarcerated individual's Guidance file and in the appropriate RRU file.
- T. General Library Services: General library materials shall be available to incarcerated individuals in the RRU in a quantity equal to at least two books and one magazine/periodical for each individual. This reading material will be rotated in the RRU every 30 days.
- U. Incarcerated Grievance Program: Incarcerated individuals assigned to the RRU will have access to the incarcerated grievance mechanism as follows:
 1. Grievance forms will be made available upon request to an RRU Officer.
 2. A staff representative of the Incarcerated Grievance Program will visit the RRU a minimum of once per week, more often if necessary or when requested to do so by the supervisor in charge of the RRU, to interview the incarcerated individual and investigate the grievance.
 3. Appropriate procedures as required by Directive #4040, "Incarcerated Grievance Program," will be implemented.

VII. CONTROLS

- A. Use of Cell Shields
 1. A cell shield is a transparent cell front covering equipped to provide adequate ventilation.
 2. Cell shields may be ordered for good cause.
 3. Use of a cell shield may be ordered by the DSS or, in their absence, the OD or higher-ranking authority. The cell shield order shall be valid for no more than seven days and will be reviewed and renewed if required by the Superintendent or the OD.

4. A copy of the cell shield order shall be forwarded to the Superintendent and the incarcerated individual within 24 hours. Cell shield orders shall be recorded on [Form #2188RRU](#), "Cell Shield Order," and [Form #2188RRUR](#), "Cell Shield Order Renewal."
5. If a cell has a solid door with an Expanded Vision Panel (EVP) and houses an SMI incarcerated individual, the clear Lexan covering for the EVP must be maintained in the open position. To close the clear covering would require an authorized cell shield order. If the cell with an EVP does not house an SMI individual, the Lexan covering will remain closed and does not require a cell shield order.

B. Restraints

1. Definitions
 - a. Wrist Restraints: Defined as restrained in the rear with mechanical restraints.
 - b. Leg Restraints: Defined as mechanical restraints that are placed around the ankles.
2. Application: An incarcerated individual assigned to a RRU will be placed in wrist restraints when escorted off the unit (e.g., visit room) prior to exiting their cell. In order to accommodate the restraint procedure, the individual will be required to place their hands through the feed-up port, if available, or the partially opened door.
3. Temporary Removal of Restraints:
 - a. Once outside the cell, restraints shall be removed to accommodate the following:
 - (1) A request of a Physician or a Physician's Assistant when removal is necessary to permit medical treatment.
 - (2) A request of the Parole Board at a parole hearing.
 - (3) A request of a judge or magistrate.
 - (4) An order of the DSS or higher-ranking authority.
 - b. Once outside the cell, restraints shall be removed to accommodate visitation, unless otherwise specified in an individual assessment for restraints.
 - c. If mechanical restraints have been removed, they will be reapplied prior to return to the RRU cell.
4. Restraints shall not be used when incarcerated individuals are participating in out of cell activities within a RRU. The incarcerated individual may request to wear restraints while participating in programs within the RRU by completing Form #4933D-B, "Residential Rehabilitation Unit — Voluntary Restraint Order Request." Or an individual assessment is made that restraints are required because of a significant and unreasonable risk to the safety and security of staff or other incarcerated individuals.

5. If it is determined that restraints are required because of a significant and unreasonable risk to the safety and security of other incarcerated individuals or staff, Form #4933D-A, "Residential Rehabilitation Unit Individual Assessment Restraint Order," must be completed and submitted to the Superintendent (or Acting Superintendent) for approval. A copy must be sent to the Assistant Commissioner of Special Housing/Incarcerated Individual Disciplinary Programs.
- C. Closing Cell Hatch Covers: In those RRU cells that have only one solid door, the fixed vision panels will be maintained with the solid metal hatch coverings in an opened position, unless a deprivation order is issued. A deprivation order to close such hatch coverings may be imposed only where there is a threat to the safety of staff, incarcerated individuals, or State property.

VIII. POLICY

- A. SHU sanction continues to run while in RRU.
- B. Incarcerated individual must be discharged from RRU one year from the initial admission or within 60 days of a fixed or tentatively approved date for release. If an individual has not been discharged from an RRU within one year of initial admission to such a unit or is within 60 days of a fixed or tentatively approved date for release from a correctional facility, they shall have a right to be discharged from the unit unless they committed a specified eligible offense within the prior 180 days and they pose a significant and unreasonable risk to the safety or security of incarcerated individuals or staff.

In any such case the decision not to discharge such person shall be immediately and automatically subjected to an independent review by the Commissioner and Commissioner of Mental Health or their designees. An incarcerated individual may remain in an RRU beyond the time limits provided in this section if both the Commissioner and Commissioner of Mental Health or both of their designees approve this decision. In extraordinary circumstances, an individual who has not committed a specified eligible offense within the prior 180 days may remain in a RRU beyond the time limits provided in this section if both the Commissioner and the Commissioner of Mental Health personally determine that such individual poses an extraordinary and unacceptable risk of imminent harm to the safety or security of incarcerated individuals or staff.

- C. Meaningful periodic reviews are to be conducted every 60 days. If upon completion of this review the incarcerated individual is not discharged, program and mental health staff shall specify in writing the reason for such determination and the corrective action required to attain a future discharge.
- D. Upon discharge, disciplinary sanctions associated with the misbehavior that resulted in placement in the RRU shall be dismissed. Any loss of privilege received on a previous Misbehavior Report or a Misbehavior Report while in RRU will remain in effect.
- E. If an incarcerated individual substantially completes the Individual Rehabilitation Plan, they shall have any associated loss of good time restored upon discharge.
- F. Each RRU shall operate in accordance with a RRU Operations Manual that has been approved by the facility Superintendent.

1. The RRU Operations Manual will be based on the provisions of this directive.
 2. A copy of this directive shall be included in the RRU Operations Manual.
 3. A copy of the RRU Operations Manual will be located within the RRU and is to be reviewed by every employee assigned. Each employee will sign/print their name and date on the RRU Operations Manual Review Form indicating same.
 4. A copy of the RRU Operations Manual and all revisions will be forwarded to the Director for Special Housing/Incarcerated Individual Disciplinary Programs annually, by December 31st.
- G. Form #3153, "Incarcerated Individual Informational Report": An Informational Report is an instrument which allows for the effective communication of staff observations of incarcerated individual behavior in various programs. It is designed to help meet the specific behavioral needs of the incarcerated individual and provides a means for communicating information between all staff working on all shifts.
- The ability to gather and disseminate information about the incarcerated individuals' behavior is vital for the provision of effective services and for the safety and security of the staff and incarcerated individuals. For programming to be effective from a behavioral perspective, interventions need to be consistent and occur in a timely fashion. Helping the incarcerated individuals to recognize the link between inappropriate behavior and the consequence of that behavior assists them in developing alternative, adaptive behaviors. Thus, it is critical that information is communicated to the Program Management Team on all incarcerated individual activity, positive or negative, so a response can be provided in a timely fashion to assist in developing the link between appropriate behaviors and positive results.
- H. De-escalation, intervention, informational reports, and the withholding of incentives shall be the preferred methods of responding to incarcerated individual behavior.

IX. OPERATIONS

- A. Sign-In/Out Log: Each RRU will maintain an official log of all visitors to the unit.
1. Each visitor will be required to place the following information in the log immediately upon entry to the RRU:
 - a. Date
 - b. Time entered unit
 - c. Printed name and title
 - d. Purpose of visit
 - e. Signature
 - f. Upon exit, will enter time left unit
 2. Supervisors must make their log entries in red ink.
 3. Completed logs will be placed in secure storage in a location designated by the Superintendent.
- B. Unit Activity Log: Each RRU will maintain an official chronological log of all activities occurring on the unit. Contents will include but are not limited to the following:
1. Names and titles of all employees assigned to the unit. List date and tour of duty.

2. Names and titles of all visitors to the unit and including the specific purpose(s) of the visit.
3. A record of incarcerated individual admissions to include the following:
 - a. Name and number
 - b. Time admitted
 - c. Supervisor who authorized admission
 - d. Type of admission
 - e. Disposition
 - f. Escorting employees
 - g. Officer(s) who conducted strip frisk
 - h. Supervising Sergeant
4. A record of incidental incarcerated individual exit and entry including name and number, times, reasons for exit/entry, and names of escorting Officer(s).
5. A record of incarcerated individual releases to include the following:
 - a. Name and number
 - b. Time released
 - c. Reason (time expired, transfer, etc.)
6. A record of occasions when a restraint order is applied to include:
 - a. Incarcerated individuals name and number
 - b. Time placed in restraint
 - c. For what reason
 - d. Time removed from restraint
 - e. Name and title of authorizing employee

NOTE: This does not include those incarcerated individuals placed in restraint merely for escort off the unit.
7. A record of all occasions when a deprivation order is imposed. This record will include the reasons for said deprivation and the name of the authorizing official.
8. A record of all occasions when all hatch coverings are closed and the reasons therefore.
9. A record of all occasions when cell shields are used and the reasons therefore.
10. A record of the starting and ending times of incarcerated individuals' recreation, programs, showers, and telephone calls.
11. A record that indicates the announcement of the presence of medical or mental health staff on the unit and that medical or mental health rounds were completed.
12. The names and numbers of incarcerated individuals who receive medical attention or medication.
13. The name and number of any incarcerated individual who refuses medical attention when it is felt that medical attention is required.

14. The name and number of any incarcerated individual who refuses a visit.
15. A record of all incarcerated individuals on a special management meal, when served.
16. A record of all unusual incidents occurring on the unit.
17. A record of all incarcerated individuals' contacts with the Incarcerated Grievance Resolution Committee staff representatives.
18. A record of all contacts between mental health staff and specific incarcerated individuals to include all out-of-cell interviews that are completed or an indication if the incarcerated individual refused a scheduled interview. The time out and end time of the out-of-cell interview shall also be recorded.*
19. A record of all contacts between ORCs and specific incarcerated individuals.*
*NOTE: For double-celled RRUs, routine medical encounters, routine mental health encounters, and routine ORC contacts may be recorded in an appropriate unit file.
20. A record of any occasion in which an employee enters an incarcerated individual's cell for other than a routine reason.
21. A record of each round conducted in accordance with subsection XI-A.

NOTE: Completed logs will be placed in secure storage in a location designated by the Superintendent. Upon completion of an authorized removal of an individual or sign in/out logbook, a notation (in red ink) will be made explaining the reason for the removal along with the utilized auxiliary logbook number and page of the recorded minutes.

- C. Cell Search Log: Each RRU shall maintain a log for recording searches of incarcerated individuals' cells. This log shall include:
1. Name and number of the incarcerated individual whose cell is searched.
 2. Date and time of search.
 3. Names of Officers conducting search.
 4. List of contraband found.
 5. Name of supervisor authorizing search.
 6. List of any State or incarcerated individual property damaged.
 7. Cell integrity items, including but not limited to: walls, floors, ceilings, sinks, vents, and bars, etc. have been inspected. An entry will also be made indicating any deficiencies noted.

It is the duty of the supervisor assigned to the RRU to make, at minimum, weekly inspections of these logs to determine that they are current and that searches are made in a timely and reasonable manner. Supervisors shall sign the referenced log in red ink.

- D. Incarcerated Individual File: The supervisor in charge of the RRU shall ensure a RRU file is kept on each incarcerated individual assigned. That file will contain:
1. Cell Equipment Statement
 2. Double-Cell Information Sheet (as applicable)
 3. Restraint Orders

4. Miscellaneous
5. Disciplinary Dispositions
6. Medical Orders
7. Property Storage Receipts
8. Suicide Prevention Screening Form
9. Deprivation Orders
10. Chronological Sheets
11. Shield Orders

X. RRU SUPERVISION

- A. Unit Supervisor: A supervisor with the rank of Correction Sergeant (or higher) will be responsible for the supervision of the unit and, at a minimum, be present whenever:
1. An incarcerated individual is admitted.
 2. An incarcerated individual is removed from their cell for other than routine reasons (showers, exercise, etc.).
 3. An incarcerated individual who is under an individual assessment for restraints is removed from their cell for any reason.
 4. During movement to/from programs and recreation.
 5. In the discretion of the facility Watch Commander or higher authority, whenever an incarcerated individual is escorted from the unit for activities including, but not limited to, visits and routine infirmary visits.

The unit supervisor will be notified whenever a cell is entered by staff for other than routine reasons. A record of such occurrence will be entered in the Unit Activity Logbook.

- B. Watch Commander: The RRU, including the sign-in/out and chronological logs, will be inspected daily by each Watch Commander during their tour of duty. The Watch Commander will sign each log in red ink during their inspection.
- C. Facility Executive Staff: The Superintendent and each member of the Executive Team shall visit the RRU at least once per week. All on-duty facility Correction Captains, regardless of facility duty assignment, shall visit each RRU a minimum of once per day.

XI. INSPECTIONS: Essential to good security practices, constant physical inspections will be conducted by security staff as follows:

- A. Rounds: Unit Officers will conduct rounds on all three shifts. Rounds will be made at least every 30 minutes, but on an irregular basis. Each incarcerated individual and cell will be observed to ensure that anyone in need of medical attention receives prompt care, that scheduled activities (e.g., showers and exercise) are being completed, to guard against misconduct, and to detect fire/safety hazards, etc. Nighttime rounds will be conducted in a manner that is not disruptive to the unit and does not interfere with the incarcerated individuals asleep.

- B. Cells: Each RRU cell will be thoroughly inspected prior to and immediately after occupancy to prevent the presence of contraband and to ensure its good condition in addition to those inspections required in accordance with the provisions of Directive #4910. Discrepancies will be recorded in the RRU Logbook. All incarcerated individual cell doors/gates will remain closed and always locked with the exception of when the individual is entering or exiting the cell or staff is conducting a search or frisk.
- C. Incarcerated Individuals: Physical searches of incarcerated individuals will be conducted as required in accordance with the provisions of Directive #4910. Incarcerated individuals who provide services to incarcerated individuals in the RRU (e.g., barber, maintenance, etc.) must be approved by the facility DSS. These incarcerated individuals shall be pat frisked, and hand scanned upon entry and exit of the RRU.
- D. Items Entering the RRU: All items entering the RRU area must be thoroughly searched by security staff (e.g., food carts, property, etc.).

XII. REFERENCES

- Correction Law Sections 2 and 611
- Executive Law Section 292
- Prison Rape Elimination Act Standards
- ACA Expected Practices:
 - 5-ACI-3D-03, 5-ACI-4A-01, 5-ACI-4A-02, 5-ACI-4A-03, 5-ACI-4A-04, 5-ACI-4A-06,
 - 5-ACI-4A-09, 5-ACI-4A-10, 5-ACI-4A-11, 5-ACI-4A-12, 5-ACI-4A-14, 5-ACI-4A-15,
 - 5-ACI-4A-16, 5-ACI-4A-17, 5-ACI-4A-18, 5-ACI-4A-19, 5-ACI-4A-20, 5-ACI-4A-21,
 - 5-ACI-4A-22, 5-ACI-4A-23, 5-ACI-4A-24, 5-ACI-4A-26
- Directives #2798, #4003, #4040, #4101, #4202, #4422, #4423, #4483, #4910, #4911
- Health Services Policy Manual
- Sexual Victimization Prevention Policy Manual
- Residential Rehabilitation Unit Program Manual