

**NORTH BRANCH
CORRECTIONAL
INSTITUTION**

2024

INMATE HANDBOOK

Revised 6/2023

NOTE: All procedures outlined in this handbook are subject to change. The handbook is designed to be an easy to read, quick reference guide to the inmate population. It does not replace the DPSCS policies that are written for any section/department discussed in this book. All inmates will be notified as changes occur. Please see your assigned Case Management Specialist if you have trouble understanding this handbook.

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I. INTRODUCTION

North Branch Correctional Institution is a Maximum II Security facility which opened in 2008. We take pride in keeping North Branch clean and in a good state of repair. Inmates can help with this by taking care of the facility, as it is a place where they will live for a time period. Good sanitation creates a healthful environment for the general population and staff. Taking care of the physical plant and equipment translates into cost reduction for maintenance and therefore gives us the ability to use funds elsewhere.

At NBCI, every effort is made to provide a safe environment for staff and inmates. Security operational practices are inconvenient, but necessary to provide a safe environment for all.

North Branch is organized and operated by a management strategy known as Unit Management. Unit Management involves taking the total institution and dividing it into smaller units. These smaller units then operate as if they were small institutions within the larger whole. This may be done in a variety of ways. One way is by housing units. NBCI's organization reflects this method. Thus, we have four small management units known as Unit 1, Unit 2, Unit 3, and Unit 4. Units 1 and 2 are special management units which provide a closer level of monitoring for security reasons.

Each housing unit has a Unit Manager and a team of unit staff. The Unit Manager is the Lieutenant of the 7-3 shift. The unit team consists of a Case Management Specialist(s), Psychologist, Social Worker, and security staff. The Unit Manager is empowered with a level of authority that exceeds that of a typical unit supervisor.

For example, the Unit Manager may:

1. Recommend Special Visits
2. Assist in the receipt of clothing
3. Allow emergency phone calls
4. Solve complaints, etc.

The Unit Manager in conjunction with supervision and staff are responsible for that unit's security, safety, activities and programming of inmates.

In summary, the Unit Manager is responsible for the management of the unit, unit staff, inmate relationships, communications, and enforcing rules and regulations for the unit. While any inmate may address requests and questions about unit living to department supervisors and the administrative officers of the institution, these requests will be discussed with, and sometimes returned to, the Unit Manager. Inmates are therefore responsible for discussing matters of interest and concern with their Unit Managers initially.

North Branch enforces a zero-tolerance policy for Sexual Misconduct, illegal activity, disruption of public safety and any actions adverse to sound security operations. This expectation is in place for both inmates as well as staff members throughout the facility.

It is imperative that all inmates familiarize themselves with all safety and security procedures here at NBCI. The detail officer will make inmates aware of any special care, or issue, any personal protective equipment, if needed, while working their institutional assignment.

We hope your stay here is a safe and productive one. While we realize you would rather not be here, nevertheless you are, and if you take advantage of the services available, in all, you shall have the opportunity to leave here better prepared for your future.



II. GENERAL INFORMATION

A. Non-Discrimination

The Department of Public Safety and Correctional Services (**DPSCS**) and North Branch Correctional Institution (**NBCI**) provide equal access for all inmates to programs, services and activities without regard to race, religion, national origin, sex, disability or political beliefs, unless membership in any of these services requires the exercise of restriction to afford an inmate reasonable protection from harm.

The institution shall provide a safe, healthy environment and freedom from corporal punishment, injury, personal and mental abuse, harassment, sexual assault, and manipulation. No sanctions will be allowed which adversely affect the health, physical welfare, or psychological wellbeing of inmates.

Inmates should be advised that the DPSCS and each institution publish written regulations to mandate and guide policies as well as practices. The regulations and directives are available to inmates in the institutional library. Therefore, when a particular regulation is referenced in this manual, it is generally available to all inmates in the library.

B. Sexual Assault/Rape Prevention

It is the policy of North Branch Correctional Institution to have zero tolerance for sexual assault, rape or any other sexual contact between inmates or among staff and inmates. The Prison Rape Elimination Act of 2003 (PREA) is a Federal law that is aimed at stopping prison rape through a zero-tolerance policy, research and information gathering. This act resulted in the development of national standards in an effort to prevent sexual violence in prison. The act requires all places of confinement to protect inmates as much as possible from sexual violence.

You have the right to be safe from sexual abuse and harassment. If you are being coerced, threatened, or blackmailed into a sex act by another inmate or by staff, you should report it. You should also report any attempts of retaliation because you reported such an incident or spoke to an investigator about sexual abuse. All complaints of sexual abuse or sexual harassment will be taken seriously and will be investigated by a trained investigator.

How to Report Sexual Abuse or Sexual Misconduct:

1. Talk to any staff member that you feel comfortable with. This can be a correctional officer, teacher, nurse, chaplain - ANYONE.
2. Report the incident to the **PREA Hotline**. The toll-free number is **410-585-3177**. You will get a recorded message. Leave as much information as you can. Remember to always give the name of your facility. We cannot investigate if we do not have enough information. All information will be kept confidential.
3. You can file a complaint through the PREA App on your tablet. All information is directly sent to IID.

C. Inmates with Disabilities

An individual with a disability is defined by the Americans with Disabilities Act of 1990 (ADA) as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such an impairment.

In accordance with the requirements of Title II – Access to Public Services of the Americans with Disabilities Act of 1990, the Department of Public Safety and Correctional Services (DPSCS) prohibits discrimination against an inmate or individual under the supervision of the Department who is a qualified individual with a disability with regard to access to services, programs or activities to an inmate or supervisee while in custody or under supervision by the Department.

The Department will make reasonable accommodations to enable an inmate who is a qualified individual with a disability to participate in or have access to Department services, programs, or activities available.

Complaints that a program, service, or activity of DPSCS is not accessible to persons with disabilities should be directed to the facility ADA Coordinator.

D. Inmate Control over Other Inmates

The responsibility for supervision of inmates belongs solely to staff and cannot be delegated to inmates. No inmate or groups of inmates will be given control or authority over another inmate(s). Staff will not appoint an inmate supervisor for an inmate work detail, allow an inmate(s) preferential treatment or show favoritism toward any inmate(s).

E. Inmate Organizations

A variety of programs are available to inmates through the Activity Coordinators Office. Contact the Activity Coordinators Office for additional information. All inmate organization activities must be pre-approved by the Warden or designee in writing.

F. Inmate Movement

Movement within the institution is closely monitored and controlled for safety, accountability, and order. There is controlled movement and individual movement. Controlled movement is by wing or housing unit to such events as meals, courtyard, and some job assignments. While on the compound, inmates must walk to the right and not interfere with those walking in the opposite direction. There is to be a continuous flow of movement with inmates facing the direction of travel. There is to be no speed walking, running, stopping, or congregating on the compound. After each controlled movement there is a body count taken to ensure everyone is where they are assigned or designated.

At all times the inmates ID must be visible.

Individual movement is controlled by a pass system. If, for example, an inmate wishes to go to church services or self-help groups, they must have their name put on a pass list. They are then issued a pass to go to **only** that function. Before leaving and when returning to the unit on an individual pass, inmates **must** check in/out with their Wing Officer. Inmates on cell restriction will

leave their cell only to go to work assignments, visits, medical/dental passes, meals, or worship services. When leaving the pass location, inmates must always return to their housing unit and check in with their Wing Officer before going elsewhere. The recreation room may then be entered if it is open. The Wing Officer can explain this to inmates in more detail should questions arise. Inmates should not go into any unauthorized area without proper approval, specifically a pass. Violation of this requirement may result in a violation of Category IV, Rule 402.

It is your responsibility to check the posted pass list to know and to be ready for your scheduled pass. If you are in the dayroom and you have a pass scheduled during your rec period, you will not be permitted to attend your scheduled pass (except for medical passes). If you decide to attend yard during your scheduled pass time (excluding medical) you will not be excused from the yard and you will forfeit your pass.

When inmates leave their housing unit for any reason, they must be properly dressed. Proper dress is long pants (ankle length), a shirt with sleeves, socks, and shoes. The belt line of the pants must be worn around the waist and pant legs must be down to the ankle. Pant legs may not be pulled or rolled up past the ankle, except in those areas where shorts may be worn. The sleeves of the shirt must come down to at least halfway between the shoulder and elbow. Sleeves may not be rolled up past this point. Per OPS.220.0004, no sleeveless or tank tops are allowed.

Shirts with buttons, snaps, or zippers must be fastened up to at least mid-chest. Shirts may not be pulled or rolled up to expose the midsection. No wristbands of any type will be permitted. Socks, shoes and/or boots must always be worn when outside of the Housing Unit. Coats, jackets, and other approved outer garments may be worn, not carried. At no time may clothing be worn inside out.

While inmates are on the compound or in the yard and a disturbance occurs, all inmates must “get down” and **lay face down** on their stomach until they are instructed to get up. Kneeling or crouching is not permitted. Any inmate that does not adhere to this policy will be considered involved in the fight or disturbance and may be subject to use of force, as well as institutional rule violations. Also, if the get-down policy is not adhered to by inmates on the yard or on the compound, yard privileges may be revoked.

All hats and caps, except for **APPROVED** religious headgear, **MUST** be removed upon entering a building.

The inmate’s DPSCS ID card must be displayed openly, above the waist at chest height always. Inmates are required to display their ID to any staff member upon request. Any ID card that is lost, stolen or damaged will be replaced at a cost of \$4.00 to the inmate. Inmates are required to relinquish their ID card to staff for proper identification to obtain recreation equipment, library materials (including games) and to receive telephone privileges on the wing.

Lost or stolen ID cards must immediately be reported to the Wing Officer.

G. Legal Services for Inmates

Inmates are encouraged to contact their assigned Case Management Specialist when they have a problem. This policy has always been liberally interpreted to include situations where inmates may require or need legal services. DPSCS regulations clearly provide for uncensored and unlimited mailing privileges to the Governor, Attorney General, the Inmate Grievance Office (IGO), any Court of Law or your attorney. In the event an inmate has legal problems, the following agencies and services are available to them:

1. Inmates may contact their Case Management Specialist for guidelines as to how to obtain legal assistance. In addition, addresses of legal resources are listed in Appendix G of this handbook. Inmates may also obtain civil rights petitions about the Civil Rights Act, U.S.C. Section 1983 from their assigned Case Management Specialist or the institutional library.
2. Inmates are encouraged to write their attorney and/or any other individual duly authorized to practice as a designated representative.
3. Inmates may write to The Prisoner's Rights Information System of Maryland (PRISM) at P.O. Box 929, Chestertown, Maryland 21620. See Appendix G in the back of this handbook.
4. Inmates may write and send requests and information, by mail to a Court of Law in any city, country, or state.
5. Inmates may write to the State's Public Defender's Office for assistance concerning direct appeals of criminal convictions, petitions for post-conviction relief and petitions for habeas corpus relief in the state court system.
6. Inmates can possess legal materials (subject to institutional rules concerning space, fire, safety and security). The box size for legal materials received is to be no more than 1.5 cubic feet (12x12x18). Inmates are reminded that it is the policy of the DPSCS not to interfere with or in any way hamper an individual's access to the judicial process.
7. The institutional library has **some** legal reference materials. All inmates, regardless of their institutional status may have access to the library (see library services section in this handbook).
8. All general population inmates will be permitted to make legal copies in the Housing Unit and /or in the SSB Library. Indigent inmates needing copying services should write their assigned Case Management Specialist. Account balances will be verified in such cases.
9. In light of cooperation with the Office of the Public Defender, an inmate's Public Defender counsel can arrange for an online video conference with the inmate. These video visits shall be arranged through the institution's Case Management Department/IGO Office. Such contact will be subject to security observation and arranged in a manner that does not disrupt institutional operations.

H. Contraband/Criminal Violations

Maryland law defines contraband violations as any inappropriate items that are introduced into a place of confinement. Legal consequences for introducing contraband into the institution will be governed by Maryland General Assembly HB84 (session 2014). Institutional rule violations will also apply in such cases. If a visitor participates in this type of behavior, it may affect their ability to enter the institution in the future.

III. INSTITUTIONAL LIVING

A. Housing Units

Inmates are assigned to live in one of four housing units while at NBCI. When inmates arrive at NBCI, they will be assigned to a cell location in a housing unit and will be scheduled for an orientation. Orientation will be held within the first seven (7) days after arrival at the institution.

It is the responsibility of each inmate to inspect their cell upon initial placement and to clean and maintain their assigned cell, state property and living areas. Materials for cleaning and disinfecting will be available from the Wing Officer during the unit's assigned cleaning day.

It is the policy at NBCI that inmates can request one convenience cell move every six months unless otherwise authorized by the Housing Unit Manager.

General housing unit rules are established for the housing units. These rules are included at the end of this handbook. These rules exist for the safety and welfare of inmates and to make living here an orderly experience in view of the number of people assigned to the institution.

*****Inmates are responsible for knowing these rules and complying with them.*****

B. Dining Room

All meals are served in the main dining rooms unless an inmate is on special status in a housing unit. If inmates are on a special status, they will receive their meals in their cell.

Inmates are called for meals in the dining hall by wing and/or housing unit. Meal schedules may vary depending upon overall population size and the schedule of other institutional activities. Currently, the approximate time frames are:

Breakfast:	3:30 a.m. to 6:00 a.m.
Lunch:	9:20 a.m. to 11:20 a.m.
Dinner:	4:00 p.m. to 6:30 p.m.

These times are subject to change. Housing unit staff will inform inmates of changes as they occur.

Meal lines must move in a timely fashion or other activities will be affected. These include, but are not limited to, recreation periods and training, etc.

Meals are planned on a revolving basis. Meal plans are reviewed for nutritional content based on the age groups of the population assigned to NBCI. All meal plans are reviewed by a registered and licensed dietician.

In order for mealtimes to be conducted in an orderly and organized fashion, please observe:

1. Inmates must show their ID to the officer checking ID's as they leave the housing unit. Inmate ID's must also be shown to the Food Service Officer on the line. Inmates will receive

a notice of rule infraction for not possessing their ID. The ID must be displayed openly, above the waistline at chest height always.

2. Inmates must be properly dressed when going to the dining room (i.e., long pants, shirts with sleeves, shoes, and socks). Proper dress is defined as pants worn fully pulled up around the waist with no exposure of underwear.

3. Commissary items, extra clothing, books, magazines, etc., will not be allowed in the dining room. The only exception to this rule is educational material when an inmate reports directly from school to the dining room.

4. The officers will regulate movement, entrance, seating and exiting. All chairs at each table will be filled before seating at the next table in the row. After being seated, inmates are not allowed to get out of their seats unless directed to do so.

5. Main entrees **MUST** be consumed in the dining room. Only one food item, excluding drinks, may leave the dining hall. e.g. fruit, cake, or a slice of bread.

6. Each inmate will be afforded the opportunity of at least 20 minutes of dining time for each meal.

7. There are two menu plans from which to choose:

- The regular master cycle menu – contains meats and fats (2750-2900 calories per day)
- The Lacto-Ovo Vegetarian meal – establishes the legumes, meat analogues, cereals, nuts, cheese, milk products and eggs as protein sources.
- Two asterisks will show the Lacto-Ovo Vegetarian meal on the master cycle menu. The procedure for obtaining a Lacto-Ovo Vegetarian Diet is to sign up through the Housing Unit Manager every six months, beginning July 1 for a July 15 start date and January 1 for a January 15 start date. Inmates that are transferred to this institution from another institution will be given the opportunity to choose their meal preference within 15 days of coming into the institution.

8. **Only** the Medical Department may authorize medical diets.

9. Food will not be withheld as a disciplinary measure. The use of food as a reward is forbidden.

10. All **religious diets** will be handled in accordance with COMAR 12.02.10.03.02 Faith-Based Services. During Ramadan, inmates that participate in the fast will be identified for other nutritional options.

11. The following are qualifications that are considered to be placed on the Job Bank Dietary Waiting List:

- a. No guilty adjustments in the past year
- b. No adjustments for serious staff assaults
- c. Must not have been fired from a dietary skilled position in the past 6 months

d. No active STG Members (will be reviewed by Intel Department)

12. Food service inmates will be issued lab coats when they are hired. Food Service lab coats are to be taken with the inmate each day and laundered in the unit as needed. Also, nothing is permitted to be brought to work detail other than items needed to perform your job. No food service inmates will be allowed to take food from the dining room.

13. If leaving a work assignment for a pass, the inmate must return to the institutional work location where they were before they went on the pass, unless the Detail Supervisor tells them to report to their housing unit.

14. Food service inmate workers are prohibited from eating additional portions of food and are prohibited from issuing additional food portions to other inmates.

15. All NBCI inmates assigned to work in the Food Service Department will be given a list of rules and regulations on their first day of work. This list will be signed for by new inmates and witnessed by a Food Service Supervisor. This list of rules will be enforced by the procedures set forth in COMAR 12.02.27.04.E (2). Questions concerning inmate placement on the Dietary Waiting List are to be referred to your assigned Case Management Specialist.

C. Visitation

Visits from inmate's families, friends and others are conducted in the main visiting room in the Support Services Building. Visits are an important part of an inmate's life. We try to conduct visits in an informal and relaxed atmosphere while at the same time maintaining order. Remember that visiting is a privilege and not a right. **Inmates can lose their privilege to receive visits and visitors can lose their privilege to visit inmates.** The rules of the Visiting Room exist to make inmate visits as relaxed as possible, but within a structured environment. Inmates and their visitors are expected to conduct themselves in a responsible and mature fashion, respecting not only other inmates, but themselves as well.

All visits occur on **Fridays, Saturday and Sundays, from 8:30 a.m. to 1:30 p.m. Registration begins at 8:00 a.m. and ends at 12:30 p.m. Visitors must arrive at the institution to register for their visit no later than 12:30 p.m., or the visit will not take place. Visiting days and times are subject to change WITHOUT notice.**

Assuming that there has not been a suspension of the visiting privileges, general population and administrative segregation inmates are allowed two visits per week and disciplinary segregation inmates are allowed one visit per week. Mondays, Tuesdays, Wednesdays, and Thursdays are non-visit days. A video visit counts as a visit for the week ex: if a general population inmate receives a video visit then that inmate is only allowed one in person visit for the week.

At a minimum, all segregation and general population inmate visits will be 30 minutes but may be extended depending on the volume of visitation at the facility. All inmates classified as Maximum II Security will only be permitted to have non-contact visits.

The number of visitors is limited to a maximum of two adults and two children. Any person under 18 years of age must be accompanied by an adult and is required to be a relative of the inmate or the visitor, otherwise the visit will not be permitted. All visitors 18 years of age or older must present a valid, state issued photo identification before they will be permitted to visit.

Fifteen names are allowed to be placed on each inmate visiting list. Changes are permitted every **90 days** (this includes additions and deletions unless otherwise approved by the Warden or his designee).

Anyone not on the visiting list will be denied visitation unless previous arrangements have been made. The names of visitors 18 years of age and older must be on the visiting list.

Visits by clergy will be cleared through the staff chaplain. A Clergyman may be added to an inmate's visiting list in addition to the authorized fifteen persons. A certified religious visitor may not be an inmate's immediate family member or relative. Please note that all visitors are subject to a background investigation prior to receiving approval to visit an inmate.

The Case Management Department will schedule attorney visits (virtual or in-person), as well as special visits.

An attorney or legal assistant is not required to be included on an inmate's visitor list. An attorney is required to provide photo identification and State Bar Association identification. A legal assistant must also produce photo identification and present a letter of introduction signed by the attorney on the attorney's or legal firm's stationary.

Inmates should provide the following information to their visitor(s):

Entry on the day of a visit shall be based on proper identification of the individual that includes a fingerprint-based identification check. The visitor's ID address must match the information on the inmate's visiting list.

If a visitor has a criminal record the individual is required to provide the facility with the following documentation:

- If fingerprinted for reasons other than a criminal offense, a written explanation of the reason for being fingerprinted
- If fingerprinted due to a criminal offense, a copy of the criminal report must be presented.

Any visitor, who is subsequently fingerprinted, before the next visit must:

- Advise the facility of the change
- Be re-evaluated for visiting privileges
- Before the next visit, receive notification that visiting privileges may continue

When a visitor arrives to enter the correctional facility, entry shall be denied if the visitor:

- Has an active arrest warrant for a criminal offense; is on active parole and/or probation
- Is a known or suspected terrorist
- Is a sex offender
- Refuses to submit to the fingerprint identification process
- The fingerprint ID results in a "hit" on either the Maryland or FBI database
- If the visitor is inappropriately dressed
- If the visitor displays a disruptive behavior
- Cannot clear the Secure San detector

Visiting rules are to be adhered to as displayed in the front entrance:

Inmates are only allowed physical contact, as outlined in OPS.195.0003, with visitors at the end of each visit. During visits there will be no physical contact between visitors and inmates over the visiting security barrier.

Nothing may be passed from the visitor(s) to the inmate during a visit. If you are found to be passing something, the visit will be terminated immediately and visiting privileges will be subject to suspension.

For Visitors:

1. All visitors must clear all scanning procedures before the visit begins
2. Note that all guidelines within OPS 195.0003 are available for review in the Inmate Library.
3. Proper Dress is always required in the visiting room and is as follows:
 - a. Blouses, skirts, etc. that are provocative, (i.e. see through clothing or clothing that reveals the bosom and upper thigh area) are not appropriate and will not be allowed.
 - b. Bare feet will not be allowed.
 - c. Camouflage clothing and/or uniforms other than active military uniforms, will not be permitted.
 - d. No halter tops, tube tops, tank tops or tight-fitting tops.
 - e. No jewelry will be allowed other than a wedding ring.
 - f. Underwear type t-shirts, sleeveless (tank top) shirts, shirts with handwritten prints, shirts with any type of vulgarity, or any clothing that represents gang colors will not be allowed in the institution.
 - g. Visitors are expected to comply with the above clothing standards. If not followed, the inmate will be returned to their housing unit and the visit will not take place.
4. All inmates requiring a non-contact visit will be cuffed behind the back when brought to the Visiting Room. Inmates are to be placed in the non-contact rooms and the cuffs removed through the slot on the door for the duration of the visit. At the conclusion of the visit the inmate is to be cuffed behind the back, through the slot, for the escort back to his housing unit. All MAXII, Administrative Segregation, and Disciplinary Segregation inmates are prohibited from having contact visits.
5. All inmates are subject to a search in accordance with established procedures. Any inmate found with contraband on their person after completing a visit will receive an adjustment and a recommendation will be made to the Warden requesting that visitor(s) to be barred from visiting privileges for a specified time or indefinitely.
6. Any visitor who is found to have any type of contraband on their person will be seen by the on-duty shift commander, at which time a determination will be made concerning the possibility of criminal charges being filed. If a determination to file charges is made, the proper law enforcement agency will be contacted.
7. There will be no talking or gesturing to other inmates or their visitors during visits.

8. Inmates and visitors are expected to abide by the rules posted in the visiting area. Violation of these rules will result in termination of the visit. Any deviation from this will be by written order of the Warden or designee.

9. All visitors, both male and female, are subject to search in accordance with OPS.195.0003 and OPS.110.0049. The search may include a visual mouth inspection. This is noted on signs posted at the main entrance in the visiting lobby. Persons refusing a request to search will be asked to leave the premises. If they refuse, they will be treated as trespassers and the proper authorities will be contacted.

10. All visitors are required to pass through and clear the Secure Scan located at the Front Lobby. If a visitor does not clear the scan after three attempts, they will be refused entry into the institution:

- a. The only exception to this requirement is a medical condition that would cause the activation of the metal detector. A doctor's note will be necessary to verify the condition.
- b. Personal items such as money, food, drinks, etc. are not allowed in the Visiting Room. Non allowable items, in most cases, may be stored in the front lobby lockers that are provided.
- c. Visitors outer wear will not be allowed in the visiting area and must be placed in a locker provided in the Front Lobby. This includes coats, jackets, blazers, sweaters, sweatshirts, and any other clothing article.
- d. Visitors hats, other than religious headgear, will not be allowed in the reception area and must be placed in a locker provided at the Front Lobby.
- e. **All headgear is subject to search by staff.**
- f. NBCI is a tobacco free facility. Smoking products, matches and lighters are not permitted in the institution. These items must be left in the visitor's vehicle.
- g. Cell phones of any kind are prohibited in the institution. This item must be left in the visitor's vehicle.
- h. **No weapons are allowed on state property.**

11. Inmates are required to notify their prospective visitors when any visiting restriction is imposed.

12. Any inmate who tests positive for drugs will be administratively restricted to non-contact visiting status pending a formal disposition by the Hearing Officer.

Extended/Out of State/Special Visits

Special Visits are approved on a case by case basis and are limited to 2 (two) visits per calendar year unless extenuating circumstances occur. These visits must be approved by the Housing Unit Manager, Case Management and the Assistant Warden or designee.

To clarify the procedure concerning requests for such visits the following criteria must be followed:

- a. When an inmate wants to schedule a Special Visit, he must send a request slip providing the full name(s) an address(es) of those individual(s) who will be visiting to the Housing Unit Manager. **This request must be received at least seven (7) days prior to the date the visit is to occur.**

- b. The specific date and time will be arranged with the Housing Unit Manager.
- c. The approval of a Special Visit on the form is allowing a visit for an inmate with a loss of visits or with a visitor not on the regular visiting list. The visitors listed must still follow all policies regarding entry into the facility on the scheduled date and time.

Contact the Housing Unit Manager with any Special Visit questions.

If a visit is to be considered an Out of State special visit, the travel distance must be equal to or greater than 200 miles one way to reach the institution and will be verified during registration.

D. Property and Package Procedures

When an inmate arrives at NBCI, their property will be stored in the property room until the initial inventory of the property can be completed. Inmates will be given necessary items upon their arrival until their property is inventoried and brought into compliance. Inventories will be completed as soon as possible and, in the order, received.

Packages

Package Ordering – While at NBCI there are two catalog ordering periods:

- January 1st thru May 31st
- July 1st thru November 30th

Inmates are allowed one order per period. Appliance replacement orders are on an as needed basis. All items ordered must conform to NBCI 220.0004. Third party orders are available through KEEFE (Food Orders) only – **NO EXCEPTIONS!**

When a package is received at NBCI it will be held in the property room and the inmate's name will be placed on a waiting list. Names will be added to the list according to the order in which the packages are received. There will be a daily list of passes put out to the housing units for inmates to go to the property room to receive their packages.

When a pass is sent out for package pick up the inmate must report to the property room and check in with the Property Officer. The inmate must then wait in the holding cell until they are called to receive the package. While in the holding cell, all inmates must remain seated. Loud, disruptive behavior will not be tolerated, and the pass will conclude with the inmate returning to their unit and may receive pending adjustments where applicable.

Upon receiving their package, the inmate should check it for the items ordered and immediately bring any discrepancies to the attention of the Property Officer. The discrepancy will be handled accordingly on a case by case basis. If an inmate orders an item and they already possess the maximum allowable amount, the inmate must exchange the item to receive a new item.

Inmates on Disciplinary Segregation shall not receive packages and shall not be permitted to place a catalog order. Any package, other than books, received by the institution while an inmate is on disciplinary segregation shall be returned to the sending company.

Educational Items

All educational items being ordered must first be approved through the Education Department/Education Administrator. Once approval is received, it will be forwarded to the Property Room and/or mailroom to be processed.

Religious Items

All religious items being ordered must first be approved through the Chaplains office. Once approval is received, it will be forwarded to the Property Room to be processed.

Mail Outs

Any inmate wishing to mail items out of the institution are to place an inmate request with the Property Room staff. The Property Room will then issue a pass for the next available day that this can be completed. The property will then be packaged, and a money voucher will be filled out by the inmate to pay for the postage required to send the package out.

E. Commissary Procedures and Inmate Funds

The institution's Business Office manages disbursements of inmate funds. The Business Office follows accepted accounting procedures and DPSCS accounting regulations. If inmates have any questions about their institutional spending or reserve account, they may write to the Inmate Accounts Department of the Business Office.

Policy

It is the policy of NBCI to provide inmates with the opportunity to purchase commissary, food, health items and other sundry merchandise to enhance their health, welfare, and enjoyment.

Definitions

- A. Welfare Commissary: basic personal hygiene items that are free of charge to inmates that meet the Department's definition of indigent.
- B. Indigent Inmate: an inmate who in the previous 14 days has not received pay for a work assignment and who has not had \$2.00 in his active account. Please be mindful that inmates who intentionally deplete their funds can be excluded.
- C. Keefe Commissary Network (KCN): is the contractor responsible for maintaining and providing commissary services to the inmate population.
- D. Scan – Tron: a pre-printed order form that is utilized by the inmates to purchase commissary items.
- E. Inmate Commissary Communication Form: a form used by inmates to inquire about concerns with commissary.
- F. Inmate tablet, an electronic device that is provided by the Institution for purposes of ordering commissary and access to inmate banking.

Responsibilities – Commissary Procedures

- A. Inmate Commissary Menu Forms - The following menus will be used to order commissary:
 - a. **GENERAL POPULATION MENU**

- b. DIS/SEG MENU
 - c. MEDICAL DIET MENU
 - d. QCRP MENU (property and clothing menu)
- B. Ordering of commissary will be done by using Keefe Commissary App on the inmate tablet. Inmate phones located in the Rec Hall may also be used to order commissary if a tablet is not available.
- C. Scan trons will only be used if an inmate has prior approval from the Supple Supervisor.
- D. Maximum Spending Limits have been established and are as followed:
- a. GENERAL POPULATION and ADMINISTRATIVE SEGREGATION limit is \$85.00 per week
 - b. DISCIPLINARY SEGREGATION limit is \$35.00 per week

The purchase of postage stamps and phone time is not included in the spending limits.

If an inmate orders more than his spending limit allows, his order will not be filled. If an inmate orders items that are not on the approved NBCI Order Menu, the entire order will be returned to KCN for a credit.

- E. An inmate must have his state issued ID to receive his commissary order.
- F. Any disputes with commissary orders must be made in writing utilizing the Inmate Commissary Communication Form. Completed forms will be forwarded to KCN for replies.
- G. An inmate may only receive commissary once per shopping week. The commissary schedule will be posted in each housing unit. The dates and times are subject to change.
- H. Razors – must be exchanged one for one after the initial issue of two (2) razors. This includes white razors received in a welfare kit.
- I. Batteries – must be exchanged 2 each for a pack of 4 each.
- J. Once an inmate is called to the Commissary, they will not be allowed to return to their cell. Inmates leaving the Commissary area before receiving their order will forfeit the order for a full refund.
- K. If an inmate is on a pass list, all attempts will be made to deliver the order to them. Being in the Rec Hall or out to Yard is not considered being on a pass.

***All non-delivered orders will be returned for a refund.

***Commissary menus will be updated periodically and may change without notice.

F. Welfare Needs of Indigent Inmates

Inmates are eligible for Welfare Commissary if they have less than \$2.00 in their active account for the past 14 days. Any inmates that are found intentionally depleting funds will be excluded. An inmate who has shown a pattern to manipulate his account balance to qualify as indigent may not receive a welfare kit.

It is the policy of NBCI to provide selected items for those inmates identified as indigent by COMAR 12.02.20.01 The kits are filled with basic hygiene products and writing materials that are sufficient for one month's use.

Indigent inmates may request a Welfare Commissary package by filling out the DPSCS Welfare request slip (OPS.175.0002 – Appendix A). Forms will be accepted throughout the month; however, the deadline for receipt of these forms to the Commissary Office is the **third Sunday** of the month.

Completed request forms must be sent to the Commissary via institutional mail. Inmates approved for a welfare package will receive their kit the last week of the month.

G. Clothing Room Procedures

The Clothing Room Officer will issue inmates arriving at NBCI with suitable clothing after the inmates personal clothing arrives at the institution. Inmates clothing will be inventoried and accounted for by the Property Room officers on the Property Inventory, OPS.220.0004 Appendix 3.

Maximum Property Allowed after initial issue:

	General Population	Disciplinary Segregation
Coat	1	0
Socks	9	9
T-shirts	8	8
Shirts	6	0
Boxers	8	8
Jeans	4	0
Knit Hat	1	1
Footwear	4	2

Administrative Segregation inmates may have the same property as General Population inmates except for razors.

*****To be eligible for a re-issue of footwear, you must not have received ANY footwear, from any other source, for at least 1 year.**

***** These property matrixes are to be used as a guide and are subject to change at any time and without notice. *****

*****Note: Ordering clothing larger than your size is prohibited. *****

Re-issue of Clothing

Clothing may be re-issued on a one for one exchange. The Clothing Room Officer will schedule one housing unit per month for exchange. On the scheduled month, the inmates in that unit can exchange clothing. The inmate will fill out an NBCI Clothing Room Slip and submit it to the Clothing Room.

Clothing Room Slips must be received by the Clothing Room Officer between the 1st and 7th of each month. Only one slip per inmate will be accepted. Any new inmate may request their initial clothing request at any time; “New Inmate” must be written on the Clothing Room Request Slip.

Proper attire for Court/Legal Trips is required:

Inmates must be properly dressed when transported from the institution for medical treatment, grievances, and court appearances. See Appendix C for this information.

Work Details

Inmates assigned to a work detail will be issued proper work clothes upon notification from the Detail Officer. Inmates assigned to the following details may be supplied with work clothing and/or boots:

- Maintenance/Ground workers
- Infirmary workers
- Dietary workers
- Property workers
- Supply Workers
- Barber Workers
- Gym (Recreation) Workers
- Visitation Workers
- Library Workers (Boots only)

Work issued clothing is to be worn while inmates are performing their work duties ONLY! At no other time should work clothes be worn in the institution.

When work clothing or boots need exchanged because of wear and tear, inmates are to contact their detail officer. The detail officer will contact the clothing room officer about exchanges that are needed.

When an inmate is terminated from a job, all work clothing/boots must be returned to the Clothing Room.

Turn In

When inmates transfer from NBCI to another institution the inmates allowable state clothing will transfer with them. Any clothing specifically for a job assignment must be returned to the Clothing Room. When an inmate is released from the institution and out of the DPSCS system, all clothing must be returned. Any clothing not returned to the Clothing Room from an inmate will be handled through the adjustment process or informally by money voucher for reimbursement to the state.

Mattresses/Pillows/Bed Linens

A mattress, pillow, and bed linens are issued to each inmate. Inmates are to take these articles with them wherever they move within the institution, except for the infirmary. The condition of these items is the inmate's responsibility and any damages resulting from abuse to these items is handled through the adjustment process or informally by money voucher for reimbursement to the state. Exchanges for mattresses, pillows, pillowcases and sheets are done through the Housing Unit.

H. Personal Grooming

1. All inmates assigned to NBCI have the right to exercise freedom in personal grooming and appearance; subject to institutional requirements essential to security, identification, safety and personal health and hygiene.
2. When an inmate is required to make an authorized appearance outside of the institution, they will be appropriately dressed in clean, well maintained state clothing. This does not include sweat clothes.

3. All inmates must keep their body clean by regular showering and washing.
4. Fingernails must be maintained at a length no longer than the end of the finger. It is the responsibility of the inmate to keep their fingernails and toenails trimmed and clean. Nail clippers are available through your assigned tier officer.
5. Inmates will always be properly clothed. They must keep their state issued clothing clean and in a good state of repair. Inmates must have their ID properly displayed above the waist at chest height and be shown in a respectful manner during all out of cell activities.
6. Inmates cannot wear any clothing or article (wig, makeup) which would prevent a positive identification by staff. Any clothing that is black, navy blue and/or any color scheme that resembles the DPSCS uniform of any correctional employee is strictly prohibited. Clothing restrictions are listed in OPS.220.0004.
7. When an inmate grows a beard or does anything else to alter their appearance it will be necessary to re-issue the state ID card to maintain positive identification. Replacement of the ID card will be at the inmate's expense.
8. When an inmate leaves their housing unit for any reason they must be properly dressed. Proper dress is long pants (ankle length), a shirt with sleeves, socks and shoes.

The belt line of the pants must be worn around the waist and the pant legs must be down to the ankle. Pant legs cannot be pulled or rolled up past the ankle except in those areas where shorts may be worn. The sleeve of the shirt must come down to at least halfway between the shoulder and elbow. Sleeves will not be rolled up past this point, except in areas where tank tops and sleeveless shirts are permitted. Shirts with buttons, snaps or zippers will be fastened up to at least mid-chest. Shirts will not be pulled or rolled up to expose the mid-section. Nothing, at any time, may cover your face.

9. Slippers or shower shoes will not be worn outside of the housing unit. Coats/jackets and other approved outer garments may be worn, not carried. At no time can clothing be worn inside out.

The following are exceptions to this dress code:

Education Building: No sweatpants of any type or material are permitted in any area of the Support Services Building.

Chapel: No sweatpants of any type or material are permitted in the Chapel.

Visiting Room: No sweatpants of any type or material are permitted in the visiting room. Coats and jackets must be removed before entering the visiting room.

Gym/Courtyard: Undershirts and shorts' may be worn. No extra clothing will be taken to these areas.

Transportation: See Appendix C

Work Details: Food Service and Grounds Maintenance inmates should check with their detail supervisor for proper dress code while working.

I. Adjustment Process and Rules

Behavior and discipline are maintained in accordance with COMAR 12.03.01.00-12.03.01.34 – Inmate Discipline. Inmates are given a DPSCS Inmate Handbook that describes the adjustment process.

Major rules of behavior applicable to the DPSCS as well as rules of behavior applicable to NBCI and general Housing Unit rules are listed in the back of this handbook. Inmates are responsible for knowing these rules and abiding by them. Violation of these rules may subject inmates to a disciplinary report and resulting process. All these rules exist to make this an orderly and safe environment for everyone.

Inmates are responsible for the preparation of their own hearings. You may request an Inmate Representative to assist in presenting your case. Please be mindful that inmates on Segregation status are **NOT** permitted to act as representatives for another inmate's defense. See COMAR for clarification.

J. Maximum I Security Level

Provides housing within a secure perimeter to control the behavior of inmates whose background shows any of the following or whose background considers:

1. A high risk of violence
2. A significant escape risks
3. Have a history of serious institutional disciplinary problems
4. Are likely to be a security concern
5. A serious nature of offense
6. Length of Sentence
7. Open charges
8. Criminal History

K. Maximum II Security Level

Maximum II Security Level Category criteria:

1. Incident resulting in the death of another while incarcerated
2. Serious assault on staff within the past 5 years
3. Serious assault on inmate within the past 5 years
4. Escape from Secure Confinement Housing
5. Sexual assault on staff or inmate while incarcerated
6. Verified behavior which is detrimental to the operation or security of a DPSCS facility, to include STG activities, within the past 5 years.

All cases will be reviewed on an annual basis and the following factors will be considered:

1. Behavior Records
2. Staff input/observations
3. Inmate interactions
4. Segregation Confinement Sheets (when available)

5. Any other documents or information that would be applicable for scoring of the Reclassification Instrument

Maximum II inmates will be monitored and supervised according to OPS 110.0013 along with all Institutional Directives referencing that series.

Also, the DPSCS Property Matrix form Appendix 1 to OPS.220.0004 - Maximum II Security will be adhered to in these cases.

Maximum II Structured Housing (MIISH):

Designated inmates shall be classified to this status to address the most serious behavior concerns. MIISH is a four (4) phase approach designed to address serious threats to life (of self and other inmates), property, staff, as well as ensuring facility security. Inmates participating in structured housing will have goals set and scheduled. Multi-disciplinary team reviews will be held to assess the issues of suitability, placement, discharge, and individual phase assignments. More in-depth information regarding MIISH may be seen in DOC.100.0004. See Appendix E.

L. Cell Restriction

Cell restriction is the restriction of an inmate to their cell that precludes the inmate from participating in all out of cell activities including, but not limited to, telephones, all recreation periods, religious study groups, regular institutional library and special activities. An inmate on cell restriction may attend work, school assignments, meals, visits, court ordered program related passes, medical or psychological appointments, and religious services. Cell restriction can be served in any of the housing units in the facility.

M. Disciplinary Segregation

Disciplinary Segregation is a status in which inmates are separated from General Population and placed in special confinement housing. A Disciplinary Segregation Sentence is a sanction imposed on inmates who have violated institutional rules and been found guilty at a formal adjustment hearing. The purpose of these sanctions is to help maintain institutional order, discipline, and security, as well as deterring inmates from violating institutional rules in the future. Case Management Staff will meet with the inmate within thirty (30) days of his sanction imposition date to review all pertinent information. Subsequent Disciplinary Segregation Reviews will take place every thirty (30) days. Standard yearly security reclassification will also continue for inmates finding themselves on this status.

All inmates are encouraged to avoid disciplinary transgressions as it may complicate programming and activity availability. (See CMM DOC.100.0002 and DOC 110.0006 for additional details.)

N. Administrative Segregation

Administrative Segregation can be used for the purpose of isolating an inmate from the general population for the following reasons:

1. Preventing escape
2. Protecting the inmate, other inmates and/or the order of the institution
3. Pending adjustment action

4. Pending criminal investigation
5. Pending institutional investigation
6. Medical or psychological reasons
7. Assessing appropriate housing placement

Inmates are placed on Administrative Segregation by a supervisor and approved by the Chief of Security or their designee. This excludes inmates on Administrative Segregation for medical or psychological reasons or pending an adjustment. A Case Management team must hold a hearing within 120 hours to decide whether Administrative Segregation should be continued. This time frame does not include weekends or holidays. All inmates on Administrative Segregation have exercise periods, showers, and meals. The same privileges available to general population inmates are available to Administrative Segregation inmates where possible. (This excludes those who are pending an adjustment). Inmates on Administrative Segregation will be allowed phone calls like general population inmates when possible.

O. Protective Custody

Any inmate may request Protective Custody (PC). PC may be considered if the inmate feels that they are in danger, provide the identity of the person(s) threatening them, provide the exact reason why they are in danger and the institution concurs with the information provided, In these cases, the Institution may place an inmate on administration segregation pending a team review. **This is done only when the institution determines that the inmate is in real danger. (See CMM DOC.100.0002)**

It should be noted that NBCI does not have PC housing. If it is determined that PC housing is needed a case review will need to be made regarding appropriate housing and facility.

P. Search Policy

Searches of an inmate's person, property, and cell are required to control contraband, excess property, and weapons. Searches will be randomly made as well as searches for just cause. Upon order, inmates are required to submit their person and/or property for search.

Contingent upon the number of cells being searched, inmates may be permitted to be present during a cell search if they are orderly. Care will be taken to prevent any damage, abuse, or loss of inmate property.

Be advised that during cell searches, it is necessary for staff to handcuff inmates whose cells are being searched. Therefore, when an inmate's cell is being searched, they will be positioned outside of their cell and be restrained with handcuffs. The inmate should stay in that position, remain quiet and follow the instructions of the officers conducting the search. If the inmate has any complaints regarding the way the search was conducted and/or complaints regarding the items confiscated they must follow the institutional protocol relative to complaints.

Finally, it is imperative that the individual whose cell is being searched does not become argumentative and/or confrontational with staff during this process or they will be escorted from the area.

If you are a transgender inmate, please notify staff beforehand and provide searching officer(s) with the required search exemption card signed by the Warden/designee.

Q. Gym and Courtyard Recreation

The following operational policies apply to the gym and courtyard:

1. The gym is a multi-purpose area for gym and special activities. During gym periods appropriate gym clothing, in good repair and athletic shoes may be worn. This includes sweat suits, moderate cutoffs, sleeveless shirts, etc. Athletic shoes are the only shoes to be worn on the basketball courts.
2. All inmates' ID's must be always displayed above the waist at chest height.
3. For activities other than regular gym and other related activities i.e.; Circuit Training, Lifers Support Group or gym time, the standard dress code will be in effect.
4. No extra clothing or blankets will be allowed in the gym (this includes gloves and hand wraps), except for towels that will be searched upon entry/exit of the gym area.
5. Entering and leaving the gym for gym periods and special events will be as directed and in an orderly fashion. There will be no late entry after the initial call has been made.
6. During regular gym periods all inmates who go to the gym or a courtyard will remain in the gym or courtyard until the conclusion of the period.
7. When in the gym, if for any reason the inmate is called for a pass, they will report back to their housing unit before reporting to the pass.
8. During regular gym periods all inmates will be confined to the gym area.
9. Once an inmate leaves their unit to attend gym, or if they go to a pass and return to the unit for any reason, they will go to their cell and remain there until the next recreation hall or pass.
10. There must be no running on the walks leading to or leaving the gym. All inmates will face the direction they are walking and remain to the right of the walkway.
11. Drinking containers are allowed in yards and gym area if they are clean and are no larger than **16 ounces**.

Criteria for Organized Sports Participation:

The following criteria have been established for all inmates wishing to participate in organized sports applicable to coaches, players, officials, etc. In order to be included in the particular sport and season they are wishing to join; inmates must meet all eligibility requirements at the time of sign-up.

Eligibility:

1. All inmates in the general population are eligible to participate.
2. Inmates must be off segregation for a period of at least 120 days to participate.
3. If an inmate is placed on segregation for any reason during the season, they will be removed from the roster.
4. Inmates must be infraction free for at least 90 days.
5. If an inmate receives 5 or more days of cell restriction they will be removed from the roster.

6. If an inmate fails to report to scheduled games or to classes more than three (3) times, their name will be removed from the team roster. Their name may be placed back on the team roster only for excusable absences verified by the Tier Officer.

Team Roster Change Dates:

The only changes that will be made to a team roster will occur on dates specified. This will be the only time inmates will be able to add players to the roster. If a team loses players for any reason, they will not be able to add players until the scheduled change date.

Players will not be permitted to trade from one team to another for any reason. If an inmate is removed from the roster for any reason they will not be re-added unless it is an excusable absence verified by the Tier Officer.

General Rules of Conduct:

All players, coaches, and referees are expected to conduct themselves in a sportsman like fashion. The following are some general rules that you will be expected to follow. Failure to follow these rules will result in removal from the sport for the season.

1. No swearing at or threatening behavior towards participants or officers.
2. No acts of aggression towards other participants in the game. This includes “rough play”.
3. Any destruction of equipment, jerseys, etc. will result in automatic rejection from the league for the season and/or monetary restitution for the damaged equipment.
4. Overall attitude shall remain sportsman-like and professional towards all participants and officers.

Dress Code for organized sports participation:

All inmates participating in organized sports must follow the dress code of the gym. The following items of clothing are permitted: unaltered tee shirts, grey DPSCS shorts, and grey DPSCS sweatpants. Also, inmate ID's must be properly displayed to the supervising officer for group participation.

R. Inmate Picture Project

The following guidelines must be followed to participate in the Inmate Picture Project:

1. In order to have pictures taken, the following steps must be completed:
 - a. Submit a \$5.00 voucher to your in-house Sergeant.
 - b. The voucher will then be sent to Inmate Accounts to be processed.
 - c. Once the voucher is approved the inmate will receive a receipt in the mail. Inmates will have to sign for the receipt.
 - d. Take the receipt to the Southside Gym Officers and pick up your picture tickets
2. The deadline for picture requests is the 14th of each month.
3. Picture tickets cost \$1.00 each. You can purchase up to 5 tickets at a time. You will receive doubles (2 copies) of your pictures.
4. Picture tickets have no expiration date.
5. The picture tickets are your responsibility. If they are lost or stolen, you will need to purchase more tickets. The tickets are only redeemable at NBCI.
6. Pictures are taken the last week of each month in the Southside Gym
7. The following rules must be followed for pictures to be taken.
 - a. Only two (2) inmates are allowed in a picture.
 - i. Both inmates names and numbers must be on the request.

- b. All inmates must be properly dressed in the pictures.
 - c. Sunglasses are not permitted
 - d. Shorts and tank tops are not permitted in the pictures.
8. All pictures will be taken digitally, there are no negatives.
 9. Pictures will be developed once a month and delivered to your cell.
 10. Pictures will be inspected for improper content (i.e. security reasons, lewd content, rule violations, gang signs, etc.) Any photos deemed inappropriate will be destroyed. If the pictures are destroyed, there will be no refunds.

S. Mailing Privileges

Outgoing letters must have inmates first and last (incarcerated) name, correct return address and his DOC/SID numbers in the return address. Outgoing letters containing money vouchers should remain unsealed and be given to the Wing Officer for signatures.

Incoming mail must have inmates first and last (incarcerated) name along with DOC and SID numbers. Letters not containing the above information will be returned to sender.

1. Mail may consist of letters, post cards, photos (non - Polaroid).
2. Magazines, newspapers, and periodicals may be purchased and received only by subscription.
3. Legal mail received in the mailroom is recorded and the inmate must sign for its receipt. Legal mail will be opened in the presence of the inmate. Mail will be considered legal if it is sent by a: Court, Judge, Clerk of Court, Attorney, Elected or Appointed Official such as; Member of Congress, Member of State General Assembly, Governor, Attorney General, Department of Public Safety, Parole Commission, Commissioner of Corrections or the Inmate Grievance Office.
4. Released inmates will need to provide an address to have their first-class mail forwarded and it will be forwarded for a period of three months. Transferred inmates will have their first-class mail forwarded to their new institution for three months.
5. All outgoing mail must be placed in the mailboxes provided for inmates. The mailboxes are in different areas of the institutions compound.

Incoming mail will be opened and inspected for contraband and enclosures. Cash, money orders, stamps, greeting cards, etc. are not permitted and will be returned to sender. All incoming mail must have inmates first and last (incarcerated) name, along with DOC/SID number. Mail without this vital information will be returned to sender.

Incoming mail to NBCI directly containing Treasurers, Certified Cashier's Checks and/or Money Orders will be returned to sender. All inmate money orders and checks (only certified, payroll or government) must be mailed to the DPSCS Lockbox and addressed as noted below.

Inmate Name, SID/DOC
Institution
PO Box 17111
Baltimore, MD 21297-0382

The Lock Box ONLY accepts money orders, approved vendor checks, and official business checks. Other items such as letters, magazines, notes, and packages are not accepted.

The money order must have the following information. A money order without an inmate name will be shredded. Include Inmate Name/SID/DOC/ Facility and the senders correct name and address. It takes 2-7 business days for the funds to be deposited into the inmates account, with mail it could take up to 10 days. Families may contact Lock Box at 410-540-6221 or by email at Lock.box@maryland.gov. Money order number, amount, Inmate Name and SID and the date the money order was deposited must be provided.

Legal DVD/CD's must be processed through current agency standards and directives. The items must be legal in nature otherwise; the materials will be considered contraband.

Outgoing mail will not be opened unless there is clear and convincing evidence to warrant an inspection. If the outgoing mail is opened; the reasons and inspection will be documented. The Warden will only hold outgoing mail when it is found to contain contraband, is considered evidence of a rule violation and/or regulation or is the basis for requesting an investigation by the DPSCS Investigative Unit or any other law enforcement agency.

Objectionable mail, reading materials and publications will be reviewed on an issue-by-issue basis. If only a portion of the item is subject to rejection the inmate will receive notification and will be given a choice to return the item to the supplier, have the objectionable portion removed and receive the acceptable portion; or have the item mailed to a person of their choice. If the item is mailed to a person of their choice, it will be at the inmate's expense.

Before removal of any portion of the mail, reading materials or publications, the inmate to whom the item is addressed will be given the choice of receiving the acceptable portion, returning the mail as a whole or disposing of the mail. The mail, reading materials, or publications will be held by the institution until the inmate has had the opportunity to exhaust all applicable administrative remedies.

Mail, reading materials and publications may be withheld for the following reasons:

1. Describes escape plans, devices, or paraphernalia.
2. Describes the construction or use of weapons, ammunition, bombs, and incendiary devices or describes other means of inflicting bodily harm.
3. Describes procedures for brewing alcoholic beverages or procedures for the manufacture of drugs.
4. Is sexually explicit as defined in OPS.250.0001.
5. Describes theory, design or manufacture of prison security systems or equipment including prison communication systems and equipment.
6. Advocates or instructs in the formation of inmate unions.
7. Poses a direct and immediate danger of violence or physical harm to person(s) based upon the current circumstances within the institution. The material will be held by the institution until the inmate has had the opportunity to exhaust all applicable administrative remedies.
8. No personalized stationery will be permitted. This includes pens, pencils, writing paper, postage stamps, envelopes, and address labels.
9. Club enrollments requiring time payments, such as, record, tape or book clubs is prohibited.
10. **Polaroid photos** are not permitted through the mail. They will be returned at the inmate's expense. Unapproved items that must be returned will be mailed at the inmate's expense. The inmate will receive a report of this action, as well as the sender and inmates may appeal the action.

11. Be advised that misuse or abuse of the mail system is punishable by Federal Law and may subject inmates to mail restrictions.
12. Postcards must be a minimum of 3.5”Hx5”Lx.007” thick and a maximum 4.25”Hx6”Lx0.016” thick and cannot be coated in plastic.
13. Photographs and/or screenshots of video visits are a violation of OPS.195.003 I,1. C, ii and will be withheld in accordance with OPS.250.0001 H.

T. Correspondence Between Confined Inmates

An inmate is not allowed to correspond with another inmate confined in any other penal (local, state, or federal) facility unless they are a member of the same immediate family, or a co-defendant in an active legal action in which both inmates are involved. Staff will verify the family relationship and/or co-defendants and the status of the case.

Any inmate who provides fraudulent information about familial relationships or a co-defendant status will be subject to an adjustment for false information. Such correspondence may be approved in other exceptional circumstances regarding the security level of the institutions, the nature of the relationship between the two inmates and whether the inmate has other regular correspondence. Approval from the Warden of each institution is required.

U. Barbering Services

A barber shop is operated by the institution with inmate barbers to meet hair care needs. The procedures below outline the operation of the barber shop.

1. Inmates will be assigned as barbers on an as needed basis by the Case Management Department.
2. The NBCI barber shop will be open Monday thru Friday from 7:30 a.m. to 9:15 a.m. and from 11:30 a.m. to 1:15 p.m.
 - A. Barber shop is open the 2nd and 3rd week of each month.
 - B. Housing Unit 2 haircuts are conducted on the 2nd weekend of each month on the 7-3 shift.
 - C. Housing Unit 1 haircuts are conducted on the weekends on the 3-11 shift.
 - D. All procedures are subject to change to accommodate institutional needs.

V. Personal Telephone Calls

Telephones are provided in each housing unit. These telephones are for the use of inmates wishing to make phone calls to family, friends, and legal counsel. Inmates may have up to ten (10) telephone numbers on their phone list. Inmates will have the ability to change their phone list every ninety (90) days in the months of January, April, July and October and is limited to ten (10) adding transactions per change period.

All phone calls are subject to recording and monitoring, with the exception of calls placed to one's verified attorney, the Prison Rape Elimination Act (PREA) or other hotline specifying caller anonymity.

The company that provides the inmate phone calls is Global Tel Link (GTL). Each housing unit has GTL phones and/or cart phones that may be used where available. GTL does not guarantee connections or the quality of calls, especially calls that are placed to cell phones. Also, GTL does not guarantee calls to internet-based providers or call forwarding providers. If you are submitting a discrepancy to the GTL representative, please make sure you use the GTL Discrepancy forms that are available through your wing officers. ARP forms cannot be utilized in these cases.

Access to and use of telephone equipment:

1. Inmates, except those designated segregation/administrative segregation housing, will have access to telephones during all unit recreation hall periods. Calls outside of recreation hall periods will be coordinated, whenever possible, by the Housing Unit Managers.
2. Inmate access to telephones must **NOT** interfere with the institutions operations in any way including programs, work assignments, counts, etc.
3. All calls are prepaid and limited to **thirty (30) minutes**, unless stated otherwise by the facility administrator with a forty-five (45) minute lockouts between each completed call.
 - a. To gain access to the telephone, the inmate will need to enter a DPSCS Seven-digit SID Number, say their name (V-PIN) and enter their 4 digit private code. (PIN). If SID Number is less than 7 digits you must prefix with zeros.
 - b. The list, with the approved telephone numbers noted and the inmate's SID NUMBER, will be forwarded to the facilities telephone administrator.
 - c. A thirty-minute period is established for phone use. Once the inmate is on the telephone, he will have 30 minutes allocated for the call.
 - d. An inmate may request to add or delete telephone numbers from his initial list or wait for the list change period (See Appendix L) any emergency change requests must go through the current Housing Unit Manager or Chief of Security.
4. No telephone calls are to be made for another inmate using their SID Number. Each inmate may only place calls for themselves. Abuse of this rule will result in the loss of the inmate's telephone privileges.

The person placing the call will terminate the call when ordered to do so. Only one inmate may be on the telephone at any given time, no interchanging will take place. Assistance in placing the call will only be given by institutional staff, **not other inmates**.

*****Inmates will not control the phone process.**

Inmates are not permitted to use the phone in the following ways:

- a. Inmates may not call any DPSCS employee via telephone/ tablet.
- b. Inmates may not call any judge, criminal justice official, prosecutor or court administrator
- c. Inmates may not call any victim
- d. Inmates may not call a telephone number that has been blocked
- e. Inmates may not call a toll-free number
- f. Inmates may not call an emergency services number

- g. Inmates may not call another correctional facility (local, Federal or State)
- h. Inmates may not participate in a three-way call or call forwarding via telephone/ tablet.
- i. Inmates may not use a telephone/ tablet that is not specifically designated for inmate use
- j. Inmates may not loan or sell another inmates VPIN
- k. Inmates may not borrow or steal another inmates VPIN
- l. Inmates may not use the phone/ tablet for the purpose of conducting criminal, illegal or other unauthorized purposes

Phone misuse can result in a loss of privileges and/or an institutional adjustment.

- 5. Inmates on cell restriction are not allowed access to the inmate phones. Inmates lose telephone privileges until they come off cell restriction.
- 6. Telephone numbers for attorneys must be verified as legal counsel. Any communication between inmates and their attorneys should be handled through the mail, visits, or by prepaid calls using the recreation hall telephones.
- 7. All telephone calls on the system will be initially announced to the called party as originating from a correctional facility and being subject to monitoring. Announcements may be made periodically during telephone conversations.

This telephone program is a privilege and not a right. If the programs guidelines are abused, an Information Report will be submitted by an Officer that may result in an inmate being restricted from the phones. In addition, the Unit Manager, Chief of Security or Warden may suspend or revoke telephone privileges with cause. All guidelines must be strictly adhered to for a smooth operation.

One person will not monopolize the system when other inmates are waiting to use the phone.

Inmates may make pre-paid telephone calls. Payment for use of the system may be made by filling out a commissary Scantron Form. The Accounting Department of NBCI requests that all vouchers be for \$10.00 or below. NBCI collection day for these vouchers is Monday of each week.

Inmates on Disciplinary Segregation have **NO** telephone privileges during their segregation time until they meet specific behavior requirements as noted in the segregation procedures. Legal calls will still be permitted for Disciplinary Segregation inmates.

The same privileges that are available to general population inmates are available to administrative segregation inmates in regard to making telephone calls.

Inmate V-Pin and Private Code Registration Instructions are as follows:

Pick up the handset and follow the steps below to register for VPIN and to establish your four (4) digit private code:

- 1. Dial 1 for English or 2 for Spanish
- 2. Dial the number 111 to begin registration

3. Enter your 7 digit SID number
4. Say your first and last name
 - Speak directly into the phone
 - Speak in a clear and natural voice
 - You will have 5 seconds to say your name
5. Please confirm your first and last name by restating them after the tone
6. If your VPIN registration is successful, your name will be repeated back to you
 - If you get a message that your voice did not match, do not hang up. You will be asked to restate your name up to three times.
 - If you did not successfully register after your third attempt, you will hear “Your voice or name did not match, please try your call again, good bye”. The system will then hang up.
7. You will be prompted to register your secure four digit private code. Enter your four digit code on the telephone keypad.
 - You will need to remember this code when making future calls
 - DO NOT share this code with anyone
8. You will hear “You entered (your private code number) Press 1 to confirm. Otherwise, press 2”.
 - You will hear “Your four digit code is registered”.
 - If your code becomes compromised, please dial 112 to reset the code

Dialing Instructions:

1. Pick up phone. For English press 1, for Spanish press 2
2. To make a debit call press 1
3. Enter the 10 digit phone number you are attempting to call
4. Enter your 7 digit SID Number
5. Say your first and last name
6. Enter your 4 digit private code

***** Please see Appendix L at the back of this book for more information on the telephone system.**

W. Fire Safety and Emergency Evacuation

The institution has emergency plans for fires, natural disasters, civil defense, power outages and other emergencies. Inmates may be directed by staff to either evacuate their area or to seek a safer, more secure location. Inmates should familiarize themselves with the posted evacuation routes so that they will know how to react in an emergency that requires an evacuation. If an evacuation is necessary, inmates should quickly and quietly follow the instructions given to them by the staff until they arrive at the evacuation site.

Evacuation/Fire Drills will be held periodically to help familiarize inmates with the evacuation procedures. Inmates on segregation of any type will not be permitted to leave their cells during an evacuation/fire drill.

As part of our fire prevention program, inmates are not allowed to store flammable materials in their cell, nor are they allowed to accumulate material in their cell (newspapers, boxes, magazines, etc.) to the point that they become a fire hazard.

Inmates are advised that setting fires with paper materials or other combustible materials is a violation of safety rules and rules of behavior. Setting fires will subject them to an adjustment report and may result in prosecution for a violation of state law. Furthermore, inmates may lose the privilege to have paper materials in their cell. Inmates are not permitted to possess matches, lighters or any other items that could be utilized to ignite materials.

In a natural disaster (tornado, high winds, earthquake, etc.) evacuation may be necessary. The staff will direct inmates to the safest, most secure part of their areas. Generally, inmates will want to avoid windows or doorways. It is important that all inmates follow the exact directions of the staff members that have been trained in these emergency situations.

X. Hazardous and Toxic Materials

The DPSCS and the Maryland Occupational Safety Health Administration are responsible for providing the inmate population with guidelines on how to use various toxic chemicals within the facility.

The definition for toxic materials can include a substance such as a simple soap detergent up to a highly concentrated acid. This facility maintains, in all areas where these materials are used, a material safety data sheet on each substance, stating the purpose of its use, the proper handling of that substance and what measures to take in case of an emergency.

Y. Access to News Media

If an inmate wishes to be interviewed by the media, prior permission must be obtained from the Warden or designee and DPSCS Headquarters. The media must contact the Institutional Public Information Officer. **The institution is not responsible for arranging interviews for inmates.**

Z. Inmate Television

Channel 60: consists of Programmatic and Educational topics this is administered by Mr. Roderick, CMM.

Channel 59: Institution station for available entertainment programs.

Channel 61: consists of facility slides and information pertaining to institutional living, etc. This channel is administered by the Warden's Office.

AA. Inmate Businesses

It is the policy of the DPSCS that an inmate's involvement in businesses is limited to activities that do not represent threats to institutional security and that do not interfere with or unduly burden the institutional resources. For more information regarding this topic please refer to DOC.200.0004.

BB. Inmate Bank Accounts

An inmate is permitted to open an interest-bearing individual savings account with an outside bank. The inmate may operate the savings account through the mail. The procedures to open and operate an account are as follows:

- The inmate initiates contact with the outside Banking Institution of their choice.
- The Case Management Specialist will assist the inmate with ID verification, if necessary, and the inmate will forward the paperwork to Inmate Accounts.
- All of the banking information should be sent to Inmate Accounts with a self-addressed, stamped envelope. On the outside of the envelope, please attach an expenditure voucher for the amount of the initial deposit to be made.
- Any deposit that exceeds \$500.00 will require additional information such as the Banking Institutions Federal ID Number, their telephone number, and their address.
- A check for the authorized initial deposit will be sent to the Banking Institution for the appropriate staff to process and open the account.
- All statements must be mailed to the inmate through the Institution's mailing address. Statements must include the inmates DPSCS Number, SID Number and Name, on the address portion of the statement visible in the envelope window.
- The only outside account that can be opened is a Savings Account.

CC. Access to Inmate Records

An inmate may gain access to items in their base file upon approval from the Warden or their designee as outlined in DOC.0020.0012. If an inmate wishes to review his medical file, he must contact the Medical Records Supervisor at NBCI. If the inmate wishes to review his psychological file, he must contact the Psychologist for approval as well as the Warden or their designee. Questions about access to inmate base file records should be directed to the Case Management Manager.

DD. DPSCS ID Cards

DPSCS Regulations require that inmate ID Cards be replaced every three years or when an inmate's appearance has changed in a manner that differs from the current ID card and makes identification difficult.

The Case Management Specialists are required to check each ID card at the time of the annual classification review. The inmate will not be charged for the cost to replace an ID card which is over three years old; however, a charge will be required for the cost of a replacement ID card if replacement becomes necessary due to loss, damage, theft or a change of appearance. The cost for a replacement is \$4.00.

Remember inmates are required to display their ID card whenever they leave their cell.

The ID card must appear above the waistline at chest height on the outside of any clothing for easy recognition by staff members.

EE. Voting

Under Maryland law, individuals who are currently incarcerated for a felony conviction are not eligible to vote. Absent one of these specific convictions, anyone who is a citizen and will be 18 years old or older on November 3 is eligible to vote, including those who are (1) in pre-trial detention; or (2) incarcerated for only a misdemeanor offense or offenses.

More information can be found under DPSCS Policy: DPSCS.200.0008 and local Board of Elections addresses can be found in Appendix N. in the back of this handbook.

IV. PROGRAMS AND SERVICES

A variety of programs and services exist for each inmate's welfare and convenience. These programs and services are generally described below. Feel free to direct any inquiries to the Unit Manager, Case Management Specialists, Psychology, or Social Work staff. As a convenience, a list of key staff is included in Appendix F at the back of this book.

A. Case Management

Case Management is the process by which every inmate assignment is accomplished. Inmates are assigned a Case Management Specialist who will discuss with them their eligibility for programs, classification, job assignments and movement through the system or any other concerns.

Meeting the initial eligibility for any job assignment does not imply or guarantee suitability for job placement. The inmates convicted crime, behavior (nature of adjustments), Security Threat Group (STG) affiliation and length of stay at NBCI are some of the criteria reviewed and considered prior to placement in a job assignment. Inmates will be advised by their Case Management Specialist in the event they have been placed on a job waiting list and a subsequent determination is made that an inmate is unsuitable for job placement. Inmates with significant job concerns may be placed on "off all calls" or "hold in" status from their job assignment until a Case Management review can be completed to determine their overall job status.

Inmates may be given the opportunity to participate in an Institutional Labor Pool. Inmates will earn five (5) days per month Industrial Credits for the assignment but will not earn pay. All inmate participation is voluntary. Inmates will be required to be available to work at least three days per week. A Labor Pool job could vary from sanitation to snow removal or a special clean-up job. While on the Labor Pool, inmates will be on a waiting list for a paying job assignment such as Sanitation or Food Service.

Inmates should be aware that there is no constitutional right for assignment to a particular job. Inmates must maintain acceptable job performance and can be removed from a job detail for many reasons including, but not limited to, security concerns, refusal to report for work when directed, possession or passing contraband, failure to follow directions and displays of disrespect towards staff.

If an inmate requests to move from Housing Unit to Housing Unit and he holds a sanitation, special utility, laundry or any other job that is specific to that Housing Unit, he will voluntarily forfeit his job and be placed in the job bank. If an inmate is moved involuntarily (for reasons other than punitive) from Housing Unit to Housing Unit, he will maintain his job status.

The Case Management Department facilitates several Cognitive, Cognitive, Non – Cognitive, Behavioral and Informational Groups that are available to the inmate population.

These groups are:

- Thinking for a Change
- Basic Victim Awareness
- Basic Anger Management
- VOICE
- Road To Success (Informational Group)
- Veteran’s Group (Informational Group)
- Additional groups are available (self - care handbooks, book clubs and, video/ workbook groups) that can be completed in your cell.

If an inmate wishes to be placed on the waiting list for these groups, they must submit a request in writing to R. Roderick CMM.

Placement into the cognitive group will be determined by the release date, risk assessment, the date of request and prior group participation. Priority will be given to those inmates who have not had a chance to participate in a previous group and to those who are closest to release.

Inmates who receive a GED, a certificate for completion of a vocational program, or who complete a social work group and is given a certificate of completion while incarcerated may be given priority placement on the Sanitation or Dietary Job Bank Lists. Priority placement does not mean immediate assignment to the detail. Any inmate that wishes to be considered for a Dietary Job must meet the criteria and be medically approved before assignment to a job can be completed.

At NBCI credits are awarded for applicable job/program assignments as outlined in CMM: DOC.100.0002 and the Commitment Procedures Manual.

Examples of voluntary programs are:

- Groups and Self-Help Programs
- Participation in Psychological Therapy groups
- Academic school beyond the mandatory 240 days
- Activities coordinated by volunteers and staff members

Inmates may be required to work and participate in a mandatory remediation program. These programs are listed in the Case Management Manual. Participation in these programs is **MANDATORY** for all inmates who meet the eligibility criteria. A copy of these programs can be found in the inmate library or may be listed on the Inmate TV Channel.

If an inmate refuses to attend a mandatory remediation program, or attends but is terminated from the program, a disciplinary report will be written. NOTE: a disciplinary report will not be written if the inmate is unable to attend the program or is terminated from the program through no fault of their own. An inmate who is found guilty of a rule violation may have any accrued good conduct and special program credits revoked for failure to participate in a mandatory remediation program. If an inmate reappplies, they can be placed in the program as soon as possible unless subsequent conduct by the inmate renders the inmate unsuitable for the program. All program placement is contingent upon availability and the Case Management Manual guidelines.

The guidelines for Restoration of Good Conduct Credits for all other rule infractions are listed within the Case Management Manual.

Restoring of entire revoked Good Conduct Credits is not automatic. A request must be written to your assigned Case Management Specialist to request a restoration hearing. If eligible for consideration you will be scheduled for a team consideration hearing.

Inmates must meet the following criteria to be considered for **Restoration of Good Conduct Credits:**

1. No guilty findings for at least 6 months
2. Must be removed from Disciplinary Segregation for 6 months
3. Shall be within 12 months of release with the application of the maximum of restored credits
4. May not have received prior consideration for restoration for current term.(Only 1 hearing per term allotted)

At your restoration hearing, the team will make a recommendation for an amount of restored credit. The final decision rests with the Warden/Designee, or in some cases, the Commissioner.

Security levels are an important matter for Case Management action. Security level refers to the level of security of the institution to which an inmate is assigned and the level of supervision they require within the institution. The security level is arrived at, in part, by an instrument recommendation that scores the inmates criminal history, amount of time to serve, adjustment history, parole status and other factors.

Security levels of all inmates at NBCI, as well as within the DPSCS, shall be reviewed annually. A Case Management Specialist will exercise professional discretion in scheduling an inmate for earlier reclassification providing the Case Management Specialist submits rationale justifying the out of schedule reclassification to their supervisor for approval. The rationale may also be presented to the Warden or Designee as part of the review process.

The following events can be considered as justification for an out of schedule reclassification:

1. Significant changes in legal status such as a detainer being placed or lifted, a new sentence being imposed, or an existing sentence being modified.

*****Remember - It takes several weeks for changes in legal status to be processed by the Commitment Office. Please be patient when requesting out of schedule reviews. Inmates will receive a sentence status change report from the Commitment Office after the change in legal status has been processed.*****

2. Individual Program Screenings are completed to determine programming eligibility and eligibility dates.
3. Program completion that demonstrates an inmate has prepared themselves for the responsibility of being housed in lesser security or at a lower custody level.
4. After a parole hearing, when an inmate receives a favorable written decision from the Parole Commission, the assigned Case Management Specialist may schedule the inmate for an interview to review their job assignment and programing needs. An out of schedule reclassification may also be initiated if the Case Management Specialist deems it necessary.
5. When an inmate is convicted of an infraction or crime that indicates a new security/custody score and therefore recommends a change in the inmate's current security level, the inmates assigned Case Management Specialist may initiate reclassification.

All classification actions are approved by the Warden, designee or in some cases as outlined in policy the Commissioner's Office. If an inmate does not agree with a Case Management recommendation, they may appeal to the Inmate Grievance Office in writing.

Items that are the subject for Case Management action and/or Case Management Specialist assistance are:

1. Guidance in determining or seeking assignments or programs
2. Placement on waiting lists for programs such as academic school and vocational education programs
3. First assignment to a work detail or program
4. Preparation for and determination of eligibility for security level changes
5. Institutional transfers, ICC Considerations, Administrative Segregation reviews, Disciplinary Segregation reviews, etc.
6. Preparation for resolving certain legal issues such as speedy trial requests, detainers or pending charges. (NOTE: Case Management Specialists are not meant to replace legal counsel from an Attorney or Public Defender)
7. Monitoring of institutional progress, adjustment problems and program eligibility.
8. Counseling regarding institutional problems
9. Review for reclassification and case plan needs
10. Preparation of the pre-parole report
11. Referral for emergency counseling/crisis intervention
12. Requests for inmate account (MOBSII) documents may be requested at annual security review and when needed for legal purposes.
13. ID information and verification

***** Please note that the DPSCS, as well as many other agencies are utilizing SID Numbers for daily functions. Your state identification number is something you should remember and retain as certain access may require it. Also, do not give your SID Number to other inmates. *****

Emergency Contact Information

Case Management staff will verify emergency contact information during your annual reviews. **It is very important to have up to date information on file.** If an emergency contacts information changes before the scheduled annual review, inmates should write their Case Management Specialist so the information on file is correct.

If an inmate becomes seriously ill or has a serious accident, it is important that we reach your emergency contact person quickly. We can only do this if we have the correct phone number/address.

Release Process

When inmates are six months away from a release date, they should submit a home plan to their Case Management Specialist. If inmates do not have a home plan, they still need to notify the Case Management Specialist. Inmates may also apply for a Social Security card within 6 months of release. Inmates may apply or decline for Birth Certificates as first assignment or at their annual security review. It is especially important for inmates with out of state home plans to notify their Case Management Specialist at least six (6) months prior to their release date. The institutional release packets are given to inmates once they reach the six (6) calendar months from release point.

B. Social Work Services

Various cognitive behavioral and support groups are offered. These groups provide help with social skills, better decision making and overall self-growth. Topics and meeting times will be announced within each housing unit. If you are interested, write to your housing unit Social Worker to be put onto the waiting lists. Groups that are offered include:

1. Thinking, Deciding, Changing (TDC)
2. Communications
3. Relationships
4. Domestic Violence (referral needs to be submitted by case management and assessment completed by SW to determine eligibility)
5. Inside Out Dads (Parenting)
6. Next Step (Re-entry)
7. Programming for specialized populations (i.e. – Special Needs Unit (SNU, older inmates, etc.).

Participation in many of these groups may qualify you to earn diminution of confinement credits and pay during the time you are in the group.

Release planning services are offered to anyone with serious medical or mental health issues that require follow-up treatment which would impair their ability to maintain gainful employment. We can also assist inmates with long term incarcerations or inmates that are elderly on a case by case basis. Referrals are made by the Medical Department, Case Management Department, Psychology Department or by the inmate themselves.

Individual assistance with various personal or social issues can be requested.

C. Addictions

North Branch Correctional Institution does not have an Addictions Counselor therefore professional addiction services are not offered. Inmate facilitated Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) groups are offered in some general population housing units and in SNU Housing. Please write to the Social Work Department if you wish to participate in these groups.

The Alcohol and Drug Abuse Administration (ADAA) will send a representative to the institution to complete court ordered substance abuse evaluations under Maryland Health General Article 8-505. These assessments are scheduled through DPSCS Headquarters who in turn contact Case Management to schedule an interview. They will also locate the appropriate treatment center. Social Work is not involved in this process.

D. Academic School Programs

The Correctional Education Program is focused on helping individuals who want to advance their schooling with the goal of attaining a Maryland High School Diploma/General Equivalency (GED).

All newly incarcerated individuals who do not possess a high school diploma or GED must participate in an education program for a minimum of 240 days to satisfy Maryland Law and DPSCS regulations.

Any inmate who does not have a high school diploma or GED is encouraged to remain enrolled past the initial required 240 days or re-enroll in the school program to improve their academic skills and

thereby help to better position themselves. A HSD/GED is recommended for some job opportunities within the institution, self-improvement, to become eligible for a vocational shop at another institution, or to enter a technical training program or college upon parole or release. School is a work assignment and requires satisfactory attendance and work habits.

Maryland law on mandatory school changed effective Oct. 1, 2021. Any student that enrolls in school on or after 10/1/21 that has not completed mandatory education will be required to complete 240 days.

Attendance

1. Students are to report to school daily, on time, and be prepared with the required materials and supplies. State IDs will be left with the Education Officer upon arrival. IDs will be returned prior to the end of the school session.
2. Lateness: The NBCI inmate movement procedure allows ample time to report to class therefore, lateness in reporting to school is unacceptable. Students not in school at the end of the open movement period will be out of bounds and sanctioned in accordance with NBCI procedures.
3. Call Out and Absences: Students who have been issued a PASS shall report to school and proceed to their designated appointments from school when instructed. Efforts will be made to delay the appointment, if possible, until the end of the student's scheduled classes. Sick Call passes are considered priority passes.
4. Sickness /Not Reporting to School: When a student claims to be ill but is not on the Sick Call list, the student, if physically able, is to report to the Education Officer's Station to inform the Officer of his condition. If physically unable to report to the Education Officer's station, the student is to inform the Tier Officer and request that the Officer notify the Education Officer. A sick-call request form is to be submitted. The student will be returned to his housing unit and confined to his cell until seen by medical personnel or until the beginning of the next midnight shift. Students who are ill but fail to properly report their illness as defined in the preceding paragraphs will be considered as absent. (i.e., refusing a job assignment).
5. Sickness – Exit from School: A student leaving school because of illness must request permission to leave the classroom from the teacher. The student is to report to the Education Officer's Station to complete a Sick-Call Request form. If not instructed to report to the infirmary at that time, the student will return to their housing unit and be confined to his cell until seen by medical personnel or until the beginning of the next midnight shift.
6. Return to School: When seen by medical personnel, the student is to request that a Return to School slip be completed. The Return to School slip is to be presented at the school office upon the student's return to school. Failure to submit the Return to School slip will cause the absence to be considered as unexcused.
7. Students who are verified by medical personnel to be ill shall be paid up to a maximum of three days. (OPS.245-0005) Students having a long-term illness (10 or more days) that prevents their participation in school can be withdrawn and then re-enrolled when their condition so allows.

8. While correspondence courses are permitted upon approval by the principal, at the inmate's expense, courses requiring computers or tools are not permitted.

Comportment

1. Students are to be groomed and properly attired (clean, buttoned, zipped, and properly worn – as described above. Gym attire (sweat suits) is not appropriate. Hats, caps, bandanas, etc. are not to be worn within the education building. DPSCS approved religious headgear may be worn.

2. Courteous and respectful behavior is always to be demonstrated to all individuals. Actions considered inappropriate in the classrooms and educational building are:

1. Loitering
2. Cheating
3. Yelling
4. Loud talking
5. Profanity
6. Horseplay
7. Littering
8. Destruction or vandalism of property
9. Conducting personal business
10. Any other action that interferes with classroom instruction or the operation of the school program

3. A student whose actions or deeds cause a disruption, distraction, or otherwise interferes with or prevents a teacher from performing their duties will be subject to immediate removal from the classroom and education building by the Education Officer.

4. Students are not to bring food items or other personal property into the school building (newspapers, magazines, photographs, books, videogames, CD's, etc.)

5. School materials and equipment are not to be removed from the school building without written permission from their teacher approving the material to leave their classroom.

6. Students must have an authorized pass to be absent from the classroom. **Students must request permission from their teachers to leave their classroom.**

7. Students requesting to go to the school officer for information or a conference with the Principal must complete a request form to be submitted to the teacher. The teacher will forward the request to the Principal's Office. A conference will be scheduled if needed.

Designated out of bounds areas to all students include:

1. Teacher's workrooms
2. Computer lessons or software not assigned by the teacher
3. Storage cabinets
4. File cabinets
5. Teacher's desks
6. Classrooms temporarily used for non-school functions
7. Sanitation closets

Students not in their assigned classroom at the start of each class period will also be considered as being out of bounds.

Academic Progress

1. Students are expected to demonstrate academic progress. Progress is demonstrated by classroom performance, advances in test scores, attainment of designated certificates of adult literacy, passing scores on OPT - GED Ready Tests and the GED Examination. Students in the GED program will not be registered for the GED Examination until they have passed the GED Ready Test.
2. Students requesting to sit for the GED Examination under an identity that differs from that on the institutional ID must present, to the School Principal, an original photo identification or notarized copy of a birth certificate and an original or notarized copy of the Social Security Card. A new institutional ID must be requested which presents their institutional name and the name under which they are applying for the GED test.
3. Students whose academic performance as indicated by their teacher's progress reports, classroom activities or achievement test results, is stagnant or declines will receive an Academic Warning Notice. **Continued failure to show improvement will be cause for removal from school.**
4. GED students who fail to pass the GED exam, in part or in total, after two (2) successive attempts shall be removed from school in order to allow other candidates the opportunity to obtain their GED.

Sanctions and Reassignments

1. Students who falsify their academic progress or status will be removed from school. Reductions in test scores on TABE/GED Ready tests will be interpreted as a lack of effort and interest and will result in school disciplinary actions which may include removal from the school program.
2. Students who refuse to participate in assigned testing (of any type) are refusing their job assignment. A student who does not cooperate with assigned testing may be removed from the school program without prior notice.
3. Students may be subject to random or routine pat down searches upon entry or upon exit of the Education area. Students who refuse to cooperate with Custody staff who are completing these pat-down searches may be removed from the school program without prior notice.
4. Students found to have concealed their prior completion of high school diploma or attainment of a GED will be immediately removed from school and will receive a Notice of Infraction.
5. Students placed on Administrative Segregation and returned to the population within 72 hours will return to school. Students who remain on Administrative Segregation beyond 72 hours, but less than 120 hours will be placed on holding status (withholding of pay but retaining their assignment). Students remaining on Administrative Segregation beyond 120 hours may be reassigned by Case Management.

6. Students placed on Administrative Segregation may continue to receive class assignments during the initial 120 hours of such status when the period is in concert with normal school operations. Students must submit a written request to the school principal if they wish to receive their class assignments.
7. Students committing a violent or sexual act toward staff or another student will receive a Notice of Infraction and will be immediately removed from school. The inmate will be prohibited from future re-enrollment in the Correctional Education Program.
8. Students will be removed from school when they violate school standards, accumulate two (2) unexcused absences within a two (2) month period, or accumulate two (2) occurrences of unexcused lateness to school within a two month period.
9. Students who have been removed from school must request reinstatement through their Case Management Specialist. If approved, the student will be placed on the school waiting list.
10. Inmates who have been removed from the school program by the School Principal, due to disciplinary reasons, will not be reassigned to school without the approval of the School Principal.

School Waiting List

Case Management Specialists refer inmates to the School Principal for placement on the School Waiting List. To expedite the collection and verification of an inmate's educational history, an Inmate Referral for Academic Testing/ Waiting List form is to be completed. Inmates are selected for enrollment based on the chronological order of their referral dates, achievement test data, mandatory status, and appropriate class openings.

Transcripts

Inmates needing to verify their secondary school status may obtain a Request for School Transcript from the school office or library. The form is to be returned to the school office for further processing. Requests for college transcripts must be sent by the inmate directly to the college registrar's office.

Inmates who have taken the GED examination in Maryland are to complete and submit a Request for GED Transcript form to the school office. **DO NOT** mail the form to the GED office. It will be returned.

The form is available in the education office. Inmates who have taken the GED in a Federal Institution or in the military services must obtain the General Education Development Testing Service GED Transcript Request Form. The inmate is responsible for mailing the form and for any fees that may be required.

Special Education – Summary of Inmate's Rights

If an inmate believes that they have problems that make it hard for them to learn in school or if they ever received special help or services in school, they may be eligible for Special Education services while they are an inmate in a Maryland Correctional Facility.

Students with disabilities (such as problems learning to read, doing math problems, or concentration in class) **who are under the age of twenty-one (21)**, are guaranteed the right to a free and appropriate public education.

This right is guaranteed under Federal Law, which includes the Individuals with Disabilities Education Act (IDEA) and the Rehabilitation Act. **These Federal Acts ONLY apply to those individuals who meet the UNDER 21 age requirement.**

The Maryland State Department of Labor, Licensing, and Regulation is responsible for finding out which students in Maryland's Correctional Facilities are eligible for Special Education and making sure that those students receive the help they need to succeed in school.

Inmate rights protected by Federal Laws include:

- The right of an inmate's parents to be involved in the decision-making process concerning the inmates school program, including the right to attend meetings and review and consent to any educational plans developed for their child
- The right to examine one's personal educational records and to keep those records confidential
- The right to receive education services as described in an Individualized Education Program (IEP) prepared for each inmate, as well as services related to their education, such as counseling, occupational and speech therapy
- The right to have the IEP reviewed by a team that includes school staff, the inmate, and their parents
- The right of an inmate's parents to appeal decisions made by the team concerning the IEP, or the inmate eligibility for special education services. This appeal would be heard by a panel of impartial hearing officers. An appeal can be made to the Federal Court system
- The right to be represented by a lawyer in matters concerning education, including the development of the IEP and appeal hearings.
- The right to receive information about how to file an appeal, how the appeal hearing will be conducted and how to get free or reduced cost legal representation.

The protection of the Federal and State laws for students with disabilities is quite detailed. If an inmate would like more information about any of the rights listed above, or if they believe that they may be eligible for special education services, contact your Case Management Specialist, a teacher, or the principal in the North Branch Education Department. Send a request slip to the Education Office if you are interested.

E. Library Services

Library services are available to all inmates. Three (3) books and three (3) legal items may be checked out for a period of two (2) weeks. All library patrons will be held financially responsible for any library materials that are damaged or not returned.

Library Collection

The collection includes general fiction and nonfiction books, large print books, and books in foreign languages. General interest and news magazines are available for “in library” use only.

The library has a reference collection, which includes general reference and some legal materials. The librarian and the library clerks are available to assist with locating information when requested.

There are computers in the library which have general reference encyclopedias, as well as legal databases. Other helpful databases are available (i.e: the *Maryland Manual* and a typing program).

Legal Reference

The library has a core collection of **BASIC legal materials and legal databases** to help inmates do their own legal research, but the institutional library is **NOT a law library**.

The Librarian will direct inmates to information resources, but **will not**:

- interpret legal or medical information
- conduct research for inmates
- make personal photocopies
- be responsible for getting paperwork for inmate’s court appearances

LASI (Library Assistance to State Institutions)

The LASI program provides access to case law by citing previous legal cases. Inmates may submit one (1) LASI form with up to five (5) cases per week.

Satellite Libraries in the Housing Units

Each housing unit, except for Housing Unit One, has a small library, complete with computers that will provide access to the Lexis Nexis database and other general and legal information.

Library services for inmates in the Segregation Unit

Inmates in the Segregation Unit are provided reading materials and photocopied requests of legal and reference materials on a regular basis. These materials are lent as “check-outs” and must be returned after two (2) weeks.

Photocopy Services

An inmate accessible photocopy machine is available in the SSB Library. Inmates on restricted housing may obtain copies through their assigned Case Management Specialist. A fee of .15 cents per page will be assessed - this cost may be waived for indigent inmates. Inmates that have an indigent status must contact their Case Management Specialist to let them know that they would like to have something photocopied. Only active legal submission items that otherwise cannot be transcribed may be photocopied.

Programs

Special programs designed to provide useful information on a variety of topics are offered on a regular basis. Book discussion groups are also held.

Special Materials

Upon request, the library can provide talking books for inmates with visual impairments.

Inter-Library Loan

Inmates may request non-fiction materials that are not available in the library through the Inter-Library Loan system. This allows Correctional Librarians to borrow non-fiction titles not held in the own collections.

F. Inmate Remedies and Grievance Procedures

The DPSCS encourages staff and inmates to make a good faith effort to resolve all institutionally related complaints at the lowest possible level. Inmates are encouraged, but not required, to seek resolution of complaints through the Informal Resolution Process. Inmates may seek formal resolution through the Administrative Remedy Procedure (ARP).

Formal Resolution under the ARP consists of two levels:

- a. Filing a request for administrative remedy with the Warden
- b. Appealing to the Commissioner, if not satisfied with the response

Inmates not satisfied with the outcome of the ARP process may seek further administrative review in accordance with the regulations of the Inmate Grievance Office (IGO).

The purpose of the ARP is to solve inmate problems and to be responsive to inmate concerns. When the DPSCS finds that a request for administrative remedy or an appeal is meritorious in whole or in part, the ARP, to the extent possible, should provide the inmate with meaningful relief.

It is the policy of the DPSCS that requests for administrative remedy and appeals under the ARP should be answered on the merits and substantive relief provided to the inmate where warranted. Inmates must adhere to the time period and other requirements set forth in the Directive and should not expect that any late submissions will be considered.

Informal Complaints

An inmate may, at any time, attempt informal resolution of a complaint, using correspondence or through discussions with staff, as well as the Informal Inmate Complaint Form.

Inmates are encouraged to use informal resolution but attempting informal resolution does not suspend or stay the deadline for filing a formal request for administrative remedy or any other time periods.

Administrative Remedy Procedure

“Administrative Remedy Procedure” (ARP) is a mechanism for the resolution of inmate complaints for those housed within the DPSCS facilities. Inmates are encouraged to initially use the informal

complaint process for any problem as stipulated in COMAR 12.02.28. However, if the complaint cannot be resolved at that level or is more serious in nature, the formal process, or ARP, is available.

“Administrative Remedy Process” is described within the 185 series of OPS’s. The ARP process officially ends after the IGO case is closed.

The forms used to file complaints at each step of the ARP process can be obtained from the inmate library or Housing Unit Officer. The time frames and instructions for completing the forms can be found in Executive Directive OPS 185-0002. If help is needed to complete a form, assistance can be arranged thru the institutions Administrative Remedy Coordinator.

The following process for submitting ARP’S to staff will apply:

- ARP forms may be turned in each day to the 7:00 am -3:00 pm assigned Tier Officer on the tier where the inmate resides
- Proper I.D. must be shown to the collecting Tier Officer to verify the name on the ARP is the same inmate that is shown on the I.D. photo. The Tier Officer shall print and sign their name on the ARP. At this time, the carbonless copy will be given to the inmate.
- The Tier Officer shall personally deliver the ARP (s) to the Unit Manager or in their absence the Sergeant/Officer in Charge. The ARP (s) will then be submitted to the ARP Office for processing.
- Inmates may request and receive an ARP form at any time.

“Administrative Remedy Coordinator” (ARC) is an employee designated by the Commissioner or Warden or their designee to receive, acknowledge, and direct the investigation of complaints and to maintain all records relating to the procedure.

Inmate Grievance Office

The law establishing the Inmate Grievance Office (IGO) provides for a separate agency to hear, consider and advise the Secretary of the Department of Public Safety and Correctional Services as to the merit of any complaint or grievance filed by an inmate see COMAR 12.07.01

The complaint may be filed in letter form. It should be typed or neatly handwritten, specifying exactly and briefly the nature of the complaint. The grievance filing procedure is:

- A. A grievant shall file a grievance in writing:
 1. In a format approved by the Office; or
 2. Using an administrative remedy procedure form.
- B. The grievant shall include the following in the written grievance:
 1. Date of the grievance;
 2. Grievant name, inmate number; and SID number
 3. Grievant postal address.
 4. Nature of the grievance, including not more than one claim for relief.
 5. Information concerning the situation or occurrence that is the subject of the grievance, to include any relevant:
 1. Date.
 2. Time.
 3. Place; and
 4. Name of an official, employee, inmate, or other individual involved

- C. Name and location of any witness requested and a proffer of each witness's testimony.
- D. Name and location of a requested hearing representative. (Note: Segregation inmates will not be permitted to be representatives of other inmates in IGO proceedings)
- E. A copy of any claim filed with the Treasurer under the Maryland Tort Claims Act, and, if available, the Treasurer's letter directing the inmate to file a grievance with the IGO; and:
- F. If the grievance is based on:
 - 1. An appeal from the (ARP), a copy of all related paperwork, including the:
 - a. Request for administrative remedy.
 - b. Warden's response and receipt of the Warden's response.
 - c. Appeal; and
 - d. Commissioner's response and receipt of the Commissioner's response
 - 2. An appeal from a disciplinary proceeding, a copy of all related paperwork, including the:
 - a. Notice of inmate rule violation and disciplinary hearing.
 - b. Hearing record.
 - c. Appeal to the Warden; and
 - d. Warden's response to the appeal
 - 3. A challenge of a classification or case management action, a copy of all related paperwork, including the:
 - a. Notification of classification action; or
 - b. Notification of case management action
 - 4. A challenge of a calculation of sentence or diminution credit transaction, a copy of all related paperwork, including the:
 - a. Notification of calculation of sentence; or
 - b. Notification of diminution credit action; or
 - 5. A property claim, a copy of all related paperwork, including the:
 - a. Property inventory form.
 - b. Property confiscation form.
 - c. Commissary form.
 - d. Order form; and
 - e. Receipt
- G. The grievant shall place the grievance and related documents in a sealed envelope addressed to the Executive Director at the current address of the Office.

This time limitation may be waived for a grievance that represents a continuing problem. Appeals from the Inmate Administrative Remedy Procedure to the Inmate Grievance Office must be filed within **30** days from the inmate's receipt of a response from the Commissioner of Correction or within **30** days of the date the Commissions response was due.

The complaint may be placed in a sealed envelope and be given to an officer or person designated by the managing officer, or the officer in charge of the housing unit, who will then forward it unopened.

It may also be mailed directly to:

**Executive Director
Inmate Grievance Office
6776 Reisterstown Road, Suite 200A
Baltimore, MD 21215**

Any serious administrative or criminal matter may be reported to the DPSCS Investigative Unit at the following address:

**Internal Investigative Division
8510 Corridor Road, Suite 100
P.O. Box 418
Savage, Maryland 20763**

G. Psychology Department

The staff of the NBCI Psychology Department maintains an array of outpatient treatment services that are coordinated by the staff member assigned to each prospective housing unit. Some of the services provided by the staff of the Psychology Department include:

1. Group Therapy (when available)
2. Individual Therapy (short term solution based)
3. Crisis intervention
4. Intake assessments

Institutional Services:

1. Crisis Coverage – Provided by Contracted on-call Psychiatry 24 hours a day, 7 days a week
2. Staff training
3. Program development
4. Liaison to other agencies
5. Suicide risk assessments and intervention

In addition to direct services to the inmate population, the staff of the Psychology Department, under the supervision of the Mental Health Professional Counselor- Supervisor, maintains oversight of the following specialized treatment opportunity:

1. The Special Needs Unit (SNU)

Staff Constellation

1. One (1) Master's level Mental Health Professional Counselor- Advanced
2. One (1) Master's level Mental Health Professional Counselor - Supervisor
3. One (1) Master's level Mental Health Professional Counselor
4. One (1) Master's level Mental Health Graduate Professional Counselor

Referral Process

Inmates may self-refer for individual appointments. Inmates may also be referred for intervention by the staff of other departments. Appointments are triaged accordingly. A high volume of requests is common in the Psychology Department; thus, appointments are scheduled as time permits.

Those who wish to be scheduled to see a member of the Psychology Department are encouraged to send a "Sick Call Form" to the Psychology Department with as much information as one feels comfortable including on the request form.

Some common issues include, but are not limited to:

1. Crisis intervention
2. Major mental illness screenings
3. Personal self-development
4. Problem solving
5. Advanced cognitive skills
6. Communication skills
7. Relaxation skills
8. Relationship skills

The staff of the Psychology Department reserves the option to address acute mental health crisis with a variety of crisis services in the confines of the institution. In the event someone experiences a significant crisis, transfer to the Correctional Mental Health Center in Jessup, Maryland may be considered for short term stabilization.

Psychiatric Services

Psychiatric services are available 4 days per week and include medication management.

H. Activities and Recreation Coordinator

This department continually recruits volunteers and interns, as needed, to help with programs or activities for inmates, subject to the Wardens approval. The inmate population will be routinely notified of upcoming activities available to the population.

I. Medical Services

General Information:

1. Inmates entering the Medical Department must CHECK IN with the panel officer and be seated in the waiting room until called by staff. Personal items, to include cups, handheld games, and paperwork, are not to be brought to the Medical Department. Loitering is prohibited and subject to adjustment action.
2. It is the responsibility of the inmate to show up for scheduled appointments. You are responsible for checking the pass list daily.

3. If you fail to report to the Medical Department within 15 minutes of your scheduled appointment or choose to leave before being seen by the health care provider you must complete and sign a “Release of Responsibility” form. You forfeit your clinic appointment and must submit another Sick Call Form to be rescheduled.
4. If you fail to report to sick call due to court, parole hearing, case management, or other official business, you must advise your Wing Officer, who will notify the Medical Department so other arrangements can be made.
5. Contract Health Care Staff are employed at the institution 24 hours per day. A dispensary is operated by the institution at which sick calls, specialty clinics, dental services, X-Rays, and blood draws are provided. An infirmary is also available off site at WCI.
6. A physician, physician’s assistant, nurse practitioner, and/or nurse are available daily for managing emergencies.
7. Provider sick call (physician, physician’s assistant, or nurse practitioner) is held 5 days a week. Nurse sick call is available seven (7) days a week.
8. Consultations for off-site specialty care are subject to Utilization Review.
9. Eyeglasses will be provided every two (2) years. If your eyeglasses are lost, stolen, or broken during this time, you will be responsible for the replacement fee. Personal eyeglasses are not permitted to be sent into the institutions.
10. Dental appointments will be handled by utilizing the institutional pass system. Dental Services are provided based on priority.
11. Medical Diets vary. If you are placed on a 2400 calorie diet or a High Calorie diet, please note that you will not be able to purchase all food items through commissary.

How to access Health Care

1. You can request a medical appointment by using the Sick Call Encounter form, which is available in each housing unit. It is important that these forms are filled out completely. You must include your name, DOC number, date, and housing location. You need to include a description of your healthcare problem on the form.
2. Completed Sick Call forms should be placed in the locked medical boxes located in the dining hall or in the lobby of your housing unit. Sick Call forms should not be placed in the institutional mail, or they will be returned to you for proper submission.
3. Sick Call forms will be collected by the 11-7 nurse. The forms are screened by the RN and sent to the appropriate department (medical, dental, or mental health).
4. When you are scheduled for a sick call, your name will be listed on the Medical Department pass list that is sent to each unit daily. It is important for you to “hold in” if you are on the pass list so you do not miss your appointment. You will be assessed and treated by the appropriate health care provider.

5. In emergency situations, the housing unit officer will call the Dispensary to plan for the inmate to be seen. Non-emergent requests will be referred to the sick call process.

Sick Call Procedures

The Dispensary at NBCI is staffed with a Registered Nurse on a 24-hour basis. There is also a medical doctor on-call around the clock

HIPAA

Security staff receives HIPAA training yearly. Due to the safety concerns in a maximum security environment, custody staff will be present in the health care area during visits.

Co-Pays

Inmates are required to pay a \$2.00 co-pay in accordance with OPS.130.0001. This money will be taken out of your institutional account. However, no inmate will be denied access to medical care because of an inability to pay the required co-pay. The following services are exempt from co-payment:

- Follow-up services (as ordered by the clinician)
- Hospital Services
- Sick Call requested by security staff – Urgent/emergent request only
- Intake or Administrative Physicals
- Mental Health Services
- Chronic Care Clinic Visits

Medications

1. Watch Take medication processes, also known as Direct Observation Therapy, is to ensure that the inmate is seen swallowing, injecting or applying the medication before moving to the next inmate. If the inmate refuses to allow the nurse to observe them ingesting the medication properly, this will be reported back to the doctor and then the doctor has the right to stop the medication due to non-compliance.
2. If you are prescribed a medication that requires lab draws to detect therapeutic levels in your blood, and there is no level detected, the medication will be stopped. If you refuse to have your blood level drawn, the doctor has the right to stop the medication due to non-compliance.
3. Medications will be administered by qualified health care personnel. Self-administration of medications, also known as Keep on Person (KOP), is only permitted when authorized by the attending provider. Generic medications may be substituted for name brand medications.
4. Medications will be delivered in the segregation units. All other inmates will report to the medication administration area. It is your responsibility to come to the

medication line in a timely manner. Medications will not be given outside of the specified time period.

5. You are expected to have your ID card when you present yourself at the medication line. If you do not have your ID, you will not be given your medication.
6. To receive a refill of a medication, you should pull the sticker from the top label of the medication card and attach it to a sick call slip. The sick call slip should then be placed in the sick call box. You can request a refill when you have 3-5 days of medication left.
7. A pass list is sent to the housing units daily for inmates whose KOP blister packs have arrived on-site. You will need to sign your Medication Administration Record (MAR) to receive your medications.
8. If medications or supplies are available through the commissary, they will not be ordered by the medical provider.
9. Inmates transferred to NBCI with medications in their possessions must have their medication reviewed by the Medical Department.

Communication Regarding Health Care

Communication regarding Medical Services can be directed to the Medical Department Administrator by using an Inmate Request Slip or an Informal Complaint form. Many problems can be resolved quickly if the appropriate staff are made aware of your issues. Communication may also be directed to the Unit Manager, Case Management Specialist or to the Administrative Remedy Coordinator using the institutional mail system

All inmates are encouraged to seek informal resolution to their complaints prior to utilizing the formal Administrative Remedy Process.

Medical Records

1. An inmate may review his medical record or obtain a photocopy (for a fee) by sending a request in writing to the Medical Records Department. Allotted time for a review of a medical record is limited to 30 to 45 minutes per session. Medical record reviews can only be completed once every six (6) months.
2. If you want your medical information shared with your family, you need to request a Release of Information (ROI) from Medical Records. This form needs to be completed yearly.

Infection Control, Blood/Body Fluid Encounters and Contact

1. Frequent handwashing using soapy water is important to keep the spread of germs down.
2. If you have a boil or “spider bite”, do not squeeze the area. You need to place a sick call to be seen.

3. HIV testing is available on-site through writing a request to the infection control department. Results are given within minutes.
4. Influenza vaccinations will be given yearly based on priority. Patients with chronic diseases enrolled in Chronic Care will be given priority. You can submit a sick call slip to request a “flu shot” starting in late September.
5. If you encounter a situation involving blood and/or other forms of body fluids, you are to report this encounter to correctional staff immediately. Correctional staff and certain inmates have received training in the proper method of cleaning and disposing of these types of fluids and the following precautionary measures can be taken:
 - Only those inmates who have received training in Universal Precautions and Blood and Body Fluid Cleanup shall be involved in any blood/body fluid clean-up process.
 - Wear protective gloves and use disinfectant solutions such as household bleach diluted along with soap and water to clean the area.
 - Contaminated clothing should be removed as soon as possible and laundered in hot water, detergent, and bleach. Extra clothing will be maintained by each shift if uniforms become contaminated.
 - All contaminated items such as gloves, masks, rags, or other materials shall be placed in red plastic bags and placed in marked contaminated containers for proper disposal.
6. All inmates in this institution who may become exposed or suspect they may have been exposed to any form of body fluids should report that occurrence to the correctional or medical staff. Correctional staff will submit a written report regarding the occurrence. Medical Staff will complete a Blood/Body Fluid Contact Report. The Medical Department will evaluate your exposure, on a case by case basis, to determine if further treatment is required

J. Infectious Disease

All DPSCS inmates will receive an annual tuberculin (TB) symptom review.

TB system reviews will occur during the month of the inmate’s birthday; therefore, inmates may not transfer during the month of their system review until the review has been completed and the inmate has been medically cleared.

Inmates who refuse symptom review will be placed on Administrative Segregation for medical reasons until they comply. In the interim, they will receive orientation and counseling to help them understand why the symptom review is necessary and beneficial to them. Tuberculosis is a serious health issue that affects all of society but is more significant within a prison setting.

Mandatory symptom reviews are necessary to identify individuals who are potentially contagious to others. This will allow us to isolate and treat these individuals without affecting the operation of the institution.

Inmate cooperation is requested to allow this process to run efficiently and smoothly.

Due to everyone's concerns about contraction of other infectious diseases from spilled blood products, please report any and all spills/incidents to a Wing/ Detail Officer when appropriate. There are spill/clean-up kits available for use in cleaning up body fluid spills.

Complaints

Use of Informal Inmate Complaints or Informal Correspondence which is addressed to the Health Services Administrator (HSA) is encouraged.

Complaints regarding health care services may also be directed to the Administrative Remedy Coordinator through use of DOC Form 185-002C, which inmates may obtain from the Housing Unit Manager, Case Management Specialist, or the inmate library.

K. Compassionate Leave

Compassionate Leave shall not be considered for Maximum and Maximum II Security Inmates.

L. Religious Services

Inmates are accorded religious freedom and beliefs subject only to security, safety, and program limitations. Inmate participation in religious programming is voluntary. Proselytizing or the advancement of one's religious faith over another for the purpose of membership recruitment is strictly forbidden.

Inmates who are released from Administrative Segregation or Disciplinary Segregation who wish to be returned to their faiths pass list need to notify the Administrative Chaplain in one of the following ways:

1. The inmate can write a request form to the Chaplain requesting to be returned to the service list.
2. The inmate can notify the facilitator of their faith group of their desire to be placed back on the service list.
3. An inmate may request his tier officer call the Chaplain's Office and notify them of their desire to be returned to the service list.

Furthermore, any activity that may be reasonably interpreted to advocate resistance to the lawful authority, insurrection or racially derisive and inflammatory speech may result in suspension and/or termination of any given religious group. Additionally, for inmate (s) to be eligible for congregate services, they must be in general housing without any current segregation sanctions or security concerns in place

1. Participation in congregate religious services is a privilege. Improper conduct, disruption, disrespect, etc., during any service will result in the suspension of the inmate from all congregate religious services and possibly a written adjustment. Congregate suspension does not prohibit the right of an inmate to individually practice their religion in their cell.
2. Inmates housed in the Special Management Unit of NBCI are not permitted to attend congregate religious services. They are permitted to individually practice their religion in their cells.

3. Access to religious services is authorized by the housing unit staff via individual or group passes or computer-generated pass lists.
4. All services shall have a designated date, time, and location to be determined by the Chaplain in conjunction with security limitations. The date, time and location of services are subject to change, as necessary.
5. If an inmate misses three (3) consecutive services, their name will be removed from the pass list. They must submit a new request to be placed back on the list.
6. Inmates attending religious services shall remain at their service location unless permission to leave is granted by the Chaplain or the officer in charge of that location. The inmate must check out with the officer prior to leaving the room.
7. Inmates seeking counseling on personal matters must submit a request slip to the Chaplain.
8. Phone calls through the Chaplain's Office are restricted to verified cases of emergency (such as the death of an immediate family member) determined by the Housing Unit Manager and Chaplain. All other calls must be made through the phones in the housing units.
9. Orders for religious apparel shall be placed through catalog ordering. A Religious Material Approval Form must be filled out. The Religious Material Approval Form can be obtained through the Chaplain's Office. **This form must be used when ordering religious items.** Religious head coverings may be worn at any time except when taking ID photos. Religious clothing may be worn to, at and from religious activities only. **Inmates serving a disciplinary segregation sentence are not permitted the use of religious clothing.**

M. Parole Process

Parole is a "conditional release" from prison. It allows for completion of a sentence on the street under the supervision of the Division of Parole and Probation (DPP). Parole is not a right and it is within the discretion of the Maryland Parole Commission (MPC) to release an inmate on parole. The MPC is a separate agency from the DOC and subsequently has agency guidelines governing the parole process for the State of Maryland. The DOC staff are only facilitators in the process.

Parole Hearings and File Review

An inmate will be given the opportunity to review their parole file before their parole hearing occurs. Inmates detecting errors, disputing facts or omissions in the file materials should discuss such matters at the hearing. During a parole file review, the Institutional Parole Associate (IPA) will furnish inmates with a written notice including:

1. The month and place of the hearing
2. The factors that the MPC will consider in making its decision

A parole hearing is conducted in the form of an interview. It is held in a manner that allows inmates to express views that pertain to their case.

Parole Decisions

A Parole Hearing will result in one of the following outcomes:

1. **Approval/Delayed Release** - a release date will be scheduled
2. **Rehear** - another hearing will be scheduled in the future
3. **Refusal** - an inmate will remain incarcerated until their Mandatory Release date
4. **Interim Decision:**
 - a. **Hold** - the inmate's parole decision is deferred pending additional information and a new decision will be issued upon receipt and review of the information.
 - b. **Administrative Refusal** - an inmate is refused parole pending disposition of pending charges or open detainers. After they are resolved, an amended decision will be issued.

The written parole decision will be given to the inmate by the IPA. To appeal the decision, an appeal form should be requested at that time. The form must be completed and forwarded as specified to the NBCI Parole Office.

When an inmate receives a final decision approving their parole, they will be released as soon as administratively possible. Before the institution will release an inmate on parole, the Division of Parole and Probation must verify the inmate's home plan, the Parole Commission must issue a release date and the Commitment Office must certify the release.

Inmates will be required to sign an Order for Release on Parole prior to leaving the DPSCS. This order defines the terms and conditions of release of the granted parole.

Open Parole Hearings (OPH)

Inmates incarcerated for a violent crime are subject to an Open Parole Hearing. The victim or the victim's representative may make a request to hold the hearing in an open format. The inmate will be notified if they are scheduled for an OPH. The IPA can explain more about the Open Parole Hearing process.

Parole Questions

All inmate parole related correspondence should be sent to the Institution's Parole Associate (IPA) whose office is located at NBCI. This can be easily done through the institutional mail system.

Mandatory Release (Mandatory Parole)

If inmates are not granted parole, their date of release will be determined by deducting their good conduct, industrial and special project credits from their maximum expiration date. This date is called the mandatory release date. A Case Management Specialist can explain more about this process.

N. Inmate Tablet Program

Each inmate is offered a tablet for use while assigned to NBCI. GTL will provide the first set of earphones/earbuds with microphone and charger for your tablet. You will not be permitted to have more than one pair of earphones/earbuds or charger at a time.

Replacement earphones/earbuds and chargers must be purchased by the inmate through KEEFE. If the inmate accepts the tablet he/she assumes responsibility of care of the tablet while at NBCI. If the tablet becomes broken or inoperable due to inmates actions or through the inmate's neglect of care and to include misuse of the tablet or app – the inmate shall be required to make restitution of the cost of the tablet prior to being issued a replacement tablet.

All messages and photos are subject to review and approval. Inappropriate content or content that is determined to violate DPSCS will not be approved and will not be refunded. The DPSCS holds the discretion to block any contact who has, or continues to send inappropriate content that violates DPSCS policy.

The tablet is a privilege and the inmate can lose access to the tablet, apps, phone, pictures and messages at any time. Access to the tablet can be removed by the facility due to actions such as; disciplinary violation sanctions, prior use considered contrary to security procedures, three (3) way phone connections, loaning of tablet to another party and/or soliciting any activity that violates the federal or state laws.

The phone app on the tablet operates and is paid for by the same account as the Inmate Institutional phone system (same vendor). The inmate may purchase plans and apps through the provider that has been approved by Headquarters ONLY.

Times for sending messages, phone calls and apps on the tablet are set to allow for the server to handle the abundance of usage. All complaints with the tablet or apps on the tablet shall be addressed to the vendor through the tablet complaint app on the tablet.

Inmates on segregation shall have their tablet charger stored while on segregation. In order for a segregation inmate to have his/her tablet charged, the inmate shall turn his tablet over to the 11-7 shift officer during collection at the beginning of the 11-7 shift. The segregation inmate may have his/ her tablet placed in the charging station and returned back to the inmate prior to the end of the 11-7 shift.

Inmates on segregation shall charge their tablets on the 11-7 shift ONLY and shall not have them charged on any other shift.

Inmate family members and friends can send direct messages and photos to the inmate by creating an account on www.gettingout.com.