

Ventura County Grand Jury 2008 - 2009



Final Report

Inmate Grievance Procedure

**Date Issued
May 12, 2009**

(This page intentionally blank)

Inmate Grievance Procedure

Summary

The California Penal Code § 919(b) requires Grand Juries to inspect all detention facilities within their county annually. The 2008-2009 Ventura County Grand Jury (Grand Jury) examined county detention facilities and interviewed the officers in charge.

Title 15 of the California Code of Regulations deals directly with the minimum standards for local detention facilities and specifically requires an inmate grievance procedure. The Grand Jury decided to focus on the Ventura County Sheriff's Department (VCSD) implementation of the inmate grievance procedure as part of the Grand Jury's general review of jail conditions. The Grand Jury found that the VCSD is complying with Title 15, as well as individual detention facilities' policies and procedures for implementing the required grievance process. The Grand Jury found no evidence of mismanagement of the grievance process on the part of the VCSD. However, the Grand Jury found that the written grievance procedure at the Pre-Trial Detention Facility had not been updated since February 26, 2003.

The Grand Jury recommends that the VCSD continue to follow the guidelines of Title 15, § 1073 and review and update the VCSD's Pre-Trial Detention Facility Policy and Procedure Manual and the Todd Road Jail Grievance Policy Procedure Manual to ensure continued compliance with Title 15. The Grand Jury further recommends that the VCSD should review its policy concerning the use of an informal written request, the Inmate Request for Information or Service, known as a "kite" (kite), so that the procedure for inmates to obtain kites is the same in all facilities.

Background

The VCSD is charged with operating three long-term detention facilities within the County of Ventura. These detention facilities, known as the Todd Road Jail, the Pre-Trial Detention Center (Main Jail), and the East Valley Detention Center, house prisoners awaiting trial or those serving sentences of generally less than one year's duration. The jails are staffed by succeeding levels of supervision beginning with Sheriff Service Technicians (SST) and Housing Security Deputies (HSD) up to a single VCSD commander in charge of all detention. VCSD administers the Todd Road and Main Jails with separate command staffs; the East Valley Detention Center is administered by the Main Jail using identical policies for both facilities.

State law regulates the housing and treatment of prisoners held in county jails with legislation directing most aspects of incarceration. Title 15 of the California Code of Regulations deals directly with the minimum standards for local detention facilities and requires an inmate grievance procedure. The VCSD uses the informal written request known as a kite for inmates to inquire about non-emergency problems and request day-to-day necessities. The Grand Jury

opened an investigation into the Ventura County Jail system's inmate grievance procedure with the intent to determine if the VCSD was meeting the letter and intent of Title 15 in regards to inmate grievances.

Methodology

The Grand Jury inspected the three county jails: Todd Road Jail, Main Jail and East Valley Detention Center. The Grand Jury interviewed the commanders, their assistants, and various staff members at each of the jails. During these interviews, the Grand Jury asked questions regarding the grievance procedure and examined how the grievance procedure functioned. The Grand Jury also conducted unannounced visits to the jails to observe kite procedures, ask questions of detention deputies as to the use of kites, and to again inspect the general condition of the jails. The commanders and first-line HSDs were forthright in their answers and willingly discussed all aspects of the kite and grievance procedures. The Grand Jury reviewed a sampling of written kites and grievances which had been submitted by prisoners and verified the handling and tracking of these documents.

Findings

- F-01.** Ventura County Jails housed approximately 1,680 inmates as of October 2008.
- Main Jail 822
 - Todd Road Jail 833
 - East Valley Jail 25
- F-02.** An inmate grievance procedure is mandated by Title 15, § 1073 of the California Code of Regulations. (Att-01)
- F-03.** The Ventura County grievance procedures are outlined in the VCSD Pre-Trial Detention Facility Policy and Procedures Manual, Chapter 9-8, and the Todd Road Jail Policy and Procedure Manual, Chapter 7, Section 2. (Att-02, Att-03)
- F-04.** The grievance procedure is explained to all inmates at their intake processing orientation and is delineated in the handbook given to inmates at the time of detention. (Att-04)
- F-05.** The grievance procedure within the jail system is two-tiered with an informal system of request/complaints followed by a formal grievance process.
- F-06.** The Inmate Request for Information or Service (Form SO-1012), commonly known as a kite, is the form used in the informal request/complaint process. (Att-05)
- F-07.** Kites are made available to all inmates. At the Main Jail, they can be requested from an HSD, are available on a table in the common area of each cell block, and/or are in a container outside individual cells. At the Todd Road Jail, they must be requested from an HSD. Kites are

provided at the time of intake processing and are distributed weekly with sanitary supplies.

- F-08.** Kites are filled out by inmates and placed outside their cells or in common areas of the cell blocks where they are collected several times a day by HSDs.
- F-09.** Routine kites are typically processed and handled directly by the HSD. Kites which require special responses, or which cannot be handled at this first level, are referred to the appropriate level for disposition.
- F-10.** Kites come in three colors depending on the type of request:
- white is for clothes, food, treatment, and/or housing condition
 - blue is for medical
 - green is for court-related
- F-11.** There are approximately 8,500 kites received monthly and most are settled informally at the first level.
- F-12.** Inmates may request the multi-copy Grievance Form (Form SO-1011) if they are not satisfied with the resolution of their kites. (Att-06)
- F-13.** Requests for a Grievance Form are made using a kite.
- F-14.** Formal inmate grievances may be filed in all matters except legal decisions handed down by the courts. (Att-02, Att-03)
- F-15.** About 250 grievances are filed monthly within the three jails. All grievances are entered into a computer system and tracked by the VCSD. (Att-02, Att-03)
- F-16.** Grievance Forms are reviewed by succeeding levels of authority in the jails, starting with the HSD, unless resolved to the satisfaction of the inmate. The final review is performed by the Custody Commander, the highest ranking official within each jail. (Att-02, Att-03)
- F-17.** The Custody Commander's decision is the final step in which to resolve a grievance. Relief or satisfaction beyond this step requires the inmate to pursue relief through the courts by way of a Writ of Habeas Corpus. (Att-02, Att-03)
- F-18.** Each level must respond in writing to an inmate's grievance within these specified time limits: (Att-02, Att-03)

Level I	HSD or SST	24 hours (within 24 hours of receipt)
Level II	Senior Deputy	24 hours (within 24 hours of receipt)
Level III	Facility Sergeant	Three days (not counting weekends/holidays)
Level IV	Facility Manager	Seven days (not counting weekends/holidays)
Level V	Custody Commander	Ten days (not counting weekends/holidays)

F-19. Besides routine inmate grievances, there are:

- Medical Grievances
- Classification Grievances
- Food Service Grievances
- Discipline Grievances

These specialized grievances do not have to follow the normal steps in the grievance procedure, but are expedited to the resolution authority. (Att-02, Att-03)

F-20. Jail commanders state that information gleaned from grievances is used to determine trends within the jail and to possibly identify individual employees for discipline and retraining.

F-21. Chapter 9-8 of the VCSD's Pre-Trial Detention Facility Policy and Procedure Manual was last updated February 26, 2003. At the Todd Road Jail, the Inmate Grievance Procedure, Chapter 7, Section 2 was reviewed in January 2009.

F-22. VCSD officials state that they are currently reviewing the grievance procedure at both facilities and intend to merge both facilities' policies into a single consolidated document.

Conclusions

C-01. The VCSD is in compliance with:

- Title 15, § 1073
- the VCSD Todd Road Jail Inmate Grievance Procedure, Chapter 7, Section 2
- the VCSD Pre-Trial Detention Facility Policy and Procedures Manual, Chapter 9-8

All of the above are intended to allow inmates to grieve their conditions of confinement. (F-02 through F-07, F-11, F-12, F-14 through F-17)

C-02. Allowing inmates to file kites and grievances permits them to voice their complaints and obtain a measure of input concerning their incarceration. (F-04 through F-16)

C-03. The VCSD management is able to use the grievance process to monitor conditions within the jails through its attention to and tracking of grievances. (F-13 through F-20)

C-04. The ability of inmates to obtain kites differs from facility to facility. (F-07)

C-05. The current grievance procedure at the Main Jail has been in effect since 2003. There is no evidence that the procedure was updated since that date and the policy is due for review and updating. (F-02, F-03, F-21)

Recommendations

- R-01.** The VCSD should review grievance procedures on a regular basis or as necessary for compliance with Title 15. (C-01, C-03, C-05)
- R-02.** The VCSD should review its policy concerning kites so that the ability of obtaining kites by inmates is the same at all detention facilities. (C-02, C-04)

Responses

Responses Required From:

Sheriff, County of Ventura (R-01, R-02)

Commendations

The Grand Jury commends the Ventura County Sheriff's Department on its effective and efficient management of the Jail Grievance Procedure.

To review overall conditions within the jail system, see the report titled "Detention Facilities: Condition and Management" issued by the 2008-2009 Grand Jury.

Attachments

- Att-01.** Title 15, Minimum Standards for Local Detention Facilities, § 1073 Inmate Grievance Procedure, July 2007
- Att-02.** Pre-Trial Detention Facility Policy & Procedures Manual, Chapter 9-8, Inmate Grievance Procedures, 2-26-03
- Att-03.** Todd Road Jail Policy & Procedure, Inmate Rights, Rules, and Discipline; Chapter 7, Section 2, reviewed 1/14/09
- Att-04.** Ventura County Sheriff's Department Inmate Orientation and Jail Rules, Revised: January 2007
- Att-05.** Ventura County Sheriff's Department Inmate Request for Information or Service, Form SO-1012, Rev. 7/03
- Att-06.** Ventura County Sheriff's Department Inmate Grievance Form, Form SO-1011, Rev. 8/99

(This page intentionally blank)

Attachment-01

**Title 15, Minimum Standards for Local Detention Facilities, § 1073
Inmate Grievance Procedure, July 2005**

(This page intentionally blank)

2005 Adult Title 15 Regulations

service delivery. The range and source of such services shall be at the discretion of the facility administrator and may include:

- (a) individual, group and/or family counseling;
- (b) drug and alcohol abuse counseling;
- (c) community volunteers;
- (d) vocational testing and counseling;
- (e) employment counseling;
- (f) referral to community resources and programs;
- (g) prerelease and release assistance;
- (h) legal assistance; and,
- (i) regional center services for the developmentally disabled.

NOTE: Authority cited: Section 6030, Penal Code. Reference: Section 6030, Penal Code.

1071. Voting.

The facility administrator of a Type I (holding sentenced inmate workers) II, III or IV facility shall develop written policies and procedures whereby the county registrar of voters allows qualified voters to vote in local, state, and federal elections, pursuant to election codes.

NOTE: Authority cited: Section 6030, Penal Code. Reference: Section 6030, Penal Code.

1072. Religious Observances.

The facility administrator of a Type I, II, III or IV facility shall develop written policies and procedures to provide opportunities for inmates to participate in religious services and counseling on a voluntary basis.

NOTE: Authority cited: Section 6030, Penal Code. Reference: Section 6030, Penal Code.

1073. Inmate Grievance Procedure.

- (a) Each administrator of a Type II, III, or IV facility and Type I facilities which hold inmate workers shall develop written policies and procedures whereby any inmate may appeal and have resolved grievances relating to any conditions of confinement, included but not limited to: medical care; classification actions; disciplinary actions; program participation; telephone, mail, and visiting procedures; and food, clothing, and bedding. Such policies and procedures shall include:
 - (1) a grievance form or instructions for registering a grievance;
 - (2) resolution of the grievance at the lowest appropriate staff level;
 - (3) appeal to the next level of review;
 - (4) written reasons for denial of grievance at each level of review which acts on the grievance;
 - (5) provision for response within a reasonable time limit; and,
 - (6) provision for resolving questions of jurisdiction within the facility.

2005 Adult Title 15 Regulations

(b) **Grievance System Abuse:**

The facility may establish written policy and procedure to control the submission of an excessive number of grievances.

NOTE: Authority cited: Section 6030, Penal Code. Reference: Section 6030, Penal Code.

ARTICLE 7. DISCIPLINE**1080. Rules and Disciplinary Penalties.**

Wherever discipline is administered, each facility administrator shall establish written rules and disciplinary penalties to guide inmate conduct. Such rules and disciplinary penalties shall be stated simply and affirmatively, and posted conspicuously in housing units and the booking area or issued to each inmate upon booking. For those inmates who are illiterate or unable to read English, and for persons with disabilities, provision shall be made for the jail staff to verbally instruct them or provide them with material in an understandable form regarding jail rules and disciplinary procedures and penalties.

NOTE: Authority cited: Section 6030, Penal Code. Reference: Section 6030, Penal Code.

1081. Plan for Inmate Discipline.

Each facility administrator shall develop written policies and procedures for inmate discipline which shall include, but not be limited to, the following elements:

- (a) Designation of one or more subordinates who will act on all formal charges of violation of facility rules by inmates, and who shall have investigative and punitive powers. Staff so designated shall not participate in disciplinary review if they are involved in the charges.
- (b) Minor acts of non-conformance or minor violations of institution rules may be handled informally by any staff member by counseling or advising the inmate of expected conduct, assignment to an extra work detail, or removal from a work assignment without loss of work time credit. In addition, temporary loss of privileges such as, but not limited to, access to television, telephones, or commissary, or lockdown for less than 24 hours, may be considered minor discipline if such acts are accompanied by written documentation, and a policy of review and appeal to a supervisor.
- (c) Major violations or repetitive minor acts of non-conformance or repetitive minor violations of institutional rules shall be reported in writing by the staff member observing the act and submitted to the disciplinary officer. The inmate shall be informed of the charge(s) in writing. The consequences of a major violation may include, but are not limited to, loss of good time/work time, placement in disciplinary isolation, disciplinary isolation diet, or loss of privileges mandated by regulations. In addition:
 - (1) charges pending against an inmate shall be acted on no sooner than 24 hours after the report has been submitted to the disciplinary officer and the inmate has been informed of the charges in writing. A violation(s) shall be acted on no later than 72 hours after an inmate has been informed of the charge(s) in writing. The inmate may waive the 24-hour limitation. The hearing may be postponed or continued for a reasonable time through a written waiver by the inmate or for good cause.
 - (2) The inmate shall be permitted to appear on his own behalf at the time of hearing.

Attachment-02

**Pre-Trial Detention Facility Policy & Procedures Manual, Chapter 9-8,
Inmate Grievance Procedures, 2-26-03**

(This page intentionally blank)

Pre-Trial Detention Facility Policy & Procedures Manual

Chapter 9-8
Inmate Grievance Procedures
2-26-03**POLICY:**

Pre-Trial Detention Facility personnel shall maintain consistent and equitable procedures for handling inmate grievances by providing the inmate with a vehicle for communicating complaints and/or questions and reduce the necessity for many formal legal challenges and inquiries.

GENERAL PROVISIONS**I. Inmate Grievance Form:**

- A. The "Inmate Grievance Form" (form SO 1011) shall be used when the inmate has a question or complaint regarding custody treatment, medical treatment, jail policies and procedures, or other custody related matters.
- B. "Inmate Grievance Forms" may be filed in all matters except legal decisions handed down by courts.
- C. There are five levels at which an inmate grievance can be resolved. Every attempt will be made to resolve the grievance at the first level. Exclusion to five levels of review are provided for in medical, classification food services, and disciplinary grievances.

II. Medical Grievances:

- A. All grievances regarding medical treatment will be referred to the involved facility's medical supervisor with the notation, 'medical treatment grievance referred to Detention Services Division Medical Department.' The supervisor will respond at level three of the grievance form within three days. If the inmate resubmits the grievance, the Medical Program Manager will respond to the inmate's grievance at level four of the grievance form within seven days. If the inmate resubmits the grievance, it shall be directed to the Facility Commander.

III. Classification Grievances:

- A. All grievances regarding inmate classification or housing assignments shall be forwarded to the Classification Sergeant by the Facility Sergeant. The Classification Sergeant shall respond to the grievance on Step III within three (3) days. If the inmate

Pre-Trial Detention Facility Policy & Procedures Manual

resubmits the grievance, it shall be directed to the Facility Manager.

IV. Food Services Grievances:

- A. All grievances regarding Food Services will be referred to the Food Services Supervisor with the notation "Food Services grievance referred to Food Services Supervisor". The Food Services Supervisor will respond to the inmate's grievance in the Step III of "Inmate Grievance Form" within 3 days. If the inmate resubmits the grievance, it shall be directed to the Facility Commander.

V. Discipline Grievances

- A. All grievances regarding major rule violations discipline shall be forwarded to the Facility Manager (Captain) for resolution. The Facility Manager will review and respond within three (3) days. If the inmate resubmits the grievance, it shall be forwarded to the Division Commander.

VI. Time Limits:

- A. Each level must respond in writing to an inmate's grievance within these specified time limits:

Step I	-	24 hours	(within 24 hours of receipt)
Step II	-	24 hours	(within 24 hours of receipt)
Step III	-	Three days	(not counting weekends/holidays)
Step IV	-	Seven days	(not counting weekends/holidays)
Step V	-	Ten days	(not counting weekends/holidays)

VII. Writs:

- A. Nothing in this procedure will restrict an inmate's legal right to file a writ with the courts or seek any other type of legal relief.

VIII. Right to Appeal:

- A. If an inmate is dissatisfied with the grievance resolution, the inmate may appeal to the next higher level by filling out another "Inmate Grievance Form". The subsequent grievance form shall be directed to the next appropriate level and will be accompanied by any previous "Inmate Grievance Form(s)" that pertain directly to that grievance resolution being appealed.

IX. Frivolous/Excessive Grievances

- A. When the Facility Manager or Bureau Commander determines that an inmate is filing an

Pre-Trial Detention Facility Policy & Procedures Manual

excessive amount of grievances, or files frivolous grievances, he will notify the Legal Unit.

- B. The administrator of the Legal Unit shall notify the facility deputies and SSTs that all grievances from that particular inmate are to be forwarded to the Legal Unit.
- C. Those steps listed in Chapter 8, Grievance Procedures, shall be by-passed, with all grievances being directed immediately to the Legal Unit for a response.
- D. The Legal Unit Administrator will be responsible for responding to all grievances within a period of seven days, not counting weekends or holidays.
- E. The Legal Unit shall maintain a file containing copies of the answered grievances. A copy of the same shall be given to the responsible Facility Manager.

X. Custody Records:

- A. Upon an inmate's release from custody, all copies of "Inmate Grievance Forms" maintained in Central Inmate Records shall be forwarded to Detention Services Division Administration.

PROCEDURES

I. Receipt of inmate Grievance Forms: (Computer Entries)

Any staff member who receives a completed grievance form from an inmate shall immediately note the date, time, and the staff member's I. D. # in the space provided in the upper left corner of the form. The staff member shall enter the grievance in the computer by using the Housing Monitor queue - "Grievance" tab. The staff member shall enter the appropriate drop-down as to "issued", "received" or "answered". The appropriate staff member at each level who receives the grievance shall meet and discuss it with the inmate in an attempt to assess the problem so that possible resolutions can be offered.

A. Step I - Housing Security Deputy or SST

- 1. Complete the Step I section with the Deputy or SSTs name, serial number, date and the resolution.
- 2. If the inmate is dissatisfied with the offered resolution, the inmate must complete a second grievance and submit it with the first grievance to the next appropriate level.

B. Step II - Level Senior Deputy

- 1. Complete the Step II section with the Senior Deputy's serial number, date and the

Pre-Trial Detention Facility Policy & Procedures Manual

Senior Deputy's resolution.

2. If the inmate is dissatisfied with the offered resolution, the inmate must complete a third grievance and submit it with the previous grievances to the next appropriate level.

C. Step III - Facility Sergeant

If the grievance is not resolved by the Level Senior Deputy, the inmate's grievance will be forwarded to a Facility Sergeant.

1. Complete the Step III section with the Facility Sergeant's name, serial number, date and the Facility Sergeant's resolution.
2. If the inmate is dissatisfied with the offered resolution, the inmate must complete a forth grievance and submit it with the previous grievances to the next appropriate level.

D. Step IV - Facility Manager

If the grievance cannot be resolved by a Facility Sergeant, the inmate's grievance will be reviewed by the Facility Manager.

1. Complete the Step IV section with the Facility Manager's name, serial number, date and the Facility Manager's resolution.
2. If the inmate is dissatisfied with the offered resolution, the inmate must complete a third grievance and submit it with the previous grievances to the next appropriate level.

E. Step V - Custody Commander

This is the final level to resolve a grievance. Relief or satisfaction beyond this level will result in the inmate having to pursue the channels of the Writ of Habeas Corpus.

Attachment-03

Todd Road Jail Policy & Procedure, Inmates Rights, Rules, and Discipline; Chapter 7, Section 2, reviewed 1/14/09

(This page intentionally blank)

TODD ROAD JAIL POLICY & PROCEDURE

DOUBLE CLICK HERE TO GO TO TABLE OF CONTENTS

Chapter # 7	INMATE RIGHTS, RULES, DISCIPLINE	Page #1 of 10
Section # 2	Inmate Grievance Procedure	Date: 6/2/94
<i>Cross Reference:</i>		Revised: 06/16/06
		Reviewed: 1/14/09

PURPOSE

To describe the grievance procedure available to inmates housed at the Todd Road Jail that will preclude the necessity for many formal legal inquiries and challenges.

POLICY

It is the policy of the Todd Road Jail to provide inmates with an internal method for resolving complaints about jail conditions or treatment.

PROCEDURE

The Inmate Grievance Form (SO-1011) is to be used by inmates to:

- Question a policy, rule or procedure of the facility
- Complain about custody treatment
- Complain about medical treatment
- Appeal discipline related findings
- Appeal classification or housing related decisions

Inmates who wish to file a grievance shall submit a written request on a "kite" (SO-1012). Housing staff will issue an Inmate Grievance Form to the inmate without

unnecessary delay. The inmate will be required to sign for receipt of the grievance form on the kite that was submitted. Staff shall note the date, time, and employee ID number on the "kite" and send to records to be filed in the inmate's jacket. The staff member shall also enter the grievance into the IMS tracking system under "Housing Monitors - Grievance" as "issued" and write the assigned grievance number on the top of the grievance.

Upon completion of the Grievance Form, the inmate may submit the form to any staff member. The staff member receiving the form shall fill in the blanks in the upper left corner of the form, indicating Date/Time Received and name of the staff member receiving the Grievance. The staff member shall also enter the grievance into the IMS tracking system under "Housing Monitors - Grievance" as "received." The Grievance Form shall then be routed to the proper level for a response.

There are five levels at which an inmate grievance can be resolved. Every effort will be made to resolve the grievance at the lowest level possible:

If the inmate does not feel the response is satisfactory, the grievance may be resubmitted. Previously answered grievances on the same complaint must be attached to the new one in order to be forwarded to the next staff level. When the new response is completed, both forms will be given back to the inmate with the new response.

- **Housing Deputy** - The grievance may be discussed with the inmate to assess the problem and possible resolutions. The Housing Deputy will respond in writing to the grievance by completing the resolution section of the grievance form. The Housing Deputy will enter their name, ID number, and the date in the appropriate blanks and have a supervisor review and initial the response. Housing Deputies have **24 hours** to respond to the grievance. *See classification and medical subheading on page three of this policy for exception to the twenty-four time limit.
- **Level Supervisor** - A Senior Deputy will respond to the grievance, attempt to resolve the problem, and complete the resolution section of the form. Senior Deputies have **24 hours** to respond to the grievance. *See classification subheading on page three of this policy for exception to the twenty-four time limit.
- **Facility Supervisor** - A Sergeant will respond to the grievance, attempt to resolve the issue, and complete the resolution section of the form. A Sergeant has **72 Hours** (excluding weekends/holidays) to respond to the grievance. *See classification and medical subheading on page three of this policy for exception to the seventy-two hour time limit.

- **Facility Manager** - The Facility Manager (Captain) will respond to the grievance, attempt to resolve the issue, and complete the resolution section of the form. Facility Managers have **7 days** (excluding weekends/holidays) to respond to the grievance.

- **Commander (Sentenced Facilities)** - The Commander will review the grievance and make a final determination. No further appeal within the Sheriff's Department is possible. If the inmate is still not satisfied with the resolution, the matter must be pursued by filing a writ of Habeas Corpus. The Commander has **10 days** (excluding weekends/holidays) to respond to the grievance.

Medical Grievances

All grievances regarding medical treatment will be referred to the involved facility nursing supervisor with the notation "medical treatment grievance/referred to Detention Services Division Medical Department". The supervisor will respond at the level 2 of the grievance form within three days. If the inmate resubmits the grievance, the CFMG Administrator will respond to the inmate grievance in the level 3 of "Inmate Grievance Form" within 7 days. If the inmate resubmits the grievance, it shall be directed to the Bureau Commander.

Placement and Classification Grievances

Grievances relating to placement and classification will be forwarded to the TRJ Classification Unit. The grievance will initially be investigated and answered by a deputy assigned to the TRJ Classification. Appeals will be directed to the TRJ Classification Supervisor, the Detention Services Classification Supervisor, the Todd Road Jail Facility Manager, and Division Commander respectively.

Proper investigation of classification grievances generally require more time than twenty-four hours. For this reason, the time constraints outlined previously in this policy will not apply to grievances regarding classification. Instead, these grievances will be promptly answered at the conclusion of a thorough investigation. If the investigation has not been completed within one week, the grievance will be answered and returned to the inmate advising him/her of the status of the investigation.

Discipline Grievances

All grievances related to minor discipline violations will be directed to the Senior Deputy who will respond to the grievance in the Level #2 section of the form. All grievances related to major discipline violations will be directed to the Housing Sergeant who will respond to the grievance in the Level #3 section of the form.

Inmate Grievance Response Routing**I Discipline:**Minor Violations:

First Response: Level 2 - Senior Deputy

Subsequent Responses: Level 3 - Facility Sergeant / Housing Sergeant
Level 4 - Facility Manager
Level 5 - Custody Commander

Major Violations:

First Response : Level 3 - Facility Sergeant / Housing Sergeant

Subsequent Responses: Level 4 - Facility Manager
Level 5 - Custody Commander

* All majors resulting in loss of good time go to the Custody Commander

II Classification Issues:

First Response: Level 1 - TRJ Classification Unit Deputy

Subsequent Responses: Level 2 - TRJ Classification Senior Deputy
Level 3 - Classification Sergeant
Level 4 - Facility Manager
Level 5 - Custody Commander

III Medical Issues:

First Response: Level 2 - Nursing Supervisor

Subsequent Responses: Level 3 - CFMG Administrator
Level 4 - Bypass
Level 5 - Custody Commander

IV Commissary Issues:

First Response: Level 1 - Commissary Staff

Subsequent Responses: Level 2 - Commissary Manager
Level 3 - Bypass
Level 4 - Facility Manager
Level 5 - Custody Commander

V Mail / Money Order Issues:

First Response: Level 1 - Facility Cadet

Subsequent Responses: Level 3 - Facility Sergeant / Housing Sergeant
Level 4 - Facility Manager
Level 5 - Custody Commander

VI Food Services Issues:

First Response: Level 2 - Food Services Supervisor

Subsequent Responses: Level 3 - Food Services Manager
Level 4 - Facility Manager
Level 5 - Custody Commander

VII Time Computations:

First Response: Level 2 - Time Comp SRT

Subsequent Responses: Level 3 - Supervising SRT
Level 4 - Facility Manager
Level 5 - Custody Commander

VIII Inmate Property Issues:

First Response: Level 1-Housing Deputy will try to resolve at this level.

Subsequent Responses: Level 2 - Senior Deputy
Level 3 - Facility Sergeant / Housing Sergeant
Level 4 - Facility Manager
Level 5 - Custody Commander

IX Religious Issues:

First Response: Level 1 - Chaplain

Subsequent Responses: Level 2 - Bypass
Level 3 - Facility Sergeant / Housing Sergeant
Level 4 - Facility Manager
Level 5 - Custody Commander

X Inmate Program Issues:

First Response: Level 1 - Inmate Services Clerk

Subsequent Responses: Level 2 - Senior Deputy
Level 3 - Facility Sergeant / Housing Sergeant
Level 4 - Facility Manager
Level 5 - Custody Commander

XII Maintenance Issues:

First Response: Level 1 - Housing Deputy

Subsequent Responses: Level 2 - Senior Deputy
Level 3 - Facility Sergeant / Housing Sergeant
Level 4 - Facility Manager

XIII Inmate Complaint of Staff Misconduct

First Response: Level 3 - Facility Sergeant / Housing Sergeant

Subsequent Responses: Level 4 - Facility Manager
Level 5 - Custody Commander

Housing Deputies receiving inmate grievances will take the time to read and review the inmate complaint. The Housing Deputy will try and answer or resolve the issue, if at all possible, at the lowest possible level. There may be times when a simple phone call or inquiry may resolve the grievance. Staff are to direct grievances in accordance with the listed guidelines.

These routing guidelines are not intended for staff to simply route the grievance, without clarifying the issue or ensuring all other avenues for resolution have been used.

It is the responsibility of the staff member receiving the grievance to ensure any prior written response accompanies the grievance, to provide clarity and continuity for consideration at the higher level(s).

It is the responsibility of the staff member answering the grievance to record the status in the IMS tracking system under "Housing Monitors - Grievance."

XIV Inmate Citizen Complaint Procedure

To establish a procedure pursuant to PC 832.5 to investigate complaints lodged by inmates against personnel assigned to the Detention Services Division.

Policy:

Any inmate in custody at any Ventura County Sheriff's Department jail facility wishing to lodge a complaint against an employee of the Ventura County Sheriff's Department's Detention Services Division may do so by submitting his/her complaint on an Inmate Grievance Form.

Procedures:

I. Request for Complaint Form

- A. Any inmate requesting a Citizen Complaint form will be given an Inmate Grievance Form on which to lodge a complaint involving a Detention Services Division employee's conduct or action.

- 1. Upon issuing the Inmate Grievance / Complaint form the TRJ staff member

will first write in the date, time & their ID # in the upper left hand corner of the form in the area provided.

2. If the inmate insists on receiving a departmental "Citizen's Complaint" form, he / she will be advised that all complaints involving personnel submitted on an Inmate Grievance Form will be appropriately investigated.

3. The inmate may write "Citizen's Complaint" on the top of the Inmate Grievance Form to ensure proper routing of the complaint.

II. Receipt of Inmate Grievance / Citizen Complaint Form Computer Entries

- A. Upon issuing the Inmate Grievance / Complaint form, the TRJ staff member will first write in the date, time & their ID # in the upper left hand corner of the form in the area provided. The staff member shall also enter the grievance given under the "Housing Monitor" queue and "Grievance" tab.
- B. Upon receipt of an Inmate Grievance / Complaint form, the Level Senior Deputy shall forward it directly to the Facility Manager for review.

III. Review and Evaluation of Complaint

- A. The Facility Manager will review and evaluate the grievance / complaint to determine if the complaint is a procedural issue or a possible misconduct issue.
- B. If the complaint is a procedural issue or a minor problem that can be resolved informally by a Facility Sergeant, it will be handled as any other grievance and directed to the proper level for response and / or disposition.
- C. If the Facility Manager determines there is misconduct alleged, he will notify the Facility Commander of the nature of the grievance / complaint.
- D. The Facility Commander will forward misconduct issues to Personnel. Personnel will determine if the complaint will be investigated by Internal Affairs or returned to the facility for investigation by a Detention Services supervisor.

IV. Investigation of the Complaint

- A. The Facility Manager will assign the complaint to a Facility Supervisor who will conduct an appropriate investigation.

- B. The Facility Manager will provide the investigating supervisor with a copy of the Inmate Grievance / Complaint form, the Detention Services Division citizen complaint checklist, and Citizen Complaint / Internal Investigation Divisional worksheet.
 - 1. Original copies of all paperwork will be maintained in the Facility's administrative files.
- C. The Facility Manager will state the date he / she expects the investigation to be completed and returned for review.
 - 1. It is the responsibility of the investigating supervisor to complete investigations in a timely manner and complete all the required forms.
 - 2. Should unexpected delays or complications occur, the assigned investigator shall notify the Facility Manager and request an extension of the due date.
- D. All employees of the Ventura County Sheriff's Department interviewed during an internal investigation will be given the appropriate "Administrative Investigation Admonishment" and / or "Miranda Advisement".
- E. Upon completion of the investigation, and prior to any official notification / action to involved parties, the investigation package will be reviewed by the Facility Manager and Facility Commander.
- F. The investigative package will then be forwarded to the Support Services Commander (Personnel), who will forward the package to the Personnel Bureau Captain.
- G. The Personnel Bureau Captain will review the investigation and return the investigation package to the Support Services Chief Deputy (Personnel) with any recommendations.
- V. Disposition of Complaint
 - A. After final approval by the Support Services commander, the package will be returned to the Personnel Bureau for appropriate action and notification of involved parties.

B. The Personnel Captain will forward a copy of the finalized Divisional Worksheet to the Todd Road Detention Facility Commander.

C. Complaints and any reports or findings relating thereto shall be retained by the Personnel Bureau for a period of at least (5) five years.

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT. EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OF FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR FIVE YEARS.

Attachment-04

**Ventura County Sheriff's Department Inmate Orientation and Jail Rules
Revised: January 2007**

(This page intentionally blank)

VENTURA COUNTY SHERIFF'S DEPARTMENT
INMATE ORIENTATION AND JAIL RULES
REVISED: JANUARY 2007

INTRODUCTION

The following instructions are designed to acquaint inmates with the rules and regulations of the Ventura County Jails. These rules and directives are necessary to ensure inmate safety and facility security. Any failure to follow these rules will result in disciplinary action and/or criminal prosecution. Inmates will be responsible for the information in this booklet.

INMATE/STAFF COMMUNICATION

The Housing Deputy or S.S.T. is the first point of contact for any questions or problems inmates might have. Do not by-pass this person and attempt to speak to a Senior Deputy or Sergeant, unless an emergency situation exists.

1. Inmates shall treat all officers, staff, and visitors with courtesy and respect.
2. Inmates shall address staff as Sir, Ma'am, Mr., Mrs., Miss, Ms., SST, Deputy, Officer, or by their job title.
3. Inmates shall use the intercoms (call buttons) for emergencies or to report plumbing problems only.

INMATE COUNTS and LOCKDOWN PROCEDURES

4. When a lockdown is ordered, inmates shall immediately gather their personal property and go directly to their cells or bunks.
5. Inmates shall submit to a count whenever ordered to do so by jail staff.
6. When directed to prepare for count, inmates shall immediately stand at their cell door, or be on their bunk, prepared to show their armband until count is completed.
7. Inmates shall be fully dressed in their jail issued clothing for count.

INMATE MOVEMENT

Every time an inmate moves from one location to another, the following rules must be observed:

8. Inmates shall place their hands behind their backs, any time they are outside their section.
9. Inmates shall be fully dressed.
10. Inmates shall not exit the housing section wearing shower shoes.
11. Inmates shall not talk in the hallways.
12. Inmates shall face the nearest wall when waiting in corridors or when approached by staff members.
13. Inmates shall not take personal property outside of their housing sections unless authorized by staff. Inmates shall not take items to the roof, recreation yard, visits, and work stations.
14. Inmates shall not carry on their person anything other than legal papers for court.
15. Inmates will be allowed to take and keep their workbook folders to and from their housing unit when attending classes provided by Inmate Services.

CONTRABAND

Contraband is defined as any item or article which is not issued by the jail, purchased in commissary, received by subscription from publishing houses, received in the mail, medically prescribed, issued by the appropriate staff member, or used for a purpose other than for which it was issued.

Issued items will be considered contraband when found altered or found in excessive quantities or used for other than their intended purposes. **You will be held accountable for any contraband found in your cell or alterations made to your cell.** To prevent the introduction or concealment of contraband: inmates, their cells, and property are subject to search at any time. Searches may include a strip search.

16. Inmates shall not have any weapons or contraband in their possession or in their cells.
17. Inmates shall not use or possess any paraphernalia designed to conceal or store contraband.
18. Inmates shall not possess any item that displays any gang codes or markings. If found in possession of contraband, i.e., crafts, gang or sexually explicit drawings, items are subject to being disposed of.
19. Inmates shall not possess any craft items (i.e. picture frames, crosses, etc.)
20. Inmates shall not alter any item.
21. Inmates shall not use or possess any unauthorized drug, substance, or alcoholic beverage.

UNAUTHORIZED COMMUNICATION

22. Inmates shall not communicate or attempt to communicate with visitors outside of the Facility.
23. Inmates shall not communicate or attempt to communicate with inmates housed in other housing sections or inmates in the recreation yard, multi-purpose room, interview rooms, or inmate workers.
24. Inmates shall not pass, receive or attempt to pass or receive anything under any cell or section door, or from bunk to bunk.

INMATE REQUEST FORMS (KITES)

All requests, questions or non-emergency problems must be written on a KITE. They are available from the Housing Deputy or SST. The inmate's complete name, booking number, and housing assignment **must** be clearly printed on the KITE. The KITE should then be given to the Housing Deputy or SST so it can be properly routed.

MEDICAL SERVICES

All inmates can request the services of a doctor for any medical, dental or psychiatric need. A jail nurse will evaluate each inmate at sick call and decide if there is a need to see the doctor. If any inmate is seriously ill, he/she should immediately contact the nearest staff member.

Sick call is conducted at all Ventura County Facilities Monday through Friday. Dental requests will be triaged through Sick call and placed on the line for the Dentist based upon severity of your condition. The Dentist is available weekly at each facility. The inmate must turn in a blue "Sick Call Kite" no later than the evening armband count to be included on the following day's sick call. After each Sick call visit, the inmate may be charged a \$3.00 fee for any non-emergency medical or dental request. Medical treatment will not be denied due to lack of money. Inmates with no money on their account will have a negative balance created and will be adjusted accordingly when positive adjustments have been deposited in their account.

Pill call is held seven days a week in the morning and evening hours. All oral medication will be taken in front of staff members. The deputy and/or nurse will make sure that all medication is properly swallowed.

25. Inmates shall be fully dressed, in their cell, or at the pass through for Pill Call whether or not they are receiving medication.
26. Inmates shall not straggle to Sick Call/Pill Call.
27. Inmates shall stay inside their assigned cell or on their assigned dayroom bunk until Pill Call is completed if they are not receiving medication.
28. Inmates shall line up for Pill Call if they are scheduled to receive prescribed medicine whether or not they want to take the medication.
29. Inmates shall bring a cup of water when receiving medication.
30. Inmates shall not hoard (save) their medication.
31. Inmates shall not possess any medication belonging to another inmate.
32. Self-medication inmates must follow the prescription use.

INSPECTION / CELL MAINTENANCE

Every morning there will be an inspection by Facility staff to ensure that the inmate's cell and common dayroom areas are clean and presentable. Cleaning carts will be provided for each section twice a day allowing inmates to clean their cells and common areas.

Telephone and TV privileges will be suspended until satisfactory completion of the morning inspection. Failure to keep cells and living areas clean throughout the day can result in the loss of privileges until such time the areas are cleaned to staff's satisfaction.

INMATE BUNKS

Inmates shall properly make their bunks before inspection. All bunks will be made while they are not being used. Bunks will be made in the following manner:

- The mattress will be laid out flat on top of the bunk.
 - The first bed sheet will be pulled over the mattress and tucked in around the edges.
 - The second bed sheet and blanket(s) will be pulled to the top of the mattress.
 - The second sheet and blanket will then be folded back approximately 12 inches from the top of the mattress.
 - All the edges will be tucked under the mattress in a neat and tight fashion.
33. Inmates shall be fully dressed and ready for inspection.
 34. Inmates shall satisfactorily make their beds prior to inspection.
 35. Inmates shall keep their beds made while they are not in them.
 36. Inmates shall lock down if they are not assigned to clean the dayroom.
 37. Inmates shall not loiter on the upper tier or in front of other cells while waiting for cleaning supplies.
 38. Cleaning supplies shall not be saved. All unused cleaning supplies shall be returned to the cleaning cart.
 39. Inmates shall store all edible commissary items, mail, court papers, and anything that cannot be neatly stored on the vanity shelf or desk, in their property box.
 40. Inmates shall not attach or hang anything on any part of the cell. (A showers towel may be draped on the bunk where it will not block staff's view.)
 41. Inmates shall not place trash, clothing, linen, food, or other foreign objects into the toilets, sinks, vents or light fixtures.
 42. Inmates shall possess no more than 3 books (books may be library books or personal books from the publisher or a combination of the two). Excluding: religious material, magazines, newspaper, Bible, and GED independent study material. An excess of 3 personal books must be mailed out at inmate's expense, or be disposed of.

- a. Inmates may have one current issue of 2 magazines if subscribed in his/her name.
- b. One current issue of the newspaper except on Mondays due to weekend deliveries. (Must have inmate's name on subscription label.)
- 43. Inmates shall possess no more than 5 pencils at one time (excluding colored pencils purchased from Commissary).
- 44. Inmates shall possess no more than 1 pair of shower shoes at any time. The shower shoes must be marked with the inmate's booking number. The booking number must be legible. Shower shoes with unreadable numbers will be taken away. If found in possession of another inmate's shower shoes, they will be thrown away.

OVERFLOW DAYROOM / BUNK RULES

- 45. When a lockdown is ordered, all inmates assigned to a dayroom bunk shall lockdown immediately in the designated dayroom cell. This is the only time more than one inmate may occupy the dayroom cell.
- 46. Inmates shall not obstruct staff's view of the lower bunk by hanging items from the upper bunks. Inmates assigned a lower bunk shall hang their towel to dry on the lower cross bar at the head of the lower bunk. Inmates assigned to the upper bunk shall hang their towel on the lower cross bar at the foot of the lower bunk.
- 47. One inmate in the dayroom cell at a time, unless a lockdown is ordered.
- 48. Inmates assigned to a cell shall not enter the designated dayroom cell at any time. (The dayroom cell is for inmates assigned to bunks only).
- 49. Inmates not assigned to clean the dayroom, not receiving commissary, or clothing, shall remain on their bunks until the activity is concluded.
- 50. Inmates assigned to a dayroom bunk shall eat their meals while seated on their bunks. Inmates assigned an upper bunk may eat on a lower bunk or seated on the floor.
- 51. Inmates shall remain on their bunks after lights out, unless using the restroom or to push the emergency buzzer. Only one inmate off their bunk at a time.
- 52. Inmates shall line up for count (as done for chow), fully dressed and show their armbands.
- 53. Inmates shall not sit, stand, or lie on a bunk not assigned to them, including empty bunks (During chow, inmates on the upper bunk may be on a lower bunk).
- 54. Inmates shall make their bunks prior to morning chow.
- 55. At TRJ, bunks must be made with the foot of the bed towards the cells and not the control booth.
- 56. Inmates shall store their property boxes in the drawers below the bottom bunk; this includes inmates assigned to upper bunks. No property is permitted on the floor. Unless there is no drawer, then all property is to remain inside the property box under the bunk.
- 57. Inmates assigned to the dayroom shall wear a minimum of their boxers while on their bunk. As soon as they get off their bunk, they must be fully dressed as any other inmate is expected to be. After lockdown (10PM - 6AM) inmates do not have to be fully dressed to use the restroom.
- 58. All directives given by staff shall be followed immediately.
- 59. When a "bunk it" order is given, all inmates assigned to a dayroom bunk shall immediately go to their assigned bunk and get on it. The inmate will remain on their bunk until told they can get off.

INMATE MEALS

60. Inmates shall not straggle to chow.
61. Inmates shall line up in cell order and show their armbands even if they do not wish to eat.
62. Inmates shall not save anything from meals, (i.e. food, condiments, cups, trays, utensils, trash, etc.).
63. Inmates shall not trade, share, give, or take food from another inmate.
64. Inmates housed in overflow sections may eat in their assigned cell or on their bunks.
65. Inmates shall discard all un-eaten food in the trash. Food shall not be left at the dayroom tables, stools, cells, etc.

INMATE HYGIENE

Inmates must keep themselves and their living areas neat and clean at all times. Inmates who do not have money in their account may order a "Welfare" packet from Commissary.

66. Inmates shall be expected to shower at least once every two days.
67. When showering, inmates shall dress, undress, and dry off behind the shower privacy area curtain.
68. When walking to and from the shower, inmates shall wear at least an outer shirt, pants, and shoes/shower shoes.
69. When urinating, inmates shall turn and face away from the control booth.
70. Inmates shall not spit anywhere other than in the toilets or sinks.
71. Due to health issues, i.e., lice, inmates may not comb or brush another inmate's hair. Inmates must not share combs, brushes, or other hair accessories.

HAIRCUT SERVICES

Inmates can request a haircut by filling out a KITE and turning it into the Housing Deputy or SST. The following inmates may receive haircuts:

- All sentenced inmates
 - All un-sentenced inmates on misdemeanor charges, unless there is a court order restricting a haircut.
 - All un-sentenced inmates on felony charges, only after arraignment, unless there is a court order restricting a haircut.
72. Inmates shall not give another inmate or receive unauthorized haircuts.

CLOTHING and BEDDING

Each inmate will be issued an outer shirt, T-shirt, pants, socks, underwear, and a pair of shoes. Female inmates will be issued a sports bra, 1 extra pair of underwear, sweatshirt and a nightgown. Inmates will receive a blanket, two sheets, and a towel.

73. Inmates shall be fully dressed when they leave their cell.
74. Inmates, shall at the very least, wear pants and T-shirt while inside their cells prior to lockdown.
75. Inmates shall wear no less than pants, underwear, and shoes while in the Recreation Yard. Females must wear a bra and a T-shirt.
76. Shower shoes shall be worn only in the cell or when walking directly to and from the shower unless the inmate has an MTO (Medical Treatment Order).
77. Inmates shall be responsible for all clothing and bedding issued to them.
78. Loss or damage to clothing or bedding will be cause for disciplinary action.

79. No inmate, unless allowed by medical, shall possess more than the basic clothing and bedding issued to them.
80. Inmates shall not take their towel into the dayroom unless they plan to take a shower.
81. The wearing of jail issued clothing shall be only for the purposes for which they were intended. (For example: T-shirts will not be used as a headband.) Female inmates shall wear their nightgowns only during evening lockdown, not to and from the shower or in the dayroom.
82. Inmates shall not tie knots in their clothing or bedding.
83. Inmates shall not wash jail issued clothing anywhere in the housing unit.

CLOTHING EXCHANGE

Inmates will have the opportunity to change dirty clothing and bedding on a regular basis. Inmate workers will be allowed to change dirty clothing after completing a work shift. Blankets will be re-issued every 90 days at the inmate's request.

Major clothing exchanges will be conducted once a week; to include outer garments, underclothing, socks, sheets, a towel and a nightgown for females.

Minor clothing exchanges will be conducted one additional day each week, to include underclothing and socks. Female inmates will receive 2 pairs of panties daily.

GENERAL CONDUCT

Inmates will be expected to be orderly and to respect the dignity and rights of others. No inmate will be allowed to supervise the activities, punishment, or work assignment of another inmate. (4019.5 PC)

84. Inmates shall obey all lawful orders and instructions from jail staff.
85. Inmates shall not attempt to deceive or lie to jail staff.
86. Inmates shall not attempt to manipulate staff in any manner.
87. Inmates shall not use profanity or make obscene gestures towards staff or visitors.
88. Inmates shall not participate in any disrespectful or insubordinate behavior towards visitors or staff.
89. Inmates shall not fight, challenge to fight, or assault staff, visitors, or other inmates.
90. Inmates shall not physically or verbally abuse staff, visitors or other inmates or participate in any other behavior that might be considered offensive.
91. Inmates shall not participate in horseplay, shadowboxing, or any other disturbances.
92. Inmates shall not participate in acts of violence, or riots, and / or loud, or disruptive behavior or group exercises. (Group exercises will be permitted on the roof or recreation yard.)
93. Inmates shall not participate in loud talking, whistling, or singing.
94. Inmates shall not participate in or solicit for sexual acts with another inmate, staff member, or visitor.
95. Inmates shall not commit intentional or negligent acts of flooding or starting fires.
96. Inmates shall not tamper with, or disable any security device, electrical wire, smoke detector, plumbing or communication's equipment, door, window, etc.
97. Inmates shall not interfere or tamper with any camera.
98. Inmates shall not tamper with or remove their armbands.
99. Inmates shall not mark, carve, alter, or damage jail property or buildings.
100. Inmates shall exercise on the static machines only.

101. Inmates shall not stand on the seat, desk, bunks, or any other fixtures.
102. Inmates shall not use cell or dayroom furnishings, including the stairs, to exercise on.
103. Inmates shall not cross any red line unless directed to do so by staff.
104. Inmates shall not possess provocative, explicit, suggestive photos, pictures, or writings.
105. Inmates shall not gamble or solicit property from any person for any reason.
106. Inmates shall not steal or make use of found property.
107. Inmates shall not remove games or game pieces from the dayrooms.
108. Inmates shall not possess more than one (1) roll of toilet paper each.
109. Inmates shall not enter a cell or be on a bunk not assigned to them.
110. No more than one inmate at a time will be allowed in the cell designated as the dayroom restroom.
111. Inmates shall not change cells or bunks unless directed to do so by staff.
112. Inmates shall not use the stairs while a staff member is using the stairs.
113. Inmates shall not loiter on or near the top or bottom of the stairs.
114. Inmates shall not loiter in front of cell doors or any of the doors in the housing units.
115. Inmates shall not loiter on the upper tier.
116. Inmates shall not save trash or excessive combustible material (i.e. letters).
117. Inmates shall not solicit other inmates to violate any jail rule.
118. Inmates shall not cover their heads with objects while sleeping.
119. Inmates shall not kick or strike cell doors, windows, or walls.
120. Inmates shall not be off their bunks during lockdown in sections that are in overflow except to use the restroom.
121. Inmates shall discard any empty container or package from commissary.
122. Telephones shall not be used to call within the facility or to call facility staff members.
123. Telephones shall not be used to annoy, harass, or make threats.
124. All exercise equipment shall be used for its intended purpose only.
125. Inmates assigned to dayroom bunks shall be fully dressed when in the dayroom except when returning from the shower when they shall at least wear an outer shirt, pants, and shoes/shower shoes.
126. Inmates assigned to dayroom bunks shall not work out in the dayroom cell.

COMMISSARY

Inmates with money in their account can buy items sold by the Jail Commissary. Commissary can be ordered once a week. At the Pre-Trial Detention Facility, Commissary order forms will be given out on Saturday evening and collected Saturday night at count.

At Todd Road, Commissary order forms are given out on Sunday evening and collected Sunday night at count. Inmates can purchase up to \$80.00 of commissary items, and up to \$40.00 of phone debit. *A negative balance will be created for inmates who have no money in their accounts for items received from Inmate Services, i.e. reading glasses / shower shoes.*

Inmates without money in their account may order a Welfare Packet from Commissary, which contains two stamped envelopes, paper, eraser and a pencil, shampoo, toothpaste, and Tylenol each week.

Inmates transferred between jail facilities will have their orders forwarded to them at the appropriate facility. Inmates who are transported to another facility and were not able to place a commissary order may be able to place a special commissary order.

The profits from these purchases go into the Inmate Welfare Fund to purchase inmate recreation equipment, religious supplies, commissary and welfare clothing. Welfare money also pays for teachers, programs and Health Education.

- 127. Inmates shall not straggle to Commissary.
- 128. Inmates shall be fully dressed for Commissary whether or not they are receiving Commissary.
- 129. Excessive Commissary items will be considered contraband and will be taken away. (Any item which does not fit in the property box.)
- 130. Inmates shall not have more than 7 packets of Tylenol or Motrin or combination of both in their possession.
- 131. Inmates shall not trade, gamble, give away, or take commissary from another inmate.
- 132. Inmates shall not possess commissary items purchased by another inmate.
- 133. If an inmate is found with items he/she did not order, they will be considered contraband and will be destroyed or otherwise disposed of.

VISITING

Inmates may have two thirty-minute visits per week by family and friends. An inmate may have up to two people maximum per visit, including children. Visitors under 18 must be with a parent, grandparent, or legal guardian and a valid photo ID is required to enter the facility. Inmates will forfeit their visit if they choose to participate in the exercise period (roof or recreation yard) during visiting hours.

There is no expectation of privacy in the visiting area. Except for privileged communication (attorney/priests), communication may be recorded or monitored in the visiting area.

DAYROOM TELEPHONES

Telephones are located in each housing section. Inmates can make collect calls during their dayroom time, when not in lockdown. Incoming calls are not allowed. Inmates can call the Public Defenders office by dialing #21. Inmates who damage telephones will receive disciplinary action and/or criminal prosecution.

There is no expectation of privacy in the housing dayrooms. Except for privileged communication, communication may be recorded or monitored in the housing dayroom.

PIN numbers cannot be shared with other inmates. If your PIN number does not work, submit a KITE to PCS staff.

INMATE PHONES DIALING INSTRUCTIONS

Pick up the phone
For English press 1
To make a debit call press 1
If 1 is pressed for debit,
enter inmate number and pin
Dial 1 + area code + number
To make a collect call press 0
If 0 is pressed for collect
Enter inmate number and pin
Dial 0 + area code + number

INMATE MAIL

Mailing address:

Inmate Name, Booking Number

County of Ventura

P. O. Box 6929

Ventura, CA 93006

Inmate mail may be read when there is a security reason and with the approval of the Facility Manager.

There is no limit to the amount of mail an inmate may send or receive. Inmates may have up to 20 letters at one time. However, excessive amounts of mail may constitute a fire hazard and may be thrown away or mailed out at the inmate's expense. Incoming mail takes approximately 5-7 working days to process.

Incoming mail with incorrect, or no booking number will be returned to sender.

All incoming mail is opened and checked for contraband and money, as well as for jail management and law enforcement issues. If contraband is found the entire letter will be returned to the sender. Contraband includes, but is not limited to: envelopes, stamps, blank stationary, personal checks or payroll checks, gum, candy, food items, musical or plastic cards, Polaroid photos, nude or suggestive photos, paper clips, stickers or gum labels, balloons, jewelry, printed material not directly from the publisher, books, packages, lottery tickets, blank cards, pens and pencils, calendars, heavy crayon or ink drawings, cloth material, unknown substances, personal ID cards, mail containing or displaying gang codes or markings, laminated/plastic photos, anything larger than 8x10, address books, and any illegal or banned substance.

Currency found in incoming mail will be placed in the inmate's account. The inmate will receive a money receipt after it has been deposited. Personal checks will be returned to sender. Money orders and cashiers checks will be deposited into the inmate's account.

Clearly discernable legal mail will be opened and checked in the presence of the inmate.

Inmates can receive softbound books and magazines through the mail only if they come directly from authorized publishers, or internet.com bookstores. Publications including obscene literature and/or literature advocating violence etc. will not be permitted. Any package not from the publisher will be returned to the sender. Inmates will not be allowed to order "bill me later" subscriptions. Refer to Rule # 42.

All outgoing mail shall have the inmate's return address and booking number clearly written in the upper left-hand corner of the envelope.

134. Inmates shall not mail out county property including law books or library books.
135. Inmates shall not mail out property purchased by the Inmate Welfare Fund, or items purchased through commissary.

MONEY AND PROPERTY

Inmate money is kept in individual accounts. Inmates may not have cash in their possession. Friends and relatives may deposit cash money directly into the inmate's account. Inmates may not transfer money to another inmate's account while they are both in custody. Inmates may not release money from their account to anyone except their attorney or bondsman.

Money may be released to the inmate's family under special circumstances and with the approval of the Facility Sergeant. However, \$40 must remain in inmates account, and picture I.D. is required to deposit money on an inmates account.

Inmates may release keys to a family member or ID if belonging to another person. Any other property must have approval by the Facility Sergeant or court order and can only be done at the Pre-Trial Detention Facility. No property will be released except when an inmate is sentenced to State Prison.

At Todd Road, inmates may request the release of property from his cell. The request must be approved by the Facility Sergeant and the inmate. All of the inmates property will be released. No single item of property will be released unless so authorized by the Facility Sergeant. Inmates sentenced to prison shall be allowed to release all of their property.

136. Inmates shall not possess money, checks, money orders, or blank checks.

STATE PRISON

Inmates who have been sentenced to State Prison, or those inmates who are sent back to State Prison, **may only take the following items:**

- 1. One (1) specific faith book, such as a Bible or Koran**
- 2. Six (6) pictures**
- 3. Six (6) letters**
- 4. Legal papers**
- 5. Twenty (20) stamps, or stamped envelopes and sheets of paper**

NOTE: ALL OF THE ABOVE ITEMS MUST FIT IN A 9 X 12 MANILA ENVELOPE.

Money remaining in an inmates account will be sent with them in the form of a check. No other personal property or clothing is allowed.

Property must be picked up at the Pre-Trial Detention Facility Public Reception (visiting) Counter. Picture ID, such as a California Driver License or valid ID Card, is required to pick up property. If inmates home address listed at time of booking is out of Ventura County, arrangements may be made to mail their property and clothing to an out-of-county address.

ANY PROPERTY NOT RELEASED OR MAILED OUT AT THE TIME OF THE INMATES TRANSFER TO STATE PRISON WILL BE DESTROYED OR OTHERWISE DISPOSED OF.

LEGAL ACTIVITIES / LAW LIBRARY

Inmates will be provided access to the courts, counsel, and to other resources to adequately enable them to pursue any necessary legal activities including:

- Access to the Public Defenders Office via correspondence, telephone, or visits.
- Access to counsel by un-monitored phone calls.
- Uncensored and unrestricted correspondence with attorneys and approved legal assistants.
- Reasonable visitation with attorneys and certified legal assistants.
- Access to a law library to pursue basic legal research.

A computerized law library will be provided for inmates. Inmates can request the use of the law library by submitting a Law Library KITE. Pro Per inmates will be given daily priority access to the Law Library.

NOTARY SERVICES

Certain local Notaries have agreed to accept calls from inmates and will come to the jail to notarize paperwork. The fees for this service vary with each individual Notary and cannot be deducted from an inmates account. For more information inmates need to submit a KITE to Inmate Services about this service.

PROGRAMS

Recreational activities are available to the inmates. These may include, but are not restricted to, basketball, handball, static machines (Todd Road Jail does not have static machines), card games, and television. Jail staff will determine the days and times of the recreation yard.

LIBRARY

A variety of books are available for inmates to read. A book cart is available in each housing area.

137. Any graffiti, note, contraband, or inappropriate material found in any book taken and then returned to the book cart and/or any graffiti or damage found on the book cart itself may result in the entire Housing Unit losing reading privileges for one week. Consistent violations of this policy will lead to additional loss of reading material.

VOTING

Inmates who are eligible and interested in voting in any election may do so by requesting the necessary documents from Inmate Services. A KITE shall be submitted to Inmate Services at least one month before elections for registration and absentee voting deadlines.

RELIGIOUS ACTIVITIES

Chaplain's office provides Sunday church services for the inmates. Individual counseling, group Bible study, pastoral counseling, and visits by representatives of an inmate's faith are also available by submitting a KITE to the Chaplain. Inmates may also be provided with other special religious services or literature from a wide range of religious groups.

Inmates who experience a death or serious illness in their immediate family may submit a KITE to the Chaplain for counseling and information regarding the possibility of a temporary stay of sentence.

Inmates requiring special diets due to religious beliefs should contact the Chaplain's office by submitting a KITE for review.

DISCIPLINARY VIOLATIONS

Any violation of the law or jail rules regulating inmate conduct and behavior may result in disciplinary and/or criminal action against the inmate.

Violations of Facility Rules are classified as either "minor" or "major" depending on the seriousness of the violation. Four (4) minor violations within a 30-day period will result in a major violation. While in disciplinary isolation, two (2) minor violations within a 30-day period will result in a major violation.

Minor violations may result in a verbal advisement or assignment of extra work. Major violations may result in one or more of the following: loss of commissary and/or visits, removal from work status, loss of good or work time or both, assignment of extra work, or disciplinary isolation time.

When an inmate receives a write-up, they will be given a written notification of the violation. In the case of a major violation, inmates will be given 24 hours to prepare a defense. At the disciplinary hearing, the inmate will be given the opportunity to explain their actions. If an inmate decides to waive their 24 hours, the hearing may be held anytime within a 24-hour period. However, the hearing must occur within 72 hours of the written notification being made.

An inmate must advise the Senior Deputy at the time of their hearing, the name(s) of other inmates who may be a witness to the incident to, which may provide information on their behalf.

An inmate is entitled to the assistance of an adviser when the inmate is deemed to be incompetent to handle their disciplinary case.

GRIEVANCES

A grievance is a written complaint about an issue regarding an inmate's treatment while in custody. The grievance may be a complaint about custody or medical treatment. It can be used to question a policy, rule or procedure at the Pre-Trial Detention Facility. A Grievance can also be used to appeal an inmate's classification or disciplinary finding. A grievance shall pertain to one issue per form. Content, which is disrespectful toward staff, is subject to the disciplinary process. One grievance form will be given per day. The Facility Manager will be notified of any inmate who submits an excessive amount of grievances, or files frivolous grievances. The Facility Manager may determine the grievances are frivolous in nature and will notify the inmate in writing that all future grievances will be forwarded to the Legal Unit for a response.

Completed grievance forms will be routed to the appropriate level and/or staff member. If the inmate does not feel the response is satisfactory, the grievance may be re-submitted. Previously answered grievances on the same complaint must be attached to the new one in order for it to be forwarded to the next staff level. When the new response is completed, both forms will be given back to the inmate.

Inmates shall not fill out grievance forms on issues that involve their court cases. "Writ" is the correct form for dealing with the courts. A "Writ" may also be obtained by submitting a KITE.

DISCIPLINARY ISOLATION RULES

Inmates in disciplinary isolation shall obey all rules in this booklet. In addition to the rules, inmates SHALL:

- ◆ Be responsible for any writing, carving, or damage to their discipline cells.
- ◆ Be permitted to keep their personal hygiene items and writing materials. If a supervisor determines that an inmate is accumulating excessive items, the items will be taken and placed in the inmate's property. Inmates may obtain additional hygiene items by submitting a KITE.
- ◆ Be allowed religious reading material.
- ◆ Eat all food items within 15 minutes from the time it is served.
- ◆ Be responsible for any contraband items found in their discipline cell.
- ◆ Be allowed to shower for 10 minutes every day if going through a court trial. (Otherwise showers will be given every other day.) A cleaning cart will be supplied on the day a shower is not given.
- ◆ Be at their cell door fully dressed at pill call.

- ◆ NOT be permitted to participate in any inmate programs while in isolation. This includes GED and independent study.
- ◆ NOT communicate with any other inmate not housed in the same cell.
- ◆ Be given a major violation for receiving two minor violations within a 30- day period while in isolation.

Placement in disciplinary isolation will automatically include the suspension of the inmate's regular commissary and visiting privileges. Inmates will be allowed to order personal hygiene items and writing materials. Indigent inmates will be allowed to order a Welfare pack. Inmates will not be allowed the use of the telephone while in disciplinary isolation. However, inmates will be allowed to phone their attorney.

At times, placement into disciplinary isolation could take longer due to a back log of inmates pending discipline. If this occurs, after the inmates loss of visiting / commissary has been completed, the inmate will not be permitted visiting or commissary while in disciplinary isolation.

Contraband in disciplinary isolation includes all items listed in this booklet and will include the following: books (except a Bible and religious reading material), newspapers, magazines, letters not sent through the U.S. mail, photographs, unauthorized food, and any other property other than personal hygiene items and writing materials.

(This page intentionally blank)

Attachment-05

**Ventura County Sheriff's Department Inmate Request for Information or
Service, Form SO-1012, Rev. 7/03**

(This page intentionally blank)

VENTURA COUNTY SHERIFF'S DEPARTMENT INMATE REQUEST FOR INFORMATION OR SERVICE	
NAME _____	BKG # _____
DATE _____	TIME _____
LOCATOR: QUAD _____	CELL _____
MAIN JAIL _____ TODD ROAD _____ EAST VALLEY _____	
SPECIFIC REQUEST _____	

INMATES: DO NOT WRITE IN SHADED AREA	
For staff use only (Boxes below should be checked in ink)	
ROUTE TO (check one)	
<input type="checkbox"/> Chaplain	<input type="checkbox"/> Parole
<input type="checkbox"/> Central Inmate Records (CIR)	<input type="checkbox"/> Probation Department
<input type="checkbox"/> Commissary	<input type="checkbox"/> Public Defender
<input type="checkbox"/> Inmate Services	<input type="checkbox"/> Other _____
REVIEWED AND ROUTED BY _____	
ACTION TAKEN _____	

DATE _____ TIME _____ BY _____	
RETURN TO (Inmate): MJ _____ TR _____	
EV _____ Other _____	

SO-1012 (Rev. 7/03)

(This page intentionally blank)

Attachment-06

**Ventura County Sheriff's Department Inmate Grievance Form,
Form SO-1011, Rev. 8/99**

(This page intentionally blank)

DATE / TIME ISSUED _____ STAFF _____

DATE / TIME RECEIVED _____ STAFF _____

INMATE: _____

BOOKING NO. _____

HOUSING LOCATION _____

DATE _____

INMATE GRIEVANCE FORM

If, while in the Ventura County Jail system, you have a complaint regarding your CUSTODY TREATMENT, MEDICAL TREATMENT, or other related CUSTODY PROBLEMS, you may complete the following INMATE GRIEVANCE FORM. Every attempt will be made to resolve your grievance at the first level; however, it may be necessary to bring your grievance to higher levels for resolution.

Grievances may be filed in all matters EXCEPT decisions handed down by the court.

BRIEFLY STATE YOUR GRIEVANCE: I _____ have the following grievance

NOTE: If you are dissatisfied with the grievance resolution, you may appeal the resolution by filling out another inmate grievance form: Attach prior grievance form(s) and direct to the next highest level.

- | | | |
|------------------------------|------------------|------------|
| 1. HOUSING OFFICER _____ | SERIAL NO. _____ | DATE _____ |
| 2. LEVEL SUPERVISOR _____ | SERIAL NO. _____ | DATE _____ |
| 3. FACILITY SUPERVISOR _____ | SERIAL NO. _____ | DATE _____ |
| 4. FACILITY MANAGER _____ | SERIAL NO. _____ | DATE _____ |
| 5. CUSTODY COMMANDER _____ | SERIAL NO. _____ | DATE _____ |

RESOLUTION: _____

(This page intentionally blank)