



# Operating Procedure

<b>Effective Date</b> October 1, 2018	<b>Number</b> 801.6
<b>Amended</b>	<b>Operating Level</b> Department
<b>Supersedes</b> Operating Procedure 801.6 (11/1/15)	
<b>Authority</b> COV §53.1-10, §53.1-25	
<b>ACA/PREA Standards</b> 4-4042, 4-4043, 4-4166, 4-4263, 4-4269, 4-4338, 4-4339, 4-4340, 4-4342, 4-4343, 4-4379, 4-4505, 4-4506, 4-4507, 4-4508, 4-4509, 4-4510, 4-4511; 4-ACRS-4B-01, 4-ACRS-4B-02, 4-ACRS-7D-29; 2-CO-1B-12, 2-CO-1B-13, 2-CO-3C-01, 2-CO-4D-01, 2-CO-5F-01; §115.51, §115.61, §115.251, §115.261	
<b>Office of Primary Responsibility</b> Corrections Operations Administrator	

**Subject**

## OFFENDER SERVICES

**Incarcerated Offender Access**

Yes

No

**Public Access**

Yes

No

**Attachments**

Yes

No

### I. PURPOSE

This operating procedure provides guidelines for provisions of services to offenders housed in Department of Corrections facilities. To maintain humane living conditions, each facility must provide offender access to services such as laundry and clothing exchange, barber and hair care services, commissary, and library.

### II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

### III. DEFINITIONS

None

### IV. PROCEDURE

#### A. Access to Services (2-CO-3C-01)

1. Offender orientation should provide information on all the services available in the facility and provide information on how to access services at the facility through the *Orientation Manual or Packet*.
2. An offender request form such as [Offender Request](#) 801\_F3 may be used to request services.
3. *Offender Request* Alleging Sexual Abuse and Sexual Harassment
  - a. The *Offender Request* is one internal way that offenders can privately report sexual abuse and sexual harassment, retaliation by other offenders or staff for reporting sexual abuse and sexual harassment, and staff neglect or violation of responsibilities that may have contributed to such incidents. (§115.51[a], §115.251[a])
  - b. Staff shall accept any report of PREA related issues submitted and immediately report any knowledge, suspicion, or information regarding an incident of sexual abuse or sexual harassment to the Facility Unit Head and facility PREA Compliance Manager. If applicable, an *Internal Incident Report* checked PREA shall be submitted in accordance with Operating Procedure 038.1, *Reporting Serious or Unusual Incidents*. (§115.51[c], §115.251[c])
  - c. Information related to a sexual abuse report shall not be revealed to anyone other than to the extent necessary, as specified in operating procedures, to make treatment, investigation, and other security and management decisions. (§115.61[b], §115.261[b])
4. Any other services not specifically covered in this operating procedure should be addressed in offender orientation and/or implementation memorandum to this operating procedure.

#### B. Laundry Services

1. The facility will ensure that adequate laundry services are available to all offenders. (4-ACRS-4B-02)
2. The schedule to obtain Laundry Services will be posted in each housing unit or included in the facility *Orientation Manual or Packet*.
3. Offenders will have the opportunity to receive three complete sets of clean clothing per week. This may be accomplished by institutional laundry service, self-serve washing machines, or clothing exchange. Wash basins in cells or rooms are not compliant. (4-4338)
4. The facility will ensure that the offender is permitted access to clean towels, clothes, sheets, and pillow cases at least once per week. (4-4340; 2-CO-4D-01)
5. Offenders in restrictive/special housing receive laundry, barbering, and hair care services and are issued and exchange clothing, bedding, and linen on the same basis as offenders in the general population. Exceptions are permitted only when found necessary by the Shift Commander; any exception is documented and justified in writing. (4-4263)
6. Facilities may provide washers and dryers (paid for from commissary profits) for offenders to use to launder their personal clothing.
7. The facility will ensure that offender personal clothing is thoroughly cleaned and when necessary disinfected before storage or prior to permitting the offender to keep and wear the personal clothing. (4-4339)
8. Each facility should set a schedule for coat cleaning or exchange and at least quarterly blanket cleaning or exchange. The schedule should be posted in each housing unit or included in the facility *Orientation Manual or Packet*. (4-4340; 2-CO-4D-01)

#### C. Barber and Hair Care Services

1. To ensure offender compliance with Operating Procedure 864.1, *Offender Grooming and Hygiene*, offenders are provided at least one free maintenance hair cut on a monthly basis.
2. Barber and hair care services that comply with applicable health requirements are available to all offenders. (4-4343; 2-CO-4D-01)
3. The schedule to obtain Barber and Hair Care Services will be posted in each housing unit or included in the facility *Orientation Manual or Packet*.
4. The facility *Orientation Manual or Packet* will include instructions on how to request barber and hair care services and frequency of services.
5. Offenders with inflamed or infectious conditions of the scalp, face, or neck will not be able to access hair services.
6. All barber equipment will be thoroughly cleaned with currently approved disinfectant after each use and prior to storage.
7. The barber(s) must ensure the area being used for haircutting is kept clean.
8. All barbering instruments will be properly stored when not in use.
9. Each facility will ensure that all barber equipment is properly stored and accounted for at the end of the day.

#### D. Commissary Services

1. Commissary services are available where offenders can purchase approved items that are not furnished by the facility. (2-CO-1B-12) The commissary's operations are strictly controlled using standard accounting procedures. (4-4042, 4-4166; 2-CO-1B-13)
2. Each facility's Commissary funds are audited independently by the Headquarters Financial Reporting Unit following standard accounting procedures, and a current financial status report (*Commissary Balance Sheet*) is publicly posted and available for offender viewing. (4-4043, 4-

**ACRS-7D-29; 2-CO-1B-13)**

3. Monthly spend limits for commissary purchases should be set in accordance with Operating Procedure 440.4, [Offender Privileges by Security Level](#).
4. Items to be available on the commissary vendor contract are approved by the DOC Commissary Products Review Committee.
5. The commissary contract vendor is responsible for procuring all approved personal property items except publications and designated property items available for purchase from other DOC contract vendors.
  - a. Property items that are not regularly stocked by the contract vendor such as DOC approved religious items and unique sizes for offender clothing will be made available for offender purchase through a special ordering process.
    - i. Offenders who wish to request a special order must complete the [Commissary Special Order 801\\_F6](#) for submission to the Facility Unit Head or designee (Assistant Warden, Chief of Security, or Chief of Housing and Programs) for review and approval or disapproval.
    - ii. The Facility Unit Head or designee reviews the offender's request to determine whether the item is eligible for offender purchase through the special ordering process and documents their decision on the [Commissary Special Order 801\\_F6](#).
      - (a) All non-religious property items must be authorized on the offender property matrix.
      - (b) All religious faith items must have been previously reviewed and approved for offender possession. See Operating Procedure 841.3, [Offender Religious Programs, Approved Religious Items](#). Requests for faith items not previously approved for offender possession must be submitted to the *Faith Review Committee* for review and approval on the [Request for Approval of Faith Object 841\\_F1](#) as provided in Operating Procedure 841.3, *Offender Religious Programs*.
      - (c) The Medical Department will be consulted prior to approving the special order of any property item requested by the offender for accommodation of offender medical needs. This does not include items determined to be medically necessary and subject to the requirements of Operating Procedure 720.4, [Co-Payment for Health Care Services](#).
    - iii. Once the contract vendor has sourced the property item, the commissary manager will provide the requesting offender with a description of the item and notify them of the purchase price. The offender must agree to the item and document their agreement on the [Commissary Special Order 801\\_F6](#).
    - iv. The completed original [Commissary Special Order 801\\_F6](#) is forwarded to the Business Office for processing of payment.
    - v. A copy of the *Commissary Special Order* is provided to the Personal Property Officer who will distribute all special order items and ensure compliance with Operating Procedure 802.1, [Offender Property](#).
  - b. Items designed to serve the same general purpose regardless of quality or other personal preferences will be considered to be the same item.
  - c. Items purchased for medical/ accommodation should match as closely as possible the color and appearance of items regularly sold in the Commissary.
6. The facility administration will select appropriate items from the commissary vendor contract to be available in the facility based on facility population and mission.
7. Personal Hygiene (**4-4342; 4-ACRS-4B-01; 2-CO-4D-01**)
  - a. Articles necessary for maintaining proper hygiene, i.e. soap, shampoo, comb, toilet paper, toothbrush, toothpaste, denture cleaner and adhesives, shaving equipment are available to all offenders to purchase from the commissary.
  - b. Operating Procedure 802.1, *Offender Property*, addresses provisions for special hygiene items for female offenders.

- c. Indigent offenders who are unable to purchase these items through the commissary will be provided necessary items in accordance with Operating Procedure 802.2, [Offender Finances](#).
8. Over-the-counter medications sold through the Commissary are approved jointly by the Facility Unit Head and the Health Authority. (4-4379)

E. Library Services (2-CO-5F-01)

1. Each facility should maintain and/or provide access to comprehensive library services that include, but are not limited to, a reference collection containing general and specialized materials, and planned and continuous acquisition of materials to meet the needs of the facility staff and offenders. (4-4505)
2. Each facility should include in the *Orientation Manual or Packet* information on how to access the library.
  - a. As appropriate to the facility mission, library services should be available daily, including evenings and weekends. (4-4510)
  - b. Access to reading materials should be provided to offenders in restrictive/special housing and other restricted housing statuses. (4-4269)
3. Each facility should have a qualified staff person who coordinates and supervises library services. (4-4506)
4. There should be available to the facility a person with a master of library science, information resources, media services, or related degree who assists with coordinating and supervising library services and is responsible for training of all library staff. (4-4507)
5. As appropriate to the facility mission, offenders should be selected, trained, and used as library assistants. (4-4511)
6. Materials selected for the facility library should meet the following principles, purposes, and criteria: (4-4508)
  - a. All library materials must comply with the *Specific Criteria for Publication Disapproval* section of Operating Procedure 803.2, [Incoming Publications](#).
  - b. Reference materials should address general interest as well as any technical skills taught or utilized in the facility.
  - c. Subject matter for reading materials should be of interest to the offender population while being appropriate to the correctional setting.
  - d. There should be a balance of non-fiction and fiction reading materials.
  - e. Materials should be available for offenders with various levels of reading skills.
  - f. Appropriate periodicals should be available for the offender population to be informed on current events.
  - g. Non-book media should be available to the extent consistent with the facility mission and population.
  - h. Library staff should consult with educational and treatment staff for suggested materials to be added to the library collection.
  - i. Library staff should review usage of library materials as an indicator of offender interest for guidance in selecting new acquisitions.
  - j. Library staff should consider offender suggestions for materials to be added to the library collection.
7. All materials must be searched for contraband and screened for compliance with the *Specific Criteria for Publication Disapproval* section of Operating Procedure 803.2, [Incoming Publications](#), before being placed in the library.
8. It is the policy of the DOC to accept donations of materials for library collections that fit the

- selection criteria and which, in the librarian's judgment, are materials of value to the library or the school programs. Donations should be managed in accordance with Operating Procedure 220.1, [Gifts and Donations](#).
- a. The librarian must examine, select, and accept donations (after consulting with the Facility Unit Head or designee) indicating the donor source on inventory records.
    - i. The librarian must refuse any donation judged to be inconsistent with the selection criteria and accepted library practice.
    - ii. The librarian must avoid "doorstep" donations and the acceptance of whole donations, unless most of the donation is of value.
  - b. The librarian makes no attempt to assign a monetary value, in part or in whole, to any donation.
    - i. If it appears that the donation is of significant value, and the donor insists on the assignment of a monetary figure to the donation, the librarian must advise the donor to seek antiquarian or book dealer appraisal.
    - ii. A "Thank You" letter noting the whole quantity, without valuation, of a donation will serve as a substitute for an appraisal when the donor opts not to have the donation appraised.
  - c. Only donations without acceptance conditions are accepted. Donations are used and may be destroyed at the librarian's discretion.
    - i. The donor must resign all claims to the material.
      - (a) Staff, citizens, and offenders donating over twelve items must be asked to sign a dated statement resigning all claims to the material before the material is accepted.
      - (b) The statement must include a brief description of the material donated. The description of the material may be worded as such: "50 paperbacks, 50 hardbacks, 50 periodicals."
    - ii. Donation records are to be filed separately under "DONATIONS".
  - d. The listing of all donations that enter the collection will follow a record-keeping path like all other collection material.
9. The library participates in interlibrary loan programs. (4-4509)
- a. The loaning library is identified through professional publication, and a standard [Interlibrary Loan Request Form](#) 801\_F4 completed.
  - b. The borrower signs a document of responsibility which clearly indicates the replacement value of the borrowed material and the per day late fine.
  - c. In the event of loss or damage, the costs issued by the loaning library may be accessed against an offender's account per Operating Procedure 802.2, *Offender Finances*.
    - i. A borrower's inter-library loans and library privileges may be suspended until the debt is paid.
    - ii. Staff member loan debts may be paid directly to the loaning library.
  - d. If the debt cannot be recovered from a borrower, the borrowing DOC library is responsible for payment. The librarian should contact the facility Business Office to obtain funds for restitution.
10. The Librarian should maintain a program of "weeding" to remove library materials that can be identified according to good professional judgment based on the material's condition, the currency of its content, the activity level of its patrons, and its place in the collection's overall balance. Materials to be weeded include:
- a. Materials that contain useful data but are in irreparable condition
  - b. Materials that are in good condition but are in duplicate copy, or materials that are determined useless as a collection member
11. Weeded titles are to be deleted from the library's automated catalog system.
- a. If the catalog is kept manually, the weeded titles are noted in the library's inventory record, with a narrow line drawn through the title and the word "**Weeded**" or the letter "**W**" written next to the title along with the date of the weeding.
  - b. Titles given to another DOC library are noted with the name of the recipient facility.

- c. If inventory records are not used, then a dated title/author list must be prepared under the banner “Weeded Materials.”
  12. All of these weeded materials are to be marked “**DISCARD**” in a prominent fashion.
    - a. Books are marked across the head.
    - b. Weeded materials selected for another DOC library are to be marked “**DISCARD**” across all property markings, but not on the book’s head unless a property mark occurs there.
  13. Any materials removed from the facility library must be disposed of in accordance with Operating Procedure 260.2, *Surplus Property*.
    - a. Whenever possible, usable items should be transferred to another DOC Library.
    - b. If not suitable for recycling, items to be destroyed may be sent to a landfill ensuring that neither staff nor offenders may recover the items from the trash.
      - i. The librarian notes the date, types, and quantities of materials destroyed, the method of destruction, and the name(s) of individuals participating in the destruction.
      - ii. Any weeded materials that are destroyed are to be documented in a record labeled “**LIBRARY MATERIALS DESTRUCTION**” and maintained in the library filing system.
- F. Other Offender Services (As approved and implemented by the Facility Unit Head)
1. Facility specific information concerning offender services should be addressed in offender orientation and/or implementation memorandum to this operating procedure
  2. Offender Pictures (i.e. visitation, offender picture projects, etc.)
    - a. Each participating facility will establish the rules, procedures, and process to access offender picture services.
    - b. Picture tickets are transferrable between facilities.
      - i. Offenders who purchase a picture ticket and are transferred prior to use shall be permitted to use their picture tickets at any facility that offers picture taking services.
      - ii. When an offender transfers to a facility that does not provide picture taking services, the offender will be permitted to keep their picture tickets.
      - iii. Facilities are not required to refund offenders for unused picture tickets.
    - c. The Facility Unit Head should designate one employee to be responsible for oversight of the offender picture taking process for the facility
    - d. The designated employee must ensure that all offender pictures are reviewed and embedded with the offender’s identifying information (facility, offender’s name, date and time picture was taken) prior to printing the photograph for offender possession.
      - i. All offender pictures must be taken with a digital camera.
      - ii. The individual responsible for taking offender pictures must maintain a log of all the pictures taken with the each offender’s name, date, and time of picture documented on the log.
      - iii. The completed log should be forwarded to the employee responsible for embedding the offender’s information into the picture.
      - iv. The picture with identifying information must be saved to a folder created for this purpose in “My Pictures” or “Shared Folders”.
    - e. All offender pictures should be reviewed for compliance with the facility’s rules regarding picture content to include the prohibition of gang signs and symbols prior to distribution to the offender
    - f. Offender pictures on the DOC network are subject to the requirements for storage and removal provided in Operating Procedure 310.2, *Information Technology Security*.
  3. Movies (Motion Pictures)
    - a. The DOC contract vendor provides a public performance license which allows the unlimited showing of movies to the offender population at participating facilities.
    - b. A listing of all titles under contract that may be publicly shown to the offender population is



available on the contractor's website at <http://institutions.swankmp.com/>.

- c. The showing of "R" rated movies is prohibited.
  - d. The Facility Unit Head will determine the method by which movies are obtained such as Netflix, Library, purchase, etc. and must ensure that all movies shown at the facility are covered under contract and appropriate for offender viewing for that facility.
  - e. Each participating facility will establish the availability, procedures (location, time, number of movies etc.), and process to attend offender movie services.
4. Sale of Ice Cream (Restricted to Security Levels 1-3)
- a. The Facility Unit Head will determine if ice cream is to be made available for sale to the offender population through the facility's commissary.
  - b. The contract vendor will order the ice cream and deliver it to a vendor provided freezer located in the commissary or other designated location.
  - c. Facilities that have their commissary orders shipped from another facility will receive ice cream directly from the vendor. Once the delivery is received, facility staff will fax the receiving document to the facility responsible for providing commissary services.
  - d. Offenders must purchase a color coded ticket which represents a specific type of ice cream from the facility commissary. The ticket must be turned in to facility staff in order to receive the selected ice cream.
  - e. The process for ice cream distribution (location, number of days offered, etc.) and inventory control will be determined by the Facility Unit Head.
  - f. All proceeds from the sale of ice cream must be deposited into the Commissary Fund.

#### V. REFERENCES

Operating Procedure 038.1 *Reporting Serious or Unusual Incidents*  
Operating Procedure 220.1, *Gifts and Donations*  
Operating Procedure 260.2, *Surplus Property*  
Operating Procedure 310.2, *Information Technology Security*  
Operating Procedure 440.4, *Offender Privileges by Security Level*  
Operating Procedure 720.4, *Co-Payment for Health Care Services*  
Operating Procedure 802.1, *Offender Property*  
Operating Procedure 802.2, *Offender Finances*  
Operating Procedure 803.2, *Incoming Publications*  
Operating Procedure 841.3, *Offender Religious Programs*  
Operating Procedure 864.1, *Offender Grooming and Hygiene*

#### VI. FORM CITATIONS

[Offender Request](#) 801\_F3  
[Interlibrary Loan Request Form](#) 801\_F4  
[Commissary Special Order](#) 801\_F6  
[Request for Approval of Faith Object](#) 841\_F1

#### VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years after the effective date.

*Signature Copy on File*

*8/21/18*

A. David Robinson, Chief of Corrections Operations

Date