



CALDWELL COUNTY DETENTION CENTER



INMATE HANDBOOK

(Effective April 1, 2021)

CALDWELL COUNTY DETENTION CENTER

2351 Morganton Blvd. S.W.

Lenoir, North Carolina 28645

This Inmate Handbook has been issued to you so you will be aware of the rules and procedures of the Caldwell County Detention Center.

GENERAL RULES

During the pandemic, mask will be worn at all times when outside of your cell

1. Keep your hands, feet and objects to yourself at all times. Assaultive behavior and rough horseplay is prohibited.
2. Obey the orders of Detention Center staff promptly. If you disagree with what you are told to do, obey the officer without delay and file a grievance at a later time.
3. Address uniformed officers as "Detention Officer" or "Officer." Do not call an officer by his/her first name. Address ranking officers by their rank (Corp, Sergeant, Lieutenant, Captain, etc.) Do not ask officers personal questions or refer to other officers in a derogatory manner.
4. Do not knock on a window, make noise or use exaggerated motion to attract the attention of an officer, except to report an emergency.
5. Do not use an intercom to obtain routine information. Intercoms may be used to request medical attention, report emergencies, to summon an officer and for other urgent matters.

6. Loud or boisterous talk, profane language or other improper, disruptive or disorderly behavior that tends to cause an unsafe, unhealthy or disorderly environment is prohibited
7. While being escorted to, from or between any locations, DO NOT TALK unless spoken to by Detention staff, walk in single file on the right side of the hallway, and keep your arms below your waist and in front of you. Do not stand or walk behind an officer, and obey the commands of the transporting officer. **All inmates will be properly dressed with the uniform all the way on and buttoned up correctly. Inmates will not wear a “du-rag” or any other head covering while outside of their cell. If you are caught wearing a head covering outside of your cell, it will be considered as contraband and is subject to confiscation.**
8. Do not damage or waste County property. You will be required to reimburse the County for damaged or lost property.
9. Sexual activity of any kind is strictly prohibited, even between consenting adults. Any contact between male and female inmates is also strictly prohibited.
10. You have been issued an inmate id bracelet that **MUST** be worn at all times and displayed to an officer when asked to present it. Do not destroy or mark on it so your name, picture, or ID number is not visible. If you do not keep the ID bracelet on properly, you will not receive commissary, visitation, medication, etc. Should you damage or lose your id bracelet, you will be charged a \$5.00 dollar re-issue fee.
11. **Batteries:** To purchase new batteries for the commissary radio, you must keep your old batteries and turn them in before you are able to purchase new ones.
~ **You must bring and turn in your old batteries to receive the new ones. NO EXCEPTIONS!**
12. No blankets, sheets, mats, or totes are to be brought out of your cells during free time in the dayrooms.
13. **IN THE FUTURE-**You may purchase Trinity Takeout. There is a menu with specified food items to choose from. You may **not** leave your plate to another inmate. The inmate that orders the plate **must** be

the one that signs for it. Trinity Services will not make special orders such as “no ice, no onions, etc.” All orders will be made the same.
NO REFUNDS OR EXCHANGES!

ASSIGNMENTS AND CLASSIFICATIONS

During the pandemic, you will be quarantined for 14 days upon your arrival

Your behavior will affect your custody classification. Within several days, the Classification Officer will evaluate your confinement behavior and conduct, disciplinary write-ups (past and present,) adjustment to incarceration and other factors to determine your supervision and security need. You will be assigned to Minimum, Medium or Maximum Custody. Federal inmates will be classified as General population or Maximum custody. Female inmates will be classified General population or Special needs population. You have a right to appeal your classification through the inmate grievance procedure.

ADMISSION TO THE FACILITY

An officer will inventory your personal property and place it in the inmate property room. If you had \$1.00 or more, your money was deposited into your Inmate Trust Fund Account through the Booking Kiosk. You can make deductions from your account for commissary purchases. Deductions can also be made for medical co-pays, medications, lost or damaged County property etc. You are required to wear a jail uniform. Inmates are allowed to possess dentures, prescription eyeglasses or contacts, and similar devices if these items do not compromise the security, safety or order of the Caldwell County Detention Center. Contact lens refills sealed and new in the box, or prescription glasses has to be approved by the Captain or the Lieutenant. Anything other than eye wear, the Jail Medical Services shall determine any special medical needs on a case by case basis.

INMATE TELEPHONE SYSTEM

Access to the inmate telephone system is not a Constitutional right, but a privilege provided for your convenience. The system is not owned or operated by the Caldwell County Detention Center. An outside vendor provides inmate telephone service. The Caldwell County Detention Center monitors and records all telephone calls made on the inmate telephone system. Inmate calls are “collect” and any three-way calling is prohibited. Inmates are prohibited from using an inmate telephone to contact any Detention Center staff member, either at work or at home. If you access another inmate’s pin# you will be disciplined, as well if you give your pin # out.

If your family experiences poor service or a phone number is blocked for no apparent reason, your family should contact ICSOULUTIONS.com or call the Customer Carew at 1-888-506-8407. **The telephone provider is ICSOLUTIONS.** You are encouraged to send a letter by U.S. Mail rather than using the inmate telephone system. All telephone charges are consistent with N. C. Utilities Commission regulations.

PERSONAL HYGIENE AND LINEN EXCHANGES

All inmates will be properly dressed with the uniform all the way on and buttoned up correctly. Do not wear them down around your waist or roll up the pants legs. All inmates will button up the front of the jump suit if they have a t-shirt on or not.

Inmates must bath regularly and must be fully dressed while going to and from the shower. Nudity outside a shower stall or cell and “flashing” (intentional nudity) is strictly prohibited.

Inmates with less than \$1.00 in their Inmate Trust Fund Account for seven consecutive days will be supplied with indigent hygiene items. Indigent hygiene items may be ordered through commissary. Additional items may be purchased through commissary. If you have money and you need hygiene, you must order it through the commissary. Toilet paper is to only be used as a personal hygiene item. It is not to be wet

and thrown on light fixtures, wet and molded into items, used for hair rollers, used as tampons, etc. You WILL receive disciplinary action if caught misusing any hygiene item for anything other than its purpose.

***Indigent packs are to be requested by any inmate that have no funds in their account and that is housed in custody over 7 days. These are requested by using the kiosk machines located in all of the housing blocks. Indigent packs will be given out on a scheduled weekly basis only to inmates who do not have any money in their account and has not ordered commissary in over a 7-day period. If you have money in your account or you have placed an order for anything from the Detention Center within the past 7 days you will not be considered indigent. We will not stamp any indigent envelopes if you have money in your account or if you have placed any orders in the past 7 days. Indigent packs will include soap, 1 toothbrush, tooth paste, deodorant, 1 shampoo, 2 pieces of paper, 2 envelopes, 1 pen and 1 roll of toilet paper.

***Clothing, bed linen, towels and wash cloth exchanges will occur on a scheduled basis every week.

***Place all personal underclothes in the mesh laundry bag to be washed during clothes exchange.

APPROVED INMATE PROPERTY

Inmates may be restricted from possessing certain County and personal property when necessary to maintain the security, safety and/or order of the Caldwell County Detention Center. Inmates will store all County and personal property in a plastic property container except wet bath linen, wet bars of soap and other inmate property in actual use (inmate uniform, bed linen, etc.) The container will be placed under the inmate's assigned bunk. **Any items found outside the inmate's plastic property container is contraband and will be thrown away.** KEEP **ALL OF YOUR PROPERTY IN YOUR STORAGE CONTAINER! NO EXCEPTIONS!**

Inmates may possess the following items of personal and/or county property: authorized medication, one plastic property container, one mattress, one blanket, one sheet, one bath towel, one washcloth, one inmate uniform, one mesh laundry bag, three pairs of underwear, two sports bras (females), three white t-shirts **or** two white t-shirts and one white thermal top, 3 pair of white socks, one bible, two paperback books, two magazines, two newspapers, one pair of shower shoes.

ALSO

Inmates may possess legal mail/documents, 10 personal letters, items purchased through the commissary and/or items otherwise approved within the Inmate Handbook or other items approved by the Detention Administrator. **No pictures** of any kind are to be hung on the walls or the doors of any cell. Any pictures not stored in the inmate tote will be taken and considered as contraband and thrown away. If you are in possession of any torn property, you will be charged for it. All other items are contraband and will be thrown away. **NO EXCEPTIONS!!**

Cost of damaged property: If you are caught with any torn or damaged property in your possession, you will be charged for the items. The following cost will be deducted from your account if you're issued property or property that is in your possession is damaged.

Mesh laundry bag= \$10.00
Inmate ID bracelet= \$5.00
Shirts= \$10.00
Pants= \$15.00
Washcloth= \$3.00
Sheet= \$10.00
Shower Shoes= \$4.00
Suicide Smock= \$130.00

Gallon of Paint= \$35.00
Kitchen plate= \$28.00
Jumpsuit= \$35.00
Blanket=\$15.00
Towel= \$6.50
Mattress= \$85.00
Tote box= \$25.00

Toilet Paper= \$ 1.05
Rubber Cup= \$ 10.00
Toe Nail Clippers= \$ 2.00

Suicide Blanket= \$115.00
Spork= \$5.00
Finger Nail Clippers= \$ 2.00

PREA

The Prison Rape Elimination Act of 2003 was enacted by Congress to address the problem of sexual abuse of persons in the custody of U.S. Confinement Facilities. The Caldwell County Detention Center has a zero-tolerance policy for the incidence of inmate sexual abuse and sexual harassment. This applies to both inmate- on -inmate sexual abuse and staff sexual misconduct. Alert a member of the jail's staff immediately if you feel you have been sexually assaulted during incarceration. The will contact the appropriate person to conduct the investigation. You may also fill out a request on the housing unit kiosk under the PREA subject. You may also request a grievance by paper or again you may also do so on the kiosk. The telephone system is also another way to send your request out, when on the system it will give you all prompts and direct to the correct number to dial.

You Have the Right to be Safe from Sexually Abusive Behavior!

While you are incarcerated, no one has the right to pressure you to engage in sexual acts, sexually abusive behavior or pressure you to engage in unwanted sexual behavior from another inmate or a staff member, regardless of your age, size, race, gender or sexual orientation.

HOUSING UNIT ACTIVITIES

You are responsible for keeping your area clean, mopped and free of debris. You will be provided with brooms, mops and other cleaning supplies. Housing unit floors should be swept and mopped daily. Showers, toilets, sinks, bathroom walls and floors should be cleaned daily. Trash is removed at least two times daily.

The kitchen will prepare three balanced meals daily. During meals, an inmate must be properly dressed and orderly. One inmate is not allowed

to obtain a meal for another inmate. Meals must be eaten during mealtime and, under normal circumstances, cannot be “saved” for a later time.

Designated sleeping hours are 11:00 PM to 5:00 AM. Inmates are allowed to read quietly and to use the toilet. Nude sleeping is prohibited. Inmates are prohibited from showering, talking, exercising, playing cards or in any way disturbing the peace and tranquility of the Detention Center during this time. Lights on is at 5:00am every morning. The 1st wakeup call will be given at 5:15am. All inmates who wish to eat breakfast should be up and ready to enter the dayroom when the breakfast call is made.

CHOW SCHEDULE:

Breakfast: 6:30am

Lunch: 11:00pm

Supper: 6:30pm

INMATE TRUST FUND ACCOUNT

The method of Funding an Account is cash or debit at the visitation area kiosk machine. If your family or friends cannot come to the Detention Center because they live **outside of Caldwell County**, they can mail funds by a money order only to the Detention Center **or** they can call “Access Corrections” and have funds placed on your account by using their debit or credit card, **or** by using a computer and the internet and logging on to the AccessCorrections.com website. All money orders must include the inmates name and the name of the sender. We use Access Corrections for our Inmate lobby kiosk which enables family and friends to make deposits into an inmate’s account while they are visiting an inmate during visitation hours or anytime they want to stop by. Since money can be deposited electronically, family members no longer need to take time off work to travel to the facility to make any deposits if their busy during the day.

WEBSITE:

* Go to **AccessCorrections.com**

* Accepts: VISA and MASTERCARD only.

- * Requires name of jail and state located in.
- * The jails Facility ID number which is: **228645**.
- * Requires Inmate name & ID number.

IVR (PAYMENT BY PHONE):

- * **[CALL: 1-866-345-1884](tel:1-866-345-1884)**
- * Accepts: VISA and MASTERCARD only.
- * The jails Facility ID number which is: **228645**.
- * Requires Inmate name & ID number.

LOBBY KIOSK:

- * Located at the visitation area of the Caldwell County Detention Center.
- * Accepts: VISA and MASTERCARD only.
- * Requires Inmate name & ID number.

CONTRABAND

Contraband is defined as any item which is forbidden by or not specifically authorized by jail rules, any excessive property or property which has been altered from its original condition or converted to another use. To provide a harassment-free workplace for staff, inmates and visitors, materials depicting human nudity or sexuality (including photographs) or which could cause or create a hostile work environment are not allowed in the Caldwell County Detention Center. Nudity is defined as the depiction or display of pubic hair, genitalia, buttocks or breasts of either sex.

An inmate is considered to “possess” an item if it is found in the inmate’s cell, plastic property container, bunk or bedding, or within reach of the inmate and is not claimed by any another inmate. More than one inmate may possess an item at one time. When contraband is found, at the discretion of the Shift Sergeant/OIC, it will be destroyed, discarded, returned to stock (to be reused,) or held as evidence and turned over to a law enforcement agency.

The following items are examples of contraband that an inmate is prohibited to possess while being held by the Caldwell County Detention Center: (NOT A COMPLETE LIST)

Items forbidden by jail rules: Knife, money, illegal drugs, tobacco, cigarettes, matches, non-paperback books, cigarette lighters, intoxicants, jewelry, nails, any type of metal, broken pens, razors, etc.

Items not specifically authorized by jail rules: pens given to an inmate by outsiders without jail approval, a driver's license, personal check, etc.

Excessive property: **More property than can be held in a plastic property container, more than one blanket, more than one mattress, any amount of allowable property that cannot be neatly stored in the plastic storage container with lid sealed. These items are considered contraband and are subject to confiscation. NO EXCEPTION!**

SENDING AND RECEIVING MAIL

Incoming Mail

Legal mail and publications will be the only mail accepted. Publications will only be accepted from the publisher(s). We will only accept mail that comes in from the U.S. Postal Service. We will not accept any mail from UPS, FED-EX, or DHL. Legal mail and publications must be delivered by the U.S. Postal Service only. Publications from individual persons will be returned to the sender. All other mail will be returned to the sender. All other general mail must be sent through *AccessCorrections.com*

General Mail

All general mail must be sent through *AccessCorrections.com*. The "outside" sender must create an account. Once the account is created and funds are deposited, inmates may receive their mail/messages. Typed and picture messages may be sent to inmates and viewed on the kiosk by the inmate. All messages and photos must be approved by staff before it will be available for viewing. Any message or photo that portrays violence, pornography, illegal activity or any act, symbol or item that

may compromise the safety, security or proper order of this facility will be rejected. Any general mail sent to the detention center will be **Returned to Sender**.



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Mensajes se pueden enviar en cualquier momento, de día o de noche, y están típicamente listos para su revisión en el Quiosco Edge dentro de 24 a 48 horas

Secure Mail Package Pricing		
Message Package	Price of Package	Price per Message
1 Message	\$ –	\$0.40
5 Messages	\$1.75	\$0.35
20 Messages	\$5.99	\$0.30
40 Messages	\$9.99	\$0.25

Please Note: Each message has a 1,500 character limit. All correspondence will be sent to the facility mailroom for review prior to inmate delivery and review. Using emoticons will cause your message delivery to fail.

Tenga en cuenta: Cada mensaje tiene un límite de 1,500 caracteres. Todas las correspondencias se enviará a la oficina de correo de la institución antes de ser impresa y entregada. Uso de emoticonos hará que la entrega de su mensaje falle.

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OUTGOING MAIL:

All outgoing mail **MUST** have the inmate's full name (the name under which you were booked) printed legibly in the envelope's upper, left corner. General outgoing mail must be flat, fully flexible and bendable and contain handwritten or typed correspondence. It must be delivered **unsealed** to a detention officer. It may be opened and inspected for contraband outside of your presence. **NO drawings or pictures** are allowed to be on any outgoing mail envelopes. Any envelopes with drawings or pictures will be returned or considered as contraband. The only thing that is to be written on an envelope is the inmates name and the detention center address, and the receivers name and address.

LEGAL MAIL:

Legal mail is correspondence or legal materials coming from your attorney and must be marked "Attorney/Client Mail" and must be mailed in by using a **CUSTOM BUSINESS ENVELOPE**. Legal mail will be opened and examined for contraband by an officer in the presence of the inmate. Officers will remove all documents from the envelope and examine them for the presence of contraband. We will not accept legal mail as mail that states "legal mail" written all over it in pen any more. It must be in a Custom Envelope from the inmate's attorney. If a piece of

Legal mail is opened by mistake, the Officer will explain to the inmate that it was opened and why it was opened but not read.

** Legal mail must be addressed to an attorney, court, court official or elected official. The front side of the envelope must be marked “LEGAL MAIL” in prominent letters. It will be delivered unsealed to a detention officer and inspected in the inmate’s presence.

** Legal mail, indigent letters, and other approved letters may be mailed out. It is encouraged to take advantage of the electronic SECURE MAIL for outgoing letters.

COMMISSARY

Commissary is not a Constitutional right, but a privilege provided for your comfort and convenience. The jail commissary is operated by KEEFE COMMISSARY GROUP. Prices are consistent with local retail outlets. To order commissary items, you must have sufficient funds in your Inmate Trust Fund Account and not be subject to certain disciplinary actions. Commissary orders are ordered on the kiosk and must be turned in no later than 8:00am on Tuesday mornings. There may be limitations to the quantity and type of items you may receive. Inmates who violate the ID bracelet policy (refuse to show their ID bracelet) or who order and willfully refuse a commissary order, will have commissary privileges suspended until reinstated by the Lieutenant or Detention Captain. All items ordered must be kept in the inmate’s tote box at all times. KEEFE also offers Care Packages that your family and friends can send to you from home instead of you paying for it out of your inmate trust account. A Care Package is a powerful, convenient way to tell an inmate they have the support of their loved ones. Using a debit or credit card, friends or family can choose from a large selection of snacks, meal options, and healthy alternatives, clothing, and stationary. Care Packages can be ordered online by going to caldwellpackages.com and choosing CALDWELL COUNTY and

picking out what basket they want to purchase. The Care Packages products will only be given out to the inmate that it was purchased for. Any inmate that transfers out to another facility, makes bond, or completes their sentenced time before their ordered canteen has arrived, must make arrangements to have the canteen picked up at the detention center **within 3 days** of its arrival. You may **not** leave your canteen to another inmate that is still being housed in the detention center when you leave. The detention center will only hold the canteen for 3 days. **No money refunds or reorders will be made for canteen after an inmate has left this facility.** NO EXCEPTIONS!

SOCIAL VISITORS

During the pandemic, video visitation only with 2 visits a week!

Social visitation is a privilege that can be restricted or denied for specific periods of time. Self-reporting inmates (including weekenders,) inmates on disciplinary restriction, and inmates who are unclassified are not eligible for social visitation.

Video Visitation is completed in 25 minute intervals. Each inmate is only allowed two (2) onsite visits per weekend and up to one (1) offsite visit per day. Anyone wanting to visit an inmate must register and schedule a visit at www.icsolutions.com. Visits are on a first come first serve basis. Each onsite visit can have up to 4 people. This can be any combination of adults and children over 2 (Infants do not count) and must be on the schedule for the visit. All adults must register online to schedule a visit (adults defined as 18 or older). Persons 17 or younger do not have to be registered but should be added to the scheduled visit and must be accompanied by the registered visitor. Scheduling can be a minimum of 24 hours prior and up to 1 week out. If you or the inmate are more than 10 minutes late for the scheduled time, the visit will be marked as missed and will count toward a visit. Visitors are expected to dress in a manner that demonstrates respect and doesn't compromise safety for one's self and others. For the full-dress code policy and more

information about visitation, or to find out how to schedule a visit online, please visit our website at www.caldwellsheriff.org.

Adult visitors must produce a valid, government-issued photo identification card such as a driver's license or state ID card. Outstanding warrants file will be checked.

Visitors, who become loud or disruptive, are intoxicated, fail to control the behavior of their children or otherwise violate Detention Center rules will be told to leave and/or banned from the Caldwell County Detention Center.

PROFESSIONAL VISITORS

During the pandemic, the professional visitors will visit at visitation. Attorneys can set up a video visitation offsite with their clients.

Professional visitors may visit inmates Monday through Friday from 8:00 AM until 7:00 PM. Professional visitors include law enforcement officials, legal representatives (attorneys, paralegals, interpreters, etc.) and certain medical service providers. A pastor or religious leader is not a professional visitor. Pastor or religious visitors must first receive approval through the Detention Captain for visitation. Pastors or religious leaders may visit inmates outside of normal visitation only Monday through Friday. The visit must be pre-arranged and approved by the Detention Captain. **No cell phones are allowed and all visitors are subject to search.**

JAIL HEALTH SERVICES

You are responsible for reporting illnesses or medical problems to a detention officer. Emergency medical care is available at all times. Routine mental, dental and psychiatric services are also available. An emergency is a situation requiring immediate medical intervention due to an imminent, life-threatening (life or death) situation. Inmates are

prohibited from feigning sickness or injury. Inmates requesting non-emergency medical care may sign up for sick call at any time by filling out a sick call on the kiosk and submitting it to the medical department. Sick call is conducted on a regular basis. If necessary, the nurse will schedule an appointment with the physician, psychiatrist or dentist.

No inmate will be denied access to services due to an inability to pay. **All inmates** will be charged a **\$20.00** co-payment for non-emergency medical and dental services. Sick call requests are not necessarily seen on a first come first serve basis. Inmates will be charged \$20.00 per condition and will be charged a \$20.00 re-evaluation fee. Follow-up visits are requested by inmate within 14 days of sick call will be charged \$5.00 per visit. X-rays and lab work will be \$10.00 each. Non-prescription medications will be \$3.00 per month and prescription medications will be \$10.00 per month. **Only ONE medical complaint per sick call request.** Medical co-payments will be deducted from your Inmate Trust Fund Account. If you don't have enough money in your trust fund account to cover the co-payment, the co-payment will be "charged" until sufficient funds are in your account. Medication is dispersed by medical personnel. It is your responsibility to respond to and not miss medication calls. If you have been prescribed medication, you must report to medication call. Inmates may not hoard medication or provide medications to other inmates.

NO INMATE WILL BE REFUSED ANY TREATMENT FOR FINANCIAL REASONS. IF THE ACCOUNT OF ANY INMATE IS INDIGENT, OR THE INMATE IS UNABLE TO PAY THE FEE FOR NECESSARY HEALTH SERVICES, SUCH SERVICES WILL STILL BE PROVIDED TO THE INMATE.

RELIGIOUS ACTIVITIES

“Chaplain Jason Hines”

The Caldwell County Detention Center Chaplaincy Program offers a variety of religious services to satisfy the beliefs of most major faith groups confined at the Detention Center. Services are available to inmates based upon the inmate’s need and desire to participate.

Chaplains and volunteers are prohibited from making phone calls on behalf of or passing any notes, letters, contraband or unauthorized property to, from or between any inmates. Inmates are prohibited from using chaplains and volunteers to circumvent the grievance program or mail system. Religious services and visitations are held through the week. Bibles and other religious materials are available from the chaplain upon request.

The Caldwell County Detention Center will not restrict the religious belief of any inmate, but reserves the right to restrict certain religious practices, literature or materials that violate Detention Center rules or otherwise threatens the safety, security, order or sanitation of the Detention Center. Inmates are expected to show respect to the jail ministers while they are in the Detention Center. Inmates do not have to participate in any ministry service. If they do not want to attend, they may stay in their cell and remain quiet. No inmate is allowed to touch or place their hands on any jail ministry member for any reason what so ever. No inmates will be allowed to use the phones, take showers, walk around the dayrooms, play games, or talking loudly by disturbing the ministry group while they are in the blocks. Any inmate that cannot show respect while other inmates are trying to listen to the jail ministry volunteers will be moved to a different location for temporary housing. The Detention Lieutenant will not tolerate disrespectful behavior toward any outside visitors that come in the facility.

INMATE GRIEVANCE PROCEDURE

Inmates may use the Inmate Grievance Procedure for legitimate problems, complaints or concerns. The Detention Center may, through the inmate grievance process, grant variances to facility rules and procedures, and can recommend that Caldwell County reimburse inmates for legitimate damages, expenses or injuries. At this time Grievances are processed electronically on the kiosk machines located in each housing unit.

Complaints or suggestions should be politely directed to a detention officer or detention supervisor (usually a Sergeant). If a detention officer or supervisor does not resolve the situation to your satisfaction, you may fill out a Grievance Form. It must be filed within seven days of the incident. Inmates may submit **ONLY** one grievance at a time and must wait until that grievance is answered before submitting another. Under normal circumstances, you will receive a written answer to your grievance within ten days, sooner when possible. You may appeal the Grievance Officer's decision filling an appeal on the kiosk machine following the usual procedures.

INMATE WORKER (TRUSTEE) PROGRAM

Inmate worker (Trustee) status is reserved for inmates with exemplary jail records. Inmate workers are generally assigned to kitchen, janitorial or laundry duty. Inmate work is hard physical labor requiring that workers be capable for performing the essential functions of the assigned job.

To be eligible for inmate worker status, an inmate must have a clean institutional disciplinary record and/or be assigned to Minimum Custody housing for at least seven days, and be willing and able to work. Sentenced inmates with thirty or more days have priority, but any

Minimum Custody inmate may volunteer. The Detention Lieutenant and shift Sergeants will select inmate workers from a list of volunteers.

Minimum-custody inmates may volunteer for inmate worker status by submitting a request to the Detention Lieutenant and shift Sergeants. Since there is generally a waiting list, you will be notified when you when you are selected. The Detention Lieutenant will determine if you are eligible to receive credit days for working as a Trustee.

- CRV, or DWI Inmates will not get any trustee credit days.
- Inmates serving 10 days or less will serve hour/ hour & min/min.
- 11 days or more can be released at 8:00am day of release with credit days.

ACCESS TO LEGAL REPRESENTATION AND TO THE COURTS

The Caldwell County Detention Center does not maintain an inmate law library. (Lewis v. Casey, 528 US 343 (1996) and Bounds v. Smith, 430 US 817 (1977.)) Inmates have access to the courts and to legal services in the following ways:

By Attorney Visits: Attorneys may come to the facility and visit with you Monday through Sunday from 8:00 AM until 8:00PM. Private interview rooms are provided.

By Telephone: Soon after arrest, most inmates are allowed access to a free telephone call to arrange for bail and release, to inform friends and relatives of their whereabouts, and to inform and receive advice from legal counsel. Access to a phone during actual incarceration is a privilege, not a constitutional right. During incarceration, most inmates have access to the recorded inmate telephone system to call friends and family, and to make appointments with legal counsel. **WARNING:** What you say on an inmate telephone can and will be used against you in a Detention Center administrative hearing and/or in a court of law.

Access to Prisoner Legal Services: You may contact the North Carolina Prisoner Legal Services in Raleigh, North Carolina for legal assistance. Indigent inmates are provided with writing supplies and sufficient postage.

*North Carolina Prisoner Legal
Services, Inc.
Mailing Address: P. O. Box 25397
Raleigh, NC 27611
Physical Address: 224 S. Dawson St
Raleigh, NC 27601*

Court Attendance: Most inmates are incarcerated by order of the courts and are held subject to their order. When you are scheduled to attend court, the Caldwell County Detention Center will provide secure transportation to and from the court. You will be in court at the scheduled time and date, as required.

By Mail: You may send and receive correspondence and other items of mail to and from your attorney, to any court, elected or government official, and to family and friends. Indigent inmates are provided with writing supplies and sufficient postage.

INMATE RELEASE FROM CUSTODY

When you are notified that you are being released from the Caldwell County Detention Center, begin preparing immediately for your departure. Gather County and personal property, organize your plastic property container, clean up your personal area, and gather trash that should be thrown away. All property, including Commissary items, must be removed from your housing unit and may not be given to another inmate. An inmate is allowed to keep unused medications and personal hygiene items. If you have torn, lost, misplaced, altered, misused, marked upon or otherwise damaged County-owned property, you must reimburse the County for its replacement cost. Such items will be immediately deducted from your Inmate Trust Fund Account. If you

do not have money and have torn or damaged county property, you will be charged and a debt added to you inmate trust account for the amount of property that you have damaged.

If you have money in your Inmate Trust Fund Account when you are released, you will receive a debit card for the balance of the account. If for any reason a debit card cannot be issued at the time of your release, arrangements can be made for your debit card to be picked up at the earliest possible date.

The Caldwell County Detention Center is not responsible for personal property left at the facility or for any property not picked up within 30 days. Abandoned property will be destroyed or donated to a charitable organization.

At the time of your departure you will receive your remaining inmate account balance on a prepaid debit card. 7### (###=CVV on back of card) will be your pin #.

Card usage Tips: Get your cash at ATM:

- Insert card and enter your pin.
- Choose checking as the account type to withdraw.
- Enter the amount to be withdrawn.

1. No fee for signature purchases:

- Swipe card
- Select Credit at the register
- Sign the receipt

2. How to avoid Service fees:

- Your card will incur the first weekly account maintenance fee 2 days after card activation.
- Go online to **www.accessfreedomcard.com** and sign up for an online account. You will be able to transfer money to your bank account anytime, at no charge

3. NO FEE for cash back at cashier!

- Swipe card.
- Select Debit
- Enter pin
- Select amount of cash back and select enter or submit.

Toll free Access Freedom card phone support: [1-877-592-1118](tel:1-877-592-1118)

Fees: weekly account maintenance: \$2.50

ATM withdrawal: \$2.95

ATM Balance Inquiry: \$1.50

DISCIPLINARY PROCESS AND PENALTIES

Examples of Category C Offenses:

1. Offer, give, solicit or accept a bribe or offer to give or withhold anything to persuade another to neglect duties or perform favors.
2. Threaten to harm or injure another or threaten to damage the property of another person.
3. Wrongfully take or carry away the personal property of another or county property or accept such property with the knowledge it has been wrongfully taken. Stealing or possessing property owned by others.
4. Barter or trade; loan or borrow; or solicit in any business activity.
5. Misuse or use without authorization, the telephone or mail.
6. Posting, drawing upon, or otherwise placing anything upon detention center property (walls etc.) without proper authority. (Covering vents & lights)
7. Obstructing the view of a cell or bunk with sheets, blankets, papers, or other materials.
8. Possession of contraband; including tobacco
9. Wasting, hoarding or trafficking county property, supplies, food, or cleaning agents.
10. Possession of excessive personal or county property.

11. Be in an unauthorized area.
12. Failure to secure cell doors during lockdown within specified times.
13. Fail to keep living quarters in a clean and/or proper condition.
14. Fail to observe basic standards of personal hygiene in bathing and grooming.
15. Misuse detention center supplies.
16. Gambling or swapping, trading or sharing property.
17. Attempt to commit any of the above listed offenses, aid another person to commit any of the above listed offenses, or make plans to commit any above listed offenses

Disciplinary Procedure for a Category C Offense:

An inmate committing a Category C offense will receive written notice (copy of disciplinary form) from a detention officer. An inmate has no right to appeal punishments for Category C violations. If and inmate pleads Not Guilty to a Category C Offense but is found Guilty, the inmate will spend 30 days in lock down. If the inmate pleads Guilty to the Category C violation, the inmate will spend 20 days in lockdown.

Examples of Category B offenses:

1. Disobeying a detention officer or disobeying a direct order from any detention center staff or violating any written or verbal rule or procedure of the Caldwell County Detention.
2. Willfully damage, destroy, alter, tamper with or loose county owned property or possessing damaged county property.
3. Threaten to harm or injure an employee/staff or other person.
4. Interference, moving around or disrupting staff during an inmate headcount or in the performance of his/her duties.
5. Participating in a fight or assault.
6. Commit, solicit or incite others to commit any sexual act or indecently expose oneself, or touch the sexual or other intimate parts of oneself or another person for the purpose of sexual gratification
7. Instigate or provoke an assault on another.
8. Providing false information to a detention officer with the intent to deceive.

9. Inmate worker charging another inmate for services.
10. Engaging in disorderly conduct or disruptive behavior.
11. Using abusive, indecent, or obscene language.
12. Sell, accumulate, give, misuse, hoard, or hide medication.
13. Commit or incite others to commit acts, which spread or may spread communicable diseases. (Including but not limited to tattooing instruments and needles)
14. Attempt to commit any of the above listed offenses, aid another person to commit any of the above listed offenses, or make plans to commit any above listed offenses

Disciplinary Procedure for a Category B Offense:

An inmate committing a Category B offense will be

An inmate violating a Category B offense is subject to the following penalties: If an inmate pleads Not Guilty to a Category B Offense but is found Guilty, the inmate will spend 45 days in lock down. If the inmate pleads Guilty to the Category B violation, the inmate will spend 30 days in lockdown.

The minimum penalty for fighting, assaulting another inmate, possessing a match or cigarette lighter (arson device), dangerous weapon (razor, shank, etc.) or any object designed, redesigned or modified for the purpose of inflicting injury (example: broken broom handle) is disciplinary lockdown for MINIMUM 30 DAYS.

Examples of Category A Offenses:

1. Physically assaulting Detention Center staff.
2. Commit an assault on a staff member by throwing liquids, (including but not limited to urine and feces) or spitting on a staff member.
3. Organizing, orchestrating, encouraging or taking a leadership role in a strike, riot and other improper or disruptive group activity.
4. Seize or hold a hostage or in any manner unlawfully detain any person against his/her will.
5. Assaulting an inmate with a weapon capable of inflicting serious injury or resulting in serious bodily injury or hospitalization.

6. Escape or attempted escape while in custody
7. Engaging in sexual acts of any kind or indecent exposure.
8. Tampering with a security or safety device.
9. Intentional clogging of plumbing, tampering with an electrical outlet or otherwise tampering with the electrical, plumbing or heating/AC of the Detention Center.
10. Possession, manufacture, or attempt to manufacture of any homemade intoxicant.
11. Knowingly inhale, smell, breathe any vapors, fumes or odors, or possess for the purpose of including or attempting to induce intoxication through inhalation; or possess, inject, or ingest any non-controlled substance for the purpose of altering mental or physical capacity.
12. Starting a fire or attempting to start a fire.
13. Impersonating another inmate or Detention Center staff.
14. Possessing illegal drugs, a gun, a knife or any escape tool (key, pick, rope, razor blade, etc) or written escape plan.
15. Extortion, strong-arming, verbal or physical intimidation for personal or financial gain.
16. Deliberately provide false and/or misleading information to staff during an investigation related to any offense in this class.
17. Attempt to commit any of the above listed offenses, aid another person to commit any of the above listed offenses, or make plans to commit any above listed offenses

Disciplinary Procedure for a Category A Offense:

Inmates committing a Category A offense will be provided written notice (copy of disciplinary form). An inmate may receive twenty-four-hour notice that a hearing may be held to determine the inmate's guilt or innocence, may be allowed to call witnesses, and may have the opportunity to plead his case before the Detention Administrator. Until the hearing is conducted, the inmate may be placed in Administrative Segregation. An inmate may appeal his punishment by submitting an Inmate Grievance Form within three days of the hearing to the Grievance Officer. (Follow the Inmate Grievance Procedure.)

An inmate violating a Category A offense is subject to the following penalties: If an inmate pleads Not Guilty to a Category A Offense but is found Guilty, the inmate will spend 90 days in lock down. If the inmate pleads Guilty to the Category A violation, the inmate will spend 60 days in lockdown. * (See note below.)

The minimum penalty for assaulting Detention Center staff, assaulting another inmate with a weapon or inflicting serious injury upon another inmate is disciplinary lockdown for 90 days.

***NOTES: The Detention Administrator may order an inmate held in disciplinary lockdown or administrative segregation for the remainder of the inmate's incarceration if it is in the best interest of inmate and/or officer safety or to maintain the good working order of the Caldwell County Detention Center.**

***Any inmate's services or activities may be cancelled, rescheduled or delayed due to staffing shortage or special circumstances. All reasonable efforts will be made to ensure that inmate needs are met to the best of our ability. ***