



## **Crowley County Correctional Facility Olney Springs, Colorado**

### **Inmate Mail Information**

**ALL INCOMING MAIL MUST INCLUDE A COMPLETE RETURN ADDRESS AND INCLUDE INMATE NAME, DOC # AND FACILITY ADDRESS ALL OUTGOING MAIL MUST INCLUDE YOUR NAME, DOC # AND FACILITY ADDRESS.** Non-privileged mail is to be sealed and placed in the locked mailbox located in the Dining Hall. Information on mailing procedures, sending of funds, purchasing supplies, stamps, and inspecting mail is found at CCA Policy 16-1 and CDOC AR 300-38 and 300-26. These can be found in the law library.

Packages to be mailed must come from Intake or the Gym if it contains hobby stuff. The mailroom will put the postage on the package; log it into OMS, when approval is received from DOC, the package will then be sent out. When packages come into the facility they are logged the next business day and sent to Intake to be distributed. Any outgoing personal mail that is sent to the mailroom with a miscellaneous withdrawal slip will automatically be refused and sent back to the offender, except legal mail that is marked by the legal librarian.

Per the CCA and CDOC contract, CCCF is required to use the CCI's Canteen Services for DOC offender purchases of Canteen items. First Class postage stamps are available from CCI's Canteen Services, and should be ordered through them.

Unit Staff will deliver incoming mail to the addressee only. All offender mail will be processed and delivered to you within 48 hours, excluding weekends and holidays. The use of labels on the outside of letter/mail will delay the processing and delivery. Letters with no labels are given first processing priority. Your labeled mail may be delayed up to the maximum process period of 48 hours.

You will not be allowed to pick up mail belonging to another offender. Any foreign substances found on the envelope or enclosed letter will be grounds for denial of your mail. This includes but is not limited to stickers. Any mail that is considered, or contains, contraband will be denied and a pink contraband slip will be forwarded to you informing you of such an action. All incoming mail will be opened and inspected for contraband. As long as the inmate/resident bears the mailing cost, there is no limit on the volume of correspondence that he/she can receive/send or on the length, language, content, or source of correspondence or publications except when it is a clear violation of CCA policy 16-1, CDOC AR 300-38 and 300-26.

#### **READING COMMITTEE**

All letters containing unacceptable items will be handled as contraband, according to procedures set forth by Colorado Department of Corrections (AR300-38, AR300-26) and the New Times Settlement. Any item that is sent to the Reading Committee could delay its delivery for an undetermined amount of time. The following is a partial list of acceptable and unacceptable items:

ACCEPTABLE ITEMS (MAIL, WITH RETURN ADDRESS)

- Legal papers.
- Letters: no defamatory letters.
- Books, Bibles and written religious materials, newspapers, and magazines sent directly from the publisher or bookstore.
- Pictures (except Polaroid).

UNACCEPTABLE ITEMS (MAIL)

- Any gang related materials
- Stickers.
- Cash.
- Checks, personal.
- Clothing of all types, including footwear.
- Contraband (such as guns, knives, scissors, markers, drugs, jewelry, ornaments, catalogs, computer software, music tapes or CD's, food, stamps).
- Mail without a return address and/or DOC number.
- Packages.
- Pornographic materials (denied by the Reading Committee).
- Tobacco products.
- Other items which might be expected to cause disruption and/or threaten the security of this facility.
- **NO** Money orders **of any kind** from unauthorized individuals.

LEGAL MAIL

Legal mail will be logged and inspected for contraband, but only in your presence. Should legal mail be opened by mistake, the Mail Room Staff will notify you by memorandum. All incoming and out going legal mail must have the following information on the envelope:

**Crowley County Correctional Facility**  
**Your Name and DOC#**  
**6564 State Hwy. 96**  
**Olney Springs, CO 81062-8700**

Incoming mail from a legal organization (e.g., attorneys, court officials, or government officials, ACLU, PC's, LLC's), shall be clearly marked as "Legal", "Privileged", or "Confidential". If it is **not** marked as "Legal", "Privileged", or "Confidential", it shall **not** be considered restricted and shall be subject to inspection. Incoming legal mail will be delivered to the offender the same day it is received. The Mailroom staff will log it and the offender will be required to sign for it. The staff member passing out legal mail will open all legal mail in your presence and the envelope will be inspected for any

contraband. If the offender is not presently at the facility, his legal mail will be held until notification is received that he is not returning to the facility or a forwarding address is given.

All outgoing legal mail MUST be taken to the Library unsealed, during the offender's normal library time, to be logged and signed for. The Library Supervisor will stamp the envelope "Legal Use Only" and bring to the mailroom.

## Procedures for Sending Money

### OFFENDER FUNDS / ACCOUNTS

Deposits to an offender's account from an offender's family or friend must be made by Electronic Fund Transfer (EFT); paper money orders will not be accepted. Mailing addresses for funds are J-Pay at [www.jpays.com](http://www.jpays.com) or 1-800-574-5729. Western Union is [www.westernunion.com](http://www.westernunion.com), 1-800-634-3422, or they can go in person to a store which has Western Union available or Money gram is available through Wal-Mart. The information needed to send money is:

Receive Code: 6556

Company Name: CODOC

City: Canon City

State: CO

Account Number: Inmate's DOC # and Last Name.

Offenders will be able to check their account balances using the phone system and dialing their DOC number and pin number. If an offender receives an EFT from any offender in the custody of the DOC's family member or visitor those funds will be confiscated in accordance with CDOC AR 300-38 and will be disbursed in accordance with CDOC AR 200-02.

This excludes Veteran's Benefits, Social Security Survivor Benefits, Indian Tribal Distribution Checks, U.S. Treasury Checks, Vendor Refund Checks, transfers from other facility checks, and cashier checks from the offender's individual savings account. Mandatory deductions will be deducted from your account as mandated by the Contracting Agency. **CASH AND PERSONAL CHECKS WILL NOT BE ACCEPTED.**

If an offender wishes to release money from their account, the offender using a "Request for Money Order" Form may submit a request. These forms can be obtained from your Case Manager and must be returned to your Case Manager for approval. Money order requests in the amount of \$200 or more must be approved by the Chief of Security. The Warden must approve money orders to or from another offender. All credits and debits to your account are processed by CDOC.

## Emergency Notifications

### PROCEDURES AR 800-07

A. Any DOC employee receiving a telephone call or information regarding an offender family emergency shall direct the call/information to the Master Control Center immediately.

B. The Master Control Center shall obtain all necessary information in order to complete Part I of the "Emergency Notification to Offenders" (Attachment "A") when receiving calls or information

regarding emergencies involving an offender's immediate family. The Master Control Center shall check to make certain that the most current version of the form is used.

After completing and signing the form, the recording officer shall forward it to the shift commander, who shall sign the form and forward it, as soon as possible, to the person responsible to make the notification.

1. Normally, the chaplain/associate chaplain should conduct the notification. If the chaplain/associate chaplain is unavailable, the notification may be made by the shift commander, case manager, or a person designated by the administrative head.
2. Volunteers not serving as an approved chaplain/associate chaplain **may not** be utilized to conduct emergency notifications.

C. The individual responsible to make the notification shall:

1. Confirm the information provided by the caller.
2. Confirm the telephone number provided by the caller using the Internet (Dex) or the phone book.
3. Utilize "Case Management" or DCIS "Reception and Diagnostic" to attempt to confirm the offender relationship to the victim.
4. Ensure the situation meets the definition of an immediate family member involved in an emergency situation. Emergency notifications may only be made when an immediate family member is in an emergency situation.
  - a. In the case of serious bodily injury or serious illness, the hospital, hospice, or an official agency must confirm the situation.
  - b. In the case of a death notification, the hospital, law enforcement agency, or mortuary must verify the death of the family member.
  - c. If available, the time, date, and location of the funeral should be obtained.
5. Determine if the notification is appropriate.
6. Be as well informed about the situation as possible.
7. Inform support resources, the shift commander, case manager, Mental Health, Medical (if offender has health concerns), and the living unit officers of the situation prior to notifying the offender. Request resources to be available to respond, if needed.
8. Notify Mental Health of all emergency notifications.

The offender shall be notified by the chaplain or designated DOC employee within 12 hours of confirmation of the emergency situation.

- a. If the notification is death related and the facility is notified of the event after 10:00 p.m., notification should be made to the offender when the individual making the notification reports for duty the following day.
  - b. If the notification is related to a tragedy where the family member is in peril of imminent death, the individual making the notification should be informed immediately, regardless of the time the notification is received.
  - c. The individual making the notification shall notify the offender, away from other offenders, and arrange for a call.
  - d. State paid calls will only be allowed when an immediate family member is in an emergency situation.
  - e. The time limits and expectations of a call must be clearly outlined to an offender, prior to the call being allowed.
    - ii. Phone calls will be limited to 15 minutes.
    - iii. The call must pertain to the emergency situation.
    - iv. The individual making the notification will monitor the call for time and appropriateness of content.
9. The individual making the notification shall ask the offender if he/she would like an opportunity to speak with a Mental Health Employee.
10. The individual making the notification must complete the "Emergency Notification to Offenders" form (Attachment "A") and distribute a copy to each department listed at the bottom of page two of the form.

## **Visitation Frequently Asked Questions**

### **Who can visit?**

Anyone, who has been cleared through PPMU (Private Prison Monitoring Unit), who is not a victim or has a felony or is on probation or parole and three years have not passed.

### **How do I get approved for visitation?**

The visitation applications are on the Colorado Department of Corrections website <http://www.doc.state.co.us/>. You will need to fill these out and send them to PPMU (Private Prison Monitoring Unit) at 1250 Academy Park Loop, Colorado Springs, CO 80910. You will need to send photo identification with these.

### **How do minors get approved to visit?**

The parent of the minor child shall include them on their visitation application. When visitation has been approved they will need to bring the child's birth certificate. If someone other than the parent listed on the birth certificate is bringing the child they will need the birth certificate and a notarized affidavit from the parent listed on the birth certificate with them.

### **How long does the application process take?**

3-4 weeks if the application is mailed directly to Colorado Springs, CO. If it is mailed to the inmate or visitation here at CCCF it will take longer.

## How will I know if I've been approved?

The information is sent to the inmate along with the dress code upon approval. He can either mail the information to the visitor to let them know, or when and if he makes a phone call to them.

## What are the days and times of visitation?

Friday, Saturday and Sunday from 9:00 am to 3:00 pm.

## How long can I visit?

If there are not very many people visiting you can stay the entire time from 9-3. If it becomes crowded with a lot of people wanting to visit then first in will be first out and you will have 2 hours.

## Where do I park when I arrive at the facility?

In the parking lot in front of the facility

## Will I be searched?

Yes, and you will need to sign a consent to search form.

## What is the dress code for visitation?

All visitors, including attorneys and official visitors, must be fully dressed in appropriate, conventional, **relaxed-fit** clothing which is not unduly provocative, suggestive, or revealing and does not resemble offender attire or present adornments which could be used as a weapon. Other visitor clothing standards include:

1. Trousers, pants, slacks, jeans, skirts, etc., will be worn in the manner intended (no sagging).
2. Shoes are required, no open toe shoes, sandals, or heels that are **higher than 2 inches**.
3. Clothing worn to excessively accent the body or too tightly, will be considered inappropriate.
4. Clothing made of sheer, transparent, net, mesh or any see through materials are not allowed. (This includes jeans that are torn or ripped showing bare skin or leggings).
5. Appropriate undergarments are required, but should not be visible.
6. No camouflage, solid green, orange clothing or gray sweat suits.
7. Dresses, skirts, jumpers, culottes, shorts shall not be worn if more than four inches above the kneecap while sitting. Slit dresses/skirts shall be allowed only if the slit is not more than four inches above the kneecap while standing. Wrap-around clothing will not be allowed.
8. The only jewelry or adornment visitors will be permitted to wear into the visiting area is a wedding ring, one religious necklace pendant and medical alert badges or bracelets. No body piercing of any type.
9. Visitors are not to wear hats or hoods into the visiting area, (except for religious hats or headgear); gloves, scarves or outer garments, such as topcoats, raincoats, jackets, and similar attire will not be permitted within the visiting area.
10. Hair extensions which are woven, sewn, or glued to the natural hair, and wigs which have been disclosed in advance, will be permitted but are subject to search. Hair extensions which are attached to the hair with a clip or comb will not be allowed.
11. Visitors are not to wear any garments which unduly expose the shoulder, chest, back, stomach, midriff, and/or underarms. Necklines **must be within two (2) inches of the base of the neck**.
12. No controversial/objectionably gang, obscene, drug and alcohol designs, messages or profanity on clothing.

There will be **NO** exceptions to the above dress code policy. Anyone who does not follow the dress code will not be admitted to visitation.

**What type of identification do I need to be allowed into the facility?**

You will need a government issued photo ID.

**What items am I allowed to bring to visitation?**

A religious medallion, a medical alert badge or bracelet, wedding ring set, and enough cash for the canteen card to purchase out of the vending machine and your ID.