

**OREGON DEPARTMENT OF CORRECTIONS**

# **Handbook for Friends & Family of Adults in Custody**



Created in partnership with  
**Oregon CURE** 2021

## **Foreword from Oregon CURE**

The idea for an orientation and handbook for friends and family of adults in custody (AIC) grew from the experience most of our members have had coming “cold” into the world of corrections when someone we care about was convicted of a crime and imprisoned. We have been— as you probably are— angry, confused, scared, sad, and wondering what happens next.

This booklet is intended to introduce you to the Oregon Department of Corrections (DOC) and answer as many of your questions as we can. We want you to know what to expect for yourself and for your loved one, and to have a basic idea of what the rules and procedures are so that you can support your loved one through a difficult experience.

Get involved! Stay strong!

The Steering Committee  
And Members of Oregon CURE (Citizens United for the Rehabilitation of Errants)

*“Today’s Adults In Custody Are Tomorrow’s Neighbors”*

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# An Introduction to the Oregon Department of Corrections

## Mission

The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.

## Core Values

- Integrity and Professionalism
- Dignity and Respect
- Safety and Wellness
- Fact Based Decision Making
- Positive Change
- Honoring Our History
- Stewardship

## Vision

- Valuing Employee Wellness
- Engaging Employees
- Operating Safe Facilities
- Implementing Innovative Business Practices
- Preparing Offenders for Reentry
- Partnering with Our Stakeholders

## Oregon Accountability Model

The Oregon Accountability Model (OAM) encompasses the simultaneous, coordinated and efficient implementation of many Department of Corrections initiatives and projects that provide a foundation for adults in custody to lead successful lives upon release.

The OAM has several components, each of which stands on its own as a project or a part of the DOC's organization and culture. However, woven together these separate components form a stronger fiber that strengthens the Department's ability to hold AICs accountable for their actions and DOC staff accountable for achieving the mission and vision of the department. Components of the OAM include:

- Criminal Risk Factor Assessment and Case Planning
- Staff-Offender Interactions
- Work and Programs
- Children and Families
- Re-entry
- Community Supervision and Programs

For more information on the OAM, please visit the [DOC website](#).

## Frequently Asked Questions

### If I have an emergency, who should I contact?

In most cases, the person to contact is the adult in custody's correctional counselor. After completing the intake process, each AIC is assigned a counselor. You can find out who their counselor is by contacting the facility where the AIC is housed or visit the [Oregon Adult in Custody Search](#) tab on the DOC homepage. A list of all DOC facilities and phone numbers is located at the end of this publication. Because counselors often have hundreds of adults in custody on their caseload, they will not give messages to AICs unless there is a true emergency such as the death of a family member. In an emergency, you may also contact the prison's chaplain.

### May I tour the prison?

No, as a general rule, friends and family of adults in custody are not allowed to tour a prison due to security concerns.

### What if I think the adult in custody should not be in prison?

DOC is not involved in an AICs sentencing and cannot change anything a court has ordered. DOC can help AICs clarify sentencing orders or receive credit for time served in county jail. However, DOC cannot give legal advice. Information is available to AICs through prison law libraries or through their attorneys.

### Can all adults in custody earn time off their sentences?

Not all adults in custody have sentences that allow them to earn a prison term reduction. What the crime was, when it was committed, and what laws were in effect at the time of sentencing determine whether AICs can earn time off of their sentences. For those who are eligible, the amount of time they can earn varies, but generally is awarded for good behavior and for participating in programs. If you get a copy of the AIC's corrections plan and reviews, you will notice that "earned time" is tracked even if the AIC isn't eligible for earned time. This is done for statistical reasons and in the event that laws are changed in the future and an AIC becomes eligible for earned time.

### How can I find out if an adult in custody has been transferred or released?

A great resource is the [VINE](#) system, which was originally designed for crime victims. However, friends and family of AICs may use the program as well. VINE provides information about an adult in custody's location and convictions. Callers also have the option to receive an automatic notification by telephone when an offender has a change in status including transfers, hearings, releases, and escapes. To register, call the VINE hotline at **(877) 674-8463** and follow the prompts. The Oregon VINE service is available in English and Spanish.

You may also contact the Dome Building at **(503) 945-9090** to get information on the whereabouts of an AIC. General offender information deemed public in nature can also be obtained using the [Oregon Offender Search \(OOS\) system](#), a free service available to the public without registration.

# Intake and Assessment

## What is the intake process?

Adults in custody entering DOC first go through the intake process at Coffee Creek Correctional Facility (CCCF) in Wilsonville. AICs will spend an average of 30 days at intake. Medical, dental, and mental health, educational needs, and alcohol/drug use are among the areas assessed during the intake process.

Following the assessments, an intake counselor interviews each adult in custody. The counselor reviews sentence length, detainers (holds from other states, counties, or the federal government), sentence reductions (if any), release date, program options and expectations, any elevated security issues, and AIC's concerns. The counselor also reviews assessment results and the information in the AICs file. All of this information is used to determine the AIC's Custody Classification Level and identify specific criminal risk factors, so program needs are appropriately addressed. This information will help create two useful tools in determining the AIC's needs:

- An Automated Criminal Risk Score (ACRS) and
- A Level of Service/Case Management Inventory (LS/CMI) for the male-identified offenders or
- A Women's Risk Needs Assessment (WRNA) for the female-identified offenders

The ACRS number helps to guide custody level and program needs. The LS/CMI and the WRNA are used and updated later by counselors to guide the AIC's treatment plan.

## What are "classification" and "custody level"?

Classification refers to the process DOC uses to determine an AIC's Custody Classification Level. The primary tool is a classification scale that weighs risk factors to predict the likelihood of certain behaviors such as: escape, violence, and/or disruption of the safe, secure, and orderly operation of the prison. The classification system includes the following four scoring elements:

1. Escape History
2. Sentence Remaining
3. Detainers
4. Institutional Behavior

Custody levels range from one to five, where one is the lowest possible level of custody and five is the highest. These levels can be raised or lowered during incarceration. They are reviewed any time something happens that causes a change in one of the elements. An AIC may ask to have their custody level reviewed through a process described in Administrative Review in [Oregon Administrative Rule 291-104](#).

DOC also utilizes a validated predictive tool called the *Violence Predictor Score (VPS)*. The highest score on any of the four scoring elements listed above or the VPS will determine the overall Custody

Classification Level. The VPS is only a factor during the first year of incarceration and is based on variables which predict who might be at higher risk for violence. After the initial year, the classification score is determined using only the four scoring elements listed above.

### **What is a “case plan”?**

A case plan is a document that is similar to a treatment plan. Through the intake and assessment process, an AIC’s criminal risk factors and areas of need are identified, and appropriate programs and treatments are assigned. These assigned programs and treatments are entered into the AIC’s case plan and revised as necessary during the individual's incarceration period. Programs and treatments can include work, basic education, alcohol and drug treatment, anger management, mental health treatment, cognitive programs, parenting classes, and more. The AIC’s progress in completing programs, work assignments, treatments, as well as housing assignments, compliance, and misconducts are tracked through the case plan.

### **May I be involved in the case plan?**

The corrections plan is developed by the intake counselor and discussed with the adult in custody near the end of the intake process. If you wish to provide input in the development of the corrections plan, you may contact the intake counselor. Once the intake process is completed, AICs and their correctional counselors meet and review the corrections plan as necessary. You may ask an AIC about their corrections plan (they may send you a copy), and how they are doing on completing the plan’s requirements.

Your support and encouragement to follow the plan and complete program requirements are extremely helpful in improving the chances that the individual will be successful upon release. If the AIC is eligible for parole or a sentence reduction, completing the plan’s requirements is an important step toward getting out sooner. Note: If an AIC has not filled out a Release of Information (ROI) form, the amount of information DOC staff can share is very limited. Encourage the AIC to sign the ROI – this will allow the counselor to share information beyond what is available as Public Information.

### **Can I visit an adult in custody while they are involved in the intake process?**

No, visiting is not allowed for individuals involved in the intake process. Visiting applications cannot be processed until the intake process has been completed. AICs must wait until they are moved to their housing facility before they complete and submit [visiting applications](#). Family and friends are encouraged to wait until the AIC has been moved from intake before submitting the visiting application (found on DOC’s website) in order to expedite the process.

### **How is prison placement determined?**

Adults in custody are assigned to a facility in the final stages of the intake process. Considerations include the AIC’s potential conflicts with other AICs (enemies and co-defendants), program needs, custody level, and space availability. Increasingly, assignments are made on the basis of which facility offers the programs the individual needs. Medical and mental health issues also affect placement decisions. For these reasons, minimum custody AICs may not always be sent to minimum security prisons.

## Facilities

### How many prisons are there? Where are they?

DOC uses the words prison, institution, and facility interchangeably. There are currently 14 state prisons in Oregon. All female AICs are housed at Coffee Creek Correctional Facility. All other DOC facilities house male AICs. Click the link for a list of [facility locations](#).

### Why are adults in custody transferred among facilities?

An individual can be transferred at any time to another facility for a variety of reasons program availability, medical needs, security or bed space issues, etc. For security reasons, transfers are not announced in advance. However, by registering with [VINE](#) you will have the option to receive an automatic notification by telephone when an offender has a change in status including transfers, hearings, releases, and escapes. To register, call the VINE hotline at **(877) 674-8463**.

### Do adults in custody ever get hardship transfers?

Under very rare circumstances an adult in custody may be transferred to a different facility because of hardship. Each case is closely reviewed by staff members at the location where the AIC is transferred after completion of the intake process, to determine whether the hardship justifies a transfer. Visiting inconvenience and considerable distance from family or friends are not considered hardships.

### How can I find out how an adult in custody is doing during incarceration?

The best source of information is the AIC. You may write them using the addresses listed at the end of this publication. You must include the AIC's name and State Identification Number (SID) on the envelope above the facility name and address, otherwise your mail will be returned. If you don't have the individual's SID number, simply contact the institution where they are located and request it or visit the [Oregon Offender Search \(OOS\) system](#).

Please refer to the section titled, [Contact an Adult in Custody](#), on the DOC website, for more information on additional forms of communication.

If you need more information or would simply like to speak to a staff member regarding a particular AIC, you may contact the AIC's correctional counselor. If there is a Release of Information on file (ROI), they can give you an idea of the AIC's progress and how you may be able to help. Note: If an AIC has not filled out a Release of Information (ROI) form, the amount of information DOC staff can share is very limited.

### How can I communicate with an adult in custody through the mail?

To send a card or letter to an AIC, you must address it to them using their committed name (no nicknames or AKAs), SID number, and institution name and address. If you are unsure of the AIC's SID number, you may call DOC at **(503) 945-9090** or search the DOC [Oregon Offender Search \(OOS\) system](#). Your first and last name and address must be on the FRONT of the envelope. Stickers, glue, tape, glitter, perfume, lipstick, or any other foreign substance or stain located on the inside or outside of the

envelope or on the letter itself will cause your mail to be rejected. Letters or artwork in crayon or gel pens, envelopes, stamps, cash, checks, blank paper or cards, cardboard or maps are also NOT allowed.

You may send cards or letters and up to ten of any one kind of permitted item in a single envelope, as long as the stuffed envelope is not more than ¼ inch thick. Permitted items include newspaper or magazine clippings, drawings in pen or pencil (lead or colored, but NOT crayon), photographs (NO Polaroids), or small pamphlets. Photocopies or computer printed photographs are also permitted. One page of photocopied or computer printed photographs is considered *one* permitted item. Please note that there are also restrictions on the content of photographs. Photographs containing actual or simulated sex acts and nudity (regardless of age or gender) or gang-related poses, hand signs, etc. are prohibited. Books (new and used), newspapers and magazines must be sent directly from the publisher or an approved vendor.

If the mail you send violates the mail rule ([OAR 291-131](#)), it will be returned to you along with a printed notice explaining why your mail was returned. The AIC will also receive a copy of the same notice. ALL mail is opened and inspected before being delivered to AICs. For more information on mail-related matters, or to review the DOC mail rule ([OAR 291-131](#)), contact the mailroom at the AIC's institution or visit the [DOC website](#).

### **Can adults in custody place calls from prison?**

Yes, adults in custody may make calls to approved phone numbers from all DOC institutions. However, before a call can be placed the AIC must enroll in Voice Verification set up a PIN number. This number is given to AICs within a few days of their arrival at intake. If friends and family have set up a pre-paid account with [ICS Corrections, Inc.](#), the AIC could place a call using those pre-paid funds.

DOC has contracted with [ICS Corrections, Inc.](#) to provide communications and account billing services to AICs. Recipients of these calls may include friends, family, and attorneys.

#### **Friends and Family Phone Number Validation:**

To receive a telephone or video interactive phone (VIP) call, friends and family members must validate their telephone number by setting up an account through [ICS Corrections, Inc.](#) billing agent ICSolutions.

Once an account is created, you will then select "Validate Phone Number" from the "What would you like to do?" drop down menu. Friends and family members will be required to provide a credit or debit card number (*for authorization purposes only*), be in possession of the phone you wish to validate and be capable of receiving a text message.

Once your number is validated, you will be eligible to receive both telephone and video interactive phone (VIP) calls. The entire online phone number validation process typically takes less than five minutes.

If a valid credit or debit card or cell phone are not available, you may validate your telephone number by emailing a copy of a valid telephone bill and government issued ID to [customer@icsolutions.com](mailto:customer@icsolutions.com) or via mail to the following address. Phone number validation requests sent in by mail typically take 5 to 7 business days to process.

ICSolutions  
Customer Service  
2200 Danbury St  
San Antonio, TX 78217

### **Set Up a Prepaid Account:**

If friends or family members want to pay for telephone or video interactive phone (VIP) calls, a Prepaid account can be easily set up through an ICS Corrections' billing agent ICSolutions at 888-506-8407 or [www.icsolutions.com](http://www.icsolutions.com). Although you may fund an account at any time, you will not be eligible to receive telephone or video calls until your phone number has been validated.

### Available Services

Phone, video, interactive phone (VIP) calls, and voicemail

Provided through ICS Corrections' billing agent ICSolutions. Prepaid services allow you to receive AIC phone calls to your validated phone number, receive video interactive phone (VIP) calls, and leave voice messages for AICs.

- \$300 monthly spending limit
- \$100 maximum per transaction limit

### Electronic Messaging

Friends and family members can communicate with AICs through ICS Corrections' electronic messaging system, provided through [CorrLinks](#).

Friends and Family members cannot initiate email communication with AIC's and must wait until they receive an invitation with an identification code to set up an account.

### **AIC Communications Account Services:**

The new communication system allows for you to add money to the AIC's communications account, which they can use to pay for calling and tablet services. AIC communications account deposits can be made online at the link below, Lobby Kiosk (coming soon), walk-in location, or by mailing a personal or cashiers to our lockbox at the address below.

Access Corrections  
Oregon DOC AIC Communication Payments  
PO Box 12486  
St. Louis, MO 63132

The following restrictions may be applied by DOC to AIC calling:

- 30 minutes limit on call duration
- Calling availability hours may vary by facility

- Call monitoring, recording, and AIC voice validation (in order to place calls)
- Blocks on types of phone numbers (such as 800 numbers) or selected phone numbers
- Temporary or permanent denial of phone usage rights for such reasons as disciplinary problems or requests by a called party

Be advised that ALL CALLS ARE MONITORED and recorded. Due to the number of adults in custody in the system, calls are limited at each institution to a length of time determined to be appropriate for that institution. This time limit is determined by the size of the institution's population and its phone availability. A recorded message will warn you that your time is coming to an end and the call will automatically terminate one minute later. The adult in custody is welcome to call back if there is a phone available. Attempts to make any kind of three-way or conference call or use of the call-forwarding feature will result in your phone number being permanently blocked.

### **How can I place money on an adult in custody's commissary account?**

AICs have a commissary account—known as a trust account—that is managed from DOC's Central Trust in Salem, **(503) 378-5842**. You may [add funds to an AIC's trust account](#) in a variety of ways. Kiosks are located at each institution and at the Dome Building in Salem. There is a surcharge for using cash or credit and debit cards. Be sure to follow the directions carefully in order to deposit funds to the AIC's *trust account* instead of to their ICS account. See the Oregon DOC website for additional funding options and instructions through Telmate, JPay, and ICS Corrections, Inc. account. If you prefer, you may send a *money order* or *cashier's check* made out to the Oregon Department of Corrections (NO cash or personal checks), along with the individual's name and SID number to:

**DOC Central Trust**  
**PO Box 14400**  
**Salem, Oregon 97309**

DO NOT send money directly to the institution where the AIC is located. ALL funds sent by mail to be deposited on an AIC's trust account must be sent to the Central Trust office. Once funds are received and deposited in the AIC's account, the individual will be sent a notice stating how much money was credited to their account and who deposited the money.

Please do not include any letters or other personal items in the envelope that you use to mail the money order or cashier's check in to DOC Central Trust. Letters, cards, or pictures cannot be accepted and will be discarded. These items need to be sent directly to the institution where the individual is housed.

Any PRAS (Performance Recognition & Award System) awards or monetary gifts received from an AIC's family or friends are credited or deposited to the DOC Central Trust account. PRAS awards are points awarded to an AIC for satisfactory performance in a job assignment or correctional program. These points accumulate and result in a monetary deposit into the AIC's trust account that can then be used for commissary or to pay for outside things such as gifts, magazine subscriptions, educational courses, or other materials. An AIC may also transfer money from their trust account to a phone account. See the section entitled, [Contact an Adult in Custody](#), for more information on institution phones. An AIC

may also use money from her or his trust account to send money orders or gifts to family and friends outside of the institution, after first being reviewed by staff for security purposes.

***NOTE from CURE:*** *As family and friends of adults in custody, we know you want to support your loved one. However, you need to decide if, when, and for what reasons you will send money to an AIC, as well as how much you can afford to send. AICs may purchase things like hygiene supplies, writing materials, art supplies, “sturdier” shoes, and snack food from the commissary. Until the AIC has a job, it may be helpful for him or her to have some money to purchase those things. However, all basic needs are provided for and there is no need for an AIC to have large sums of money available. Your first priority is to take care of yourself and your family. You may also have the added expense of paying for phone calls and any costs associated with traveling to visit your loved one. Remember that it’s ok to say “no.”*

## **How do I go about visiting an adult in custody?**

### **Getting on an AIC’s Visiting List**

Once an AIC has completed the intake process at CCCF (which usually takes about 30 days), males are transferred to another institution, and females are removed from intake status. AICs can then complete and submit a visiting application. In order to do this, they will need some information about the person wishing to visit them. This information includes, among other things: the visitor’s name, address, date of birth, driver’s license number, and phone number. If you don’t feel comfortable providing this information to an AIC, you may also submit a visiting application yourself using email, fax, or U.S. mail. Directions for submitting completed [visiting forms](#) can be found on the form itself.

All individuals wishing to be placed on an AIC’s visiting list, regardless of age, must submit a visiting application. Minor children must also have a *Letter of Custodial Consent* on file, signed by the custodial parent or legal guardian and witnessed by a Notary Public, in order to be approved for visiting. This letter will be mailed by DOC to the minor child’s custodial parent or legal guardian upon receipt of the child’s visiting application. A minor child must be accompanied, during the visit, by any adult who is on the AIC’s list of approved visitors.

An AIC may be permitted an unlimited number of approved visitors on their respective visiting lists. Please be advised that it is the AIC’s responsibility to select which people they would like to have on their approved visiting list. Simply submitting an application does not guarantee that you will be placed on a visiting list.

A criminal records check will be completed on all applicants age 15 and over. Submitting false information may result in the application being denied. Past criminal activity may not necessarily prevent someone from being placed on a visiting list.

The AIC will be notified in writing if a visitor has been approved and added to their visiting list or denied. It is the AIC’s responsibility to notify the visitor of the approval or denial. DOC staff cannot tell you whether or not you have been approved or denied over the telephone. The request for the status must be in writing. Additionally, DOC staff cannot tell you who is on the AIC’s approved visiting list. If denied, the visitor or the AIC may appeal the decision.

## The Visiting Point System

AICs are allowed 26 visiting points per month, though some facilities no longer keep track of visiting points. Please contact the facility in which the individual is housed to get more information on the visiting opportunities offered there. Each individual visit deducts points from the total allowance. Weekend and holiday visits deduct two points per person. Weekday visits deduct one point per person, per visiting session. Visiting points shall not be deducted for children one year of age and younger or adults 65 years and older. Some institutions may waive visiting points or frequency of visits allowed to accommodate work schedules or visitor travel distance. If you think this may apply to you, contact the institution ahead of time. In addition, DOC offers extra visiting points as part of the Non-Cash Incentive (NCI) program, between five and ten depending on the AIC's Incentive Level. See the section entitled, "*Why take part in programs if an adult in custody will not get a sentence reduction?*" for more information on Non-Cash Incentives. Other special visiting programs are available at many of the facilities for AICs who have earned NCI benefits. Please contact the individual or their institution counselor to learn more about what is available at the facility in which they are housed.

## Arriving at the Institution

When you arrive at the institution for a visit, park and lock your vehicle in the visiting parking lot. Children and animals cannot be left unattended in the vehicle or anywhere on the institution grounds. Smoking is not allowed within a correctional institution or on State of Oregon property, so please leave any tobacco products behind. Shuttle bus services for transporting visitors may be available at some of the institutions. These services are provided by various local social service agencies. You may call the institution you will be visiting ahead of time to see if shuttle services are available. Be advised that visiting hours may vary between institutions. You should contact the institution you wish to visit in order to determine visiting hours. Visiting information for each facility can also be found on the [DOC website](#). You must arrive no later than 30 minutes before the end of a visiting session. Delays may occur when you are waiting for a visit. Plan for unanticipated delays by giving yourself plenty of time to go through the check-in process.

## Processing of Visitors

When you enter the institution for a visit, you will likely be in a line with other visitors. You will sign in and present appropriate photo identification. Appropriate identification for visitors 16 years of age and older includes: driver's license, passport, state ID card, military ID card, school ID card, or other official government ID card. Appropriate identification for visitors 15 years of age and under includes: birth certificate, social security card, Oregon Health Plan medical card, student body card, state ID card, or Smile Safe Kids ID card. Please come prepared with proper ID.

Appropriate clothing must also be worn in order to successfully pass through the security screening. **YOU MAY NOT WEAR BLUE DENIM OF ANY KIND or any other clothing resembling AIC attire—if possible, avoid wearing any kind of blue clothing.** A good rule to follow is to wear conservative clothing. Please do not wear suggestive, revealing, low-cut, or skimpy clothing. Dresses, skirts, pants, or shorts may not be shorter than two inches above the middle of the kneecap. Hats, wrap-around skirts, halter tops, sheer or see-through clothing are not allowed. Gang-related clothing, camouflage, or clothing with controversial statements or slogans are also not allowed. Footwear and undergarments

MUST BE WORN. It's suggested that new visitors bring an extra set of clothing with them just to be sure that you'll be allowed into the institution. You can store your unused clothing items in your vehicle. Most institutions also have lockers available for visitor use. Typically, a quarter will be required to store items in an institution locker. The institution is not responsible for items placed in lockers.

All visitors will proceed through a security checkpoint to access the visiting area. Security staff will screen all visitors and search all authorized hand-carried items. As a part of the security screening, you may be required to proceed through a metal detector or be "wanded" by a handheld metal detector. If additional screening is needed, visitors may be subject to a frisk search conducted by a security staff member of the same gender as the visitor. Be advised that metal buttons, body piercings, jewelry, underwire bras, and some shoes may activate the metal detector. Avoid wearing metal as much as possible or be prepared to remove certain items in order to pass through the metal detector successfully.

Visitors with internal or external medical devices should check with their doctor prior to arriving to determine whether it is safe to go through a metal detector. If the doctor determines that it is not safe for the visitor to be processed through a metal detector, the visitor must have documentation from the doctor stating this. Visitors with pacemakers should carry a pacemaker ID card. Visitors confined to a wheelchair will also need to provide medical documentation to support their need to be in a wheelchair. Reasonable accommodations will be made for visitors with disabilities in compliance with the American Disabilities Act (ADA).

## **Permitted Items**

Each visitor is allowed to bring up to \$20 in change. Tokens, tickets, bank cards, or other authorized cash substitute devices may be allowed in the visiting area at certain facilities. All are subject to inspection and approval.

Cell phones, pagers, or other electronic devices are also not allowed in the visiting area. For this reason, you may be required to lock-up personal items in your car or in the lockers provided for visitor use. Visitors may bring five non-Polaroid photographs or five sheets of photographs into the visiting room. All photographs must leave the visiting room with the visitor at the conclusion of the visit.

A limited number of supplies for infants are permitted. Approved items per child include: two diapers, one clear plastic bottle, one single layer blanket, one pacifier, and diaper wipes contained in a clear plastic bag. All items shall be subject to search. Any medications that are prescribed for emergency purposes, such as inhalers or nitro tablets are to be left at the Sergeant's desk for security reasons. Because of this, you will be seated in this vicinity. Any other medications, prescribed, or non-prescribed, are not allowed in the visiting room.

## **The Visiting Room**

Once you have been processed through the security screening, your hand will be stamped with special ink that is only visible under a black light and you will be led into the visiting room. Each DOC institution has a designated visiting room or area with assigned seating. Visiting room staff will tell you where to sit as you enter the room as each institution handles this a bit differently. Most visits

between an adult in custody and their family are classified as “privileged visits.” During a privileged visit you are allowed limited physical contact. Visitors approved for privileged visiting may share a brief embrace and/or kiss with the AIC at the beginning and end of the visit. Excessive physical contact will be grounds for terminating the visit.

When you enter the visiting room you will see chairs, and in many of the institutions, small, individual tables arranged in a row. Generally, the AIC will sit on one side and the visitor on the other. Chairs **MUST** be left in their original position. Handholding and holding of small children eight years of age and under is permitted. Many of the institutions have playrooms with toys and activities for children. Crayons and coloring books are also available for children to use while they are seated with the adults.

There may be vending machines in the visiting area. The visitor may purchase food or drink items for him or herself or the AIC, but the adult in custody and the visitor *may not share* the same food or drink. AICs are prohibited from handling money or tokens and from approaching or operating the vending machines.

Many visitors stay for the entire visiting session, although you don’t have to. You may leave before a visiting session ends, but you may not return for another visit within the same visiting session. You may also choose to begin a visit after a visiting session has begun. As long as you arrive no later than 30 minutes before the end of a visiting session, you will be allowed to visit. Be advised that staff may limit the visits to one hour if the visiting area is full and there are other visitors waiting to come in for a visit. At the end of the visiting session, staff will make an announcement that the session is over. Visitor restrooms are available.

Your visits will be monitored by staff and, in some cases, by video cameras. The staff may deny or stop visits when they have reason to believe that the visits might jeopardize the safety and security of the institution. It is important that you comply with all regulations and with instructions from staff. If there are any problems or questions associated with your visit, speak with visiting facility staff. If they are unable to resolve your concern, you may ask to speak with the visiting facility supervisor. Visitors are encouraged to visit the [DOC website](#) or contact the institution they will be visiting for more detailed information or questions regarding the visiting process.

There are various Enhanced Visiting Events that take place at the institutions, which are typically held around Holidays. These Holidays could include Easter, Fourth of July, Labor Day, Thanksgiving, Christmas, Halloween, etc. The type of function may vary at each institution. Enhanced Visiting Events may not be held at certain institutions. You may visit the DOC website or contact the institution for more information or questions regarding Enhanced Visiting Events.

## **Contraband and Sanctions**

Although contraband is usually thought of as drugs, tobacco, or weapons, contraband is actually considered to be anything that AICs are not authorized to have in their possession. Things that seem “innocent” to a visitor or an AIC may be considered contraband to DOC. Visitors are not allowed to exchange anything with an AIC or bring anything in with the intent of giving it to the AIC during a visit. Individuals are not authorized to take anything from the visiting room back to their housing unit. They will be searched upon entering and leaving the visiting room. If they have something upon leaving the

visiting room that they didn't have when they arrived for the visit, it is very likely to be discovered. The AIC may go to segregation as a result of an attempt to bring something back to their housing unit and your visiting privileges may be suspended or restricted for a period of time, or permanently.

There are a range of sanctions for misconduct on the part of the AIC and the visitor. For minor, one-time infractions, the visit may simply be terminated, which means the visitor will be asked to leave. There is no written follow-up to the visitor at this level, provided no change in visiting status results. Please remember that attempting to argue will likely not accomplish anything. Sanctions for more serious violations range from 30-day to two-year suspensions or restrictions to basic visiting. Permanent removal of visiting privileges may also result. Because these sanctions result in a change in visiting status, visitors will receive written follow-up.

For more detailed information on visiting, sanctions, requesting administrative reviews and appeals, please review the [DOC rule on visiting \(OAR 291-127\)](#).

### **Why does DOC have zero tolerance for gang activity?**

Gangs, also known as security threat groups, are considered a threat to safety and security. DOC enforces a "zero tolerance" policy on gang activity. This is to keep members of rival gangs from continuing their conflicts inside prison and engaging in conduct that threatens the safety of staff and other adults in custody. It is important for friends and family members to know that gang-related materials or displays sent to an AIC will not be permitted. Any such material will be returned. Additionally, sending such material may cause the individual to be identified as a gang member or affiliate.

### **What types of housing are available in the prisons?**

AICs live either in a dorm setting or in a cell. Most AICs assigned to a cell share that cell space with another AIC. The following is a list of the various types of housing utilized within DOC:

- **Privileged Housing**

Individuals in privileged housing units generally have a little more flexibility and more privileges than other housing assignments. To be eligible, AICs must be following their corrections plans and have clear conduct for a certain amount of time. Only a few prisons have privileged housing.

- **General Population**

Most AICs are in general population. During specific hours, they work, attend programs and meals, have access to the yard, library, gym, day room, and phones. They may also possess a limited amount of personal property.

- **Disciplinary Segregation Unit (DSU)**

Disciplinary segregation is the "jail" within a prison. AICs are assigned to DSU for serious rule violations. Each AIC who receives a rule violation has a hearing which results in a finding and

sanctions (if appropriate). If their actions present a threat to security, AICs can be sent to DSU immediately pending a hearing. Individuals housed in DSU are confined to their cells 23 hours a day. They have one hour a day for recreation and a shower. They may be sanctioned to DSU for up to 190 days.

While in DSU, telephone calls can only be made in an emergency. AICs in DSU are only allowed one-hour basic visits with immediate family members. Most personal property is removed until the individual returns to general population. When released from segregation, the AIC's status is reviewed to determine new work, program, and cell assignments. Most AICs also lose privileges for a period of time upon their release from DSU.

- **Administrative Segregation (AdSeg)**

AICs who are an immediate or continuing threat to security, staff, and other AICs, or who are at risk of being harmed by other individuals are housed in AdSeg. They may be there voluntarily or involuntarily. Adults in custody who need to be in protective custody are also housed in AdSeg. Those who enter AdSeg voluntarily may have more privileges than others in AdSeg, including contact visits (at some prisons), and visits with other people on their visiting list in addition to immediate family members on their lists.

- **Intensive Management Unit (IMU)**

IMU is a housing and program assignment for individuals that are classified "maximum security," or custody Level 5. AICs who have a significant, documented history of violence or disruption within prison are housed in these units.

Life in IMU is extremely restrictive; AICs remain in the unit for all activities. Whenever leaving their cells, AICs wear physical restraints (handcuffs and shackles), and are escorted by two staff. While in their cells, they are not in restraints. Appointments must be made for visits, and only immediate family can visit.

IMU housing assignments are reviewed every six months. An AIC must make progress in programs and demonstrate appropriate behavior before a reclassification and return to general population is considered. There are several levels of privileges within IMU that AICs work to achieve.

- **Mental Health Infirmary (MHI)**

This special housing unit is for mentally ill or severely emotionally disturbed individuals who are in need of treatment and who endanger themselves and others or are unable to care for their basic needs.

- **Medical Infirmary**

Some adults in custody with severe, chronic health problems need to be housed in a prison infirmary. Additionally, several prisons have a hospice program for terminally ill AICs.

## **What is a typical day like for an adult in custody in general population?**

Most days are fairly busy with work, programs, meals, appointments, showers, and recreation. Each AIC has a daily schedule to follow and checks each evening for any call-outs (appointments) that may be scheduled for the next day.

Breakfast usually begins between 5:30 a.m. and 6:00 a.m. AICs have approximately 20 minutes to eat. When breakfast is finished, they return to their cells or bunks, except for those minimum custody AICs who go to outside work assignments. AICs who stay in the prison are later released to go to their individual assignments (i.e. work, school, other programs, call-outs, and recreation).

At mid-day, AICs return to their cells or bunks for “count,” which occurs at least three times per day. They then go to lunch, return to their cells or bunk, and then proceed with their afternoon schedules. Mail is delivered on weekdays, usually in the late afternoon.

After dinner, individuals return to their cells or bunks. Some may have work, programs, or call-outs in the evening. Others spend time in the day room watching TV, playing cards, making phone calls, etc. Some AICs go to the recreation yard while others stay in their cells or dormitory to draw, listen to music, or sleep. AICs may order items from the commissary once a week. At approximately 10:00 p.m. everyone is locked in their cell or expected to remain on their bunk for the night. Those who work a night shift must be up and ready to go to work at the scheduled time.

## **What kinds of rules are adults in custody expected to follow?**

Adults in custody have a variety of rules to learn and obey. Each AIC is issued a copy of DOC’s *Rules of Prohibited Conduct* upon arrival and is responsible for knowing and following all the rules. Rules range from prohibiting assault on another person to specifying items of clothing that must be worn. There are various sanctions for violating the rules, from a relatively small sanction such as a cell-in or bunk-in for a few hours, to more severe sanctions that may include time in disciplinary segregation. While rules may seem unnecessary or arbitrary, every rule is in place to keep everyone safe.

## **How do adults in custody communicate with prison officials?**

AICs speak directly to staff assigned to their housing units or during programs. To talk with their counselor or other staff members whose office may not be located on the housing unit, AICs simply fill out an *AIC Communication Form* (commonly called a “kyte”). The kyte is then mailed through the DOC internal mail system and no postage is required. Most of the time the kyte will come back with a written response or the individual is placed on call-out to see the staff member. AICs may also contact administrators or an administrative division in the same way without having to pay postage.

## **What staff positions are in the prisons, and what do they do?**

All staff are responsible for maintaining the security and supervision of adults in custody. All staff are also responsible for supporting an AIC’s correction plan. Staff at DOC facilities include:

- **Security staff** maintain the safe, secure, and orderly operation of the institution. Security staff (sometimes referred to as custody staff) includes correctional officers, corporals, sergeants,

lieutenants, and captains. They are supervised by a security manager and, in some prisons, an assistant superintendent of security.

- **Program and treatment staff** include counselors, teachers, work coordinators, chaplains, library coordinators, mental health specialists, transitions coordinators, and health care providers. Some of these staff are DOC employees and some are employed by another agency providing the services under contract.
- **Administrative staff** perform the administrative and clerical duties necessary to run a complex institution. These include the superintendent, assistant superintendent(s), and support staff, as well as people who work in maintenance (physical plant), food services, records, etc.
- **Volunteers** assist in religious, education, and club activities. They undergo a thorough background check and attend several trainings before they begin volunteering in a prison.

### **What training is provided to institution staff?**

New employees are given between 40 and 120 hours of orientation and training, depending on their position. Topics include DOC's mission, vision, values, the Oregon Accountability Model, rules, operating policies, safety standards, performance expectations, offender management, and the specific practices of their assigned worksite.

New correctional officers also attend a five-week basic corrections academy where they learn interpersonal communication, offender management, and security techniques. Officers maintain first aid and CPR certification. They also receive training in mental health issues. Employees attend additional training each year, ranging from refresher courses in basic correctional skills to programs in advanced communication skills, leadership, and management techniques. Those in specialized positions such as health services and mental health case management are expected to participate in additional training to maintain professional certification or licensing.

### **What do I do if I have concerns or complaints about the way an adult in custody or I have been treated?**

If you have concerns about the way you have been treated, you may want to contact the employee's supervisor or the prison superintendent. If DOC finds a problem, corrective action will be taken. You will not be informed about discipline of any staff. If you do not think your concerns were adequately addressed, you can pursue the matter with those who have supervisory authority over the people with whom you have already made contact. To find out who you should address your further concerns to, you may call the Dome Building at **(503) 945-9090**, or visit the [DOC website](#).

Adults in custody have several options when addressing concerns or complaints regarding their treatment, including formal grievance procedures. They learn about their options during orientation. Additionally, AICs have handbooks they may reference.

## **What kind of health care is available?**

AICs are screened during the intake process for health problems. DOC Health Services obtains a medical history from the AIC and completes medical and dental exams. Those in need of further care are sent to an institution that can meet their health needs.

State and federal laws require that health care be provided to AICs. Health services are provided by professional, properly licensed or certified staff, in settings designed and equipped to deliver this type of service. Health care in prisons meets standards set by an accreditation organization. If the institution is unable to provide the level of care that an individual need, public institutions (hospitals or clinics) and outside resources (specialists for consultation) may be used. For staff to be able to talk with you about an individual's health needs, condition, or treatment, the AIC will need to sign a Release of Information (ROI) form that specifically addresses health care.

## **Correctional Programs**

### **What programs are available for adults in custody?**

There are many different types of programs, varying from facility to facility. For example, some prisons focus on education, some focus on work, some focus on transition, and so on. This form of organization is intended to make the most efficient, effective use of DOC resources, staff, and institutions. Each male AIC is sent to a specific prison based on his needs. All types of programs are available for women at CCCF.

AICs can be eligible or non-eligible for different programs depending on their ACRS, drug dependency level, educational level, and other various factors. For more information, contact the AIC's facility or visit the [DOC website](#).

## **Education**

- **Adult Basic Education**

Adult basic education is offered to individuals with limited literacy skills.

- **Cognitive Skills Development**

Cognitive skills development focuses on changing criminal behavior by changing thinking patterns. AICs learn more about what they need to do to become responsible citizens when they get out of prison.

- **Work-Based Education**

Work-based education helps individuals develop work-related skills and train for specific jobs.

- **GED Programs**

GED programs are offered to individuals without a high school diploma.

## Treatment

- **Substance Abuse Treatment**

DOC offers prison-based intensive/residential and day substance abuse treatment as well as outpatient substance abuse and cognitive restructuring programs and treatment groups. Offenders with gambling-specific treatment needs may also participate in the Gambling Evaluation and Reduction (GEAR) program or the Gambling Reduction for Incarcerated Persons (GRIP) program. In addition to these treatment programs, offenders have the opportunity to participate in volunteer-led 12-step programs such as Narcotics Anonymous (NA), Alcoholics Anonymous (AA), and Celebrate Recovery, which are held weekly in all prisons.

## Mental Health

Services include case management, crisis intervention, medication and medication management, residential and day treatment, and some individual and group counseling. Short-term services are available for AICs who are suicidal or who are having difficulty dealing with a particular situation (such as a death in the family).

## Developmental Disabilities

There is case management and a day treatment program for adults in custody with developmental disabilities. The AICs are housed in general population. Once they complete the day program and have adjusted to prison, they may be transferred. Their assigned case manager sees them every six-months or as necessary.

## HIV/AIDS

Testing, education, and counseling are provided. Basic information is provided to all AICs at intake. Brief supportive counseling is provided to individuals newly diagnosed as HIV positive, and limited ongoing counseling to individuals with AIDS. Risk reduction classes are provided to all AICs prior to release.

## Other Services

- **Religious Services**

Religious services, study groups, music programs, and pastoral counseling are offered through prison chaplains and volunteers. A number of different religions are represented in the prisons. Chaplains also notify AICs of serious illnesses or deaths of family members or friends in the community.

- **Legal Services**

AICs have access to legal information and materials through legal libraries in the prisons. AIC legal assistants are available in the legal libraries to assist other AICs with their legal issues or paperwork.

- **Transitions Services**

In the last six- months of an individual’s sentence, specific services are provided by DOC to prepare them for a successful re-entry into society. The primary program in Transitions is *Road to Success*. This is a voluntary program that includes the following components: Employment, Working Effectively with Your Parole Officer, Your Family and Your Release, Understanding the Basics of Money Management, and Housing. In addition, Transitions Services coordinators will assist with areas such as helping AICs locate potential residences for their re-entry, contacting the DMV, Veteran Services, etc. for re-entry issues, and preparing for their medical needs upon release. Many other services are offered through Transitions and each AIC is personally assessed to determine what services they are interested in. You can assist the AIC’s successful re-entry by encouraging them to take part in any Transitions Services they might need.

- **Recreation and Other Activities**

Each prison has different activities for AICs that may include clubs, sports, cultural groups, religious groups, etc. Contact a facility or visit the [DOC website](#) for more information.

## **What are Alternative Incarceration Programs (AIP)?**

In Oregon, “alternative incarceration” refers to intensive prison programs in which selected AICs are given the opportunity to address criminal risk factors. Alternative Incarceration Programs (AIP) emphasize intensive alcohol and drug treatment. NOTE: Due to limited space availability, placement in an alternative incarceration program is not guaranteed, even if an AIC is determined to be eligible for participation. Recommendation from a court/judge will also not guarantee placement in an AIP program. If you would like more information regarding Alternative Incarceration Programs, contact the facility where your incarcerated loved one is housed.

## **Why take part in programs if an adult in custody will not get a sentence reduction?**

DOC is interested in providing resources to adults in custody, so they return to the community with a better ability to move from criminal thinking and behavior to the lawful, responsible behavior that society expects of its citizens. AICs may not want to engage in programs, but it is in their best interests to take advantage of as many programs as they can. DOC holds AICs accountable, and part of being accountable (accepting responsibility) is participating in programs and treatment. Participation in programs earns PRAS points and other privileges in prison. Most privileges fall under the Non-Cash Incentive Program (NCI), in which AICs are given a Level I, II, or III designation. NCI offers AICs rewards for compliance with their Case Management plan – these rewards include a significant bonus in visiting points, the ability to live in privileged housing at their institution, and to purchase specialty items from canteen. Each AIC enters DOC with some privileges, beginning their time at NCI Level II. Part of every individual’s Case Management plan is to be involved in a work assignment or program (unless some particular disability has been identified by DOC that would give them exemption). AICs who do not take part in programs are likely to lose their NCI privileges.

Also, AICs are less likely to be involved in negative behavior when they are involved in positive programs. Many of Oregon’s prisons offer special family events through clubs or Activities

Departments. In order to be eligible for these events, the institutions typically prioritize involvement by the adult in custody's NCI Level and the programs they are involved in. The support of friends and family can help AICs understand the benefits; visiting and special family events can offer great opportunities for reciprocal support. Family and friends may also take advantage of the AIC's incarceration time to address any issues they may have that could adversely affect the AIC upon release. Many families participate in Al-Anon, AA/NA, or seek counseling.

### **Do adults in custody have to work?**

AICs in Oregon have always worked. AIC labor is used in a variety of ways, including supporting the operation and maintenance of the prisons. The goal is to reduce idleness, reduce costs, and teach work skills. Measure 17, a constitutional amendment passed by voters in 1994, requires AICs to work 40 hours a week, or be involved in a combination of 20 hours of education and 20 hours of work. AICs have various kinds of work assignments in the prisons. Some AICs work in the institution kitchen, laundry, or physical plant. Others may perform landscape maintenance, work as orderlies, assist other individuals in the legal library, facilitate programs, tutor, or cut hair. These types of work are relatively standard from prison to prison. There are also some private industry work assignments within prisons. Minimum custody AICs may be eligible to join outside crews that work in the community. In addition to compliance with corrections plan requirements and the award of PRAS points, work assignments build skills, help to provide practical experience, and helps pass the time. It is important to remember that work is assigned at the sole discretion of the Oregon Department of Corrections depending on many factors and is not ever guaranteed or an entitlement, regardless of Custody Classification Level.

### **What is PRAS?**

The PRAS (Performance Recognition and Award System) system was started in December 1996, after Ballot Measure 17 eliminated monetary compensation for work as a way of rewarding pro-social behavior. Points are awarded for successful participation in all constructive activities including education, treatment, self-improvement programs, and work, while at the same time obeying prison rules. For good performance in programs and positive behavior, AICs earn points each day. Once a month, the total points earned translate to a cash award and other non-cash incentives. Disciplinary activity may result in a loss of points (the amount depends on the seriousness of the misconduct). Since this system was started, the number of disciplinary reports (DRs) has gone down by 30 percent for major DRs and 80 percent for minor DRs across the whole system. Also, approximately 80 percent of all AICs are participating in work, education and other programs for 40 hours a week.

# CURE

## What is Oregon CURE?

CURE (Citizens United for the Rehabilitation of Errants) is an international organization founded in 1975. Today there are chapters in most states, an International CURE, and special interest chapters.

CURE's mission is to reduce crime by advocating for effective criminal justice policies, procedures, and programs. Members of CURE:

- Encourage pro-family policies throughout the entire corrections system
- Help adults in custody maintain connections with people in the community
- Support improved and expanded education, treatment, and work programs for AICs
- Support improved medical care for AICs
- Advocate for reformed sentencing laws and parole guidelines that are consistent and fair
- Support using community-based alternatives and restorative justice
- Support improved transition planning and support services for offenders
- Support legislation that promotes effective corrections policies

Your involvement is welcome – more support means increased effectiveness in achieving our goals.

## How do I contact Oregon CURE?

You may write:

**Oregon CURE**  
**P.O. Box 80193**  
**Portland, Oregon 97280**

You may call **(503) 977-9979** or **(866) 357-2873** or visit the [Oregon CURE website](#). Contact Oregon CURE to sign up for a CURE/DOC Family Orientation.

## DOC Contact Information

Write the DOC central office:

**Oregon Department of Corrections**  
**2575 Center Street NE**  
**Salem, OR 97301-4667**

E-mail questions to DOC at [doc.info@state.or.us](mailto:doc.info@state.or.us) or call the central office at (503) 945-9090. Follow DOC on social media for more frequent information and updates. You will find links to all of DOC's social media pages on the [DOC website](#).

## Facility Contact Information

### **Coffee Creek Correctional Facility (CCCF)**

24499 SW Grahams Ferry Rd.  
Wilsonville 97070  
503-570-6400; Fax: 503-570-6417

### **Columbia River Correctional Institution (CRCI)**

9111 NE Sunderland Ave.  
Portland 97211-1708  
503-280-6646 x241; Fax: 503-280-6012

### **Deer Ridge Correctional Institution (DRCI)**

3920 East Ashwood Rd.  
Madras 97741  
541-325-5999; Fax: 541-325-5934

### **Eastern Oregon Correctional Institution (EOCI)**

2500 Westgate  
Pendleton 97801-9699  
541-276-0700; Fax 541-278-1841

### **Mill Creek Correctional Facility (MCCF)**

2605 State Street  
Salem 97310-0505  
503-378-2600; Fax: 503-373-7424

### **Oregon State Correctional Institution (OSCI)**

3405 Deer Park Drive SE  
Salem 97310-9385  
503-373-0100; Fax: 503-378-8919

### **Oregon State Penitentiary (OSP)**

2605 State St.  
Salem 97310-0505  
503-378-2453; Fax: 503-378-3897

### **Powder River Correctional Facility (PRCF)**

3600 13th St.  
Baker City 97814-1346  
541-523-6680; Fax: 541-523-6678

### **Santiam Correctional Institution (SCI)**

4005 Aumsville Hwy. SE  
Salem 97301-9112  
503-378-5558; Fax: 503-348-8235

### **Shutter Creek Correctional Institution (SCCI)**

95200 Shutters Landing Lane  
North Bend 97459  
541-756-6666 x221; Fax: 541-756-6888

### **Snake River Correctional Institution (SRCI)**

777 Stanton Blvd.  
Ontario 97914-0595  
541-881-5000; Fax: 541-881-5009

### **South Fork Forest Camp (SFFC)**

48300 Wilson River Hwy.  
Tillamook 97141-9799  
503-842-2811; Fax 503-842-7943

### **Two Rivers Correctional Institution (TRCI)**

82911 Beach Access Rd.  
P.O. Box 1470  
Umatilla 97882  
541-922-2001; Fax: 541-922-2046

### **Warner Creek Correctional Facility (WCCF)**

20654 Rabbit Hill Rd.  
Lake View 97630  
541-947-8200; Fax: 541-947-8231