

**FAMILY SERVICES**



**GUIDE FOR FAMILY AND FRIENDS  
OF THOSE INCARCERATED**

**2015**





STATE OF WASHINGTON  
**DEPARTMENT OF CORRECTIONS**  
**OFFICE OF THE SECRETARY**

P. O. Box 41101 • Olympia, Washington 98504-1101 • Tel (360) 725-8810

October 2014

Dear Family and Friends of those Incarcerated:

I am pleased to present you with the latest edition of the Guide for Family and Friends of those Incarcerated. You will find this guide reflects the most up-to-date information to help you more effectively navigate the Department of Corrections' (DOC) rules and policies as well as to maximize your opportunities to stay connected to your loved one. I encourage you to take the time to review this guide, as it will answer many questions and provide the necessary information to help you through this period of transition.

When a family member or friend is incarcerated, we understand the challenges it presents including financial hardship, separation, and loss. As difficult as it may be for you, it is also a transition for your loved one. Staying connected during the incarceration period is central to the well-being of both you and your loved one.

In order to successfully maintain your relationship there are rules that need to be followed. These rules are necessary to fulfill our mission of public safety, and important to help provide safety within the prison setting. This guidebook provides the necessary information to keep you, your children, staff, and your incarcerated loved one safe.

We encourage families to participate in activities and programs to help facilitate successful rehabilitation and reentry. We look forward to partnering with you to provide information, guidance, and resources to better navigate the DOC.

Sincerely,

A handwritten signature in cursive script, appearing to read "Bernard Warner".

Bernard Warner  
Secretary

*"Working Together for SAFE Communities"*



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## The Purpose of This Guide

The purpose of this guide is to provide a high level overview of the Washington State Department of Corrections (DOC). Our intent is to offer information that helps families and loved ones stay connected during incarceration. You can visit our website for more detailed information or contact the Family Services Unit directly for further assistance (please see the contact information at the bottom of this page).

## Family Services Unit

The Family Services Unit provides support and resources that assist families in maintaining contact and building connections when a loved one is in prison.

Family connection is the most important factor in helping people stay out of prison. Several national studies show that inmates with family support before prison and throughout incarceration were less likely to reoffend and display a lower rate of reoffense than those without family support.

There are a number of support groups, assistance programs, and supportive community organizations to assist family members who are left behind while their friend or family member is in prison.



Family services specialists help connect family and friends of incarcerated individuals with services and support.

## Family Services Contacts:

- **Phone:** (253) 680-2626
- **Online:** [www.doc.wa.gov/family](http://www.doc.wa.gov/family)
- **Mail:** Department of Corrections Family Services Unit, P.O. Box 41101, Tumwater, WA 98501

## Family Councils – Getting You Involved

The DOC recognizes the benefits of inmates maintaining family relationships during incarceration and supervision. Research has clearly shown the positive effect on inmates and their family when they can maintain contact with their loved ones during this time. However, there are a number of barriers to maintaining these connections.

In an effort to recognize and address these barriers, local Family Councils have been established at every prison. There is also an active Statewide Family Council comprised of members that also participate in the local Family Councils.

Each prison has a local Family Council meeting which is open to any interested person who is an approved visitor. Participants can attend in person or over the phone by calling a toll-free number. The council meetings are a great opportunity for you to ask questions, get information and share your perspective.

To attend a family council meeting, look for the family council information at [www.doc.wa.gov](http://www.doc.wa.gov), ask the Sergeant in the visiting room, or call the facility and ask for the “Community Involvement Coordinator”.

Approved visitors participating in Family Council are invited to participate in biannual tours of the facility in which the loved one is housed.



Family-centered events are hosted frequently at some facilities.

## The Reception Process



A new inmate arrives at the Washington Corrections Center in Shelton.

### Arrival

When a person arrives at prison, they first go to a **“Reception Center”** for an introduction to prison. They also receive a variety of assessments, including medical and mental health to help determine service needs.

The men are sent to the Reception Center at Washington Corrections Center in Shelton, and the women are sent to the Reception Center at Washington Corrections Center for Women in Gig Harbor.

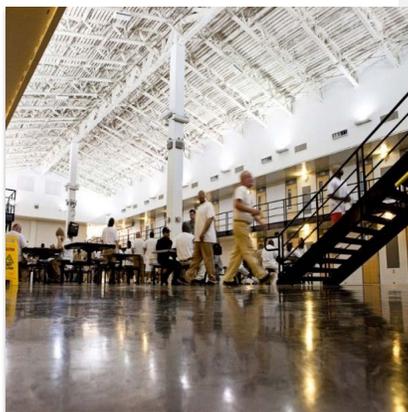
At the Reception Center, everyone receives an orientation packet and is assigned to a living unit. The Unit Sergeant gives an overview of the living unit's rules.

## Classification and Assessments

The **“classification”** process can take a few weeks, or about 28 days. In addition to general introductions and a medical assessment, the DOC conducts vocational and educational **“assessments.”**

Assessments provide general information and identify possible concerns for each individual (e.g. suicidal thoughts, victimization, violence, mental health, substance abuse and education). This allows prison staff to place each person where they can get the programs they need to help them succeed.

After Reception Center screening, inmates are transferred to the facility that is determined as the best fit for their custody level and needs.



A housing unit at the Stafford Creek Corrections Center.

## Housing Types (Custody Levels)

The goal of assigning a custody level is to find a balance between placing the inmate in the least-restrictive housing unit where staff can still ensure safety of the public, staff, and other inmates. The chart below provides a high level overview of the various custody levels that are assigned to an individual.

<b>Custody Levels</b>
<b>Close</b> Also known as Intensive Management, all movement is under escort, programming is focused on specific needs and risks
<b>Medium or Minimum 3</b> Less supervision, more freedom of movement, more program opportunities
<b>Minimum 2 or Minimum "P"</b> Only for those within four years of their upcoming release. Increased freedom of movement and to participate in community work programs
<b>Minimum 1</b> Average stay is four months. This category includes work release facilities. Partial confinement, supervised outings

### Staying in Touch with Family and Friends While They are at Reception

Inmates can correspond with family and friends while at the Reception Center and are encouraged to do so. Contact can occur by telephone, mail, or visits when approved. Once moved from the Reception Center, we have many more ways for you to stay in contact.

#### By Telephone

Inmates are allowed to place collect telephone calls by using their Inmate Personal Identification Number (IPIN). Inmates are issued their IPIN within 72 hours of arrival at the Reception Center.

#### By Mail

Letters for **men** at the Reception Center should be addressed to:

Inmate's first and last name and DOC number  
Washington Corrections Center-Reception Center  
P.O. Box 900  
Shelton, WA 98584

John Hancock 1024 S. Bee St. Olympia, WA 98506-4321	Jack Doe, DOC 123456 Washington Corrections Center-Reception Center P.O. Box 900 Shelton, WA 98584
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Letters for **women** at the Reception Center should be addressed to:

Inmate's first and last name and DOC number  
Washington Corrections Center for Women-Reception Unit  
9601 Bujacich Road NW  
Gig Harbor, WA 98335-8300

John Hancock 1024 S. Bee St. Olympia, WA 98506-4321	Jane Doe, DOC 123456 Washington Corrections Center for Women- Reception Center 9601 Bujacich Rd. N.W. Gig Harbor, WA 98335-8300
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## After Reception

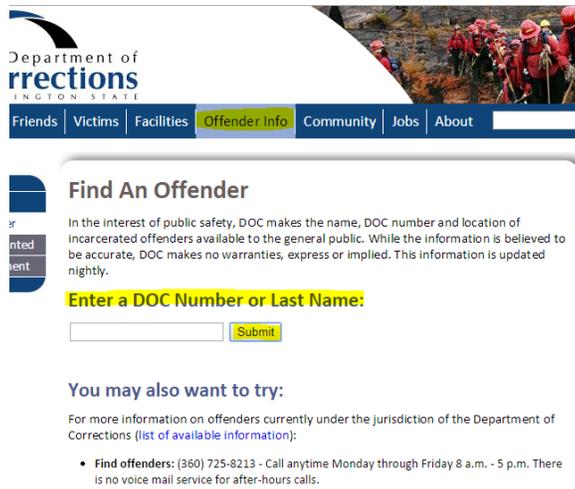
### Locator System

To locate a loved one after a transfer, visit [www.doc.wa.gov](http://www.doc.wa.gov). Find the “[Offender Info](#)” tab and follow the instructions.

You can also call our “Find Offenders” line at (360) 725-8213. This line is available Monday through Friday 8:00 a.m. to 5:00 p.m. only. No voice mails can be left after hours.

### Family Emergency

All family emergencies must go through the facility [emergency messages process](#) at your inmate’s location. If you have a death in the family or an emergency, call the Classification Counselor. After regular hours (8:00 a.m. to 5:00 p.m.), contact the shift officer.



The screenshot shows the Department of Corrections website. The header includes the logo and navigation tabs: Friends, Victims, Facilities, Offender Info (highlighted), Community, Jobs, and About. The main content area is titled "Find An Offender" and contains the following text: "In the interest of public safety, DOC makes the name, DOC number and location of incarcerated offenders available to the general public. While the information is believed to be accurate, DOC makes no warranties, express or implied. This information is updated nightly." Below this is a yellow prompt: "Enter a DOC Number or Last Name:" followed by a text input field and a "Submit" button. A section titled "You may also want to try:" provides a link to "list of available information" and a bullet point: "Find offenders: (360) 725-8213 - Call anytime Monday through Friday 8 a.m. - 5 p.m. There is no voice mail service for after-hours calls."

Type in a last name or DOC number in the “find an offender” section on [www.doc.wa.gov](http://www.doc.wa.gov) to locate a loved one.

## Staff Roles and Responsibilities

When you first experience the prison system, you may have contact with a variety of staff.

### Facility Staff

- **Correctional Officer (CO):** The role of the Correctional Officer is to assist in controlling, directing, and monitoring the movements and activities of inmates. They make sure prison rules are followed; ensuring the safety and security of inmates, staff, visitors, and the community.
- **Correctional Sergeant:** Correctional Sergeants supervise Correctional Officers. Each facility has a *Public Access* or *Visit Sergeant* who can resolve issues relating to the visiting process.
- **Correctional Lieutenant:** A Correctional Lieutenant is responsible for security operations during their shift and supervises Correctional Sergeants. This position manages emergency situations that may arise.
- **Correctional Captain:** This is the senior custody staff member responsible for facility-wide custody and security operations and the supervision of Lieutenants.

### Personal Case Management and Community Involvement Staff

- **Classification Counselor (CC):** Each inmate has an assigned CC. These staff handle day-to-day issues as well as being responsible for classification, case management and release preparation.
- **Correctional Unit Supervisor (CUS):** A CUS is responsible for the management of a housing unit, including the supervision of CCs, CCOs, and custody staff (Sergeants and COs).
- **Community Partnership Program Coordinator (CPPC):** Most facilities have a CPPC, who is responsible for much of the family-centered programming. Facilities offer family-friendly events through the year. These include cultural celebrations, holiday festivities and child-focused activities. You must be an approved visitor to attend.



A Corrections Officer (CO) inside a housing unit at a Washington state prison facility.

Commented [SMG2]:

## Staying Connected During Incarceration

### Phone

Global-Tel Link (GTL) is the inmate phone provider for DOC. For an inmate to make calls there are the following options:

- **Advance Pay:** Inmates can only call the specific number that is paid for.
- **Pre-Paid:** Connect Network.com is a Global Tel\* Link (GTL) pre-paid phone service where time can be purchased.
- **Collect Calls:** Calls are billed to your phone using your phone carrier's standard pricing per call.
- **Debit Account:** An account where an offender can call any number on their Personal Allowed Number (PAN) list.

### Phone Call Rates

GTL is the DOC phone system provider for DOC inmates.

- **20 minute in-state call:**
  - Collect is \$3.50 plus tax and a pre-paid is \$3.15 plus tax
  - Phone calls are a flat fee for a 20 minute call
  - Calls cannot be billed per minute
- **Out-of-State calls:**
  - \$3.50 connection fee plus 50 cents a minute
  - There is no discount rate for pre-paid customers
  - Calls are billed per minute

### Starting a Pre-Paid Account

Funds are added to pre-paid accounts (Advance Pay or Debit Account) at [www.connectnetwork.com/portal](http://www.connectnetwork.com/portal) using a credit card.

There is a service fee added to the transaction. The service fee for an Advance Pay account is \$7.95. The service fee for the Debit account is \$5.95.

The minimum amount that can be funded is \$10.00. The maximum amount of \$250.00. If you do not have a credit card or, do not want to pay a service fee, a money order can be mailed to:

Advance Pay Service Department  
P.O. Box 911722  
Denver, CO 80291-1722

Funds are normally credited within one day of the money order being received.

## International Calls

Individual facilities may allow inmates to place international calls if an advance pay account has been established. The inmate may ask if this is allowed at his or her facility and what procedures need to be followed.

### Tips

There is a 20-minute time limit for phone calls. Both parties will hear a message at three intervals that tells them how much time remains (1 minute, 30 seconds). After 20 minutes, the call will disconnect.

- Don't attempt a three-way call
- Don't try to transfer the call
- Don't put the inmate on hold
- Don't use or answer "call waiting"

Commented [SMG3]: Maybe explain why these should not be done and what the consequences are.

## Customer Service Global TellLink

For assistance with questions, issues, or complaints pertaining to your phone you can reach customer service the following ways:

- Main Customer Service: 1 (877) 650-4249
- Automated line: 1 (800) 483-8314
- Live Rep. 1 (866) 230-7761 to set-up advance payment account
- PIN debit account for offender's 1 (866) 669-9975
- Email: support@offenderconnet.com
- Website: www.connectnetwork.com
- Hours of operation:
  - Monday-Friday 7:00 a.m. to 11:00 p.m. (CST)
  - Saturday and Sunday 8:00 a.m. to 7:00 p.m. (CST)

Commented [SMG4]: What is the difference between the two customer service numbers?

## Sending Mail After Reception

Families and friends of inmates are encouraged to write. But please remember all mail is subject to search. Violations of the correspondence rules may result in confiscated mail items and losing the privilege to write a family member.

## Mail Guidelines

Follow these guidelines to ensure your mail is received.

- The outside envelope must be addressed with:
  - Inmate's first and last name
  - Six-digit DOC number, and correct facility address
  - Return address consistent with US Postal Service, including first and last name
  - Name of the unit where the inmate lives (*not required for delivery*)

John Hancock  
1024 S. Bee St.  
Olympia, WA 98506-4321

Jane Doe, DOC 123456  
Washington Corrections Center for Women  
9601 Bujacich Rd. N.W.  
Gig Harbor, WA 98335-8300

- The letter(s) inside must be addressed to the same inmate on the envelope.
- All mail is inspected. The facility will provide written notification of mail rejection to the inmate and the sender. This includes the reason for the restriction and the name and address of the sender. The rejection can be appealed by the inmate.
- Do not send cash, personal checks, or stamps, if you do, the mail will be rejected and returned to you at the inmate's expense.
- Unauthorized materials (contraband) found in mail will be rejected. Breaking these rules can result in loss of mail privileges.
- Books, newspapers, and magazines must be mailed directly to the inmate by the publisher, publication supplier, or bookstore. These are subject to review in accordance with correspondence rules. [DOC policy 450.100](#).

Commented [SMG5]: Consider linking to the offender mail policy for further reading.

## Email and Videograms

New technologies can help you stay connected with a loved one in prison through email, videograms, and video visits rates are detailed on the JPAY website. To register, please contact JPAY at (866) 333-5729 or visit <https://www.jpays.com/>.

Email messages are sent to the facilities where staff download and review incoming messages, then forward them to your loved one. Inmates receive their incoming e-messages on Kiosks at their facilities.

## Visiting

Each facility has its own visiting guidelines. Please visit the DOC Website ([www.doc.wa.gov](http://www.doc.wa.gov)) for the facility websites to see visit guidelines, important notices, visiting rules, family-friendly events and visit schedules.

### Video Visits

Video visits are conducted via friends' and families' computers and video kiosks located in the facility. This is a process similar to Skype.

To register, contact JPAY at (866) 333-5729 or <https://www.jpaw.com/>. Each video visit lasts 30 minutes and costs \$12.95.

- o Video visits are monitored and recorded for security purposes.
- o Regular visitation rules apply.
- o You must be on the inmate's approved visit list.
- o A current photo of the visitor must be in the visit system.
- o No nudity, profanity, gang signs, or sexual-like activity is allowed.

### In Person Visits

Visiting your loved one provides valuable support. It preserves the healthy relationship between family and friends. We strive to make the experience enjoyable and rewarding.

**Please be advised:** Unforeseen security problems may interfere with visiting, causing delayed, shortened, suspended or cancelled visits. This is unusual, but it can occur. You can follow [DOC Visitation](#) on Twitter to be notified of cancellations and changes. Instructions for following DOC on Twitter can be found on DOC's website, [www.doc.wa.gov](http://www.doc.wa.gov) or if you already have a Twitter account, you can follow @DOCVisitation.



A typical visitation room has tables, chairs, vending machines, restrooms and a children's area.

### Special Visits

Special visits may be permitted per DOC policy, for persons traveling long distances, hospitalized inmates, and professional visitors (a person acting in a professional capacity as authorized by the facility Superintendent eg. Chaplin, Social worker, or Attorney). Special visits must be requested via the [Special Visit Request form](#). Also, fill out the [Criminal History Records Check](#) and submit the forms to the inmate's counselor.

Commented [SMG6]: what is a professional visitor?

## Getting Approved

All visitors must be approved before being placed on a visiting list. This process begins by completing the application form. Please fill out either the [online application](#) or the [hard copy application](#). You do not need to complete both. Submitting multiple applications may cause a delay in processing. The forms are available at [www.doc.wa.gov/family/visits](http://www.doc.wa.gov/family/visits).

## Requirements for Visitors under 18 Years Old

The [Parent/Guardian Approval for Minor Visitor](#) form included with the [Visitor's Questionnaire](#) application must be completed and notarized. These forms can be found at <http://www.doc.wa.gov/family/visits>.

An original copy of the child's birth certificate must accompany the application. Family members are encouraged to include a self-addressed stamped envelope so the original copy of the birth certificate can be returned.

Guardianship of all minors must be verified by providing a certified copy of the court order establishing legal guardianship.

## What Can I Bring to a Visit?

Each visitor age 16 and above must bring a current photo identification (ID). The following examples qualify:

- Driver's license
- Military ID
- Tribal ID
- State ID
- Federal agency ID
- Passport

You will not be allowed to take anything into the visiting room except yourself, your picture ID, your food card, your locker key, and approved medications and/or medical equipment.

Some additional items are approved if you are bringing an infant or toddler. These details can be found on the individual [facility's web page](#) [doc.wa.gov/facilities](http://doc.wa.gov/facilities).

You must provide proof of prescription to bring medication. The [Visitor Medication Questionnaire](#) must be completed and sent in prior to the visit. This can be printed from the DOC website.

### Purchasing Food during a Visit

If you plan to buy food during your visit, there is an ATM-like machine called a food-card dispenser located at the public access doors when you enter. Only one card is allowed per visitor.

You must first buy a food card, then you can add money to it. The amount of cash accepted to purchase a food card varies depending on the facility. Please bring multiple bills, the facility cannot make change. You can keep the card and bring it to each visit, but they do not transfer from one facility to another.

Vending machine food obtained on-site is the only food available during a visit. You will have access to a microwave and plates.

### Searches

Please be prepared to be searched before a visit with your loved one. Searches are conducted for the safety of offenders, staff and fellow visitors and to ensure everyone has a safe time with their incarcerated loved ones. The graphic below provides you with an example of what to expect during a “pat” search.

Commented [SMG7]: Consider adding a sentence on why searches are conducted - may seem obvious but explaining that it is for the safety of the offenders, staff, and fellow visitors makes it understood that it's not to be punitive to family members but to ensure everyone has a safe time with their incarcerated loved one.



All belongings, vehicles and any containers/bags brought to institution grounds are subject to search.

It is like going to the airport. You will be asked to take off your jacket, belt, shoes and anything metal, then step through a metal detector. You may be taken into a separate room and patted down by an officer of the same gender. This includes children. Children must have a parent or guardian with them during the search. It is often easier to have the adult go first to show the child what to expect.

Searches will go more quickly if you follow the clothing guidelines. Specially trained dogs may also participate in the search process.

You may be prosecuted if **contraband** is found on you or in your car or belongings. Contraband includes any items brought into the facility without expressed permission of the Facility.

**Commented [SMG8]:** consider adding a line regarding what contraband means in this context - again it might seem obvious but i'd veer on the side of being over explanatory

### Clothing Standards

Visitors not dressed properly will not be allowed into the visit area. Clothing worn during a visit must meet the following standards:

- Conservative and modest
- Clean and in good repair
- Buttons or closures must be fastened to maintain modesty
- Undergarments must be worn
- Male visitors: boxers, briefs, or long underwear
- Female visitors: briefs and brassieres
- Cleavage must not be visible
- Skirts or shorts must be no more than 3" above the knee
- Shoes are required
- Belly buttons must not be visible
- Tube tops, midriffs, or other half shirts are prohibited
- Pants with more than four (4) pockets (cargo) are prohibited
- Clothing depicting alcohol, drugs, gang symbols, or sex are prohibited
- Shirts, jackets, or sweatshirts with hoods are not allowed
- Clothing that resembles state-issued offender clothing is not allowed. This includes red shirts, khaki pants, gray sweatpants, and gray sweatshirts.

What NOT to wear to visitation

Commented [SMG9]: Whole section needs to be reviewed for: Quality of photos (blurry and not high resolution), consistency in size borders etc.

No exposed cleavage.



No shoes that are more than three inches from the bottom of the wearer's heel to the floor.



No khakis.



No pants with lots of pockets, such as cargo pants.



No pants with tears.



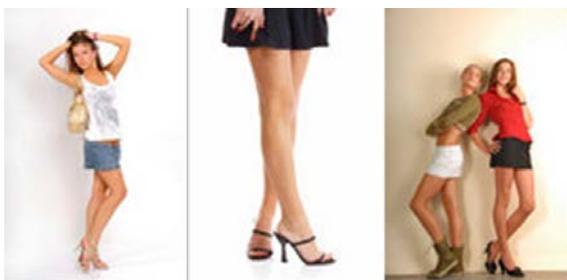
No shirts without sleeves.



No shorts higher than 3 inches from the middle of the kneecap when standing.



No skirts higher than 3 inches from the middle of the kneecap when standing.



No ties or scarves. Head gear may be worn for religious purposes ONLY but removal may be required for a search.



No exposed belly or midriffs.



No hooded clothing or camouflage of any color.



### Visit Room Conduct

Visit rooms are designed for the safety of our visitors, staff, and inmates as well as to promote supportive and positive interactions. We strive to make them physically comfortable and visually appealing.

*Brief* hugs and kisses at the beginning and end of the visit are fine. Extended contact will be stopped by the visit officer.

While seated, you need to keep your legs under the table and your hands on top of it at all times. You can hold hands above the table while you visit.

All visit rooms are equipped with cameras to observe all interactions. Visit officers will also be moving throughout the visit room.

Please respect the other visitors and do not disrupt someone else's visit.

Games, videos, and other activities are usually available in visit rooms.

Restrooms are available in the visit areas. Each facility has restroom rules you must abide by for everyone's safety.

### Questions about visiting

If you have questions about visiting, you should first ask the visitation staff at the facility. Please be sure to have your loved one's name and DOC number available.

You can contact the facility where you plan to visit and ask to speak to visit staff. Please be aware that visit staff often work a non-traditional work schedule so they are available at the facility during visit hours. Please be sure to include your loved one's DOC number and a brief summary of your concern, and visit staff will return your call as soon as they are able.

If your question or concern cannot be resolved by the facility, you may call the Statewide Visit Specialist, Elizabeth Weinandt at (360) 725-8803 or email [elizabeth.weinandt@doc.wa.gov](mailto:elizabeth.weinandt@doc.wa.gov).

### Extended Family Visiting Program

The DOC recognizes the importance of maintaining strong family ties and provides opportunities for Extended Family Visits (EFVs). An EFV is a visit between an inmate and his or her **immediate** family member(s) that occurs in a private housing unit. The visits can take place for up to 48 hours. For more information please see [DOC policy 590.100](#).

For more information about the application process please go to [www.doc.wa.gov](http://www.doc.wa.gov)

Commented [SMG10]: perhaps link to the policy for further clarification.

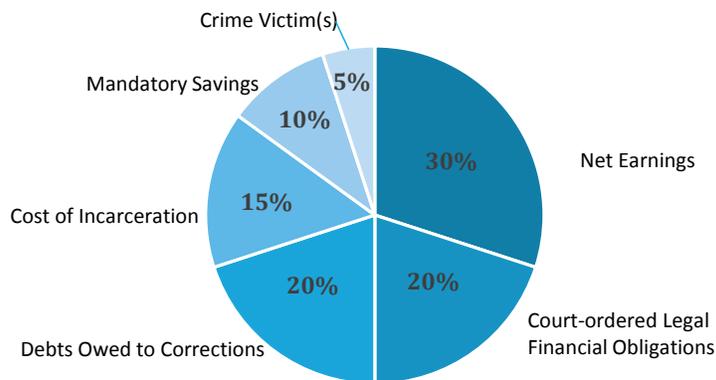
## Sending Items to Prison

### Money and Accounts

Every inmate has a trust account, which is similar to a bank account but does not earn interest. Inmates can use money from the account for things such as postage, fees for recreation programs, education, store purchases, child support, and health care co-pays.

Types of Inmate Trust Accounts	
<b>Spendable</b>	Unrestricted and available for the inmate's use. Money orders/cashier's checks not designated to another sub-account will be posted to this sub-account.
<b>Postage</b>	Can only be used for postage charges. The money order/cashier's check must be clearly marked "postage."
<b>Medical</b>	Can only be used for payment of outside medical services. The money order/cashier's check must be clearly marked as "medical." Funds received and designated for a medical sub-account prior to an inmate getting approval and will be returned at the inmate's expense.
<b>Education</b>	Can only be used for payment of education tuition/fees. The money order/cashier's check must be clearly marked as "education."

State law requires that deductions are taken from most deposits to spendable accounts. This law, [RCW 72.09.480](#), explains the details. In general, deduction amounts are displayed below.



### Sending Money

[DOC policy 200.000, Trust Accounts for Offenders](#) restricts the ability to place money in trust accounts for multiple inmates. Specifically, it reads: "Family, friends, and/or other individuals may not deposit to more than one inmate's trust account without the Superintendent's prior approval."

Commented [SMG11]: consider adding a link to the policy.

The DOC provides the following options to send money to an inmate:

- **JPAY**  
Funds sent via JPay (jpay.com) may be deposited into an inmate's *spendable, postage, education or medical sub-accounts*. When sending money through JPay, you may go [online](#), call customer service at 1 (800) 574-5729 or go in person at any MoneyGram location nationwide.
- **Western Union**  
Money can be transferred through Western Union online, over the phone, or in person. [Funds sent via Western Union](#) are deposited into an inmate's *spendable sub-account only*. If you are sending money over the phone, ask to use "Quick Collect" to receive the least expensive money-sending service.
- **Mail**  
A cashier's check or money order are acceptable for deposit. Cash or personal checks are not accepted. For more information, visit the "Family and Friends" section of the [DOC website](#).

### Sending Packages

Inmates will not receive packages when:

- Sent from home
- Newly admitted and assigned to the Reception Center
- Living in Intensive Management Units and Secured Housing Unit

### Access SecurePak

Approved packages can be ordered through Access SecurePak. You can view the catalog of approved items such as shoes, CDs, playing cards, snacks, and other items at their website.

- Phone: 1-(800) 546-6283
- Online: [www.washingtonpackages.com](http://www.washingtonpackages.com)
- Orders are accepted:
  - Monday-Friday through 11:00 p.m. (CST)
  - Saturdays until 4:00 p.m. (CST)

### Union Supply

Food packages can be ordered through Union Supply. You can view the catalog of approved food items on their website. Orders may be placed on online, by phone, fax or mail.

- **Phone:** 1(855) 247-0566
- **Online:** [www.wainmatepackage.com](http://www.wainmatepackage.com)
- **Mail:** Union Supply Direct, Dept. 105, P.O. Box 9018, Rancho Dominguez, CA 90224-9018
- **Fax:** 1 (888) 857-6219

## Prison Life

### Room Assignment

Typically two inmates are assigned to a room with a bunk bed. Roommates, often called “cellies” by the inmates, are chosen by staff based on the inmate’s age, affiliation with groups (or gangs), work assignments, medical concerns, mental health issues, protection issues, history of violent behavior, and space availability. If an inmate does not get along with their assigned roommate, he or she can speak with a Classification Counselor or unit supervisor to explore other options.

### Food



All food served in prison meals is USDA inspected and meets nutritional requirements.

Food Service is the term used for the meals served to inmates. Inmates are served three (3) nutritional and varied meals each day. A standard menu is followed by all state prisons. The standard menus are reviewed by a full-time Registered Dietitian who certifies that the menus meet nutritional requirements. All food used for inmate meals is also USDA inspected.

Prison food service departments provide modified diets for inmates whose religious beliefs include special religious or dietary needs such as kosher or vegetarian. They also work closely with the medical department to provide therapeutic diets as prescribed by health care staff.

### Commissary (Store)

Inmates can buy personal hygiene items, food, sodas, postage supplies, writing materials, vitamins, and other personal items from commissary by submitting an order form. Inmates with money in their account may purchase comfort items such as personal care items, food and beverages. Those without funds are limited to basic hygiene and correspondence items can be sold to them by creating a debit on their account that needs to be paid back to the facility.

### Television

Access to television is available in most day rooms, except in close custody settings. Select programming is available and usually decided upon through an inmate voting system. Individual televisions, for use in their rooms, can be purchased through the Access Securepac.

Commented [SMG12]: Consider breaking this section down further in groupings such as Daily Life (room assignment, food, tv commissary, religious spritual etc), Programming, Treatment, and other

Commented [SMG13]: is there a better way to word this?

## Clothing

All clothing is provided by the DOC. There are some provisions for shoes and jewelry. Most extras must be purchased through our approved vendors.

## Jobs

The DOC is committed to maintaining and expanding work and training programs that give inmates job skills they can use after prison. The DOC also wants to inspire a positive work ethic among inmate workers. As an added benefit, inmate workers make products that are used in schools and other government buildings. They provide services to communities through work crews which helps reduce the tax burden of residents in the state. Work assignments are available based upon the custody level and location of each inmate. There may be other restrictions for some which will be explained to them by their classification counselor.



Depending on their custody level, inmate jobs can be inside the facility or out in the community supervised by correctional staff.

## Health Care Services

Health care services, which include medical, dental, and mental health care are provided to inmates by on-site health care staff. The DOC assures that health care providers and counselors are licensed or certified to practice in Washington. Health care staff focus on identification of health concerns early, caring for acute and chronic health problems and preventive care.

DOC provides a telephone number for Health Services staff on each prison's web page <http://www.doc.wa.gov/facilities/>. Further information about the offender health plan can be accessed through <http://www.doc.wa.gov/family/offenderlife/docs/OffenderHealthPlan.pdf>.

Please be aware that staff are unable to discuss specific medical concerns with family and friends without a current signed Release of Information from the inmate.

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<http://www.doc.wa.gov/family/offenderlife/docs/OffenderHealthPlan.pdf&sa=U&ei=YVfeVlypJIqvyQSSqoH4Dg&ved=0CAUQFjAA&client=internal-uds-cse&usg=AFQjCNGDrURSChUWxs0AjTSD28F-PGs9Dg>

## Substance Abuse Treatment

Inmates are screened for a variety of needs, including chemical dependency (e.g. drug and/or alcohol abuse). Inmates who are determined to be chemically dependent and meet the criteria for treatment, will be provided treatment. All treatment is certified by the Department of Social and Health Services, Division of Behavioral Health and Recovery, and includes cognitive and behavioral restructuring (changing thinking and behavior), alcohol and drug education, individual and group counseling, relapse prevention, self-help support skills, and skill building. Much like medical information, substance abuse and chemical dependency information is protected by law.



All prisons have educational programs including GED and job-training classes.

## Educational Programs

Educational opportunities exist in all Washington state prisons and work release facilities. As men and women go through orientation, they are tested to determine their educational level. They are then referred or enrolled in educational programming as appropriate and available.

Educational services are contracted through the State Board of Community and Technical Colleges. Classes include:

- Basic Education (GED) (Grades 9-12)
- Vocational (Career or Work) Skills Classes
- English as a Second Language (ESL)

## Religious and Spiritual Activities

The DOC makes every effort to provide opportunity for each inmate to practice the religion of his or her choice in a fair and equitable way. This means we treat all religious beliefs equally. As long as the practices do not impact security, health, and safety requirements. Each prison has a Chaplain and most programs are supplemented with religious volunteers.

## Recreational Activities

All prisons offer recreational and hobby activities. Activities vary by facility but can include: exercise courses, sports, in-cell hobby activities, hobby shop activities such as woodworking and quilting, in-cell music activities, music room activities, open gym, and outdoor yard time.

Some programs require participants to pay a \$7.00 quarterly fee. In order to benefit from these fee-based programs, inmates must be infraction-free for a minimum of 30 days. Other activities do not require a quarterly fee to participate.



All prisons have animal training or care programs

## Rewards for Good Behavior

State law provides an option for inmates to earn time off of their sentence through positive behavior and by participating in approved programs. This system is called Earned Release Time (ERT). You can help contribute to this process by encouraging your loved one to follow the rules and participate in programs to help them be successful inside and out.

## Other Important Information

### Child Support Responsibility

Upon entering the prison system the incarcerated non-custodial parents (NCPs) will have the opportunity to have their child support obligations reviewed, potentially resulting in a reduction of monthly support obligation and/or charge off of existing debt. The Department of Social & Health Services, Division of Child Support has an updated video at the receiving facility available to the NCPs. Additional information is provided in brochures available to help explain the parent's options on how to avoid accumulating large debts while incarcerated.

Commented [SMG16]: Is DCS part of DSHS? I'd clarify here so the reader doesn't think this is a division of DOC for some reason. Also, you should like to this information - especially the video

### Prison Rape Elimination Act (PREA)

The Prison Rape Elimination Act (PREA) was signed into federal law September of 2003. PREA establishes a zero-tolerance policy regarding rape and sexual abuse in federal, state, county and city correctional systems; including prisons, jails, police lock-ups, and other confinement facilities for adults and juveniles. Information about how to report concerns is readily available to every inmate. Family and friends (community members) can report PREA allegations through any of the following:

- **Phone:** PREA Hotline 1 (800) 586-9431
- **Mail:** PREA Coordinator Post Office Box 41100, Olympia, WA 98504
- **Email:** [DOCPREA@doc.wa.gov](mailto:DOCPREA@doc.wa.gov)

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The DOC has zero-tolerance for all forms of retaliation against any person because of his/her involvement in the reporting or investigation of a complaint. Retaliation may be subject to corrective/disciplinary action.

## Victim Services Program

If you feel that you are in danger, or if an inmate's behavior is in violation of a valid court order, we strongly encourage you to contact local law enforcement immediately.

The DOC's Victim Services Program offers community members assistance with safety planning and referrals to other resources that may help. The program also provides notification about the movement or release of an inmate that causes you concern. You will need to contact Victim Services to enroll.

If you are being harassed, threatened, or are receiving unwanted communication of any kind from an offender in a DOC facility, please contact the Victim Services Program. Our staff can assist you in getting unwanted behavior stopped and assist you with any necessary safety measures.

- **Phone:** (800) 322-2201
- **Email:** [victimservices@doc1.wa.gov](mailto:victimservices@doc1.wa.gov)  
**Mail:** Department of Corrections Victim Services Program, Post Office Box 41119, Olympia, WA 98504-111
- **Website:** <http://www.doc.wa.gov/victims/>

## Prison Facility Directory

### **Airway Heights Corrections Center**

11919 West Sprague Avenue  
Post Office Box 1899  
Airway Heights, WA 99001-1899  
(509) 244-6700

### **Clallam Bay Corrections Center**

1830 Eagle Crest Way  
Clallam Bay, WA 98326-9723  
(360) 963-2000

### **Larch Corrections Center**

15314 NE Dole Valley Road  
Yacolt, WA 98675-9531  
(360) 260-6300

### **Monroe Correctional Complex**

Washington State Reformatory Unit  
16700 177th Ave. SE  
Post Office Box 777  
Monroe, WA 98272-0777  
(360) 794-2600

### **Minimum Security Unit**

Post Office Box 7001  
Monroe, WA 98272-7001  
(360) 794-2299

### **Twin Rivers Unit**

16774 170th Drive SE  
Post Office Box 888  
Monroe, WA 98272-0888  
(360) 794-2400

### **Special Offender Unit**

16730 177<sup>th</sup> Avenue SE  
Post Office Box 514  
Monroe, WA 98272-0514  
(360) 794-2200

### **Cedar Creek Corrections Center**

12200 Bordeaux Road  
Post Office Box 37  
Littlerock, WA 98556  
(360) 753-7278

### **Coyote Ridge Corrections Center**

Post Office Box 769  
Connell, WA 99326-0769  
(509) 543-5800

### **Mission Creek Corrections Center for Women**

3420 NE Sand Hill Road  
Belfair, WA 98528  
(360) 277-4440

### **Olympic Corrections Center**

1235 Hoh Mainline  
Forks, WA 98331  
(360) 374-6181

### **Stafford Creek Corrections Center**

191 Constantine Way  
Aberdeen, WA 98520  
(360) 537-1800

### **Washington Corrections Center**

2321 West Dayton Airport Road  
Post Office Box 900  
Shelton, WA 98584  
(360) 426-4433

### **Washington Corrections Center for Women**

9601 Bujacich Road NW  
Gig Harbor, WA 98335-8300  
(253) 858-4200

### **Washington State Penitentiary**

1313 N. 13<sup>th</sup> Avenue  
Walla Walla, WA 99362-1065  
(509) 525-3610



For more information contact the Family Services Unit

Phone: (253) 680-2626

Online: [www.doc.wa.gov/family](http://www.doc.wa.gov/family)

Mail: Department of Corrections Family Services Unit P.O. Box 41101, Tumwater, WA 98501