


California Health Care Facility

 California Department of Corrections and Rehabilitation DEPARTMENT OPERATIONS MANUAL	Chapter: 5 Adult Custody and Security Operations
	Article: 41 Inmate Mail
	Section: 54010

54010.1 Policy

Correspondence is encouraged between inmate/inmate-patients and persons outside the correctional facility. All inmate/inmate-patient mailings are subject to inspection and must comply with the California Code of Regulations (CCR), Title 15, Article 4 – Mail; the Department Operations Manual (DOM), Chapter 5, Article 41 – Inmate Mail; this supplement; and any other applicable rules or regulations.

54010.5.1 Processing Requests for Indigent Inmate Envelopes

Requests for Indigent Writing Supplies (Attachment A) must be received in the Inmate Trust Accounting Office (ITAO) on or before Thursday each week in order for inmate/inmate-patients to receive an allotment of indigent supplies for that week.

By the close of business each Thursday, the ITAO will provide the Mailroom with a list of verified indigent inmate/inmate-patients to whom indigent supplies shall be provided. Upon receipt of the indigent list, Mailroom staff will prepare a packet of indigent supplies consisting of five (5) envelopes and five (5) sheets of paper for each indigent inmate/inmate-patient listed. The indigent packets will be bundled by facility along with an Indigent Supplies Signature Sheet (Attachment B).

Each Friday, the indigent packets will be routed to the Material Unit Transfer (MUT) along with the regular incoming inmate/inmate-patient mail for delivery to the respective Housing Units via the Third Watch, Search and Escort (S&E) Officers.

Upon receipt, the Housing Unit Officers will distribute the indigent packets to the specified inmate/inmate-patients, collecting inmate/inmate-patient signatures as proof of receipt on the Indigent Supplies Signature Sheet. The completed signature sheet will then be returned to the Mailroom via the Unit mailbags.

54010.6 Recipient's Address

The addresses designated for inmate/inmate-patients housed at California Health Care Facility (CHCF) are:

Facility A

California Health Care Facility
Inmate/inmate-patient Name & CDCR#
Facility A, Housing Unit & Bed #
PO Box 31960
Stockton, CA 95213

Facility B

California Health Care Facility
Inmate/inmate-patient Name & CDCR#
Facility B, Housing Unit & Bed #
PO Box 32110
Stockton, CA 95213

Facility C

California Health Care Facility
Inmate/inmate-patient Name & CDCR #
Facility C, Housing Unit & Bed #
PO Box 32200
Stockton, CA 95213

Facility D

California Health Care Facility
Inmate/inmate-patient Name & CDCR#
Facility D, Housing Unit & Bed #
PO Box 32080
Stockton, CA 95213

Facility E

California Health Care Facility
Inmate/inmate-patient Name & CDCR #
Facility E, Housing Unit & Bed #
PO Box 32290
Stockton, CA 95213

54010.8 Inspection and Reading of Incoming and Outgoing Mail

Incoming Inmate/Inmate-Patient Mail

Mailroom staff will sort incoming mail to remove any improperly addressed correspondence. Correctly addressed correspondence will be processed first; mail requiring proper housing locations will be addressed and processed second; and mail with contraband will be processed last.

In the event it becomes necessary to read all the mail of a specific inmate/inmate-patient, the Investigative Services Unit (ISU) Lieutenant will send written notice to the Mailroom. The written notice shall include the name and identification number of the inmate/inmate-patient, and the staff person requesting the review.

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All money orders, business checks, cashier's check, and personal checks will be submitted to ITAO and documented on CHCF-1032, Inmate Trust Receipt (Attachment C). All cash currency will be documented on a Disallowance of Currency Memorandum (Attachment D) which will be sent to the inmate.

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An inmate to inmate correspondence will be verified with a current CDCR 1074, Request for Correspondence Approval (Attachment E).

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Incoming inmate/inmate-patient mail will be sorted into designated Housing Facility mail bags. Mailroom staff shall deliver the mail bags from the Mailroom to the facility MUTs and Facility E mailroom at approximately 1500 hours, Monday through Friday. The Third Watch, Facility Search & Escort Officer will deliver the mail bags from the MUT or mailroom to their respective Housing Units. Mail shall then be distributed to the inmate/inmate-patients by the Housing Unit Officers.

If an inmate/inmate-patient has been relocated to another area within CHCF, transferred to another institution, or paroled, etc., it is the Housing Unit Officer's responsibility to determine the inmate/inmate-patient's correct housing/location. The new housing/location must be annotated on the envelope or package.

54010.8 Inspection and Reading of Incoming and Outgoing Mail (continued)

If an inmate/inmate-patient has been relocated to another area within CHCF, transferred to another institution, or paroled, etc., it is the Housing Unit Officer's responsibility to determine the inmate/inmate-patient's correct housing/location. The new housing/location must be annotated on the envelope or package.

For inmate/inmate-patients relocated within CHCF, the Facility S&E Officer is to deliver the mail to that location before the end of his/her shift – **IT IS NOT TO BE RETURNED TO THE MAILROOM.** Only mail needing to be forwarded out of the institution is to be returned to the Mailroom.

Outgoing Inmate/Inmate-Patient Mail

First Watch, Housing Unit Officers will sort and conduct an inspection of all outgoing inmate/inmate-patient mail for contraband and proper return addresses. When inspecting confidential mail, staff will adhere to CCR, Title 15, Section 3142. First Watch staff will search, sort, and bundle (using rubber bands) outgoing mail by the following categories:

- **Regular Letter-Sized Envelopes:** Flaps will be open and nested.
- **Large and/or Odd-Sized Mailings:** This mail will be stacked one on top of the other and bundled separately from letter-sized envelopes.
- **Indigent Envelopes:** This mail will be bundled separately. Flaps will be open and nested.
- **Mail Needing Postage/Additional Postage:** All mail utilizing a CDC 193, Trust Account Withdrawal Order (Attachment F) to pay for postage will be bundled separately. Flaps will be open and nested.
- **Institutional Mail:** This mail will be bundled separately.
- **Out-to-Court Mail:** This mail will be bundled separately.
- **Reroute Mail:** This mail will be bundled separately.
- **Certified Mail:** This mail will be bundled separately and must be accompanied by a CDC 193.

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Upon completion of mail inspection, the outgoing inmate/inmate-patient mail will be placed in the designated Housing Facility mail bags. The First Watch, Facility Search & Escort Officer will collect all Housing Facility mail bags from their assigned facility and deliver them to the respective Facility MUT or mailroom. A Second Watch designated Search & Escort Officer will collect the mail bags in the MUTs or mailroom and deliver them to the Institution Mailroom by 0830 hours, Monday through Friday.

Incoming Staff Mail

Mail addressed to CHCF employees will not be opened and shall be forwarded to their respective mailboxes. Any mail addressed to staff from an inmate/inmate-patient and/or parolee will be sent to ISU for review prior to delivery to staff; the exception being CDCR 22, Inmate/Parolee Request for Interview, Item or Service (Attachment G) and CDCR 602, Inmate/Parolee Appeals (Attachment H). Inmate/inmate-patients will not have access to staff mail or mailboxes; this includes mail that is being delivered between units. Appeals will be directly routed to the Appeals Office.

54010.8 Inspection and Reading of Incoming and Outgoing Mail (continued)

Mailroom staff shall notify the Mailroom supervisor of the identity of any employee who appears to routinely utilize CHCF's business address to receive personal correspondence. Contact shall be made with the Associate Warden, Central Services, and the Custody Captain by the Mailroom supervisor for appropriate corrective action.

Any envelopes or packages that are addressed to staff that are next day air, overnight mail, etc., shall be delivered by a Materials and Stores Supervisor (M&SS) I, M&SS II, or Warehouse Manager by the conclusion of the following business day from the date of receipt. A delivery slot shall be designated in the main office of the support warehouse for that purpose.

Outgoing Staff Mail and Intra-Institutional Mail

There are two (2) mail receptacles designated for outgoing staff mail and intra-institutional mail. One (1) receptacle is located in the Facility Shared Services and the other is outside of Human Resources. These receptacles are emptied once daily by Mailroom staff at approximately 0830 hours and 0900 hours, respectively. Whenever possible, staff should deliver intra-institutional mail to the respective recipient's mailbox or office directly. Intra-institutional mailings from staff to inmate/inmate-patients must contain complete address information (e.g., inmate/inmate-patient name, CDCR number, and complete housing). Mailings without complete inmate/inmate-patient information will be returned to sender. When sending outgoing staff mail, staff will adhere to the same sorting procedures outlined for outgoing inmate/inmate-patient mail. All staff must identify themselves on outgoing correspondence in the following format:

California Health Care Facility
Employee Name and/or Title
Office and/or Department
PO Box 32050
Stockton, CA 95213

Mailroom Backlog

When Mailroom staff resources are exhausted and/or when directed by the Custody Captain, staff may be re-directed to help. Incoming mail will only be inspected by designated staff. The following attachments have been developed to assist staff in completing these duties:

- Instructions for Searching Incoming Inmate Mail: Non-Mailroom Staff (Attachment I)
- Contraband List (Attachment J)
- Backlog Mail Staff Signature Sheet (Attachment K)

54010.8.1 Items Enclosed in Incoming First Class Mail

Disallowed Items

Items typically disallowed in incoming First Class Mail include, but are not limited to:

- Any form of identification; credit cards, or items containing credit card numbers; calling cards
- Card stock; cotton paper; wrapping paper
- Diskettes / Compact Discs
- Electronic, musical, or voice-recorded cards
- Excessive lipstick (i.e., lipstick kisses) and/or perfume
- Folders
- Food items
- Frontal nudity; nudity of minors under 18 years of age
- Glitter; glued or painted on items; handicraft items and/or art supplies; confetti; white out
- Hologram cards; laminated items; multi-layered items
- Items of cardboard; cloth; magnets; metal; plastic; rubber; Styrofoam; or wood
- Items that cannot be searched without destroying
- Jewelry
- Lottery games of chance; playing cards; trading cards
- Maps of any area within 10 miles of any institution
- Metal on or in, catalogs, notebooks, pamphlets, etc.
- Negatives, photo albums, photos with attached backing, picture frames, Polaroid photos, slides
- Organic material (e.g., hair, flowers, leaves, seeds, etc.)
- Padded or bubbled envelopes
- Posters, or any item larger than 8 ½ x 11, excluding 12 x 12 calendars. Publications are exempt from any size limitations.
- Publications sent from a private party
- Stickers of any type
- Tattoo material
- Third party mail / unauthorized inmate to inmate correspondence
- Toilet tissue
- Unidentifiable substances

Mail received in padded or bubbled envelopes will be removed from the padded or bubbled envelope and placed in a regular, size-appropriate manila envelope, which will be forwarded to the inmate/inmate-patient along with a photocopy of the original envelope (for return address information purposes). The padded or bubbled envelope will be disposed of. Notification to the inmate/inmate-patient via CDCR 1819 of the disposal of the padded or bubbled envelope is not required.

54010.9 Inspection of Incoming and Outgoing Packages

All books, parole clothes, quarterly packages, special purchases, and spiritual packages will be processed through the Patient Management Unit.

54010.11 Certified Mail

Certified mail addressed to inmate/inmate-patients will be logged on the Incoming Confidential/Special Purpose Mail Log (Attachment L) and placed into designated Unit legal mail bags. Housing Unit Staff shall obtain the inmate/inmate-patient's signature on the Confidential/Special Purpose Mail Signature Sheet (Attachment M) as proof of receipt. Certified mail that is not confidential is considered regular mail and is subject to being opened and inspected.

54010.12 Confidential Correspondence

A Confidential/Special Purpose Mail Log is maintained in the Mailroom to record incoming and outgoing confidential inmate/inmate-patient correspondence. Inmate/inmate-patient may request a copy of their incoming and/or outgoing confidential mail logs once per month. The date the inmate/inmate-patient is provided the copies will be logged on the Confidential/Special Purpose Mail Log; additional copies will not be provided within the same month.

54010.12.2 Processing Outgoing Confidential Mail

Inmate-patients mailing legal mail or confidential correspondence, as authorized by Title 15, will present the item to housing unit staff member for inspection. Upon being inspected by the staff member, the inmate-patient will seal the item and return it to the staff member. The staff member inspecting the item will affix their signature across the sealed area and date the item. The item will then be secured with clear tape across the seal and signature area. The mail item will be retained by the staff member to be deposited into the legal mail bag to be sent to the mailroom with the remaining of the out-going mail.

Mailroom staff will verify that mailings meet the criteria for confidential mailings pursuant to CCR, Title 15, Sections 3141, 3142, 3143, 3144, and 3145. Mailroom staff will log outgoing confidential inmate/inmate-patient mail on the Confidential/Special Purpose Mail Log. Mail that does not meet the criteria for confidential mail will be processed as regular mail.

54010.12.3 Processing Incoming Confidential Mail

Mailroom staff will verify that mailings meet the criteria for confidential mailings pursuant to CCR, Title 15, Sections 3141 and 3143. Mailings that do not meet the criteria for confidential mail are considered regular mail and are subject to being opened and inspected in their entirety. If the appearance of the envelope or return address raises reasonable suspicions, the letter will be forwarded, unopened, to the ISU for inspection.

To facilitate delivery of confidential mail, Mailroom staff will verify the inmate/inmate-patient's current housing on confidential mailings utilizing SOMS. Incoming confidential mailings will be logged on the Confidential/Special Purpose Mail Log and placed into the Unit legal mail bags. A Confidential/Special Purpose Mail Signature Sheet will be created for each Unit and enclosed in the Unit legal mail bags.

Designated Unit Staff shall obtain the inmate/inmate-patient's signature as proof of receipt on the Report of Collections (Attachment N). Unit Staff shall legibly print their name in the space provided and record any pertinent information in the comments section (e.g., inmate/inmate-patient refuses to sign, etc.), and return the completed signature sheet to the Mailroom for filing.

54010.14 Correspondence that is Offensive/Threatening/Contains Security Concerns

Suspicious packages received in the Mailroom shall be x-rayed utilizing the X-Ray Inspection Machine to determine if a threat is present. Packages suspected of containing dangerous materials shall be immediately reported to the Watch Commander.

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When suspicious substances and/or suspected drugs are found in mail, the staff person who found the suspicious substance shall immediately put the entire mailing in a plain manila envelope and notify the Mailroom supervisor. The Mailroom supervisor will call ISU to arrange immediate delivery for evidence processing. If ISU cannot be reached, staff shall immediately notify the Watch Commander and take the mail in question to the Watch Office. The Watch Commander shall provide direction, assistance, and/or training to the employee regarding processing the evidence into the ISU evidence locker.

54010.16 Notification to Inmates of Disapproval – Mail/Packages/Publications and Disposition of Undelivered Mail

A CDCR 1819, Notification of Disapproval – Mail/Packages/Publications shall be utilized when incoming mail/packages/publications addressed to an inmate/inmate-patient are withheld or disallowed. Staff will list the item(s) being disallowed in concise yet descriptive terms.

Staff will use good judgment and annotate any pertinent information and/or descriptions necessary for inmate/inmate-patients to have a clear understanding of the nature of the disallowed item(s) (e.g., number of items, titles of publications, etc.). Staff will list the exact criteria referenced for disallowance (e.g., CCR section, DOM Section, etc.) and quote the pertinent verbiage.

54010.21 Publications

Mailroom staff will complete a Disapproved Publication Tracking Chart (Attachment O) each month, listing each publication denied in the course of that month. The tracking chart will be forwarded to the Division of Adult Institutions, Standardize Procedures Unit, no later than the 15th of the following month. All publications will be verified through the current Centralized List of Disapproved Publication.

54010.21.3 Notification to Publisher for Disapproval of Publication

Refer to DOM section 54010.21.3

Attachments

Attachment A	Request for Indigent Writing Supplies
Attachment B	Indigent Supplies Signature Sheet
Attachment C	CHCF-1032, Inmate Trust Receipt
Attachment D	Disallowance of Currency Memorandum
Attachment E	CDCR 1074, Request for Correspondence Approval
Attachment F	CDC 193, Trust Account Withdrawal Order
Attachment G	CDCR 22, Inmate/Parolee Request for Interview, Item or Service
Attachment H	CDCR 602, Inmate/Parolee Appeal
Attachment I	Instructions for Searching Incoming Inmate Mail: Non-Mailroom Staff
Attachment J	Contraband List
Attachment K	Backlog Mail Staff Signature Sheet
Attachment L	Incoming Confidential/Special Purpose Mail Log
Attachment M	Confidential/Special Purpose Mail Signature Sheet
Attachment N	Report of Collections
Attachment O	Disapproved Publication Tracking Chart

E. FACIO, JR.
Associate Warden
Central Services

Date

BRIAN DUFFY
Warden

Date