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# OSS Model Jail Staff Handbook



Handbook Number:

Published

## INTRODUCTION

This *Jail Staff Handbook* is your guide to a better understanding of what is expected of you as an employee of «M\_1». We are proud of our service record at the «M\_1» («M\_20») and glad to have you on our team.

Everyday our professional facility staff works hard to provide a safe, clean, and healthy environment to work in and house inmates. We do not have all of the facility accommodations we might desire, and this makes it vitally important that every member of our staff know and follow rules and procedures established for both staff and inmates alike. It is important for you to know that our procedures and rules are in-place because an inmate either violated our rules in the past, or worse yet, an officer failed to do their duty resulting in injury to themselves or another.

I expect you to treat each inmate fairly, yet firmly, and never show favoritism to inmates in our charge. Here at «M\_20», we all share an awesome responsibility and I ask that you do your best in carrying out your duties. We do not expect you to be perfect, but we do expect that you will try applying reason and effort to your responsibilities. If you do not know what to do in a situation, seek out a supervisor for an answer.

Because of our close proximity with inmates, life-safety and healthy living conditions are important to us all. Inmates must keep their immediate living and work areas neat, clean, and orderly. Also consider you're your own personal safety and good hygiene by not placing yourself in compromising situations, and by washing your hands and face regularly, and using rubber gloves when handling inmates and inmate objects. Together, we can make this a safer place to work and care for others.

Thank you for caring and being the exceptional correctional officers I know you can be.

«M\_2»

«M\_3»

# SEE Something!

- Information leading to the arrest of any person committing or planning a crime in our facility could result in a reduction of your sentence, change of status, or increase in good time.
- Your confidentiality is protected.
- Forward information through the U.S. Mail or in a sealed envelope addressed to the «M\_3».

# SAY Something!

«M\_1»  
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## **SECTION 1 DISCIPLINE**

### **1) Definition of Violations**

- a) The act or instance of disobeying instructions, not following rules, or planning to break a facility rule.
- b) If the offense or rule violation is a criminal violation, the matter may be referred for criminal investigation or prosecution.
- c) Whether or not the offense is referred as a criminal matter, you may be subject to administrative charges and/or disciplinary action. In other words, a wrongful act in this facility may cause you to lose privileges, receive disciplinary action, and be prosecuted for a crime.
- d) The lesson is ... TREAT OTHERS AS YOU WOULD LIKE TO BE TREATED, FOLLOW STAFF INSTRUCTIONS AND THE RULES.

### **2) Low-Class Violations**

- a) Bartering or trading
- b) Behavior that is inappropriate or disruptive
- c) Blocking passageway or door
- d) Controlling, blocking, or limiting access to services
- e) Disobedience to instructions or lawful orders
- f) Failure to perform routine duties
- g) Filing a false emergency request
- h) Gambling
- i) Gestures or actions which are insulting, profane, or demeaning
- j) Headcount disruption, movement from position, or interference
- k) Horse playing, teasing, or verbally harassing any person
- l) Intentionally creating a health hazard, or other acts, that may be offensive to other inmates or staff, or serve no legitimate purpose
- m) Interference with the safety and security of facility operations
- n) Language that is abusive, vulgar, obscene, demeaning, or threatening
- o) Lying or making a false report to a staff member
- p) Attempting to manipulate the staff
- q) Misuse of property or equipment
- r) Noise, such as: arguing, shouting, loud talking, whistling, rattling, or pounding
- s) Passing notes
- t) Not following the posted rules or schedules
- u) Talking to public or other inmates from, or through, windows or doors
- v) Throwing objects such as food, trays, cups, clothing, personal items, etc.
- w) Violations not listed that are deemed by disciplinary officers to be a low-class violation

### **3) Medium-Class Violations**

- a) A series of low-class violations
- b) Assigning work to other inmates
- c) Attempting control of other inmates through coercion or threats
- d) Blocking view through a security window
- e) Business operation or conduct
- f) Contraband possession in personal area, or in inmate area
- g) Creating a serious health hazard
- h) Facility damage less than \$50
- i) Facility service, program, or activity disruption
- j) Fight preparation
- k) Filing a false report
- l) Food service abuse
- m) Hiding or secreting property of another

## **SECTION 3 PRIVILEGES**

### **1) Commissary Privileges**

- a) Commissary is a privilege available to all inmates except those involved in a disciplinary action.
- b) If disciplinary action is necessary, previously purchased commissary may be subject to confiscation and may be placed in the Inmate Welfare Fund.

### **2) Games**

- a) Games are a privilege and are available upon request.
- b) Games may be denied due to disciplinary action or availability.

### **3) Inmate Welfare Fund**

- a) «M\_20» maintains a welfare fund for inmates for the sole benefit of inmates through the provision of addition services or items.
- b) Monies or items donated to the fund can only be used for such services as purchase of games, balls, cards, or the redistribution of donated or confiscated items that might aid another less fortunate inmate.

### **4) Mail Privileges**

- a) Receiving mail is a privilege. You may receive mail, if this privilege is not abused.
- b) Mail from other inmates within «M\_20», or from another correctional facility, is not allowed.

### **5) Telephone Privileges**

- a) Phone call for more than five-minutes per week is a privilege. Additional phone use is earned by following phone use and other rules.
- b) Telephones are available at all times before lights out, except when turned-off during housing unit cleanup, headcounts, or for other exceptions.
- c) After a cell passes cleanup inspection, the phones may be turned back on.
- d) Telephone privileges may be suspended for a designated period if telephone rules are violated.
- e) Phone calls are monitored and recorded, and there is no expectation of privacy.

### **6) Television Privileges**

- a) Television is a privilege. Viewing privileges may be suspended for a designated period if television rules are violated, or as part of a disciplinary action.
- b) Television viewing is available at all times before lights out, except when turned off during housing unit cleanup, headcounts or for other exceptions.
- c) After a cell passes cleanup inspection, the televisions may be turned back on.
- d) Television viewing privileges may be suspended for a designated period of time if television rules are violated, or as part of a disciplinary action.

### **7) Visitation Privileges**

- a) Inmates not under a disciplinary restriction are allowed a 15-minute window to visit each week. An extra visitation period may be granted, in addition to the minimum one 15-minute visitation period per week, for two visits per week.
- b) Inmates serving Weekender or Periodic Detention must be serving a minimum of seven consecutive days to receive visitation.
- c) No extended visits are permitted, with the exception of Attorney-client visit.

### **8) Work Assignment Privileges – Trustee Status**

- a) At «M\_20», work is a privilege.
- b) Trustees are generally allowed more freedom of movement to perform work tasks.
- c) You may submit a *Miscellaneous Request Form* asking to become a trustee.
  - i) Consideration for this classification is dependent on many factors.
  - ii) It may take months for a final determination.

## SECTION 5 RIGHTS

### 1) Attorney Access Rights

- a) You have confidential access to your attorney, by:
  - i) Mail,
  - ii) Telephone, &
  - iii) Visitation.
- b) Visits from your personal attorney do not count as a privileged visit.

### 2) Civil Rights Complaint Form

- a) You may request a Civil Rights Complaint Form by filling out a *Miscellaneous Request Form*.
- b) It is recommended you use *Miscellaneous Form*, *Grievance Form* or Mediation first.
- c) Inmates must file a Civil Rights Complaint Form as soon as possible after the event so that we can investigate and resolve the issue of concern as soon as practical.
- d) Failure to timely file the complaint and attempt to resolve the issue at the lowest level possible may limit your options later.

### 3) Court Access Rights

- a) Inmates have access to the judicial process.

### 4) Disciplinary Procedure Rights

- a) There is a disciplinary process established to review disciplinary actions taken to adjust and control inmate behavior.
- b) You have access to this Inmate Handbook and the penalties for noncompliance of the rules and regulations.

### 5) Grievance Procedure Rights

- a) Inmates wishing to file a grievance must use the following procedure:
  - i) An inmate may file an informal grievance by discussing the specific problem with a staff member. Normally these informal grievances are filed verbally with staff having contact with the inmate during routine supervision. Where and when possible, staff receiving the grievance may address the complained of condition directly. Emergency grievances, in which delay in handling could result in personal injury or other damages to the inmate, will be handled expeditiously. If not resolved at the officer level, the grievance will be passed to the «M\_43» for action or subsequent referral.
  - ii) If the problem cannot be resolved through informal discussions or the inmate wishes to document the grievance for additional consideration, he may submit a written grievance to the grievance officer/board.
  - iii) Formal grievances are filed in writing and an inmate may ask for assistance from officers or other inmates in writing out the grievance on the specified form. Grievance forms and writing materials will be made available to inmates upon request. A problem that results from a specific event or action must be presented on the approved form within seven [7] days of the occurrence. Formal grievances will be accepted in a grievance drop box. On a daily basis, officers conduct rounds throughout the facility giving inmates the opportunity to drop written grievances in the box. The grievance drop box will then be sent directly to the «M\_3» who will review the filed grievances and forward the same to the grievance officer/board. The grievance must:
    - (1) Be in writing,
    - (2) Clearly define the situation and the facts upon which it is based,
    - (3) Specify the wrongful act or situation and describe the harm done,
    - (4) Arise out of an act or failure to act by «M\_1»,
    - (5) Address a matter within the control of the facility,
    - (6) Request a remedy that is within the power of the facility to grant,
    - (7) Be submitted within seven [7] days of the occurrence.



**SECTION 6**  
**RULES & REGULATIONS**

**1) Altering Equipment**

- a) Altering, blocking, or limiting the use of any door lock is prohibited.
- b) Altering any item that in its manner or use may be used as a weapon.

**2) Bartering or Trading**

- a) Bartering or trading, in any form, is prohibited.
- b) Leaving money on other inmates' accounts to avoid paying fees is a form of bartering.

**3) Blocking View**

- a) No items may be hung to block the view of a bunk.
- b) No items may block any lights, cameras, vents, or windows.
- c) Deliberately standing or moving to block the view of an officer or camera.

**4) Cleanup of Housing Units**

- a) Televisions and telephones are turned off before housing unit cleanup begins.
- b) Showers, sinks, commodes, urinals and tables are cleaned daily.
- c) Bunks are made in the morning, and after each use.
- d) Floors are swept and mopped.
- e) Housing areas remain picked-up and organized.
- f) Televisions and telephones may be turned back on only after the housing unit area passes inspection.
- g) Failure to pass inspection may result in loss of privileges and disciplinary action.
- h) Housing unit and common areas are kept clean at all times.

**5) Conduct**

- a) Inmates must conduct themselves in an orderly and lawful manner.
- b) Among other violations, the following is prohibited conduct:
  - i) Fighting, scuffling, and arguing
  - ii) Housing unit bossing or inmates attempting to control other inmates
  - iii) Acting as a lookout
  - iv) Destroying property, such as towels, sheets, mattresses, and clothing
  - v) Writing or marking on walls
  - vi) Passing notes or items
  - vii) Loud or continuous noises

**6) Contraband**

- a) Personal possession or having contraband in your immediate area is prohibited.

**7) Disruptive Behavior**

- a) Any behavior that interferes with the facility operations, to include any program or staff duty, is prohibited.

**8) Drug Testing**

- a) Drug tests shall be given before Work Release or Home Incarceration program participation, or later for cause or at random.

**9) Food**

- a) No food may be saved or hoarded from food trays for later consumption unless in sealed packages.
- b) All perishable items must be discarded.
  - i) Exceptions to this rule are unopened commissary items consumed within a reasonable period.

## SECTION 7 SCHEDULES

- 1) **Attorney Visits**
  - a) Inmates may have access to their attorneys during normal business hours.
- 2) **Cleaning Carts**
  - a) Cleaning carts are placed in the housing units twice a day, starting around **///Insert Times///**, and are moved throughout the facility until all housing areas have been cleaned.
- 3) **Commissary**
  - a) Commissary orders are turned in before **///Insert Time///** each «M\_29».
  - b) Commissary will be distributed the following «M\_29».
- 4) **Feminine Hygiene Products**
  - a) Feminine hygiene products are available upon request.
- 5) **Haircuts**
  - a) Haircuts are available during second shift on the «M\_30».
- 6) **Inmate-Staff Meetings**
  - a) Meeting may be held twice each month to discuss inmate issues.
  - b) Times are announced beforehand to allow inmates to consider and organize issues.
  - c) A housing unit representative from most areas is chosen to attend these sessions.
  - d) The housing unit representatives need to bring their Inmate Handbooks and discussion topics from fellow cellmates.
- 7) **Laundry**
  - a) Laundry is normally picked up from housing units weekly.
  - b) Laundry is normally delivered to housing units on the following schedule:
    - i) **///Insert schedule as appropriate///**
- 8) **Lights**
  - a) Lights are turned off after last headcount.
  - b) Lights are turned on at breakfast.
- 9) **Mail**
  - a) Outgoing mail is picked up three times a day after the first headcount on each shift.
  - b) Incoming mail is passed out each day after it is processed and inspected.
- 10) **Meals**
  - a) Meals are distributed daily at approximately «M\_31».
- 11) **Medication Distribution**
  - a) Medication is distributed daily at approximately «M\_32».
- 12) **Nail Clippers**
  - a) Fingernail clippers are offered three times a week on **///Insert Day and Time///** headcount.
- 13) **«M\_20» Office Hours**
  - a) Business office hours are normally Monday through Friday, «M\_33», except holidays.
- 14) **Razors**
  - a) Razors are distributed and picked up for inventory on «M\_34» after the first headcount.

## SECTION 8 TRUSTEES

### 1) Conditions of Status

- a) Trustee status is a privilege, and not a right.
- b) Trustees must always earn, and demonstrate the trust placed in them.
- c) Actions that might be tolerated from another classified inmate, are not acceptable behavior for a trustee, and may cause loss of trustee status.

### 2) Contact Visits

- a) Trustees that meet the required criteria may be eligible for contact visits.
- b) There is a maximum of three visitors per visit.
- c) All visitors including children must sign-in, or be sign-in.
- d) Children, seventeen (17) and under, must be accompanied and supervised by an adult.
- e) A government agency photo ID is required for all visitors eighteen (18) years or older.
- f) Visitors may only sign-in and visit with one inmate at a time.
- g) Trustees are allowed in the visitation room only.
- h) Food or drink from the street is prohibited.
- i) Inmates must be always in sight of the officer supervising visitation.
- j) If inmates need to return to the housing unit for any reason, the visit ends.
- k) A hug and kiss is allowed at greeting and good-bye.
- l) Trustees violating any rule are subject to loss of trustee status, and disciplinary action.
- m) No passing of money, items, or other contraband is allowed.
- n) Trustees are caution to warn visitors not to attempt transfer of items, as they may be subject themselves to investigation and detention.

### 3) Hair Guidelines

- a) Hair length of males cannot touch the collar.
- b) Inmates on work detail must have neat appearances.
- c) Beards and long hair are not allowed.
- d) Ponytails are not permitted for males.
- e) Sideburns shall not be lower than the ears.
- f) A mustache cannot be lower than the corner of the mouth.

### 4) Kitchen Workers

- a) Trustees who accept a kitchen assignment maybe required to work seven days a week.
- b) Hair nets and gloves are required to be worn while working in the kitchen.

### 5) Privileges

- |                     |  |
|---------------------|--|
| a) Casual time      | g) Job skills training                     |
| b) Contact visits   | h) Pizza parties                           |
| c) DVDs             | i) Snacks & drinks                         |
| d) Electronic games | j) Storage bins                            |
| e) Extra ice        | k) Uniforms – different from other inmates |
| f) Special housing  | l) Work assignments                        |

### 6) Sentence Reductions & Earned Good Time

- a) «M\_38»

### 7) Shoes

- a) After work assignments are made, trustees may request their street shoes from their stored property by completing a *Miscellaneous Request Form*. Street shoes will only be provided if they are needed for the conduct of the assigned work assignment.
- b) Trustees may also have someone not in the facility to bring shoes for them.

ATTACHMENT ONE  
INMATE HANDBOOK

**Fee Schedule**

Fee	Description	Cost
<b>Booking</b>	<i>Charged to all persons booked, except State and contract inmates</i>	<b>\$25.00</b>
<b>Commissary Account</b>	<i>Copy of your Transaction History Report</i>	<b>\$1.00</b>
<b>Copies</b>	<i>Per Copy</i>	<b>.10¢</b>
<b>Dental Co-Pay</b>	<i>Per Visit (non-emergency)</i>	<b>\$20.00</b>
<b>Housing</b>	<i>Daily (except state or contract inmates, &amp; work release)</i>	<b>\$20.00</b>
<b>Hygiene Kit</b>	<i>Per Additional Kit (1 month at no cost to indigent inmates)</i>	<b>\$2.00</b>
<b>Inmate Handbook</b>	<i>Lost, Damaged, or Abused</i>	<b>\$5.00</b>
<b>Legal Research</b>	<i>Per Hour (billed to the ¼ hour)</i>	<b>\$35.00</b>
<b>Notary Service</b>	<i>Per Signature</i>	<b>\$2.00</b>
<b>Physician Co-Pay</b>	<i>Per Visit (non-emergency)</i>	<b>\$20.00</b>
<b>Prescription Co-Pay</b>	<i>Per Prescription (non-emergency and on formulary)</i>	<b>\$3.00</b>
<b>Sick Call Co-Pay</b>	<i>Per Visit (non-physician &amp; non-emergency)</i>	<b>\$5.00</b>
<b>Weekender</b>	<i>Per Day (all fees included)</i>	<b>\$30.00</b>
<b>Work Release</b>	<i>Per Day (all fees included)</i>	<b>\$30.00</b>
<b>Wristband Replacement</b>	<i>Per Replacement</i>	<b>\$5.00</b>
<b>///Insert or Remove</b>	<b>services and/or fees as appropriate///</b>	

**Grievance Form**

(PRINT ONLY)

<b>NAME: Last, First</b>	<b>DATE:</b>	<b>CELL:</b>

**Details of Grievance:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Date of Incident:** \_\_\_\_\_  
**Did you complain to the person you feel is responsible for the condition?**  
**Who?** \_\_\_\_\_  
**Date:** \_\_\_\_\_

**What was their response?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

X \_\_\_\_\_  
*Inmate's Signature* *Date*

**For Office Use Only**

**Response:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

X \_\_\_\_\_  
*Responding Officer's Signature* *Date*

**Sick Call & Medical Attention Request Form**

(PRINT ONLY)

**TO BE COMPLETED BY INMATE:** Please complete the top half of the Sick Call & Medical Attention Request Form and return it to the correctional officer and/or medical staff for submission and review by the medical staff. The medical staff will arrange for you to be seen by the appropriate medical staff member. You will be charged in accordance with the medical co-pay system at this facility.

<b>NAME: Last, First</b>	<b>DATE:</b>	<b>CELL:</b>

**Complaint/Problem:**

\_\_\_\_\_

\_\_\_\_\_

**How long have you had this problem?**

\_\_\_\_\_

\_\_\_\_\_

X  
Inmate's Signature

Date

**For Office Use Only**

**Note Patient's Vital Signs:** Temp. \_\_\_\_\_ Resp. \_\_\_\_\_ Pulse \_\_\_\_\_ B/P \_\_\_\_\_

**Instructions/Assessment:** Document your findings, Inmate's responses/actions:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<b>Issue:</b>	<b>X</b>	<b>Notes:</b>
<i>Received Orders – thru Treatment Protocols; via telephone, or verbal order</i>		

# SEE Something!

- Information leading to the arrest of any person committing or planning a crime in our facility could result in a reduction of your sentence, change of status, or increase in good time.
- Your confidentiality is protected.
- Forward information through the U.S. Mail or in a sealed envelope addressed to the «M\_3».

# SAY Something!