

# **INMATE RULES AND INFORMATION**

**ALAMEDA COUNTY SHERIFF'S OFFICE**  
**Gregory J. Ahern, Sheriff**



## **Detention and Corrections Division**

**Santa Rita Jail**  
**5325 Broder Blvd.**  
**Dublin, CA 94568**

**Glenn E. Dyer Detention Facility**  
**550 6<sup>th</sup> Street**  
**Oakland, CA 94607**



## ***Inmate Rules and General Information***

The Inmate Rules and General Information provided in this handout are intended to inform the inmate of the procedures and services available to him/her at the Alameda County Sheriff's Office Detention and Corrections Division. The Inmate Rules and Regulations are also to inform the inmate of what is expected while in the custody of the Sheriff of Alameda County.

All inmates are expected to read the following pages.

# **PRISON RAPE ELIMINATION ACT (PREA)**

## **Your sexual safety is our concern**

The Alameda County Sheriff's Office has a zero tolerance policy toward sexual harassment and abuse. If you are assaulted or attacked, or fear you will be attacked, or are being harassed sexually, whether by another inmate or a staff member, tell someone who can get you help. Sexual harassment includes any unwanted sexual comments or touching. Your safety is our concern. If you do not report it and the attacker(s) are not identified, we will not be able to protect you. Reports can be made in writing or verbally, in the following ways.

- Tell a Deputy or Sheriff's Technician, medical or mental health staff member, or any contractor or volunteer. All of these people have been trained in how to protect you from sexual harassment or abuse. Filing a false police report is punishable as a misdemeanor, as per California Penal Code 148.5(a).
- You can tell your lawyer or have someone on the outside, such as a friend or family member, make the report for you.
- Another inmate can report for you.
- You can call \*89 from any inmate telephone. These calls go directly to a local rape crisis center staffed by trained counselors. These calls are not monitored or recorded and are completely confidential.
- Counselors are available to you for recent or past sexual assaults and all meetings and discussions are confidential and are not recorded or monitored in any way.
- You can submit a message request, sick call slip or file a grievance. This type of grievance is considered an emergency grievance and there is no time limit to submit this type of grievance.
  - If you are filing an emergency grievance, be very clear about your complaint.
  - If it is against a staff member, provide the staff member's name or badge number if you know it.
  - These grievances are acted upon immediately and taken very seriously.
  - You are not required to give the grievance to the person you are complaining about, nor will you or the grievance be referred to them.
  - If you need help completing the grievance, you may seek help from others, including jail staff.
- **WARNING:** The filing of a grievance in bad faith is a violation of jail rule 111 and those found to be in violation will be punished as outlined in the jail rules.

While you are in jail, the possibility exists that you may be sexually harassed or abused by others. The following suggestions may help you to avoid this as well as thefts and attacks.

- Avoid getting into debt with other inmates. Do not accept gifts or favors.
- Be direct and firm if other inmates ask you to do something you do not want to do.
- Be alert at all times.
- If you are bisexual, homosexual, or transgender and do not feel safe in your current housing, submit a message request to the Classification Unit or speak to your housing deputy.

If you were a victim of sexual abuse on the outside, even if was a long time ago, you are entitled to medical and mental health care. Be sure to tell a medical or mental health professional while you are in booking. If you cannot, you may also submit a sick call slip from your housing unit requesting these services, which will be provided within 14 days of the request.

If you are released before you can get help in jail, call the Alameda County Health Care Services-Sexual Assault Center Hotline (510) 534-9291, 24-hours a day or the (Highland) Medical Social Services Department, (510) 437-4688, located at 1411 East 31<sup>st</sup> Street, Oakland. Other local health centers that offer free services are:



**Asian Community Mental Health Services**  
310 8<sup>th</sup> Street, Suite 201  
Oakland, CA  
(510) 451-6729

<b>West Oakland Health Center</b>	
<b>(Medical)</b>	<b>(Mental)</b>
700 Adeline Street	2730 Adeline Street
Oakland, CA	Oakland, CA
<b>(510) 835-9610</b>	<b>(510) 465-1800</b>

**Bay Area Women Against Rape**  
470 27<sup>th</sup> Street  
Oakland, CA  
(510) 845-7273

**Tri Valley Haven**  
3663 Pacific Avenue  
Livermore, CA  
(925) 449-5845

The agencies listed below can assist you with any Immigration needs you may have.

**Catholic Charities of the East Bay**  
433 Jefferson Street  
Oakland, CA  
(510) 768-3100

**Alameda County Bar Association**  
**Volunteer Legal Service**  
70 Washington Street, Suite 200  
Oakland, CA 94607  
**(510) 302-2222**

**Centro Legal de La Raza**  
3400 E. 12<sup>th</sup> Street  
Oakland, CA 94601  
(510) 437-1554

**East Bay Community Law Center**  
2921 Adeline Street  
Berkeley, CA 94703  
(510) 548-4040

### **CLASSIFICATION INTERVIEW**

During the booking process, you were interviewed by a Classification Deputy who asked you many questions. These questions have nothing to do with your current case, only your criminal history. The information gathered was used to ensure you were housed in the safest, most appropriate location. If you have any questions regarding this interview or would like to provide more information, send a message request slip to the attention of the Classification Unit.

### **ASSAULTING ANOTHER INMATE**

Section 653.75 of the California Penal Code states, *any person who commits any public offense while in custody in any local detention facility or state prison is guilty of a crime*. The Sheriff's Office will file criminal charges against any inmate who is found attacking or sexually assaulting other inmates.

Any inmate who voluntarily aids or encourages another inmate in any public offense, whether or not they actually committed the offense, may be charged as a principal under Section 31 of the Penal Code. Any inmate, who after the offense, harbors, conceals or aids a principal, may be charged as an accessory under Section 32 of the Penal Code.

If you feel like hurting someone or sexually assaulting another inmate, do not be afraid to get help. Talk to someone from the medical staff immediately, before it is too late; they can schedule an appointment with Adult Forensic Behavioral Health. The services and care you receive are *confidential* and their program for treating sex offenders has been very successful.

**IMPORTANT:** There are limits of confidentiality for counselors, medical, and mental health staff. If you disclose your intent to kill or injure yourself or another, or sexually assault another, these professionals are required by law to report to law enforcement.

## **EMERGENCY PROCEDURES**

Inmates shall observe the following procedures during an emergency evacuation:

- Listen and follow instructions given to you by staff.
- Move away from the hazardous area as directed by a deputy.
- Do not attempt to recover personal property – delays in evacuations could cause serious injuries or death.
- Remain calm, do not panic - Walk, and DO NOT run.

You are reminded that all Inmate Rules and Regulations, local, state and federal laws relative to criminal behavior are fully in effect while you are in the care, custody, and control of the Sheriff of Alameda County. Violations may result in criminal prosecution and/or disciplinary action.

## **INFORMATION FOR PREGNANT FEMALE INMATES**

An inmate known to be pregnant or in recovery after delivery, shall not be handcuffed in the front of the body unless restraints are deemed necessary for the safety and security of the inmate, the staff, or the public.

Pregnant inmates in labor, during delivery, or in recovery after delivery, shall not be restrained by the wrists, ankles, or both, unless deemed necessary for the safety and security of the inmate, the staff, or the public. Restraints shall be removed when a professional who is currently responsible for the medical care of the inmate during a medical emergency, labor, delivery, after delivery, or recovery determines that the removal of restraints is medically necessary.

While you are in custody within this county jail, and it is confirmed that you are pregnant, the following standards and policies governing pregnant inmates will apply to you:

- Facility medical staff will ensure necessary medication and vitamins, as recommended by a doctor, are available to you.
- Prenatal and postpartum information, health care information, and childbirth education / infant care will be provided to you by the facility's medical staff.
- Medical diets, which are balanced and nutritious, will be authorized by the facility medical staff during the intake process, or after you have been housed.
- Pregnant or lactating inmates will be given 8 ounces of milk at each meal and a snack with 8 ounces of milk during the evening. The housing unit deputy will ensure you have received your snack.

For your protection, you have been provided this information to assist with your pregnancy while in custody. If you have questions, you are encouraged to speak to custody staff, a nurse or other medical professional assigned to this facility.

## **INFORMATION ABOUT PREGNANCY TESTING**

Pregnancy testing is encouraged by medical staff members so pregnant female inmates can be provided with appropriate medical care, and appropriate accommodations and benefits. Pregnancy testing is optional, absent a court order, except in an emergency in which the patient is not capable of providing consent.

## **INFORMATION REGARDING STERILIZATION**

California Penal Code Section 3440 protects you from involuntary sterilization. Medically necessary procedures which cause permanent sterilization may be performed only if the procedure is required for the immediate preservation of your life in an emergency medical situation or if medically necessary, as determined by contemporary standards of evidence-based medicine, to treat a diagnosed condition. If a procedure is being recommended to you which could result in sterilization, you have specific rights of which you should be aware. Do not hesitate to ask questions of your medical provider. For further information on your rights under this statute, you may call: Justice Now 510-839-7654.

## **AMERICANS WITH DISABILITIES ACT (ADA)**

Inmates with disabilities are entitled to the same privileges as other inmates. There are specific processes in place to ensure all inmates who are disabled receive these privileges. Persons with disabilities may not be refused participation in services, programs, or activities by reason of their disability, unless the individual and/or participation in services, programs, or activities presents a direct threat to the health and/or safety of themselves or others. If you have a disability, whether or not that disability is noted by medical staff, you may file a request for accommodation. Requests for accommodations may be filed by filling out either a message request form, a grievance form, or a Request for Accommodations form. All of these forms are available in your housing unit. Federal law prohibits passing along the costs of accommodations to the disabled individual.

If you have a grievance regarding an ADA issue, you may file a grievance which will be reviewed by the ADA Coordinator. Be sure to mark the "ADA Related" box in the upper right hand corner of the grievance form. This ensures proper routing of the form. If you require assistance filling out a grievance form due to your disability, a deputy will assist you.

If you have a request of any kind related to an ADA issue, you may file a message request. Be sure to mark the "Disability Related" box in the upper right hand corner of the message request form. Your request will be reviewed by the ADA Coordinator. If you require assistance filling out a message request form due to your disability, a deputy will assist you.

Inmates with prosthetic devices who have been refused their prosthesis have specific rights under California law. Pursuant to California Penal Code Section 2656, inmates who are refused their prosthetic device may only be denied the device while the facts which constituted the probable cause for removal exist. If the device is removed, you have the right to be examined by a physician within 24 hours. The physician shall make his/her recommendation to the facility Commanding Officer, who shall make a final decision. You will be notified in writing of the final decision and if your prosthesis is not returned, you will be provided with an appeal form so you may petition the Superior Court for return of the device.

Inmates who are hearing impaired shall be provided with the proper equipment to assist them in making telephone calls and communicating with staff and visitors. This includes, but is not limited to, the use of sign language interpreters, amplified telephones, TDD/TTY machines, and/or video for phone calls or communicating with staff. Tactile Interpreters are available for those who require them. Ask a deputy for assistance.

## **PATIENT INFORMATION FACT SHEET – SUICIDE PREVENTION**

### **“YOUR BROTHER’S KEEPER”**

#### **WHAT IS SUICIDE PREVENTION?**

- Suicide Prevention is keeping someone from dying by their own hand.
- It is everyone’s job.
- It means:
  - Knowing the warning signals of suicide.
  - Putting your own feelings aside to try to save another’s life.
  - Knowing the facts.
  - Listening to others.

#### **WHAT SHOULD I DO IF I THINK SOMEONE MAY BE SUICIDAL?**

- Do not be afraid to ask the person, “Are you thinking about suicide?”
- Stay with the person and ask someone to go for help.
- Do not worry about risking a friendship if you truly feel someone is suicidal.
- Ask for help from staff if the person talks about suicide or makes statements related to death.
- Ask for help from staff if someone you know:
  - Has had something very stressful happen such as a death in the family, relationship break-up, or received bad news regarding their case or sentence.
  - Is giving away their possessions along with suddenly acting as if they feel better.
  - Seems to have lost interest in things they usually enjoyed.
  - Take all threats seriously. Most everyone that attempts suicide or commits suicide has given some warning.

#### **WHAT SHOULD I DO IF I AM THINKING ABOUT SUICIDE?**

- Ask for help. Suicide is final. It is often a reaction to a temporary problem.
- Be aware of the warning signs.
- Ask questions of your health care provider.
- Ask for help if you:
  - Have lost interest in things you usually enjoyed.
  - Are having overwhelming feelings of shame, guilt, helplessness and hopelessness.
  - Are thinking about your own death.
  - Have had a very stressful thing happen to you.

#### **EMERGENCY! TELL A DEPUTY TO CALL MEDICAL OR ADULT FORENSIC BEHAVIORAL HEALTH IF:**

- You are having suicidal thoughts
- You are concerned that someone you know may be suicidal.

#### **Inmates may communicate with jail administrators in writing by submitting one of the following:**

- A Message Request form (ML-76). Inmates may request this form from a Deputy.
- Sealed envelope, addressed to a specific administrator.

The following services may be requested through a Message Request:

#### **Services & Classes**

ADA  
Inmate Account Balances  
Release of Money  
Forms/1381 PC (out of custody warrants)  
Classification  
Emergency Releases

#### **Direct Message Request to:**

ACA Unit  
Accounting Unit  
Accounting Unit  
Booking-Records Deputy  
Classification Unit  
Classification Unit

Disciplinary Matters  
 Haircuts (General Population)  
 Commissary  
 Grievance Forms  
 Identification Armbands  
 Haircuts (Special Management Inmates)  
 Work Assignments  
 Alcohol/Drug Detox Information  
 ASE (Adult Secondary Education)  
 Community Reentry Services (Housing, Employment, Etc.)  
 Computer Technology  
 Substance Abuse  
 Educational Services  
 Employment Readiness  
 E.S.L. (English as a Second Language)  
 Legal Assistance Program  
 Literacy and Independent Study  
 Notary Public (outside provider only)  
 Parenting Inside Out  
 Recreation Activities  
 Reading for Life  
 Religious Services and Literature  
 Work in Lieu of Confinement Applications (S.W.A.P)  
 Writ Forms  
 Court Dates  
 Release Dates  
 Video Orientation and Information  
 Mail  
 Family Planning  
 Medical/Dental/Psychiatric (non-emergency)  
 Release of Personal Property

Classification Unit  
 Classification Unit  
 Commissary Services  
 Housing Unit Deputy  
 Deputy  
 Detail Office  
 Detail Office  
 Inmate Services Unit  
 Inmate Services Unit  
 Inmate Services Unit  
 Inmate Services Unit  
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 Inmate Services Unit  
 Inmate Services Unit  
 Inmate Services Unit  
 Inmate Services Unit  
 Inmate Services Unit  
 Inmate Services Unit – Chaplain  
 Inmate Services Unit  
 Inmate Services Unit – Legal Assistance  
 Housing Control  
 Housing Control  
 Housing Control  
 Mailroom Staff  
 Medical Staff  
 Medical Staff  
 Property Unit

## INMATE RULES AND REGULATIONS

All inmates shall be housed as directed by staff. Inmates assigned to double-cell will do so as directed by staff and this policy shall be adhered to as directed. If you are transferring to or from another facility, you should be aware the policies at Alameda County Jail facilities may differ from those at other facilities.

### I. Category I Violations

101. No inmate is to engage in an action that will:
  - a. Endanger the safety of a staff member, visitor or another inmate.
  - b. Violate the security or proper running of any facility (courtrooms and holding facilities).
102. Gambling is prohibited.
103. Fighting or challenging to fight is prohibited. Horseplay, mock fighting, martial arts instruction, or practice is prohibited.
104. Sexual contact between inmates is prohibited.
105. Fires are prohibited.
106. Theft, extortion, or loaning for profit is prohibited. This includes:
  - Receiving canteen and/or maintenance kit items for another inmate is prohibited.
  - The charging or bartering for services between inmates is prohibited.
  - Using the telephone PIN number of another inmate with or without consent is prohibited.
107. The making, drinking, being in possession of, or being under the influence of any narcotic, drug, intoxicant, non-prescribed medication or misuse of prescribed medication is prohibited.
108. Unauthorized communication with visitors is prohibited.
109. Possession of unauthorized items is prohibited. Unauthorized items include, but are not limited to, the following:
  - Weapons or simulated weapons, including, but not limited to, blades from disassembled razors.
  - Money found in an inmate's possession will be taken and placed into the Inmate Welfare Fund.
  - Stockpiling of medication. Stockpiling is defined as having in your possession more than one unit dose of medication that has been issued to you by medical staff. Medication must be in its sealed package.
  - Any jewelry (including jail-made jewelry) such as earrings, rings, and necklaces are prohibited.
  - Makeshift headgear and/or crochet items of any kind are prohibited. Makeshift bags or boxes (used to carry personal items or store items in living space) are prohibited.
  - Inmates are only allowed to take the following items to court: Legal paperwork, medication (authorized by medical staff), two sanitation packets, and a flexible comb not over six (6) inches long. All other items going to, or returning from court are considered contraband and are subject to confiscation and destruction.
  - Anything altered from its original form or used for anything other than its original purpose is prohibited. This includes bottles from vending machines, cartons from meals served, as well as jars purchased from commissary. You are to place the empty container in the appropriate designated garbage or recycling container.
  - Commissary items stored in anything other than their original packaging are prohibited.
  - Stockpiling of containers. Stockpiling is having in your possession one or more containers of the same product with a broken seal. Examples: two open soda bottles, two open milk or juice cartons, or two open Vaseline jars, and/or lotion bottles. You must consume or utilize the contents of any open container and



dispose of the container prior to breaking the seal or opening a new container. Possession of more than one open container of the same product is a violation.

- Inmates may not possess more than 15 vending machine tokens. Excess tokens will be returned to Trinity Commissary Services and the dollar value will be added to the inmate's account.

110. Taking or removing unauthorized trays from the dining area or failing to return trays after meal time is prohibited.
111. Filing or the making of a false report of sexual harassment or sexual abuse against staff or other inmates is prohibited.

Category I Violations have the following recommendations for punishment:

- Disciplinary Isolation – up to 30 days
- Disciplinary Isolation Diet – up to 72 hours
- Extra duty – 30 to 45 hours
- Loss of Privileges – 30 to 60 days
- Loss of Time – 10 to 30 days
- Repayment of the repair or replacement cost for damages to county property.

**II. Category II Violations**

212. Disrespect is prohibited (this includes any use of profanity towards staff or other inmates).
213. Inmates will obey all posted signs, Inmate Rules and Information, verbal and written orders.
214. During count, all inmates will return to their assigned housing areas and follow instructions given by a deputy.
215. Inmates are responsible for personal cleanliness of themselves and their living area.
216. Inmate identification armbands shall be worn at all times. If an inmate's armband is damaged or so loose that it may slip off, the inmate will notify a staff member to have it replaced.
217. Excessive and persistent noise, loud whistling, singing, yelling or pounding is prohibited.
218. Defacing, tampering or destroying County property or property belonging to private vendors is prohibited. Inmates may have to pay for the item or any repairs, and/or charged criminally under the appropriate California Penal Code section.
219. Inmates are not allowed in an unauthorized area, housing unit, cell or bed. Inmates are not to change cells or beds without authorization. Entering another inmate's cell, laying, or sitting on another inmate's bed are all prohibited. Inmates are prohibited from changing housing assignments without authorization from the Classification Unit.
220. Possession of tattoo kits or tattoo paraphernalia is prohibited.
221. Inmates having in their possession more than the authorized jail issued clothing or bedding is prohibited. If an inmate is issued special work clothing, jacket, boots, stocking cap, etc., or is issued extra clothing/items secondary to a medical condition, they are to remain in the inmate's possession.
  - Boots are not to be worn to the yard, visiting, appointments, or in the housing unit during normal activities.

- Wearing of any type of headgear when outside of the cell is prohibited, except when medically prescribed or when assigned to an outside work crew and the job or weather condition dictate wearing approved headgear (knit cap or hairnet).
  - Wearing of religious headgear will be allowed on an individual basis and when approved by the Division Commander.
  - Thermal underwear may be worn outside of the living area, underneath jail issued clothing only. Inmates shall have no more than one set of thermal underwear in their possession (1 top, 1 bottom) at any time. Note: Thermal underwear may be purchased through commissary by male and female inmates.
  - Boxer shorts may be worn outside of the living area, underneath the jail issued clothing only. Inmates shall have no more than two pair of boxer shorts in their possession at any time. Note: Boxer shorts may be purchased through commissary by male inmates only.
222. Inmates are required to report to their work detail/program on time and dressed in proper clothing for the day.
223. Inmates are required to cooperate with the work and education programs.
224. Stockpiling commissary items is prohibited. Stockpiling is defined as having in your possession more than ten items of any one type. Example, ten Top Ramen, not ten of each flavor, or ten candy bars, not ten of each brand. Any excess found will be considered contraband and will be confiscated and /or destroyed.
225. Communication with inmates of other classifications or housing areas is prohibited.
226. While in the dining area, having personal property at the table, more than one spoon, tray, cup, or going through the service line more than once is prohibited.
- Bag lunches are to be eaten before the next served meal (the day they are received). Stockpiling of food/drink is prohibited. Any portion of the lunch not eaten by the next meal will be considered contraband and will be thrown away.
227. Special Diets: Trading, altering or giving away a diet slip is prohibited.
228. Medical Detail Slips (Chrono) Trading, altering or giving away a Chrono, (for lower bunk, extra blanket, etc.) is prohibited. All inmates having in their possession any medically approved device (wheel chairs, extra blankets, crutches, walking canes, thermal underwear or any other items prescribed by the medical staff), must have in their possession a Medical Detail Slip. Inmates must present the Medical Detail Slip to any staff member for inspection upon request.
229. Smoking is prohibited. All tobacco products, matches and lighters are prohibited. This includes all electronic inhalation devices.

Category II Violations have the following recommendations for punishment:

- Disciplinary Isolation – 15 days
- Disciplinary Isolation Diet – up to 72 hours
- Extra Duty – 25 to 40 hours
- Loss of Privileges – 15 to 30 days
- Loss of Time – 2 to 10 days
- Repayment of repair or replacement cost for damages to county property.

### **III. Category III Violations**

330. No articles are to be hung from security screens, light fixtures, beds, cell and/or housing unit railings, vents or left on the floor. No windows are to be covered by any articles.
- Hanging of clotheslines in living areas is prohibited.
  - Air vents will not be covered or blocked in any manner.
  - No items shall be exchanged and/or left in front of cell or pod doors (food, clothing, books, letters, etc.) unless the Deputy has granted permission. Such items will be considered contraband and subject to destruction.
331. No pictures (including personal photos), decorations, or writings will be affixed to walls, doors, vents, windows, cell railings or light fixtures. All items will be considered contraband and subject to destruction.
332. Littering of pod floors, cell floors, dining areas and walkways is prohibited.
333. Makeshift tables, chairs, clotheslines, or shelves are prohibited.
334. Unauthorized removal or use of bedding or other materials is prohibited. When not in use, beds will be neatly made.
335. Blankets or other materials used to conceal the occupant or contents of a cell, bed, dorm, drawer, or pod is prohibited.
336. During group movement inmates will, without delay, proceed to the designated area in an orderly manner.
337. All inmates leaving their cells or dorms will be fully clothed. Inmates moving from their cells or dorms to exterior appointments, to visiting, or to dining will be fully clothed. Inmates participating in physical exercise activities in the pod or yard area may, during physical activities, remove their jail issued shirt and t-shirt. At the completion of the physical activity, inmates will be allowed a reasonable cool-down period. Inmates must then replace either their t-shirt or jail issued shirt, or both.
338. Cutting in line is prohibited.
339. Cell doors must be kept closed whether in or out of cell.
340. Authorized personal items shall only be stored in the jail issued tub or property drawer and shall not exceed lip level of the jail issued tub or property drawer. No more than three pounds of paper goods, excluding legal work, will be in a cell. Inmates are not allowed to possess more than six books and/or magazines (a combination of both books and magazines totaling six).
341. The cell intercom is only to be used for emergencies; misuse of the intercom is prohibited.
- Covering intercoms is prohibited.
342. Sitting on the top surface of dining tables in the dayroom or dining area is prohibited.

#### **Category III Violations have the following recommendations for punishment:**

- Oral Reprimand
- Extra Duty – 10 to 25 hours
- Loss of Privileges - 5 to 15 days

- Repayment of repair or replacement cost for damages to county property

**IV. Violation of any Rules and Regulations may subject you to any of the following forms of action:**

- A. Oral Reprimand
- B. Disciplinary Report may result in loss of time credit, loss of privileges, and placement into disciplinary isolation, disciplinary isolation diet, extra work detail, or a combination of disciplinary actions.
- C. Disciplinary Report for damaged or destroyed county property that does not exceed \$250.00 for any one incident. Debiting the commissary account of the responsible inmate shall make restitution.
- D. Criminal Prosecution may result from the violation of any law or ordinance.
- E. Loss of Privileges. Loss of one or more of the following:
  - Purchase of commissary items (except personal hygiene items and correspondence material)
  - Visiting privileges
  - Special non-mandatory programs
  - Telephone privileges, other than contact with legal counsel.
  - Tablet privileges

These are guidelines only and not limited to the above. Failure to follow any of these rules may result in disciplinary action. A copy of the inmate's disciplinary record may be sent to State Prison, Parole Department, Probation Department or any jail when the inmate leaves the custody of the Alameda County Sheriff's Office.

## GENERAL INFORMATION

1. Inmates shall be courteous to staff, visitors, and other inmates. Inmates will address staff by their title/last name.
2. Inmates and their property are subject to search at any time, including a custodial search. An inmate's personal property in the jail can be searched at any time, whether or not the inmate is present. All unauthorized items are contraband and may be disposed of by staff. Inmates are responsible for all items in their possession, cell, property tub, or drawer.
3. All inmates are responsible for their personal hygiene and the cleanliness of their living area. Cleaning materials are available upon request. Shower areas, shaving areas, and lavatories are to be kept clean. Notify a deputy if repairs are needed.
4. Inmates should be attentive to announcements made over the Public Address System. If the speaker in the living area is inoperative, notify a deputy.
5. Inmate armbands will be worn at all times for identification. Inmates will not be allowed to visit or receive commissary and/or mail without it. If an inmate's armband breaks, is incorrect, or becomes unreadable, contact a deputy immediately and submit a Message Request requesting a new armband. Inmates must inform family and friends of their name and PFN (jail number).
6. Release of Personal Property or Money:
  - a. Inmates must obtain three Property Release Forms PD-132 from a deputy.
  - b. Inmates must complete all three request forms and return the forms to the deputy.
  - c. Processing of release forms may take up to seven days.
  - d. Inmates are not allowed to transfer money or property from one inmate to another.
7. Car Impoundment (if an inmate's car was impounded upon arrest)
  - a. A friend or family member of the inmate will need to contact the agency that has the inmate's car and find out the type of documentation needed from the inmate so the car may be released to them.
  - b. Usually a letter from the inmate is sufficient. The letter should include:
    - 1) Make and Model of the Vehicle
    - 2) License Plate Number
    - 3) Color (any other details you can provide)
    - 4) Name of the person who is authorized to claim the inmate's car
  - c. The inmate should mail the letter to the person who will be picking up the car.
  - d. Release of keys from the inmate's property requires a Property Release Form PD-132.
8. On scheduled court or appointment days, all bedding will be left in the cell; inmates will return to their original cell. Inmates are only allowed to take the following items to court:
  - a. Legal Papers
  - b. Medication (authorized by medical staff)
  - c. A flexible comb – not over 6 inches long
  - d. Two sanitation packets

**NOTE:** Any other items going to or returning from court are considered contraband and subject to confiscation and/or destruction.



9. If an inmate has a scheduled court appearance or other appointment and he or she is not staged for such an appointment, the inmate should contact the deputy immediately.
10. Inmates will be issued county clothing and bedding weekly; laundry exchange days are posted in the housing unit.
  - a. If an inmate misses clothing/bedding exchange, he or she should notify a deputy upon return to the housing area.
11. Ordering Commissary:
  - a. Commissary orders are completed through the Inmate Telephone System. **Inmates may spend up to \$175.00 per week.**
  - b. In the case of commissary order discrepancies and soda machine malfunctions, inmates may report the issue to the commissary provider by submitting a message request to "Commissary." DO NOT report commissary discrepancies on Grievances Forms.
  - c. Maintenance Kits are only for indigent inmates. (An indigent inmate is defined as one with less than \$4.20 on their account (based on the price of a BART ticket).
  - d. New book bags are available to all inmates newly booked into the facility. The cost of the kit (\$1.63) will be deducted from the inmate's account. If the inmate is indigent, the bag is free.
  - e. Legal correspondence materials (paper, pencil, envelopes, etc.) for indigent inmates are requested through the Inmate Services Unit via Message Request form. Postage will be placed on legal mail by mailroom staff after address verification.
12. Soft Drink Vending Machines are accessible by purchasing tokens from Commissary.
  - a. The value of a token will be the current purchase price of one bottled soda.
  - b. Inmates may not possess more than 15 vending machine tokens. Excess tokens will be returned to the Commissary vendor and the dollar value will be credited to the inmate's account. Repeat offenders will be banned from purchasing and possessing soda tokens.
  - c. An inmate is not allowed to give or buy soda tokens for another inmate.
13. **A chaplain is available for consultation and special services.** To contact the Chaplain, an inmate must submit a Message Request form addressed to the Chaplain via the Inmate Services Unit. For emergency situations contact the housing unit deputy. Religious services are announced via the housing unit intercom system.
14. Inmate Services Unit – (To contact with this unit, please fill out a Message Request slip)
  - a. Educational Programs:  
Classes vary per Inmate Classification and housing unit. Ask your Housing Unit Deputy for a class request form for details
  - b. Voter Registration:
    - 1) Voter Registration forms are available upon request using the Message Request slip.
    - 2) Inmate Services will notify all inmates within 90 days of upcoming elections within Alameda County.
    - 3) Voter registration can be completed through the U.S. Mail, or Inmate Services can deliver voter registration forms for you.



4) Eligibility to vote:

a) You are eligible if all of the listed items are true for you:

- (1) You are a U.S. Citizen
- (2) You are at least 18 years old
- (3) You are not on parole

b) You are not eligible to vote if any of the items below are true:

- (1) You are serving a state prison sentence in county jail
- (2) You are currently in jail for violating probation under the Criminal Justice Realignment Act of 2011.

c) If you are unsure about you eligibility, you should attempt to register. The Alameda County Registrar of Voters will determine your status

c. Services:

- 1) Recreational section which provides services, games and athletic gear
- 2) Religious services and literature
- 3) DMV and Tax forms

d. Notary Request:

- 1) Santa Rita Jail does not have notary services
- 2) A family member or friend must hire a notary on the outside
- 3) The notary must call the Inmate Services Unit to set up an appointment and get clearance to enter the facility
- 4) The Inmate Services Unit will make the necessary arrangements to have the documents notarized

15. Child Support

If you owe child support through the Department of Child Support Services (DCSS), you may be able to have your support reduced to zero while you are incarcerated.

If you think you have a child support case, contact DCSS at (866) 901-3212 immediately. Inform your Probation Case Manager that you have a child support case or complete a "Child Support Referral" form (found in each housing unit), or you may contact them directly at the following address:

Alameda County Department of Child Support Services  
5669 Gibraltar Drive  
Pleasanton, CA 94588

16. Mail Procedures

a. Address:

Santa Rita Jail  
(Inmates Name & PFN)  
5325 Broder Boulevard  
Dublin, CA 94568

Glenn E. Dyer Detention Facility  
(Inmates Name & PFN)  
550 6<sup>th</sup> Street  
Oakland, CA 94607

b. Incoming Mail

- 1) Incoming mail will be distributed Monday through Friday, excluding holidays, emergencies or other special circumstances.
- 2) All incoming mail must have the inmates' name and PFN on the face of the envelope/package. If the name and PFN are not included, mail will be returned to sender unopened (the PFN is used to obtain inmate's housing location).
- 3) Incoming mail without a return address shall be returned to the U.S. Postal Service to be sent to their mail recovery center, formerly known as the Dead Letter Offices.
- 4) All incoming mail will be opened and inspected for contraband with the exception of legal mail which will be opened and inspected in the presence of the inmate. Contraband is any item or article that has not been issued, purchased in Commissary, or approved by the Facility Commanding Officer.
- 5) Mail will be distributed only to the addressee. If the inmate has been transferred or released, the mail will be returned to sender if possible.
- 6) Incoming mail with any perceived bio-hazard (i.e. lipstick, gloss, scents, etc.) shall be returned to sender.
- 7) Inmates will be required to identify themselves by their armband when receiving mail.
- 8) There is no limit on the amount of mail inmates may send or receive.
- 9) There is no limit on the number of pages in each letter, unless they are numerous copies of the same item, such as copies of newspaper articles, religious booklets, coloring book pages, crossword puzzles, etc.
- 10) Inmates may correspond in any language.
- 11) Incoming Certified or Registered Mail for inmates will be processed as all other mail.
- 12) Padded envelopes will be opened and the contents transferred to a plain envelope. The name, PFN, and housing location of the inmate will be written on the front of the plain envelope.
- 13) Items which are considered contraband and will cause the mail to be returned to the sender are envelopes, stamps, and writing materials. These items are to be purchased by the inmate through Commissary. Also included are bio-hazards such as lipstick, gloss, scents, suspicious stains, blacked out photos, photos or magazines containing full or partial nudity or gang signs, and homemade cards containing glitter.

c. Outgoing Mail

- 1) All outgoing mail must have the name, PFN, and return address of the inmate. If mail is returned to the jail without a name and PFN, it will be destroyed.
- 2) Outgoing mail must be flat and in envelopes (minimum 3.5" x 6.5"; maximum 9" x 12") or greeting cards purchased through Commissary. Mail that is not flat and in envelopes of the proper size will be discarded by Mailroom staff.
- 3) All outgoing mail, with the exception of legal correspondence, may be inspected and reviewed to determine if the safety and security of the facility or the general public is threatened.
- 4) Outgoing mail that is returned for any reason is subject to an inspection prior to returning it to the inmate.
- 5) The inmate shall be notified of the option to provide additional postage to the Mailroom to ensure delivery, when outgoing mail has been returned by the U.S. Postal Service for additional postage.
- 6) Sexually explicit drawings on the exterior of mailing envelopes will not be accepted by the U.S. Postal authorities and will be returned to the inmate.
- 7) Upon request, indigent inmates may receive postage and stationary sufficient to send at least two letters per week.
- 8) All inmates may write to the Sheriff or jail officials. This mail does not require postage.

- 9) Items that cannot be mailed by the inmate include, but are not limited to:
  - a) County property, including library books
  - b) Items purchased by the Inmate Welfare Fund
  - c) Items purchased through Commissary
  - d) Items made by the inmate
  - e) Letters containing gang graffiti, markings, verbiage, or other indication of gang affiliation.

d. Legal Mail

- 1) Legal mail will be opened and inspected in the presence of the inmate to search for contraband.
- 2) Legal mail must be labeled "Legal Mail" and clearly identified as being from state and federal courts, any member of the State Bar or holder of any public office and the Board of State Community and Corrections (BSCC).
- 3) All contents will be given to the inmate after the inspection and the envelope will be signed by inmate and return to the mailroom.
- 4) Outgoing mail to public officials (judges, attorneys, elected officials, the Attorney General, Sheriff, jail officials, or a probation officer) will be sealed under the following conditions:
  - a) Inmates must notify the housing unit deputy of their intention to send a letter to a public official prior to sealing the letter. The deputy shall make a cursory visual inspection, without reading the contents. The deputy will also verify the inmate's name and PFN.
  - b) The deputy will initial and write his/her badge number on the envelope/packet next to the word "CONFIDENTIAL" and then place the letter/packet in the mail bag containing the outgoing mail for delivery to the appropriate muster room at SRJ.
  - c) If "CONFIDENTIAL" mail is sent to the mailroom without a deputy's initials and badge number, it will be returned to the housing unit.

E. MONEY RECEIVED

- 1) Money is accepted through the mail in the form of Money Order or Cashier's check only. NO CASH is accepted, as well as Tax Refund, Social Security, Payroll, or personal checks; these items will be returned to the sender.
- 2) The money order amount will be credited to the inmate's account and a receipt will be generated and forwarded to the inmate with their mail.
- 3) Money may be deposited into the inmate's account using the kiosk in the lobby at the Glenn E. Dyer Detention Facility or the Santa Rita Jail.
- 4) Money may also be deposited online as a "Smart Deposit" through the website [mycarepack.com](http://mycarepack.com).

F. BOOKS, NEWSPAPER, AND SUBSCRIPTIONS

- 1) New books and magazines (Limit of six per day) will only be accepted directly from the publisher or an on-line bookstore (such as Amazon.com and Barnes&Noble.com). On-line bookstores must have a legitimate website that is verifiable and allows consumers to order directly. Any website that re-directs to another website is not accepted. Packages must be professionally labeled and recognized as an on-line bookstore. Books from private sellers will be returned. Hard cover books are not accepted.
- 2) Inmate newspaper subscriptions must be made directly to the newspaper company by a third party.
- 3) Cancellations or change of address for subscriptions must be made directly to the newspaper company or magazine publisher.

- 4) Newspapers are distributed through regular mail channels via the Post Office. Therefore, newspapers are not the current day's paper. Weekend and holiday newspapers are distributed the next working day (These newspapers do not contain ads). Each housing unit receives a Valley Times (six per housing unit) paid for by the Inmate Welfare Fund.
- 5) Mailroom staff will dispose of newspapers received for an inmate no longer in custody.
- 6) Any special delivery, such as Federal Express, UPS, OnTrac, and overnight mail will be accepted by mailroom staff after the inmate is verified to be in custody.
- 7) Books, magazines, and newspapers shall be delivered to inmate without packing slips or ads, including cosmetic and fragrance samples. Items will be removed prior to delivery.
- 8) Books, magazines, and photographs which depict partial and/or full nudity are not acceptable and will be returned to sender.

g. Photographs

- 1) Photographs may not be larger than 4" x 6."
- 2) Polaroid and negative photographs are not accepted.
- 3) Photographs that are altered or blacked out in any manner will be returned to sender.
- 4) Photographs or pictures that are pornographic, nude, suggestive, showing gangs, gang tattoos, or hand gestures (signs) are not allowed.

h. Prohibited Mail

- 1) Inmates are generally prohibited from corresponding with other inmates housed in the same facility, or other facility operated by the Alameda County Sheriff's Office. This includes mail delivered via the U.S. Postal Service, special delivery service, or "jail mail."
- 2) Inmates are also generally prohibited from corresponding with any inmate housed at any local, state, or federal correctional institution operated outside the Alameda County Jail System.
- 3) Inmates are allowed to submit a request form asking for permission to correspond with another inmate. The inmate's request must include a legitimate reason for the correspondence. The request shall be directed to the Facility Commander via the Classification Unit.

i. Sexually explicit material sent to an inmate through the mail will not be accepted, as defined in Penal Code 311, described below:

- 1) Penetration of the vagina or anus, or contact between the mouth and genitals, and such is the pervasive theme.
- 2) Bestiality, sadomasochism, or an excretory function including urination, defecation, or semen.
- 3) Nudity of a minor, or acts, which include a minor or person who appears to be a minor.

j. Sexually explicit material, that is not otherwise deemed to be contraband, is subject to confiscation if exhibited in a manner that risks conflict or hostility.

**NOTE:** Inmates are not allowed to store more than three pounds of paper goods, excluding legal work, in their cell at a time. Excess of personal property may be placed in the property room until the inmate is released, or the inmate releases the property to someone. Deputies will provide a receipt for the items taken and added to the inmates' property. Due to limited storage space, inmates may be directed to release excess property.

17. The Alameda County Library provides library services to inmates monthly.
18. Medical Services: Medical staff is on-duty at all times.
  - a. Inmates should notify a deputy or a medical staff member immediately if he, she or another inmate has a medical problem, or is injured.
  - b. To be seen for non-emergency medical, psychiatric, or dental problems, inmates must fill out and submit a three-part Medical Request Form and place it into the medical service box located in the dining area of each housing unit or hand it directly to a medical staff member. Inmates may be charged \$3.00 for each health care visit.
  - c. No inmate will be denied health care services due to lack of funds.
19. Family planning services are available. Appointments to see the Health Educator can be made through a medical staff member. Inmates may ask to be seen in sick call by submitting a Medical Request Form for questions concerning health, family planning services, pregnancy, or birth control.
20. If an inmate requires medical services not available through Alameda County facilities, arrangements must be made through a medical staff member. The acquired expenses for elective medical procedures will be the inmate's responsibility.
21. Sign language and tactical interpreters, TTY's, Video Relay Service and other auxiliary aids are available free of charge to inmates who are deaf or hard of hearing and/or blind. Inmate Rules & Regulations are available in Braille. Obtain information from any Deputy.
22. Santa Rita Jail Visiting Schedule

Visiting is done by appointment only - no same day or walk up appointments will be given. Visitors must pre-register by calling the public visiting line at (925) 551-6578 daily, from 8:00 am to 12:00 noon, and from 1:00 pm to 5:00 pm, or on-line 24 hours a day at <http://www.alamedacountysheriff.org>. Appointments may be scheduled up to three days in advance. Visitors are encouraged to arrive 30 minutes before their scheduled appointment. Visitors will not be allowed to visit after their scheduled start time. It is the visitor's responsibility to check in advance if the inmate is still in custody and/or available for the visit.



**Visiting days and hours are subject to change due to holidays or special circumstances.**

Housing Units	Days	Times
1, 2, 3, & 4	Wednesday	8:00 AM to 11:00 AM
	Thursday	6:00 PM to 9:00 PM
	Saturday	8:00 AM to 11:00 AM
6, 7, 8, & 9	Wednesday	12:00 PM to 3:00 PM
	Friday	8:00 AM to 11:00 AM
	Saturday	6:00 PM to 9:00 PM
21, 22, 23 & 24	Thursday	8:00 AM to 11:00 AM
	Friday	6:00 PM to 9:00 PM
	Sunday	8:00 AM to 11:00 AM
31, 32, 34 & Outpatient HU	Wednesday	6:00 PM to 9:00 PM
	Friday	12:00 PM to 3:00 PM
	Sunday	12:00 PM to 3:00 PM
25 & 35	Thursday	12:00 PM to 3:00 PM
	Saturday	12:00 PM to 3:00 PM
	Sunday	6:00 PM to 9:00 PM

- a. One 30-minute visit, per visitor, per inmate, each day. A visitor may visit more than one inmate per day.
- b. All inmates, regardless of classification, are eligible to receive visits, except for the following:
  - 1) Inmates on disciplinary isolation.
  - 2) Inmates on disciplinary loss of privileges.
  - 3) Inmates housed in the out-patient housing unit may receive visits during normal visiting hours, with prior approval from the Medical Director and Watch Commander.
  - 4) When a housing unit is on lockdown.

**23. Glenn E. Dyer Detention Facility Visiting Schedule**

Visiting is done by walk-in same day appointments only. Visitors must pre-register in person with lobby personnel at least one hour prior to visiting time. Visitors will not be allowed to visit after their scheduled start time. It is the visitor's responsibility to check in advance if the inmate is still in custody and/or available for the visit.

**Visiting days and hours are subject to change due to holidays or special circumstances.**

Housing Units	Days	Registration Times	Visiting Times
H1S, H3S, H5S	Thursday	9:30 AM to 2:00 PM	12:00 PM to 3:00 PM
H1N, H3N, H5N	Thursday	3:30 PM to 8:00 PM	6:00 PM to 9:00 PM
H2S, H4S, H6S	Friday	9:30 AM to 2:00 PM	12:00 PM to 3:00 PM
H2N, H4N, H6N	Friday	3:30 PM to 8:00 PM	6:00 PM to 9:00 PM
H1S, H3S, H5S	Saturday	7:15 AM to 10:00 AM	8:00 AM to 11:00 AM
H1N, H3N, H5N	Saturday	10:10 AM to 2:00 PM	12:00 PM to 3:00 PM
H2S, H4S, H6S	Sunday	7:15 AM to 10:00 AM	8:00 AM to 11:00 AM
H2N, H4N, H6N	Sunday	10:10 AM to 2:00 PM	12:00 PM to 3:00 PM



- a. One 30-minute visit, per visitor, per inmate, each day. A visitor may visit more than one inmate per day.
  - b. All inmates, regardless of classification, are eligible to receive visits, except for the following:
    - 1) Inmates on disciplinary isolation.
    - 2) Inmates on disciplinary loss of privileges.
    - 3) Inmates housed in the out-patient housing unit at Santa Rita Jail may receive visits during normal visiting hours, with prior approval from the Medical Director and Watch Commander.
    - 4) When a housing unit is on lockdown.
24. Available transportation options for visitors
- a. BART – Call for transit routes (510) 464-6000. Routes are also available in visiting lobby.
  - b. Wheels Bus – Call for transit routes (925) 455-7500. Schedule available in visiting lobby.
  - c. Alameda County Transit – (510) 891-4700.
  - d. Taxi Cab – located in the BART and Santa Rita Jail parking lots, 24 hours a day, seven days a week.
25. Available Services for Hearing & Visually Impaired Visitors
- a. Sign language & tactical interpreters
  - b. Signage in the lobby
  - c. TTY devices
  - d. Rules & Regulations in Braille
26. Visiting Rules
- a. Remain seated.
  - b. Do not give or receive anything without the approval of a deputy.
  - c. Inmates must proceed directly to their housing unit after their visit is completed.
  - d. Advise family and friends of the following:
    - 1) A parent or guardian must accompany persons under the age of 18 years of age (birth certificate required).
    - 2) Valid picture identification is required.
    - 3) Only the following forms of identification will be accepted:
      - a) Current Driver's License (An expired Driver's License will NOT be accepted; even with paper documentation from DMV regarding a renewal)
      - b) California Identification Card
      - c) Military Identification Card
      - d) Immigration Card or "Matricula Consular" issued by the Consulate General of Mexico in San Francisco
      - e) Passport
      - f) No other forms of identification will be accepted; no exceptions
    - 4) Visitors must ask for an inmate by name/PFN as it appears on the inmate's identification armband.
    - 5) Money may be left for an inmate's account at the Lobby, 24-hours a day; seven days a week.
  - e. Any inappropriate behavior between the visitor and/or inmate during the pre-scheduled Visit or Video Visit, will result in the immediate termination of the visit and possible revocation of visiting privileges for both the visitor and inmate.
27. Video Visiting
- a. Video Visiting has now been implemented. This is another way which allows family members and friends of inmates, housed at the Santa Rita Jail and the Glenn E. Dyer Detention Facility the ability to visit inmates via a monitor. Anyone who wishes to participate in a Video Visit program, must register online at [www.alamedacountysheriff.org](http://www.alamedacountysheriff.org), and then a Video Visit can be scheduled. There are four stations in the Santa

Rita Jail lobby and eleven stations at the Glenn E. Dyer Detention Facility lobby to facilitate the Video Visits. Video Visits can also be completed from any computer with internet access. The usage of a smart phone to conduct the Video Visit will not be permitted. The cost of the Video Visit is \$6.25 per 25 minutes.

- b. For ADA and/or hearing impaired inmates, the Sheriff's Office has a mobile Video Visiting unit which will be utilized for all ADA and/or hearing impaired inmates. For ADA and/or hearing impaired visitors, Station Number 4, located in the SRJ Lobby, has been identified for use by any ADA and/or hearing impaired visitors. The use of a TTY machine may also be used in place of the mobile Video Visiting unit for those ADA and/or hearing impaired visitors and/or inmates, if the mobile Video Visiting Unit is unavailable.
- c. Video Visitation will start at the precise scheduled time. No changes or modifications will be made once the visit has been assigned. If the visitor is late for a scheduled visit appointment, the visit will not take place. If the inmate or visitor ends the visit before the time has expired, the visiting session is complete. The visit will not be restarted or rescheduled.
- d. The Alameda County Sheriff's Office and the video visitation provider are not responsible for the quality of the visitors' internet and/or Wi-Fi connection. The Sheriff's Office is also not responsible for the set-up and/or operation of the visitors' home or work computer, web computer, web camera, or any other hardware being used for the video visitation.
- e. If it is determined that there is a malfunction, power loss, or other problem with the scheduling or visitation equipment, the visit can be rescheduled at the discretion of the shift supervisor.
- f. Inmates who have other pending appointments; medical, court, etc. will not be scheduled visitation. These visits can be scheduled when the appointment is complete.

**NOTE:** The Alameda County Sheriff's Office has the authority to monitor and record visiting conversations.

## 28. Grievance Procedure

When an inmate wishes to submit a formal written grievance, he/she must proceed as follows:

- a. Obtain the Inmate Grievance form (ML51) from a deputy.
- b. Only one complaint per grievance will be accepted. Grievances with more than one complaint are subject to refusal.
- c. Fill out the form completely and legibly. State the exact nature of the grievance and all the facts that substantiate the complaint. Grievances which contain profanity or derogatory remarks are subject to refusal.
- d. Return the completed grievance form to a deputy. The inmate will receive a copy of the grievance form with the date and name of the deputy receiving the grievance, and a grievance tracking number if the deputy is unable to resolve the grievance.
- e. Grievances are investigated by the Grievance Unit at Santa Rita Jail. The inmate will receive a response within twenty one working days once the grievance has been received.
- f. Upon completion of the investigation, the inmate will receive a written response of corrective action taken if affirmed or reason if denied.
- g. If denied, the grievance may be appealed to the next higher level (Appeals Officer).
- h. All grievances and responses are reviewed by the Commanding Officer or his/her designee. All decisions made by the Commanding Officer are final.
- i. Complaints directed towards Commissary must be submitted on a Discrepancy Form (available in the housing unit) and are to be given to the housing unit deputy for processing.
- j. Grievances may not be made on another inmate's behalf unless they pertain to sexual abuse or harassment. No petitions will be accepted.
- k. If an inmate is filing a grievance against a staff member for sexual assault or harassment, the inmate is not required to submit the grievance to the involved staff member, nor shall they be referred to them for any reason.

1. By filing a grievance regarding a medical, dental, or mental health issue, an inmate consents to a search of their medical, dental, or mental health records for the purpose of that investigation only. Filing the grievance acts as a waiver to their HIPPA rights.
29. Demands for a Speedy Trial – 1381 PC (Out of County Warrants)
  - a. Penal Code Section 1381 states, when a person is sentenced in this county and has unsentenced “HOLDS” from another county, a demand for a speedy trial may be made.
  - b. Penal Code Section 1381 does not apply to parole, out of state, or sentenced holds from another county.
  - c. Inmates must send in a Message Request to the Records Deputy to inquire about eligibility for 1381 PC.
  - d. Eligible inmates will receive forms from the Records Deputy. The forms need to be filled out completely and legibly. Return the forms with a prepaid, un-addressed envelope to the Records Deputy. The original documents will be sent to the District Attorney’s Office, a copy filed, and a copy will be sent to the inmate.
30. Petitions for Writ of Habeas Corpus forms are available via the Legal Assistance Program (see section 27). Jail staff is prohibited by law from retaliating against inmates seeking relief from the courts.
31. If an inmate has any questions regarding the rules and regulations, they may ask a deputy for clarification.
32. Law Library - Legal Assistance

On May 7, 2004 the Law Libraries at the Glenn E. Dyer Detention Facility and the Santa Rita Jail were closed. The Presiding Judge of the Superior Court, all Alameda Superior Court Judges, County Counsel, District Attorney, Public Defender, and the U.S. District Courts were advised of this closure. In *Bounds v. Smith*, 430 U.S. 817, 52 L. Ed. 2d 72, 97 S. Ct. 1491 (1977) (*Bounds*), the court held that prison inmates have a constitutional right of access to the courts that “requires prison authorities to assist inmates...by providing prisoners with adequate law libraries or adequate assistance from persons trained in the law.”

Based on the courts’ decision, the Sheriff’s Office is in compliance with an inmate’s constitutional right of being provided with a law library or adequate assistance from persons trained in the law. The Sheriff’s Office contracted with Legal Research Associates, a law firm based in the Bay Area, to assist inmates with their legal research, with priority service to inmates in pro-per status.

In order to utilize this service, inmates must request and fill out the white legal form which can be found in each housing unit. Legal requests will be processed through the Inmate Services Unit.

33. Inmate Telephone Usage
  - a. Outgoing inmate telephone calls can be made collect or paid by an inmate debit account.
    - 1) Instructions for using the phone system will be posted at each inmate telephone.
    - 2) Newly booked inmates will receive a nine-digit PIN at booking, and it will be printed on their armband.
    - 3) Each inmate will also receive a preset four-digit security code. This will be defaulted to the birth month and birth year of the inmate. With the first use of the security code, the inmate should change his/her four-digit security code.
    - 4) Braille instructions for utilizing the PIN system and security code are available in English and Spanish. These instructions are located in each Watch Commander’s Office.
    - 5) Each inmate is notified that he or she is responsible for the security of his or her PIN and security-code numbers.
    - 6) The inmate telephone provider and the Alameda County Sheriff’s Office are not responsible for unauthorized purchases made with your PIN number. It is the responsibility of each inmate to protect their PIN number. Inmates who use a PIN number to access another inmate’s account may be prosecuted.



- b. Telephones are used only when authorized by jail staff (usually during pod time).
- c. Video relay remote interpreting services are available for the hearing impaired. In the event that a remote device is not available, inmates will be offered TDD machines.
- d. If an inmate has an emergency and needs access to a phone, they must request permission from a deputy.
- e. The inmate telephone provider sells telephone time for debit call use. There is no telephone card issued. The telephone money is held by the inmate telephone provider in a telephone account for each inmate. Inmates may use their telephone account by using the debit call feature on the pod telephones or tablets.
- f. Be advised, it is the policy of the inmate telephone provider that there will be no refund of the telephone account money during an inmate's incarceration. Unused telephone money can be refunded upon release by completing and sending in a refund postcard. Postcards are available at the release counter in the jail lobby.
- g. Any attempt to place a three-way call will result in termination of the call and a block will be placed on that telephone number for 90 days. If the number called has "call-waiting" and a call comes to that number while you are on the telephone, your call will be disconnected.

34. Inmate Telephones – Dialing Procedures

- a. The Alameda County Sheriff's Office has the authority to monitor and record conversations on any telephone located within its facilities for the purpose of preserving security, orderly management and public protection. An inmate's use of the telephone constitutes consent to monitor and record conversations pursuant to CA PC Section 2600.
  - 1) Normal Calls – Screened – Collect
  - 2) Lift receiver----Dial tone is heard.
  - 3) Press 0.
  - 4) Enter nine-digit PIN number and four-digit security code.
  - 5) Dial 0 + telephone number---Operator will come on line and complete call.
- b. Normal Calls – Screened – Debit
  - 1) Press 1.
  - 2) Enter nine-digit PIN number and four-digit security code.
  - 3) Enter 10-digit phone number.
  - 4) For International calls, press 011, the country code and phone number.
  - 5) TDD Telephones/Video Relay Service Tablets: Available to hearing impaired inmates. Contact the housing unit deputy
- c. County Calls/Rape Crisis Hotline – Unscreened – Toll Free
  - 1) Lift Receiver----Dial tone is heard.
  - 2) Dial # + 2-digit code for the County Office or "Star" (\*) + 89 for Rape Crisis Hotline. A "click" is heard and then silence for ten (10) seconds. If all outgoing toll free lines are busy you will hear "high pitched beeps." Hang up and try again later.

### 35. Inmate Telephone Call Diverter

<b>County Office</b>	<b>Auto Dial Code</b>
Public Defender – Oakland .....	#21
Public Defender – Oakland Branch .....	#22
Public Defender – Alameda .....	#24
Public Defender – Hayward .....	#25
Public Defender – Fremont .....	#26
Public Defender – Pleasanton .....	#27
U.S. Marshal Public Defender .....	#29
Probation Department – Oakland .....	#30
Probation Department – Pleasanton .....	#33
Probation Department – Fremont-Hayward .....	#41
TDD Access .....	#88
<b>Rape Crisis Hotline .....</b>	<b>*89</b>

Public Defenders are easier to reach during the following hours:

8:30 a.m. to 9:00 a.m.

11:30 a.m. to 2:00 p.m.

After 4:00 p.m.

## COMMUNITY HEALTH CARE RESOURCES

<b>HOSPITALS</b>	
ACMC – Highland Hospital 1411 E. 31 <sup>st</sup> Street Oakland, CA 510-437-4800	ACMC – Fairmont Campus 15400 Foothill Blvd. San Leandro, CA 510-895-4200
Eden Medical Center 20103 Lake Chabot Road Castro Valley, CA 510-537-1234	Children’s Hospital 747 52 <sup>nd</sup> Street Oakland, CA 510-428-3000
Alta Bates Summit Medical Center 350 Hawthorne Avenue Oakland, CA 510-655-4000	Valley Care Medical Center 5555 W. Las Positas Blvd. Pleasanton, CA 925-847-3000
San Francisco General Hospital 1001 Potrero Ave. San Francisco, CA 415-206-8000	Saint Rose Hospital 27200 Calaroga Ave. Hayward, CA 510-264-4090
Washington Hospital 2000 Mowry Ave. Fremont, CA 510-797-1111	Fremont Hospital 39001 Sundale Drive Fremont, CA 510-796-1100



<b>COMMUNITY HEALTH CARE</b>		
Eastmont Wellness Center 6995 Foothill Blvd. #200 Oakland, CA 510-567-5700	Winton Wellness Center 24100 Amador St. #250 Hayward, CA 510-266-1700	Newark Health Center 6066 Civic Terrace Ave. Newark, CA 510-505-1600
East Oakland Health Center 7450 E. 14 <sup>th</sup> St. Oakland, CA 510-430-9401, 510-613-2233	West Oakland Health Center 700 Adeline St. Oakland, CA 510-835-9610	AXIS Community Health 4361 Railroad Ave. Pleasanton, CA 925-462-1755
La Clinica De La Raza 1515 Fruitvale Ave. Oakland, CA 510-535-3500	Asian Health Services 818 Webster St. Oakland, CA 510-986-6800	AXIS Community Health 3311 Pacific Ave. Livermore, CA 925-462-1755
Tri City Health Center 39500 Liberty St. Fremont, CA 510-770-8040	Tiburcio Vasquez Health Center 22331 Mission Blvd. Hayward, CA 510-471-5880	Tiburcio Vasquez Health Center 33255 – 9 <sup>th</sup> St. Union City, CA 510-471-5880
AIDS Project – The East Bay 499 – 5 <sup>th</sup> St. #306 Oakland, CA 510-663-7953	Ahf Magic Johnson Healthcare 400 – 30 <sup>th</sup> St. #300 Oakland, CA 510-628-0949	Healthy Communities, Inc. Primary Care; Other Services 2580 San Pablo Avenue Oakland, CA 510-444-9655

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## COMMUNITY HEALTH CARE RESOURCES

<b>PERINATAL CLINICS</b>		
East Bay Perinatal 5730 Telegraph Ave. #117 Oakland, CA 510-204-1507	Family Planning Specialist 200 Webster St. #100 Oakland, CA 510-268-3720	Berkeley Primary Care Clinic 2001 Dwight Way #1388 Berkeley, CA 510-981-4100
Highland Hospital Women's Health Services 1411 E. 31 <sup>st</sup> St. Oakland, CA 510-437-8500	Native American Health Center 2950 International Blvd. Oakland, Ca 510-535-4400	La Clinica De La Raza 3451 E. 12 <sup>th</sup> St. Oakland, CA 510-535-4000

<b>MENTAL HEALTH AND DRUG REHABILITATION</b>		
John George Psychiatric Pavilion 2060 Fairmont Dr. Oakland, CA 510-346-1300 Psych Crisis 510-346-7500	Berkeley Mental Health 2640 Martin Luther King Jr Way Berkeley, CA 510-981-5290	Options for Recovery 1931 Center St. Berkeley, CA 510-666-9552
West Oakland Mental Health 2730 Adeline St. Oakland, CA 510-465-1800	Lifeline Methadone Clinic 9442 International Blvd. Oakland, CA 510-777-8448	The Solid Foundation 4778 International Blvd. Oakland, CA 510-533-5317

HAART 10850 MacArthur Oakland, CA 510-875-2300	Highland Substance Abuse Treatment Program 1411 E. 31 <sup>st</sup> St. Oakland, CA 510-437-5192	East Bay Community Recovery Project 22971 Sutro St. Hayward, CA 510-728-8600
Alameda County Behavioral Health Care Services (mental health and substance abuse services) ACCESS 800-491-9099	Alameda County Social Services – Dial 211 Eden Information & Referral 510-537-2552 <a href="http://www.edenir.org">www.edenir.org</a>	Sausal Creek 2620 – 26 <sup>th</sup> Ave. Oakland, CA 24 hr. psych crisis stabilization 510-437-2363
Family Education & Resource Center (FERC)  888-896-3372 510-746-1700 <a href="http://www.askferc.org">www.askferc.org</a>	National Alliance on Mental Illness (NAMI) Tri-Valley: <a href="http://www.nami-trivalley.org">www.nami-trivalley.org</a> East Bay: <a href="http://www.namieastbay.org">www.namieastbay.org</a> Alameda County: <a href="http://www.nami-alamedacounty.org">www.nami-alamedacounty.org</a>	Pool of Consumer Champions (POCC)  510-639-1338 <a href="http://www.pocc.org">www.pocc.org</a>

## OTHER CLINICS AND COMMUNITY RESOURCES

Davita Dialysis 21615 Hesperian Blvd. #F Hayward, CA 510-727-1840	East Bay Peritoneal Dialysis 13939 E. 14 <sup>th</sup> St. #110 San Leandro, CA 510-614-1380	San Francisco County Public Health Department <a href="http://www.sfdph.org">www.sfdph.org</a>
Alameda County Public Health Department <a href="http://www.acphd.org">www.acphd.org</a>	Highland Hospital Pediatric Dept. 1411 E. 31 <sup>st</sup> St. 6 <sup>th</sup> Floor Oakland, CA 510-437-4887	Santa Clara County Public Health Department <a href="http://www.sccgov.org/portal/site/phd">www.sccgov.org/portal/site/phd</a>
Contra Costa County Public Health Department <a href="http://www.cchealth.org">www.cchealth.org</a>	San Joaquin County Public Health Department <a href="http://www.co.san-joaquin.ca.us/PHS">www.co.san-joaquin.ca.us/PHS</a>	San Mateo County Public Health Department <a href="http://www.smhealth.org">www.smhealth.org</a>

