



HANDOUTS

By Lucy M. Rand

UNITED STATES DISTRICT COURT OF ARIZONA PRISONER EARLY MEDIATION PILOT PROGRAM TRAINING

August 28, 2014

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1. CONTACTS

CONTACTS

(as of 8/27/2014)

USDC PRISONER EARLY MEDIATION PILOT PROGRAM TRAINING

August 28, 2014

Title / Name	Telephone	E-mail
USDC:		
Charles R. Pyle, USDC Magistrate (Tucson)	(520) 205-4650	Charles_Pyle@azd.uscourts.gov
G. Murray Snow, USDC Judge	(602) 322-7650	Murray_Snow@azd.uscourts.gov
Senior Staff Attorney: James McKay	(602) 322-7284	James_McKay@azd.uscourts.gov
Successor Senior Staff Atty: Jodie W. Brown	(602) 322-7280	Jodie_Brown@azd.uscourts.gov
Staff Attorney: JoLynn Nessel	(602) 322-7281	JoLynn_nesset@azd.uscourts.gov
MEDIATORS:		
John R. Dacey, Gammage & Burnham	(602) 256-4491	jdacey@gblaw.com
Colin F. Campbell, Osborn Maledon	(602) 640-9343	ccampbell@omlaw.com
Bruce G. Macdonald, USDC Magistrate (Tucson)	(520) 205-4520	bruce_macdonald@azd.uscourts.gov
Michelle H. Burns, USDC Magistrate (Phoenix)	(602) 322-7610	Michelle_burns@azd.uscourts.gov
ADC PERSONNEL:		
General Counsel: Dawn Northup	(602) 542-1532	dnorthup@azcorrections.gov
Gen. Counsel Legal Sec.: Kathy Perez	(602) 542-4805	kperez@azcorrections.gov
Legal Access Monitor: Julia Erwin	(602) 542-4589	jerwin@azcorrections.gov
Legal Asst. Proj. Spec.: Amanda Potinsky	(602) 542-4702	apotinsky@azcorrections.gov
CORIZON (Health Care Provider for ADC):		
Local Counsel: J. Scott Conlon	(602) 256-3074	sconlon@rcdmlaw.com
Local Counsel Legal Asst. Joyce Ince	(602) 256-3042	jince@rcdmlaw.com
AGO:		
Unit Chief & AAG: Michael Gottfried	(602) 542-7693	Michael.Gottfried@azag.gov
Unit Chief Legal Sec.: Geneva Johnson-Joksch	(602) 542-7627	Geneva.Johnson-Joksch@azag.gov
AAG: Lucy Rand	(602) 542-7683	Lucy.Rand@azag.gov
AAG: Kelley Morrissey	(602) 542-7605	Kelley.Morrissey@azag.gov
AAG: Neil Singh	(602) 542-7620	Neil.Singh@azag.gov
AAG: Katherine Watanabe	(602) 542-7695	Katherine.Watanabe@azag.gov
AAG: Michael Hrnicek	(602) 542-7886	Michael.Hrnicek@azag.gov
AAG (Tucson): Paul Carter	(520) 638-2812	Paul.Carter@azag.gov
AAG (Tucson): Claudia Acosta Collings	(520) 638-2815	Claudia.Collings@azag.gov

2. AGO MEDIATION PROCEDURES



OFFICE OF ATTORNEY GENERAL TOM HORNE
CIVIL DIVISION / LIABILITY MANAGEMENT SECTION

PRISONER EARLY MEDIATION PILOT PROGRAM
AGO PROCEDURES

Note: This document is still a work in progress as the early mediation procedure continues to evolve.

1. Court Notice:

After the U.S. District Court determines that it will assign a case to its Prisoner Early Mediation Pilot Program, an Order is issued advising that a mediation has been set and of the assignment of the mediator, along with instructions to the Plaintiff and the Attorney General's Office ("AGO").

- **Medical Claims:** If the case involves medical issues, the Court advises the inmate-Plaintiff that he/she must sign and return a medical records release and an inmate waiver of liability for receiving the medical records into the inmate's personal possession, which the Court attaches to the mediation order. The inmate executes the release and waiver and returns them to the AGO or Arizona Department of Corrections ("ADC"). [See further instructions below under "Discovery Documents."]

2. Notice to the ADC:

- **General Counsel:** The Court advises the Arizona Department of Correction's ("ADC") General Counsel that the mediation has been set.
- **Legal Access Monitor:** General Counsel typically advises the ADC Legal Access Monitor of the mediation and the Legal Access Monitor arranges the logistical aspects of the mediations, e.g., video conferencing, entrance to the prison.
- **Relevant ADC Personnel:** If the Assistant Attorney General ("AAG") determines that certain ADC personnel should attend the mediation (e.g., chaplain), the AAG advises the person immediately and copies the Legal Access Monitor.
- **Medical Personnel:** Corizon's local counsel arranges for medical personnel to be available telephonically for the mediation. [Corizon's local counsel also attends the mediation when available.]

3. Discovery Documents:

The AAG should order relevant documents as soon as possible.

a. Medical records

- Typically the Legal Access Monitor receives the executed medical records release and waiver of liability forms from the inmate and requests the medical records from Carol Pearson of the ADC, or Corizon, and should forward you copies of the release and waiver.

- If, however, the AGO receives the inmate's forms directly from the inmate, then the AAG may order the medical records from Carol Pearson of the ADC, or Corizon.
- When requesting medical records, remember the following:
 - (1) Include a specific date range;
 - (2) Specifically request the "Health Services Problem List," "Initial/Inter-Facility Assessment," "Physical Examinations," "Reception Center Screening," and "Medical History" forms, which are located in Section I/Side 1 of the medical record. If the inmate has been incarcerated for an extended period of time, these documents may fall outside of the data range requested, but given important overview information about the inmate's health issues.
 - (3) If needed, request the inmate's computerized report of outside requests for (medical) consultation or "ORC"; and computerized prescription logs (e.g., CIPS (ADC prescriptions prior to 07/01/12); Diamond Pharmacy (Wexford prescriptions between 07/01/12 and 03/03/13), and PharmaCorr (Corizon prescriptions from 03/04/13 to present));
 - (4) If needed, specifically request portions of the mental health, dental, and optical records. A general request for medical records may not include these portions.

[When producing mental health records, be advised that the ADC's policies preclude an inmate from viewing his/her own mental health records without (1) a mental health determination that the inmate is mentally stable to review his/her records; and (2) the inmate must do so in the presence of a psychiatrist or psychologist (presumably so as to be able to answer questions about the records).]

b. **Other Documents:**

The below documents should be requested through the ADC's Legal Services Department:

- **ADC Policies and Procedures:** See current lists of ADC Department Orders (DOs) and Director's Instructions (DIs).
- **Grievances:** Request grievances at both the Director's level (administratively exhausted) and at the "institution" level (may not be administratively exhausted).
- **Religious File:** An inmate's religious file typically contains only the most recent documents from that current housing complex. You may want to request a search for religious documents within the inmate's master record file and/or from the inmate's medical record (e.g., religious diet documents). If an inmate is requesting a specific type of religious diet, a printout of the inmate's store purchase history may be relevant.

- **Public AIMS Report** (does not need to be certified)

c. **Bates Labeling Documents:** For ease of use and reference, documents should be bates numbered prior to providing to the parties, the mediator, and others. As soon as documents have been bates labeled, it is helpful to forward them immediately to those involved to review (separate from the mediation statement).

4. **Communication re: the Mediations:**

Although direct contact information has been provided for the participants, most communication regarding the logistics of the mediations is and should be made through the USDC Senior Staff Attorney and/or the ADC's Legal Access Monitor.

5. **Limited Notice of Appearance:**

The AAG must file a limited notice of appearance prior to the mediation.

6. **Confidential Mediation Statement:**

Each party must draft a confidential mediation statement, which is due within a very short period of time—oftentimes *within less than 2 weeks* from the time the AAG becomes aware of the mediation. The mediation statement is limited to 7 pages, plus attachments. According to James McKay, the Senior Staff Attorney, the mediation statement is more helpful to the mediator if it contains more factual-based analysis than legal argument. (James McKay, the Senior Staff Attorney, gave the AAGs permission to attach a “statement of facts” (if you will) or medical chronology to the mediation statement, provided that the mediation statement is used to discuss the case and NOT primarily to argue law.)

The mediation statement must be hand-delivered (or mailed) to the USDC Senior Staff Attorney, unless other arrangements are made. It is also helpful to e-mail it to the USDC Senior Staff Attorney, ADC General Counsel, AGO Unit Chief, and Corizon local counsel.

7. **Mediation:**

a. **Attending Via Video:** If the mediation is held via video conference in Phoenix and a participant does not wish to go to the prison, the participant may attend by going to the ADC's Central Office at 1601 West Jefferson Street. The mediation is held in the fourth floor conference room immediately to the north of the elevators.

b. **Preparation for Settlement:** The AAG should bring a digital copy of the most recent version of the Settlement Agreement and Stipulation to Dismiss templates. (See Attachment A.) In an effort to decrease the time needed to draft the documents, the AAG should prepare the documents as much as possible before the mediation occurs as follows: type the caption, case information, and service information into the documents; insert the names of the individual parties; and complete as much case-specific information as possible.

1 **USDC Prisoner Early Mediation Pilot Program Training**
2 **Attachment A**

3 **TEMPLATE**
4 (as of 8/27/2014)

5 **SETTLEMENT AGREEMENT**

6
7 This Settlement Agreement is entered into, on, by, and among PLAINTIFF >, Arizona Department of Corrections (“ADC”) #>, and named DEFENDANTS >, ADC
8 Director Charles Ryan, the Arizona Department of Corrections, their agents, representatives, employees, officials, and any and all persons employed by and/or
9 representing the State of Arizona (collectively “DEFENDANTS”) regarding >, United States District Court (“USDC”) > (the “Lawsuit”). PLAINTIFF and DEFENDANTS are referred to as the “PARTIES” in this Settlement Agreement.

10
11 The PARTIES agree to settle the above-listed Lawsuit as follows:

- 12 1.
13 2.
14 3.
15 4. PLAINTIFF agrees to comply with all ADC policies and procedures related to _____.
16 5. PLAINTIFF agrees to dismiss all monetary claims.
17 6. This Settlement Agreement is not to be construed as an admission of liability on the part of the DEFENDANTS, by whom liability is expressly denied.
18 7. PLAINTIFF represents that he/she has read all of the terms of this Settlement Agreement and that he/she fully understands and voluntarily accepts them.
19 8. The PARTIES agree to take all necessary steps to document the dismissal with prejudice¹ of this Lawsuit, including executing a Stipulation of Dismissal.
20 9. The PARTIES intend that PLAINTIFF treat the terms and conditions of this matter as confidential, except he may disclose the terms of this

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28 ¹ “Dismissal with prejudice” means that this case will be permanently dismissed.

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Settlement Agreement to any administrative or judicial body in furtherance of the terms of this Settlement Agreement. If asked about the litigation, PLAINTIFF shall say only that it was settled to the mutual satisfaction of the PARTIES. The terms of this Agreement may be disclosed to the Arizona Risk Management Office, the Arizona Department of Corrections, or any other state agency with a legitimate interest in the outcome of this matter.

- 10. The PARTIES understand that by settling this lawsuit, the USDC will not charge PLAINTIFF the \$350.00 civil filing fee.
- 11. The PARTIES will bear their own remaining costs and fees associated with litigating this Lawsuit, if any.
- 12. The PARTIES agree that the Court will retain jurisdiction of the above-listed case for >ninety (90) days after the filing of the Stipulation to Dismiss.
- 13. This Settlement Agreement represents the entire agreement between the PARTIES.

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DATED this ____ day of >, >.

**ARIZONA DEPARTMENT OF
CORRECTIONS**

, ADC #
Plaintiff Pro Per

>,
General Counsel

**ATTORNEY GENERAL
Thomas C. Horne**

>,
Assistant Attorney General

3. INDICES OF ADC POLICIES & PROCEDURES

Current policies can be found on the ADC's website at:

Public Department Orders (DO): <https://corrections.az.gov/reports-documents/adc-policies/departments-orders-index>

Director's Instructions (DI): <https://corrections.az.gov/reports-documents/adc-policies/directors-instructions-list>

Selected past public policies and the current Health Services Technical Manual (HSTM): may be obtained from the U.S.D.C. Senior Staff Attorney.

**ARIZONA DEPARTMENT OF CORRECTIONS
SYSTEM OF WRITTEN INSTRUCTIONS**

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July 31, 2014

DEPARTMENT ORDER

EFFECTIVE

CHAPTER 100 - AGENCY ADMINISTRATION/MANAGEMENT

101	System of Written Instruction		09/28/10
102	Information Technology		02/07/14
103	Correspondence/Records Control		04/03/14
104	Communications System		01/12/07
105	Information Reporting	PARTIALLY RESTRICTED	08/06/09
106	Contract Beds		07/27/09
107	Legal Assistance and Process Service		07/11/11
108	Americans with Disabilities Act (ADA) Compliance		05/09/14
109	Smoking and Tobacco Regulations		02/25/13
110	Legislative Activities		10/01/12
111	Solicitation		06/09/09
112	Department Meetings		04/07/09
113	Institutional Management/Organizational Structure		07/05/13
114	Forms Management and Records Retention System		12/29/11
115	Authority/Responsibility Delegated to ACI		07/19/13
116	Employee Communicable Disease Exposure Control Plan		05/30/12
117	Health Services - Authority and Communication		12/19/12
118	-		NOT IN USE
119	-		NOT IN USE
120	- (incorporated into DO 125)		NOT IN USE
121	Arizona Criminal Justice and Non-Criminal Justice Information and Identification System		06/27/14

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July 31, 2014

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122 -	NOT IN USE
123 -	NOT IN USE
124 Constituent Services	07/06/13
125 Sexual Offense Reporting	05/14/14

CHAPTER 200 - PUBLIC/PUBLIC ACCESS

201 Legal Services - Information Release	08/25/09
202 Public Access - Tours and Board Hearings	06/02/09
203 Research Projects	05/04/09
204 Volunteer Services	06/28/10
205 Contractor Security	01/28/09
206 -	NOT IN USE
207 Media Relations	03/25/13

CHAPTER 300 - BUSINESS/BUDGET

301 Fiscal Management	06/11/12
302 Contracts and Procurement	03/26/03
303 Bank Accounts	03/26/13
304 Equipment and Inventory System	03/19/09
305 Establishment/Funding of New Department Programs	04/17/09
306 -	NOT IN USE
307 Department Grant Program	11/16/10
308 Management of RICO Funds	08/18/10

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CHAPTER 400 - PHYSICAL PLANT/FACILITIES

401	Prison Construction	10/23/12
402	-	NOT IN USE
403	Maintenance	02/24/09
404	Fire, Safety and Loss Control	03/04/02
405	Vehicles/Vehicle Maintenance	03/21/14
406	-	NOT IN USE
407	Hazardous Material Control	04/08/10
408	Commercial Driver's License (CDL) Drug and Alcohol Testing	03/14/14

CHAPTER 500 - PERSONNEL/HUMAN RESOURCES

501	Employee Professionalism, Ethics and Conduct	12/09/10
502	Equal Opportunity	03/05/13
503	Employee Grooming and Dress	08/06/09
504	Recruitment and Hiring	05/23/14
505	Employee Benefits	08/15/07
506	Employee Recognition Program	01/22/10
507	Employee Records	11/16/10
508	- (combined w/ DO 601)	NOT IN USE
509	Employee Training and Education	05/01/13
510	Firearms Qualification/Firearms Instructor Certification	01/21/10

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511 Employee Handbooks	08/03/10
512 Employee Pay, Work Hours, Compensation and Leave	11/24/09
513 Employee Property	03/07/12
514 Performance Appraisal for Correctional Employees (PACE)	06/18/08
515 Employee Identification System	08/18/10
516 Employee Exit Interview and Exit Survey	05/08/12
517 Employee Grievances	05/25/14
518 Personnel Rules - Delegated Authority	05/21/09
519 Employee Health – FMLA, ADA, Industrial Injury, FFD and Alternate Assignment	05/28/10
520 Employee Travel Reduction	09/29/09
521 Employee Assistance Program	04/23/10
522 Drug-Free Workplace	06/15/14
523 Domestic and Workplace Violence	09/14/10
524 Employee Assignments and Staffing	11/24/09
525 Employee Attendance	07/06/13
526 Victim Services Office	03/10/09
527 Sexual Harassment and Employment Discrimination	07/17/12

CHAPTER 600 - INSPECTOR GENERAL

601 Administrative Investigations and Employee Discipline	04/29/13
602 Background Investigations	04/17/09
603 Polygraph Services	07/26/04
604 -	NOT IN USE

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605 -	NOT IN USE
606 Internal Inspections Program	11/18/11
607 -	NOT IN USE
608 Criminal Investigations	03/04/13

CHAPTER 700 - OPERATIONAL SECURITY

701 Inmate Accountability System		04/22/11
702 Key Control		01/27/11
703 Security/Facility Inspections		05/12/11
704 Inmate Regulations		07/06/13
705 Inmate Transportation		11/19/12
706 Incident Management	RESTRICTED	09/01/96
707 Inmate Escape Prevention/Response	RESTRICTED	05/28/09
708 Searches		11/05/12
709 Substance Abuse, Detection and Control		04/07/09
710 Execution Procedures		09/21/12
711 Notification of Inmate Hospitalization or Death		05/30/13
712 Tool and Restricted Product Control		02/15/06
713 -		NOT IN USE
714 Aircraft Intrusion		10/15/04
715 -		NOT IN USE
716 Armory Procedures	PARTIALLY RESTRICTED	08/21/09
717 Service Dog Program		08/10/09

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718 Stun and Stun Lethal Electrified Fences	03/29/11
719 -	NOT IN USE

CHAPTER 800 - INMATE MANAGEMENT

801 Inmate Classification	02/25/10
802 Inmate Grievance Procedure	12/12/13
803 Inmate Discipline System	06/07/14
804 Inmate Behavior Control	RESTRICTED 06/07/12
805 Protective Custody	05/11/14
806 Security Threat Groups (STGs)	11/05/09
807 Inmate Suicide Prevention, Precautionary Watches, and Maximum Behavioral Control Restraints	09/16/09
808 -	NOT IN USE
809 Earned Incentive Program	01/11/11
810 Reception Management of Transgender and Intersex Inmates	IN PROGRESS
811 Individual Inmate Assessments and Reviews	04/08/13
812 Restricted Housing	IN PROGRESS

CHAPTER 900 - INMATE PROGRAMS AND SERVICES

901 Inmate Records Information/Court Actions	06/27/14
902 Inmate Legal Access to the Courts	07/06/13
903 Inmate Work Activities	06/11/10
904 Inmate Religious Activities/Marriage Requests	02/12/11

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905 Inmate Trust Account/Money System	03/03/11
906 Inmate Recreation/Arts and Crafts	04/07/11
907 -	NOT IN USE
908 -	NOT IN USE
909 Inmate Property	05/30/13
910 Inmate Education and Resource Center Services	03/14/06
911 Inmate Visitation	07/20/11
912 Food Service	01/28/09
913 -	NOT IN USE
914 Inmate Mail	02/26/10
915 Inmate Phone Calls	04/21/08
916 Staff-Inmate Communications	05/13/10
917 Addiction Treatment Services	07/24/14
918 Wildland Fire Crews/Disaster Aid	05/28/09
919 -	NOT IN USE
920 Inmate Special Education Services	02/01/06
921 Tribal Government Relations	06/27/14
922 Inmate Donor Program	01/12/13
923 Sex Offender Education and Treatment Program	12/19/12

CHAPTER 1000 - RELEASES/COMMUNITY SUPERVISION

1001 Inmate Release System	10/13/11
1002 Inmate Release Eligibility System	01/08/03
1003 Community Corrections	04/28/03

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1004 Inmate Transfer System	05/30/13
1005 Escorted Inmate Leave for Family Serious Illness or Funeral	03/09/07
1006 Community Corrections Centers (CCC)	IN PROGRESS

CHAPTER 1100 - INMATE HEALTH SERVICES

1101 Inmate Access to Health Care	12/19/12
1102 Communicable Disease and Infection Control	01/11/13
1103 Inmate Mental Health Care, Treatment and Programs	12/19/12
1104 Inmate Health Records	12/19/12
1105 Inmate Mortality/Morbidity Review	12/19/12

**ARIZONA DEPARTMENT OF CORRECTIONS
DIRECTOR'S INSTRUCTION LIST**

current as of
July 31, 2014

- DI 212 Security Respirator Procedures
- DI 219 Drug Offenders-Transition Program Release (**Revised 3/26/12**) (DI 219 partially superseded by DO 1001, 10/13/11 - The Procedures Section) (**Revised 1/1/14**)
- DI 246 Out-of-State Travel Approval Requirements
- DI 273 Community Corrections Officers as Mandated Reporters
- DI 274 Travel Reimbursement (**Revised 5/26/10 – Effective 7/1/10**)
- DI 275 TR/CSBD Criminal Alien Release (**Revised 1/7/10**) (DI 275 partially superseded by DO 1001, 10/13/11 - The Criteria and Release Procedures Section)
- DI 277 High School Equivalency Testing Fee (**Revised 4/1/10**) (**Revised 11/16/11**) (**Revised 4/2/14**)
- DI 280 Special Ceremonies Unit
- DI 281 Modification of Department Order 514, Performance Appraisal for Correctional Employees (PACE)
- DI 286 Modification of Department Order 524, Employee Assignment and Staffing (**Revised 8/25/10**) (**Revised 1/10/11**) (**Revised 9/14/11- Effective 10/1/11**)
- DI 288 Release to Probation - Senate Bill 1053 (**Revised 10/1/10**) (DI 288 partially superseded by DO 1001, 10/13/11 – Section 3.0 Release Procedures)
- DI 289 Payment of Annual Leave to Non-Separating Employee(s).
- DI 291 Education of Criminal Aliens
- DI 292 Reasonable Break Time for Nursing Mothers
- DI 297 National Disaster Medical System (NDMS) Leave
- DI 299 Modification of Department Order 602, Section 602.09
- DI 301 Modification of Department Order 912, Food Service
- DI 303 State Employees Charitable Campaign
- DI 305 Leave Usage During State Recognized Holiday Weeks
- DI 306 Work Schedules for Correctional Officer IVs and Captains
- DI 308 Arizona State Employee Driver Application (ASEDRA) (**Revised 05/10/12**) (**Revised 6/21/2012**)
- DI 309 Modification of Discharge Procedures
- DI 310 Modification of Department Order 505, Employee Benefits
- DI 313 U.S. District Court – AZ District General Order #12-15-Electronic Submission of Prisoner Documents Pilot Project – ASPC-Eyman Complex Only (**Revised 5/6/14**)
- DI 314 Inmate Requests for Federal Tax Forms and Publications
- DI 315 Preliminary Background Check for Contractors
- DI 316 Community Corrections Centers (CCC)
- DI 317 Standardized Closed Circuit Television System
- DI 318 Religious Ceremonial Wax Candles (Revised 11/22/13)
- DI 319 Securepak
- DI 320 Processing Administrative Discipline (**SS by DO 601, effective 8/28/14**)
- DI 322 Modification to Department Order 301, Fiscal Management and Department Order 905, Inmate Trust Account/Money System (**Revised 7/15/14 – Effective 10/15/14**)

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July 31, 2014

- DI 324 Medical Care Directives
- DI 325 Temporary Work Assignment or Modified Duty
- DI 326 Maximum Custody Population Management
- DI 327 Staff Safety
- DI 328 Close Management and Violence Reduction Strategy
- DI 329 Modification of Department Order 503, Employee Grooming and Dress
- DI 330 Medical Notifications on Inmate Movement and Releases

HEALTH SERVICES TECHNICAL MANUAL

Division Director
Dr. Michael Adu-Tutu

1 January 2010

HEALTH SERVICES TECHNICAL MANUAL JANUARY 1, 2010

Chapter1 1.0. Guiding Doctrines And Philosophies
Chapter1 2.0. Authority And Accountability
Chapter1 3.0. Communications And Meetings
Chapter1 4.0. Policies And Procedures
Chapter1 5.0. Quality Improvement Of Health Services
Chapter1 5.1. Peer Review Of Professional Activities
Chapter1 6.0. Incident Command System (ICS)
Chapter1 6.1. Urgent Notification List
Chapter1 6.2. Emergency Supplies
Chapter1 7.0. Confidentiality
Chapter1 8.0. Inmate Medical Grievances
Chapter2 1.0. Resource Administration
Chapter2 2.0. Pharmacy Inventory
Chapter2 3.0. Medical Sharp And Tool Control
Chapter2 4.0. Budget And Inventory Control
Chapter2 5.0. Infection Control
Chapter2 6.0. Environmental Health
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Chapter2 8.0 Ectoparasite Control
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Chapter3 2.0. Staffing Patterns
Chapter3 3.0 Credentiailling Responsibilities
Chapter3 4.0. Training And Orientation For Health Services
Chapter3 4.1. Medication Administration Training Of HS Staff
Chapter3 5.0. Clinic Space, Equipment, And Supplies
Chapter3 5.1. Health Care Liaison
Chapter3 6.0. Student Extern Clinical Rotation
Chapter3 7.0. Inmate Workers And Volunteers (TBP)
Chapter3 7.0. Inmate Workers
Chapter3 8.0. Training For Correctional Officers
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Chapter4 1.10. Special Pharmacy Issues

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Chapter4 1.2. Pharmacy Issues To Clinic RDSA Stock
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Chapter5 1.2.2. Transfer Arrival Departure IM
Chapter5 1.3. Progress Notes & SOAP
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4. ORGANIZATION OF ADC MEDICAL RECORDS

ORGANIZATION OF ADC MEDICAL RECORDS

CREATION of the MEDICAL RECORD: Upon arrival at any designated Reception Center, medical record staff creates an inmate's medical record.

A. Designated Reception Centers:

- **Adult Males:** ASPC-Phoenix-ARTC (Alhambra Reception & Treatment Center)
- **Minor Males:** ASPC-Tucson-Rincon Minors Unit
- **Adult Females and Minor Females:** ASPC-Perryville, Lumley Reception and Assessment
- **Death Row Males:** ASPC-Eyman-Browning Unit

B. Medical Records Structure:

- Filed in a **4-PART** classification-type binder (8-1/2" X 11")

C. Labeling and Filing:

1. Documents are filed in reverse chronological order (newest or most current on top). In sections where more than one type of form/document is included in the section, all like documents are grouped together in reverse chronological order.
2. When a new volume is created, there is a list of certain documentation that is carried forward to the new volume. (See page 5.)

**ORGANIZATION OF
ADC MEDICAL RECORDS**

SECTIONS	SUBSECTIONS	INFO / FORMS
SECTION I		
		HS Problem List HEP C Treatment Checklist SMI ¹ Checklist Health Education HIV Tracking Form Health Education Diabetes Tracking Form HEP B/C Contraindications Table HEP B/C Screening Table Checklist for HEP C Treatment HCV ² Therapy Monitoring Log Currently Does Not Qualify for HEP C ADA Checklist [functional assessment] Chronic Condition Flow Sheets [various conditions] 14-Day MH Assessment
Index Tab Divider	INTAKE DATA	Initial/Inter-Facility Assessment Physical Examinations Nursing Staff Assessment Reception Center Screening Medical History
Index Tab Divider	HEALTH EDUCATION	Health Education Consent Agreement Continuous Progress Notes
SECTION II		
Index Tab Divider	PROVIDER ORDERS	Practitioner's Orders
Index Tab Divider	PROGRESS NOTES	Appointment Log SOAPs - Continuous Progress Notes Continuity of Care/Transfer Summary [for inter-facility transfers, court transfers, located within progress notes in chronological order as they occur] CIPS [computer-generated prescription list] Profile Continuous Progress Record – Pharmacy Chronic Condition Follow-Up Care
Index Tab Divider	CONSULTS / FLOW SHEETS	In-House Consultation Reports Consultation Reports [outside medical providers] IPC Records [Florence & Tucson] -Request for in-house consultation (MH) -Emergency room records and/or inpatient medical records for admission during incarceration NPO [do not eat or drink] Instruction Sheets for Procedures OPTOMETRY Patient Record / Eye Glass Order Flow Sheets [various types: e.g., IPC] Observation Records [<i>for detention or watches</i>] Vital Signs Wound Documentation Flow Sheet Skin Integrity Assessment

¹ SMI = Seriously Mentally Ill

² HCV = Hepatitis C Virus

**ORGANIZATION OF
ADC MEDICAL RECORDS**

SECTIONS	SUBSECTIONS	INFO / FORMS
Index Tab Divider	DENTAL	Dental Chart Dental Chart – Continuation Sheet Dental Communique Dental Instructions TMJ Questionnaire Denture Receipt <i>[for CONSENT for ORAL SURGERY see Consents/Refusals]</i>
SECTION III		
		Medical Work-Up / Follow-Up Immunization Record
Index Tab Divider	LABS / X-Rays / EKGs	Laboratory Reports X-Ray Request and Report Mammograms Other Imaging Reports [e.g., scans, ultrasounds, MRIs] Audiometric Tests [hearing] Pulmonary Function Testing [heart] EKG [ECG] Reports [heart] Urinalysis [UA] Forms HCG Urine Test Results PPD/Cocci Forms [immunization Tuberculosis & Valley Fever] PAP
Index Tab Divider	CONSENTS / REFUSALS	Refusal of Treatment / Negativa de Someterse a Tratamiento [for in-house and outside appts] HS – IM Outside Consultation Appt. Agmt. Consent/Refusal for Substance Abuse Treatment Post HIV Counseling Checklist Consent to Test for HIV Education / Consent for Possible Treatment of Hepatitis C Vaccine Consents Minor Surgery Consent / Consentimiento Para Cirugia Menor PPD Conversion Counseling Informed Consent for Oral Surgery Medication Treatment Consent Consent/Refusal to Tx of HEP C HCV Therapy Monitoring Log
Index Tab Divider	MEDICATION SHEETS / MISCELLANEOUS	Medication Delivery / OTC Flow Sheets Medication Distribution Log [aka Medication Administration Records (MARs)] INH Administration Record Non-Formulary Request [e.g., drugs] Psychiatric Non-Formulary [Drug] Request DUTY / SPECIAL NEEDS ORDERS (SNOs) Patient Disposition Shaving Waivers Restricted Diet Orders

**ORGANIZATION OF
ADC MEDICAL RECORDS**

SECTIONS	SUBSECTIONS	INFO / FORMS
SECTION IV		
		Inmate Chronological Movement Record Notice of Destroyed Medical Record (if applicable) Notice from Library and Archives if chart cannot be located
Index Tab Divider	HEALTH NEEDS REQUEST (HNR)	Health Needs Request Forms Health Needs Request (HNR) (Emergency)
Index Tab Divider	MENTAL HEALTH <i>[See SECTION I for SMI CHECKLIST and 14-DAY MH CHECKLIST]</i>	MH Data Sheet Psychotropic Related Testing MH Continuous Progress Notes (MH SOAP) -Group Progress -SMA Assessment Psychiatric Follow-Up Note Psychiatric Evaluation – MH Suicide Risk Screening Form Medical Nursing Watch MH Disposition [suicide/MH watch] Any Correspondence/Letters from IM to MH staff MH Treatment Plan WTU [Women’s Treatment Unit] – Diagnostic Page -Problem List -Problem Plan(s) -Signature Page -Treatment Plan Reviews Informed Consent -MH and WTU

**ORGANIZATION OF
ADC MEDICAL RECORDS
-Creating a New Volume**

WHEN CREATING A NEW VOLUME, THE FOLLOWING DOCUMENTS ARE TO BE CARRIED FORWARD:

SECTIONS	SUBSECTIONS	INFO / FORMS
SECTION I		
		Problem List [current] Functional assessment [current] Chronic Condition - Tracking Forms [current] MH Assessment [current]
Index Tab Divider	INTAKE DATA	Initial/Inter-Facility Assessment [current] Physical Examinations [current] Medical History [current]
SECTION II		
Index Tab Divider	PROVIDER ORDERS	
Index Tab Divider	PROGRESS NOTES	Continuous Progress Notes (SOAPs) [1 to 6 months (depending upon thickness)]
Index Tab Divider	CONSULTS / FLOW SHEETS	Consultation Reports [1 to 6 months (depending upon thickness)] Ophthalmology Report with Eyeglass Rx [current] Flow Sheets [current]
Index Tab Divider	DENTAL	All if possible
SECTION III		
		Medical Work-Up / Follow-Up [current]
Index Tab Divider	LABS / X-Rays / EKGs	Laboratory / PPD [current] X-Ray [current] EKG [ECG] Reports [heart] [current] PAP [current]
Index Tab Divider	MEDICATION SHEETS / MISCELLANEOUS	MARs [1 month] Duty status [current] Diet [current] Shaving waiver [current]
SECTION IV		
Index Tab Divider	HEALTH NEEDS REQUEST (HNR)	HNRs [max 1 month's worth]
Index Tab Divider	MENTAL HEALTH	MH Continuous Progress Notes [MH SOAP] [1 to 6 months] SMI Treatment Plan [current]

FORMAT OF TREATMENT NOTES
(TO BE PROVIDED AT TRAINING)

**MEDICAL ABBREVIATIONS
& SYMBOLS**

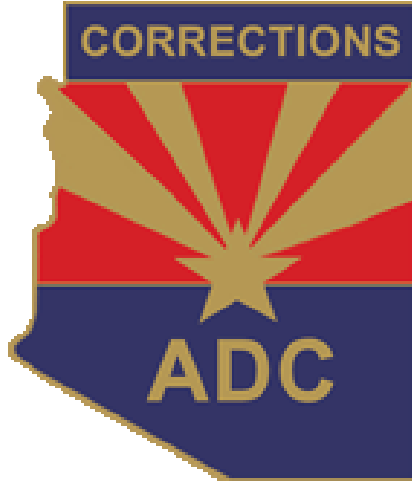
(TO BE PROVIDED AT TRAINING)

5. ADC CONSTITUENT SERVICES INFORMATIONAL HANDBOOK

(Information About General Inmate-Related Topics)

The current Constituent Services Information Handbook can be found on the ADC's website at:

<https://corrections.az.gov/deputy-director/constituent-services>



Constituent Services Informational Handbook



December 2013

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INTRODUCTION

This handbook is provided as a general resource to the public. It is prepared for informational purposes only and does not replace or supersede any policy or procedure contained in Arizona Department of Corrections (ADC) Department Orders and Director's Instructions.

Policies and Procedures

The ADC policies and procedures referenced in this handbook are available on the ADC website under the “ADC Policies” link at www.azcorrections.gov.

Staff Contacts

For additional information on a subject, contact the person or office identified for that subject. In addition, you may contact the prison where the incarcerated inmate is housed or the community corrections (parole) office from which supervision is provided. Phone numbers and addresses are included at the back of this handbook.

Handbook Availability

This handbook is available in alternate formats by contacting ADC at 602-542-5886. TTY services are also available for the hearing impaired by contacting the Deputy Warden of Operations at the facility to which the inmate is assigned or the community corrections (parole) office from which supervision is provided.

Acronyms

The following acronyms are used in this handbook:

ACI - Arizona Correctional Industries
ACIC - Arizona Crime Information Center
ADC - Arizona Department of Corrections
ASP - Arizona State Prison (denotes a private prison)
ASPC - Arizona State Prison Complex (denotes a state prison)
ATS – Addiction and Treatment Services
BOEC - Board of Executive Clemency
CCO - Community Correctional Officer (parole officer)
CO - Correctional Officer (prison officer)
CSB - Community Supervision Bureau
DI - Director's Instruction
DNHW - Do Not House With
DO - Department Order
EIP - Earned Incentive Program
FAT - Fugitive Apprehension Team
FSU - Fugitive Services Unit
GED - General Equivalency Diploma
HNR - Health Needs Request
ISC - Interstate Compact Unit
LOS - Levels of Supervision
NCIC - National Crime Information Center
PC - Protective Custody
PSU - Protective Segregation Unit
ROD - Regional Operations Director
SED - Sentence End Date
SMU I - Special Management Unit
SMU II - now, the Browning Unit
SOCU - Sex Offender Coordination Unit
SOETP - Sex Offender Education and Treatment Program
SVP - Sexually Violent Person
TCU - Time Computation Unit
TIS – Truth In Sentencing
TR - Temporary Release
TRD - Temporary Release Date
WIPP - Work Incentive Pay Plan

MANAGEMENT

Inmate Admission: Reception and Initial Classification

Upon receipt of all documents from the sentencing courts, the county jail where an inmate is being held will notify ADC that the inmate is ready to be transferred to the state correctional system. After this notification, the inmate will be transferred to one of the following reception centers for admission into the state correctional system:

WHO	WHERE	WHAT UNIT
Adult Males	ASPC-Phoenix, Phoenix, Arizona	Alhambra Reception Center
All Females	ASPC-Perryville Goodyear, Arizona	Lumley Unit
Minor Males sentenced as adults	ASPC-Tucson Tucson, Arizona	Minors Unit
Adult Males/Condemned Row	ASPC-Eyman Florence, Arizona	Browning Unit

The newly admitted inmate will remain at the reception center for approximately five days to complete the classification process. During this time, **visits, mail and personal telephone calls are not allowed**. An inmate may be held at the reception center longer to resolve special needs or address other circumstances.

The initial classification process includes of a battery of tests, an in-depth interview with the inmate, and a detailed evaluation of court documents and information acquired from other agencies concerning the inmate's background and criminal history.

The initial classification process determines the inmate's:

- Custody level;
- Service needs and requirements including medical, mental health, substance abuse treatment, and sex offense treatment;
- Program needs and requirements including education, vocational training, work, and self-improvement; and
- Institutional assignment.

When the classification process is completed, the inmate is moved to his/her housing assignment.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 801 *Inmate Classification*
- DO 901 *Inmate Records Information and Court Action*
- DO 910 *Inmate Education*
- DO 1104 *Inmate Health Records*

Inmate Reclassification and Movement

An inmate is assessed and reclassified annually or more frequently if there is a significant change in the inmate's status. As a result of the reclassification assessment, the inmate's custody level, service needs and requirements, program needs and requirements, and/or institutional assignment may change. In some cases, this may result in an inmate being moved from one prison to another prison or from one unit to another unit within the same prison. For example, an inmate may be moved due to:

- A change in custody level;
- Bed availability in the appropriate custody level;
- Changes in service needs and requirements including medical, mental health, substance abuse treatment, and sex offense treatment;
- Changes in programming needs and requirements including education, vocational training, work , and self-improvement; or
- Programming availability at an institution.

An inmate may also be moved due to:

- Behavior problems that threaten the safe, secure, and orderly operation of an institution and require movement of the inmate to a different institution that provides direct supervision of the inmate.
- Protective Custody issues (see page 9).

Once an inmate is approved for movement, the inmate is placed on a transfer list. An inmate may be delayed from moving due to:

- Bed availability
- A medical/mental health hold
- Pending discipline
- Pending investigation
- Protection issues
- Court appearance

Due to the large number of inmates in the system, transfers solely for reasons of family hardship, visitation schedules or elective transfers of any kind are not made.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 801 *Inmate Classification*
- DO 901 *Inmate Records Information and Court Action*
- DO 910 *Inmate Education*
- DO 1104 *Inmate Health Records*

Earned Incentive Program

While incarcerated, an inmate is expected to practice pro-social, responsible behavior, to comply with all rules and to fully participate in all required service and program activities and assignments. This includes following security orders; complying with medical and mental health directives; working; participating in treatment, school, and job-training; fulfilling restitution requirements; and improving relationships with self and others.

The Earned Incentive Program (EIP) is a three phase system of graduated incentives, sanctions and privilege levels. The EIP allows an inmate to earn certain privileges based on their phase level, program participation, work/program evaluation, and behavior.

The three phase system of graduated incentives include: visitation, phone calls, recreation, hobby-craft, inmate property and store, and work assignment pay rates. The incentives are incremental, ranging from phase I to phase III. Phase I allows minimal privileges, whereas phase II and phase III afford progressively more.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 809 *Earned Incentive Program*
- DO 903 *Inmate Work Activities*
- DO 906 *Inmate Recreation/Arts & Crafts*
- DO 909 *Inmate Mail/Property and Stores*
- DO 911 *Inmate Visitation*
- DO 915 *Inmate Phone Calls*

Discipline and Detention

All laws of the United States and the State of Arizona, as well as county and municipal laws or ordinances apply to all inmates. In addition, ADC has written rules of inmate conduct, penalties for violating the written rules of inmate conduct, and disciplinary procedures for determining violations and appropriate penalties. These are communicated to all inmates and staff. Disciplinary procedures are carried out promptly and with adherence to due process requirements. Penalties imposed on inmates are fair, reasonable and consistent with the severity of the violation.

ADC's rules of inmate conduct mirror the state's criminal code to the greatest extent possible with three categories of rule violations:

- Class A Offenses – (Class 1, 2 and 3 felonies and related policy violations) are handled formally through a hearing conducted by a Disciplinary Hearing Officer.
- Class B Offenses – (Class 4, 5 or 6 felonies and related policy violations) may be handled formally through a hearing conducted by a Disciplinary Hearing Officer or informally with a verbal reprimand or written warning.
- Class C Offenses – (Misdemeanor and related rule violations) may be handled formally through a hearing conducted by a Disciplinary Hearing Officer or informally with a verbal reprimand or written warning.

All violations may result in penalties and, in some cases, referral to the County Attorney for consideration of criminal or civil prosecution. In accordance with Department Order 803, *Inmate Disciplinary System*, an inmate may appeal a penalty imposed for a violation within five workdays of receiving the decision relating to a violation. A two-level appeal process is available for Class A and Class B offenses.

Staff Assistants are assigned when a charged inmate is illiterate, when a charged inmate does not understand English, or when the complexity of the issue makes it unlikely that the charged inmate will be able to collect and present evidence. Staff Assistants do not act on behalf of, or serve as advocates for inmates. Inmates may not act as Staff Assistants.

As part of the disciplinary procedures for determining violations and appropriate penalties, an inmate may be placed in detention for the following reasons:

- Investigative status for an alleged rule violation; investigation and review of possible protection needs
- A guilty finding of a rule violation
- Pending movement to higher custody
- The inmate poses a threat to the facility

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

DO 803 *Inmate Disciplinary System*

DO 804 *Inmate Behavior Control*

Time Computation/Release Dates/Release Credits

Within about 30 days of admission to ADC, an inmate's release eligibility dates are calculated. Calculation is based upon a number of factors, including the date of the offense, statutes in effect when the offense was committed, specific information in the certified commitment documents, and application of all possible release credits that can be earned by the inmate.

Release credits allow an inmate to decrease the period of incarceration based upon, but not limited to, behavior, program or work record, institutional adjustment and the sentencing statutes under which the inmate was convicted. Release credits can be forfeited for violations including failure to comply with ADC rules, disciplinary sanctions, and failure to successfully participate in work, education, treatment or training programs.

An inmate whose release credits were forfeited may be eligible to have these release credits reinstated. The type and date of the violation, along with the inmate's behavior and current disciplinary record, will determine eligibility to restore credits.

Release dates may also change due to:

- Disciplinary actions
- Court actions
- Changes in the law

Policies and Procedures:

For more information, the following policy is available on the ADC website at www.azcorrections.gov,

DO 1002 *Inmate Release Eligibility System*

Protective Custody

When it is determined an inmate is unsafe in general population, he or she may be assigned to Protective Custody (PC) status. An inmate assigned to PC status will be housed only with other PC inmates. Any inmate who believes his/her safety is in jeopardy may make a request to any ADC staff member for assignment to PC (Voluntary PC). An ADC staff member may also place an inmate in PC when there is information suggesting there may be a threat to the inmate's safety (Involuntary PC).

When PC is initiated, the inmate is placed in administrative detention and a thorough investigation is conducted. *This temporary placement is not punishment but places the inmate in an isolated and safe environment while the investigation into the safety issues is addressed.* The results of the investigation are forwarded to the Deputy

Warden and Warden of the institution where the inmate is housed. The inmate may appeal to the Warden if he or she disagrees with the Deputy Warden's decision regarding PC assignment.

In cases where PC may be required, the file is forwarded to PC Administration where a committee determines if the inmate will be placed in PC, placed in another unit at the same custody level, or returned to the original assigned unit because no safety issues could be verified. The inmate will receive written notification of the committee's decision. Within five workdays from notification, the inmate *may file an appeal* to the Regional Operations Director (ROD).

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

DO 805 *Protective Custody (PC)*

DI 125 *Protective Segregation Conditions of Confinement for Approved PS Cases*

Staff Contact:

Division of Offender Operations, Protective Custody Unit (PCU) at 602-364-0577

Inmate Transfers

Under U.S. Treaty Agreements, Federal and State laws allow for the return of eligible foreign born inmates to their home country when specific criteria are met. The U.S. Department of Justice makes the final decision on these transfers. Eligible inmates may apply through their assigned Corrections Officer III. An inmate must meet all of the following criteria in order to apply for transfer to his or her home country:

- Be a citizen of the receiving foreign country
- Consent to transfer
- Have no pending appeals or any legal action challenging current conviction and/or sentence
- Not have a sentence of life
- The home country must participate
- Specific to Mexican Nationals ONLY: Must not have resided in the U.S., with the intent to remain permanently, for a period of 5 years prior to the arrest which led to his current conviction.

Inmates may be considered for an Interstate Corrections Compact transfer to serve Arizona time in another state based on the following circumstances:

- Based upon the inmate's behavior, the inmate is determined to be a threat to the orderly operation of the institution. There is reason to believe the inmate's personal safety would be in jeopardy if the inmate were to remain in a Department institution. This shall be verifiable through investigative and intelligence reports. The inmate shall be required to reimburse the Department for all travel expenses for the compassionate transfer.

For Community Corrections Interstate Compact information see page 32 of this handbook.

Policies and Procedures:

For more information, the following policy is available on the ADC website at www.azcorrections.gov.

DO 1004 *Inmate Transfer System*

DI 290 *Interstate Compact Application Fee*

Staff Contact:

Division of Offender Operations, Special Services Unit at 602-542-5115

Contract Beds

In addition to the ten Arizona state prisons that ADC operates, the agency also contracts with private prison companies to operate five private prisons for male inmates in Arizona. In-state contracted private prisons operate in Florence, Kingman, Marana, and Phoenix.

ADC may also contract with counties or other governmental agencies for beds.

All in-state contract facilities are closely monitored to ensure they are managed in accordance with applicable Arizona Revised Statutes and ADC policies and procedures and are in compliance with the provisions of the contract.

For contact information see page 28 of this handbook or see the “Prison Complexes” link at www.azcorrections.gov.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

DO 106 *Prison Privatization*

Staff Contact:

Division of Offender Operations, Contract Beds at 602-364-0277.

PROGRAMS & SERVICES

Visitation and Telephone Privileges

An inmate may visit with identified family members, friends, and clergy who have been selected by the inmate and pre-approved by ADC to visit.

These individuals are also allowed to receive telephone calls from the inmate if they:

- Are on the inmate’s approved visitation/telephone list, and
- Are willing to accept collect telephone calls.

Inmates may not have a telephone card or cell phone and do not have access to email.

Every newly committed inmate completes and submits a Visitation List, identifying up to 20 individuals they would like to have visit them. Before being allowed to visit however, an individual selected by an inmate must complete an *Application to Visit an Inmate, Form 911-4* and be approved by ADC. The inmate may send an *Application to Visit an Inmate* to each person listed on the Visitation List or the individual may access an application at the “Application to Visit an Inmate” link at www.azcorrections.gov. The form must be fully completed (including any criminal background history), signed by the potential visitor and returned by mail to the Visitation Office at the inmate’s assigned Unit; applications may also be submitted online. A \$25.00 background check fee payment must be made within 30 days of submitting the application. Applications for minors must be signed by the minor’s parent or legal guardian. Completed applications will **not** be accepted from the inmate. Visitors are allowed on only one inmate visitation list at a time; unless more than one immediate family member is incarcerated. *Victims will not be approved to visit.*

Upon receipt of the *Application to Visit an Inmate*, staff will complete a background check for the individual submitting the application. **It takes approximately 40 - 60 days to complete the process and to officially approve or deny the visitor.** If your visitation application or privileges are denied or suspended, you will be sent a letter from the Deputy Warden’s office. To appeal the decision, you must respond in writing to the Warden within 10 workdays from the date you receive the letter. If the reason for denial is based on the criminal background check, **staff cannot divulge this information to you.** To obtain the information, you must contact your local law enforcement agency to request your background history.

All Legal visits shall be conducted in accordance with [Department Order #902, Inmate Legal Access to the Courts](#). As noted in [Department Order #915, Inmate Phone Calls](#), inmates may include foreign consulates on their Visitation List. See the “ADC Policies” link at www.azcorrections.gov.

The hours for visitation and inmate telephone access will vary based upon the inmate's Unit and the inmate's Earned Incentive Program Phase Level. For current information, contact the PRISON UNIT where the inmate is housed (see page 37 of this handbook or see the "Prison Complexes" link at www.azcorrections.gov.) An inmate is responsible for knowing what their current EIP status and phase level is. The inmate should communicate this information to you prior to arranging for visits.

Visitation Guidelines

Complete visitation rules and regulations are listed in Department Order 911, *Inmate Visitation*, which may be accessed through the Department's website, under the "ADC Policies" link at www.azcorrections.gov, or in the Public Access Manual available in a Prison Administration area, Monday through Friday (holidays excluded), from 7:30 a.m. to 5:00 p.m. To enhance visitation, Department Order 911, Attachment C, Visitor Guidelines, provides basic information concerning proper identification, dress code requirements, searches, allowable property, and visitor conduct. Inmates are responsible for providing a copy of the attachment to prospective visitors when mailing the "Application to Visit an Inmate."

Visitation regulations do not change often, but are subject to change without prior notice.

Visitor Personal and Property Searches

All persons, their personal belongings, and vehicles are subject to search on Department property. Persons refusing to submit to search will be denied visitation, required to leave Department property immediately and are subject to subsequent suspension of visitation privileges. K-9 alerts will result in suspension of visiting privileges.

Contraband is any item considered a detriment to the safety, security, and orderly operation of the Unit. Contraband is not allowed on State property and includes but is not limited to:

- Any item which could be used as an aid to escape
- Any item which could be used to disguise or alter an inmate's appearance
- Any item of clothing or other item(s) for personal use or consumption that is not preauthorized through security or the unit's property room
- Cameras, video, audio or other related equipment
- Weapons or ammunition of any type
- Illegal drugs or drug paraphernalia
- Alcoholic beverages (empty or full)
- Ladders, rope, cable, power tools, wire cutters, rakes, etc.

Visitor Identification

Visitors must present photo identification (ID) upon entering the visitation checkpoint. Acceptable forms of ID are:

- Valid driver's license
- Military identification card
- Passport
- Official photo identification card of any State or Federal agency

Dress Code

All clothing shall be clean, worn in good repair, be non-offensive and within the bounds of common decency.

- Visitors are prohibited from wearing any brown-colored clothing that resembles the clothing worn by Department security staff, including khaki-colored clothing, solid light tan or light brown-colored shirts or dark brown-colored pants or slacks.
- Visitors shall not wear any article of clothing fabricated with spandex-like material, or clothing that is orange color.
- Skirts and dresses shall be knee-length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.
- Shorts shall be knee-length, when standing. Jogging shorts, cut-offs, or hip huggers are prohibited.
- Sheer, see-through and/or open-netted clothing is prohibited.
- Sleeveless tops/shirts or dresses; tank, tube, and halter tops; tops that are strapless; tops that allow display of bare midriff; mesh clothing; body suits; "muscle" shirts; and swimsuits are prohibited.
- Tops of clothing shall be no lower than the person's collarbone in the front and back.

- Undergarments and shoes shall be worn at all times. Visitors should be aware if they choose to wear an under-wire brassiere, it may not clear metal detector which will result in visitation denial.

Allowable Property

- Personal identification
- Prescription medication, in the original container, and only in the limited amount needed during the visitation period
- One unopened package of cigarettes, a flameless electric lighter shall be located in the designated smoking section of the visitation area
- A maximum of \$30.00 in coins in a clear plastic bag/container per visitor, to purchase items from the vending machines
- One engagement/wedding ring, one religious medallion, one wristwatch, and one pair of earrings or two observable body-piercing adornments
- Two vehicle keys or one key and a vehicle remote control entry device
- Infant items:
 - One handheld baby carrier per infant. Strollers or carriers on wheels will not be permitted
 - One clear-plastic diaper bag per infant, which may only contain: one diaper for each hour of visitation; one change of baby clothing; one blanket no larger than 4 ft. x 4 ft.; one unopened container of baby wipes; one small tube of diaper rash medication; one baby bib; one small plastic spoon used to feed an infant; three clear-plastic baby bottles of milk/formula or equivalent-size unopened, commercially-sealed containers of juice; four small plastic containers of soft or baby food; and one baby pacifier
- Inmates may not receive packages, products, or stamps from visitors. Funds for an inmate's trust account may not be brought into visitation. See page 20 of this handbook for information on sending money for an inmate's use

Visitor Checklist

- ✓ Confirm that the inmate has not been transferred and has visitation privileges.
- ✓ Bring valid identification (ID).
- ✓ If you have made special arrangements with the facility, call before leaving to be sure that plans for your visit have been made and are in place.
- ✓ Check clothing and jewelry for compliance with visiting regulations.
- ✓ Visitors should be aware if they choose to wear an under-wire brassiere, it may not clear metal detector which will result in visitation denial.
- ✓ If you are bringing a child and are not the legal guardian or parent, you must have a notarized statement from the child's parent or legal guardian with you and any other requested documents giving you permission to take the child into the prison to visit.
- ✓ Before leaving home, check your vehicle for contraband and/or hazardous items. This includes, but is not limited to: implements of escape, drug paraphernalia, intoxicants, poisons, any items that pose a danger to others, weapons such as knives, scissors, or firearms and any item used to show a gang affiliation. Remove these items before entering the correctional facility grounds.
- ✓ Arrive on the designated day during scheduled visiting hours.
- ✓ Do not bring with you into the premises: purses, wallets, cell phones, and electronic devices.
- ✓ Lock your car.
- ✓ Do not leave any minor children or pets in the car.
- ✓ Do not bring any contraband onto state property and into the facility.
- ✓ Do not bring anything into the visitation area to give to the inmate. Inmates are not permitted to take anything from the area.



Frequently asked questions:

Why am I no longer on an inmate's visitation list or able to receive telephone calls from him or her?

Removal of individuals from an inmate's visitation/telephone list is usually at the request of an inmate. For contact information see page 37 of this handbook or see the "Prison Complexes" link at www.azcorrections.gov.

Who is available, other than visitation staff, if an issue arises while I am at visitation?

The on-site Duty Officer or the Shift Commander is available should you need to discuss an issue that the visitation staff cannot address. If your visitation has been terminated, you must leave immediately. The *Preliminary Notice of Visitation Suspension* given to you by the staff provides the explanation for the termination and encourages you to contact the Deputy Warden of the inmate's assigned Prison Unit the following Monday to discuss the situation.

Why do the vehicle searches, canine barrier screens, and registration for visitation take so long?

The Department understands it can take longer on some days than others to clear the visitation process. Thoroughness during the visitation process helps to safeguard visitors, staff, and inmates so everyone can have an enjoyable visit.

Do the Prison Units have VCR/DVD/TV or playground equipment to occupy children?

In units where budget, space and staffing allow, some accommodations are provided for children. Visitors and inmates are responsible for the conduct of young children and minors, and are required to monitor and exercise proper control of them during the visit.

Why does it take so long for an inmate to receive telephone access?

An individual has to be approved on an inmate visitation list, which takes approximately 60 days, before telephone access is granted. In order for inmate calls to go through, there cannot be any type of block on your phone.

How many calls can an inmate make?

Inmates are afforded restricted access to telephones consistent with the inmate's security classification and EIP phase level and the Prison Unit's physical limitations. This determines the number of calls and the length of each call an inmate may make in a week. Inmates are aware of their telephone privileges. Telephones used for inmate personal calls are equipped with monitoring and recording devices. Calls may be terminated without prior notice during an institutional emergency. During an institutional emergency scheduled telephone calls will be canceled for the duration of the emergency.

How do I contact the inmate if there is a family emergency, such as a serious illness, injury, or death? During regular business hours, contact the CO III or Chaplain at the inmate's Prison Unit. After 5:00 p.m. or on weekends and holidays, contact the Shift Supervisor at the inmate's Prison Unit. Be prepared to provide specific information that will assist with verifying the emergency prior to notifying the inmate (e.g. name, relationship, law enforcement agency or hospital). Inmates are generally provided an opportunity to call their family after verification of the emergency.

What kinds of phone calls are not allowed?

Calls for any person not on the inmate's *Approved Visitation List*. Calls that are relayed from the number called to another number (i.e., third party calls), credit card calls and calls to 800 and 900 phone numbers. Any hook-up that is broadcast live, including radio or television. Any call placed for an inmate that involves charges shall require prior approval from the Warden or designee.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 809 *Earned Incentive Program*
- DO 902 *Inmate Legal Access to the Courts*
- DO 904 *Inmate Religious Activities/Marriage Requests*
- DO 911 *Inmate Visitation*
- DO 915 *Inmate Phone Calls*

Inmate Mail

An inmate may send and receive mail, keep personal property and purchase items from the inmate store.

Any person may mail general correspondence such as letters, greeting cards, and post cards to an inmate. All incoming mail is opened and inspected for contraband and unauthorized materials. Mail may **not** include:

- Packages
- Products
- Contraband
- Cell phones or electronic devices
- Cash, coins, personal checks of any kind*
- Unused postage stamps
- Stickers, labels, address labels or decorative stamps
- Photos where the non-photo side can be separated (Polaroid's).
- Photos that are sexually explicit, sexually suggestive or contain nudity
- Photos of other inmates
- Unknown foreign substances and/or powders
- Oils, perfumes or personal property items
- Lottery tickets or games of chance
- Battery operated greeting cards, or greeting cards of excessive size (larger than 8 ½" by 11")
- Unused Greeting cards, stationary, pens/pencils and envelopes
- Used postcards
- Bookmarks
- Candy, gum, or any food items
- Art, crafts and hobby supplies
- Other unauthorized items as determined by ADC

*ADC maintains all money received on behalf of an inmate or earned by an inmate in an inmate trust account.

There is no limit on the number of letters an inmate may receive or send in a week. An indigent inmate, one whose account balance is \$12.00 or less and has not exceeded this amount during the previous 30 days, may send three letters per week by first class mail without charge. Inmates do not have access to email.

In order to deliver mail to an inmate, the sender must address the correspondence as follows:

Inmate's Assigned Prison *and* Unit
Inmate's Full Legal Name *and* ADC Number
P.O. Box (mailing address) of the Unit
City, State and Zip Code

Mail that is not addressed as shown above cannot be delivered to an inmate and will be returned to the sender. See pages 20 and 21 of this handbook for specific instructions on sending money for an inmate's use.

Inmates may receive prepaid publications mailed directly from the publisher/retailer. The contents of these publications are subject to inspection. All incoming publications are opened and inspected; nothing of a violent or sexual nature or that displays nudity is permitted.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov .

- DO 809 Earned Incentive Program*
- DO 905 Inmate Banking/Money System*
- DO 909 Inmate Property*
- DO 914 Inmate Mail*

Inmate Property and Store

Inmates may possess state-issued property and personally purchased items from the inmate commissary. Inmate commissaries are operated at each facility and stock a variety of brand name items. Weekly spending/item limits are established and vary between security custody levels. During the year-end holiday season, additional store items are added and weekly spending limits are increased in accordance with the inmate's EIP phase level. The prices of individual items sold through the inmate store are subject to reasonable increases or decreases, as prices fluctuate.

For a complete listing of items an inmate is allowed to purchase, according to their spending limits and custody level, refer to the table in Department Order 909 *Inmate Property* available on the ADC website under the "ADC Policies" link at www.azcorrections.gov.



Frequently asked questions:

Why does ADC staff read an inmate's mail?

ADC mail room staff is required to open all mail and inspect it for contraband. The mail may be read if there is a reasonable belief that the inmate is using the mail to further a crime, avoid ADC regulations or other written instructions. Additionally, close and maximum security inmates are subject to having their mail read in its entirety or in part.

Who can I talk to about lost, stolen, or confiscated property?

Contact the Deputy Warden at the inmate's assigned Prison Unit for further clarification. For contact information see page 37 of this handbook or see the "Prison Complexes" link at www.azcorrections.gov.

What clothing items are inmates allowed?

ADC issues all State clothing items, including boxer shorts, socks, underwear, T-shirts, bras, smocks, pants, and work boots as well as lined coats during the winter months. An inmate may purchase additional sets of clothing items from the inmate store. Upon release, the inmate may not take these clothing items home.

What items can be purchased at the inmate store?

Inmates may purchase items such as hygiene products, vitamins and supplements, food, candy, soda, bottled water, instant coffee, writing supplies, postage stamps, greeting cards, playing cards, tobacco products, chess/checker sets, clothing, and electronic devices including televisions, walkmans, desk lamps and electric razors. For a complete listing of items an inmate is allowed to purchase, according to their spending limits and custody level, refer to the table in Department Order 909 *Inmate Property*.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 809 *Earned Incentive Program*
- DO 905 *Inmate Banking/Money System*
- DO 909 *Inmate Property*
- DO 914 *Inmate Mail*

Inmate Trust Accounts

ADC maintains all money received on behalf of an inmate or earned by an inmate in an inmate trust account. ADC does not maintain personal bank accounts such as checking or saving accounts for inmates. ADC staff shall not disclose any inmate account information to family or friends.

Money received on behalf of an inmate:

A deposit for an inmate's trust account may be mailed to the inmate at the inmate's assigned institution. The deposit of funds to an inmate's trust account must be a negotiable instrument such as a money order, cashier's check, business check, or a check from any government entity. Cash or personal checks or Bill Payment checks will *not* be accepted and will be returned to the sender. The form of deposit must be payable to ADC and marked clearly and legibly on the check as in the following example:

Example:

Payable to: ADC for the account of (Inmate's last name and ADC number)

Monies received are credited to the receiving inmate's trust account and a receipt identifying the amount and the sender is forwarded to the inmate. Unless the negotiable instrument is a U.S. Postal money order, deposits that equal \$300 or more will be held in suspense and be unavailable for the inmate's use for ten days while the funds clears the financial institution on which they are drawn. Deductions that are statutorily mandated, court ordered or required by ADC such as filing fees and restitution may be collected from these types of deposits.

Monies earned by an inmate:

Monies earned by an inmate are credited to the inmate's trust account balances bi-weekly. Deductions that are statutorily mandated, court ordered or required by the Department such as filing fees, restitution, dependent care/child support and transition fees may be collected from these types of deposits.

How money may be used:

Money orders, electronic transactions and inmate wages credited to an inmate's trust account can be used by the inmate in a number of ways. Withdrawal requests are made by completing and signing an Inmate Request for withdrawal disbursement from a spendable account. Inmates may request disbursements from their spendable account for such purposes as inmate store purchases; medical co-pays; copies; postage; telephone minutes; lost/damaged book charges; magazine/newspaper subscriptions; money sent to relatives; legal fees; and charitable contributions. See DO 905 for a complete list

Inmates can find their trust account balance by reviewing their inmate store statement or through the assigned COIII in the unit where the inmate is housed.

Policies and Procedures:

For more information, the following policy is available on the ADC website at www.azcorrections.gov.
DO 905 Inmate Banking/Money Systems

Work Programs

Arizona law requires that all able-bodied inmates work. Inmates who are physically and mentally capable shall participate in productive work programs that are beneficial to the community, to themselves, and to the Department.

The Department strives to provide a variety of work programs for inmates. The work programs are developed and designed to encourage work ethic and to teach inmates to be responsible for personal obligations.

Inmate classification scores, as well as the individual's knowledge, skills, and abilities are considered when making job assignments. An inmate's refusal to work will ultimately affect his or her Earned Incentive Plan phase level thus affecting all of the inmate's privileges.

Most work opportunities fall under the Work Incentive Pay Plan (WIPP), and involve a variety of assignments on prison grounds. Some institutions, particularly in lower custody units, have additional opportunities to perform work for local, county, or other state entities under various inmate work contracts into which ADC has entered. The most responsible work opportunities involve working for Arizona Correctional Industries (ACI), a division of ADC, and may involve working in prison-based industries, or working in jobs that are structured as private/public partnerships between ACI and free-world businesses.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 903 *Inmate Work Activities*
- DO 918 *Wildland Fire Crews/Disaster Aid*
- DO 808 *Earned Incentive Program*

Education Programs

Inmates committed to the Department after January 1, 1994, must enroll in the Department's Functional Literacy Program if it is determined through standardized testing at intake that the inmate is unable to perform at an 8th grade level in reading, math, and language skills. This is a matter of law (A.R.S. 31-229). The inmate must also progress to the 8th grade level or beyond, in all categories, in order to be eligible to receive more than the lowest pay rate for any job to which they are assigned. Inmates receiving release credits must also meet these standards in order to use those credits toward their release. The only exemptions from inclusion in the Functional Literacy Program, for those not meeting the 8th grade equivalency, are based upon disabilities reflected in development or status as an undocumented immigrant subject to deportation proceedings.

GED Preparation: An inmate who achieves the 8th grade standard, or an incoming inmate who tests above the 8th grade standard, but who does not have a high school diploma or GED, is encouraged to enroll in the GED Preparation Program and pursue a GED. Acquiring a GED can relate to better jobs within the prison, higher pay, and help qualify inmates for on-site Work Based Education programs, Distance Learning courses, and transition courses.

Work Based Education (WBE): The Department's WBE program emphasizes providing vocational skills to inmates. WBE combines classroom education with hands on work experience. The goal of WBE is to teach inmates work skills that will lead to increased opportunities for employability upon release. Ultimately, many inmates who move through the education system are placed in ACI and other better paying jobs.

Special Education: The Department provides educational services to minors adjudicated as adults and sentenced to prison, as well as to inmates less than 22 years of age and inmates who have disabilities, which may impede their progress in standard educational classrooms. Accommodations to the learning process can be made available to eligible individuals.

Depending upon availability and assessed need, inmates are also directed to participate in structured self-improvement activities designed to help inmates identify and recognize problems that contribute to their criminality and behavior and develop methods to manage these problems in a more sensible and effective way. These include **substance abuse education, cognitive restructuring, conflict resolution, cultural diversity, and domestic violence.**

Refusal to participate in required programs or meet educational goals will eventually effect the inmate's Earned Incentive Program phase level and, consequently, all inmate privileges.

Education Programs are not offered to inmates who are undocumented immigrants.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

- DO 910 *Inmate Education and Resource Center Services*
- DO 920 *Inmate Special Education Services*
- DO 120 *Civil Rights of Institutionalized Persons Act Compliance*

Staff chaplains and volunteers conduct or supervise religious services at each prison. The Senior Chaplain/Chaplain, in conjunction with the Warden, shall determine the number of formal religious activities per prison unit per week following an assessment of the religious needs of the prison/unit. Inmates are also encouraged to practice their religion individually as security and operational requirements permit.

Requests for religious services or accommodations should be presented by the inmate to the prison Chaplain, and will be considered within the requirements for operating prisons in a safe, secure, and orderly manner. Although the Department works to ensure that inmates are allowed to participate in religious activities, have access to religious materials, religious diets and other legitimate aspects of their faith, some practices or religious supplies may not be authorized in the prison.



Frequently asked questions:

May I send a bible or other religious book to an inmate?

Books (religious or otherwise) must be sent in accordance with [Offender Mail/Property, Department Order 909](#), Sections 909.01-13, which includes receipt directly from the publisher or an authorized distributor. Individuals and organizations that are not publishers or authorized distributors may not send books to offenders.

If I can't send a bible, and cannot afford to purchase a new one, how will my incarcerated family member get a Bible or other sacred writing?

Many organizations donate Bibles to the ADC, which are available for loan to any offender. In addition, sacred writing and religious literature for other religions are available in limited quantities as donations are received.

How do I become a religious volunteer?

Contact the Senior Chaplain of the prison at which you wish to volunteer. That person will be able to inform you about current departmental needs and availability, as well as outline the process.

Can an offender request a visit by a specific religious leader?

ADC encourages religious visitation between offenders and their religious leaders. An offender should provide their chaplain the name of the religious leader they wish to have visit along with information on how to make contact. Religious leaders wishing to visit an offender should contact the chaplain of the facility where the offender is housed for information and scheduling (see [Department Order 904](#) for more information).

How do I contact the offender if there is a family emergency, such as a serious illness, injury, or death?

If a family emergency requires notifying an offender, contact the chaplain during normal business hours or the shift supervisor after hours. Be prepared to provide specific information that will assist with verifying the emergency prior to notifying the offender (e.g. name, relationship, law enforcement agency or hospital). Offenders are generally provided an opportunity to call their family after verification of the emergency.

Will I be allowed to volunteer for prison ministry if I have an incarcerated family member?

Yes. Volunteer applicants are not excluded if they have incarcerated family members, but would not be assigned to provide services in the unit where their family member is housed.

May I donate items to ADC?

Yes, donations may be made to the Pastoral Activities Administrator at the prison where the inmate is housed, however you cannot request to have the items donated to a particular unit.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

DO 904 *Inmate Religious Activities/ Marriage Requests*

DO 912 *Food Service* (religious diets)

DO 909 *Inmate Mail/Property & Stores (Attachment A-Inmate Store/Property List)*

Staff Contact: The Chaplain or the Pastoral Activities Administrator at the prison where the inmate is housed. For contact information see page 37 of this handbook or see the “Prison Complexes” link at www.azcorrections.gov.

Health Services, Mental Health Services, Treatment Services

Effective March 4, 2013, Inmate Health Care at the Arizona Department of Corrections is provided by Corizon (www.corizonhealth.com).

Corizon clinicians maintain open dialogue with our patients about their health. If a patient has questions or a health concern, they may submit a Health Needs Request (HNR) Form, which will be addressed in a timely manner. We also encourage our patients to have open conversation with loved ones regarding health conditions and behaviors that can optimize their health.

In an effort to respond to inquiries from loved ones regarding our patients, the “Constituent Services” office at Corizon should address questions or concerns from family members or friends may:

- Ask questions about Corizon’s medical policies
- Report a patient’s serious health-related conditions
- Request patient-specific health information

INQUIRIES SHOULD BE DIRECTED TO THE EMAIL ADDRESS OR PHONE NUMBER LISTED BELOW.

Each patient’s health information is protected by law, so in order for any information to be released, the patient must have a current, signed release form on file giving Corizon permission to share health information with the family member or friend. With the appropriate documentation, Corizon strives to respond to inquiries within one business day.

For health information access, please use the following contact information:

PHONE: 1-855-276-5416

EMAIL: InmateHealthInquiry@corizonhealth.COM

CORIZON

Corizon was contracted with the Arizona Department of Corrections to provide full service medical care to the inmates housed at the following prison complexes:

- Douglas
- Eyman
- Florence
- Lewis
- Perryville
- Phoenix
- Safford
- Tucson
- Winslow
- Yuma

To request any health related information for inmates at these locations, please call toll free **1-855-276-5416**, or email your request to **InmateHealthInquiry@corizonhealth.co**

Emergency Escorted Visits

The Department has established procedures that allow eligible inmates escorted visits during a verified emergency situation. Emergency escorted visits apply only for an inmate's immediate family members specifically:

- Natural or adoptive parents, sibling(s)
- Legal spouse
- Natural or adopted children or step-children
- Grandparent(s)
- Person verified as being primarily responsible for raising the inmate in the absence of a parent
- Documented legal guardians

Emergency escorted visits may be conducted as a bedside visit if a family member suffers from a terminal illness or injury. Inmates may apply for a bedside visit at a hospital or hospice care center. Emergency escorted visits may also be conducted for a funeral/memorial service of an immediate family member. However, the inmate visit must be a (open casket) private viewing.

If approved for an emergency escorted visit, the inmate will pay all costs associated with the visit. These costs include mileage and the hourly salary rate of two or more correctional officers, depending on risk. Attendance is restricted to the hours between 9:00 a.m. and 5:00 p.m., and only in the State of Arizona.

Policies and Procedures:

For more information, the following policies are available on the ADC website at www.azcorrections.gov.

DO 1005 *Emergency Inmate Escorted Visit*

Release Process

In accordance with Department Order 1001, *Inmate Release System*, a release packet is developed up to 180 days prior to the inmate's release. It is important that the inmate and ADC staff discuss a release plan that is positive and promotes success. Family members or friends are encouraged to keep in contact with the inmate during their incarceration and to assist in the development of a release plan. The completed release packet is forwarded to Community Corrections and assigned to a Community Corrections Officer who will make contact with the family and discuss options for the inmate when the inmate returns home.

Inmates who do not have a proposed release placement with family or a support group may be released homeless or to an alternative living placement. Inmates released homeless are not eligible for early release and may only be released on their earned released credit date (ERCD).

Released inmates must report to the Community Corrections Officer within twenty-four hours of release. Some inmates must report the same day by 4:00 P.M. if they require electronic monitoring or a high level of supervision.

Each inmate has specific needs that must be met to make sure their transition to the community is positive and productive. These needs may include education, a GED and training to develop the skills necessary to obtain employment. In addition, all inmates must have a birth certificate and social security card upon discharge. ADC staff will assist inmates to get these documents to help their successful return to the community.

Fast Track

The Fast Track program was developed to meet the needs of inmates who have six months or less of incarceration and special populations including those with co-occurring disorders and chronic mental health needs. From their first day in prison inmates prepare for their release by developing a specific release and discharge plan under the directions of ADC staff and a Community Corrections Officer. The primary focus of the plan is on transition specific planning and programming. The goal is to instill skills necessary to cope with life after release.



Frequently asked questions:

What is the release date for an inmate?

The Time Computation Unit calculates release dates and the inmate is informed of the dates. Release dates indicate when an inmate may be eligible for release from custody. All dates are tentative, see page 9 for information on time computation.

Why did an inmate's release date change?

Release dates may change due to a guilty finding of a disciplinary action with a forfeiture of time credits. Release dates may also change due to a court ruling. The earliest release date may also depend on the inmate's eligibility for a temporary release.

Is an inmate eligible for an early release?

An inmate may be eligible for a temporary release (TR) of up to 90 days prior to the earliest release date. The Time Computation Unit reviews an inmate's institutional classification and the offense for which the inmate was convicted to determine an inmate's eligibility for a TR. Some inmates are not eligible for TR based on statute. If an inmate is determined by Time Computation to be eligible for a TR, and the proposed placement is investigated and approved by the Community Supervision Bureau, the Division Director of Offender Operations may deny the TR because it is not in the best interest of the State of Arizona. Several factors are reviewed in making this determination, and may include criminal history (including arrests), community in-put, street or prison gang affiliation, institutional programming and discipline, or any other relevant information.

What can I do to assist in the release process?

Family/friends are encouraged to bring clothes and shoes for the inmate to be released in, or send in clothing prior to release.

What can family and friends do to get an inmate out sooner?

Only Federal Laws, State Laws and Court Orders can create a change in the amount of time an inmate serves.

What can I do to help the inmate prepare for parole during the release process?

Make sure the inmate has a community placement in an area which is not designated as a "crime free" residential neighborhood. Also, make sure the sponsor is willing to accept the inmate's placement and will make themselves available for a meeting with the assigned parole officers at the residence. The home plan requires placement and the neighborhood must be appropriate given the inmate's criminal history (i.e., sex offender, domestic violence, etc.).

What is a "home plan"?

A home plan provides the inmate with the necessary components to make the transition from incarceration to the community as successful as possible. The plan is to be developed by the inmate, the CO III and the Community Corrections Officer. There are requirements the inmate must meet before and after release. A suitable home plan will include: sponsor's name, address, phone number, transportation arrangements, employment information, and is subject to Community Supervision approval.

Why can't an inmate return home after release?

One or more of the individuals residing in the residence may be a victim of the offender, the offender may pose a risk to the neighborhood or the sponsor(s) because of his or her criminal history, or because the sponsor or landlord does not want the offender at the residence.

If an inmate can't return home, where can the inmate go after release?

If the inmate does not have an approved residence to be released to, the offender may be placed in a private halfway house or a shelter. In some cases, the family or friends of the offender may provide the money to rent a house or an apartment.

Policies and Procedures:

For more information, the following policy is available on the ADC website at www.azcorrections.gov.

DO 1001 *Inmate Release System*

Community Corrections is composed of two regions, the Northern Region and the Southern Region, and has offices across the state staffed with Community Corrections Officers who directly supervise inmates released to community supervision. Community Corrections Officers conduct pre-placement investigations and make contact with released offenders, as well as contact with other individuals as may be required.

Released inmates are required to meet specific “Conditions of Supervision” developed to assist the offender in directing his/her life to a productive outcome as well as to ensure community safety. Conditions of Supervision include scheduled meetings with an assigned Community Corrections Officer as well as release requirements which the released inmate must follow to remain in the community and not return to prison. Community Corrections also issues warrants of arrest for offenders who violate their conditions of supervision.

The Community Corrections Bureau works in cooperation with the Department’s Time Computation Unit in reviewing inmates to determine approval of a temporary release (up to a 90-day early release), and the accuracy of projected release dates. For a list of Community Corrections offices please visit our website at: www.azcorrections.gov.

Units within Community Corrections include:

- Release Unit: Facilitates community placement and institutional release.
- Interstate Compact Unit: Coordinates parole transfers from Arizona to other states, and offenders transferring to Arizona. The Unit serves as the central location for interstate information and special investigation requests from other states on pardons, clemency investigations and pre-sentence reports. Unit staff act as liaison with various state and local criminal justice agencies when procedural problems arise. The Unit administers the Interstate Agreement for Detainers for inmates incarcerated elsewhere who are returned to Arizona for trial on untried criminal charges.
- Warrants and Hearing Unit: Processes warrants and due process hearings before the Board of Executive Clemency in response to offender violations while on community supervision.
- Sex Offender Compliance Unit: Identifies and assesses sex offenders scheduled to be released from ADC and coordinates legally mandated community notification with local, county and state law enforcement agencies. Provides ongoing training to local police and sheriff’s offices on the sex offender community notification process in Arizona. Coordinates all sex offender referrals to the county attorney under the state’s Sexually Violent Persons statutes.
- Community Supervision Unit: Officers are located statewide to provide offenders with supervision and a continuum of care after release from the institution. Community Corrections Officers utilize the Offenders Corrections Plan in providing for community needs. This insures public safety now and public safety later in developing offenders who promote pro-social behaviors.
- Revocation Hearing Unit: Prepares and presents revocation cases at hearings conducted for released inmates who have seriously violated their conditions of supervision as mandated by BOEC on Parole, Work Furlough, Home Arrest or who are sentenced under Truth-In-Sentencing. This Unit also schedules and conducts revocation hearings on inmates released under supervision on statutory release (Temporary, Provisional, Mandatory and Discretionary releases).
- Fugitive Services Unit: Responsible for the apprehension, extradition and transportation of fugitives and other offenders who violate their conditions of community supervision. Staff exchange information with other agencies via the automated Arizona Criminal Justice Information System (ACJIS) and serve as a point of contact for all escapee and absconder custody and revocation issues.



Frequently asked questions:

Why can’t an inmate have temporary release (TR) when the community supervision is waived?

Some inmates are eligible for a TR when their community supervision is waived. The inmate must meet the criteria set by the Director and the TR must be approved by the Offender Operations Division Director.

Why are special conditions of community supervision imposed?

Special conditions of supervision are imposed to protect the public and to ensure the offender is afforded the opportunity to succeed in the community. The Parole Officer may impose special conditions that require the offender to participate in programming, urinalysis, anger management, family/marital counseling, sex offender counseling or other available programs. The programming conditions are imposed to teach the offender better ways of handling every day living situations they will encounter during their transition from prison to the community.

Special conditions may also restrict an offender's ability to live with past or potential victims, drive a vehicle, etc. If the offender fails to comply with their conditions of supervision, the offender may be sanctioned up to and including return to custody.

Why has an offender on community supervision been returned to custody?

The offender or "release violator" has failed to comply with one or more of their conditions of supervision and now pose a significant risk to the community or themselves.

What facility will the released violator be placed in after return to custody?

Interstate compact violators will be booked into the nearest county jail while awaiting due process action. ADC violators will be confined to the nearest county jail if criminal charges are pending against the offender. If there are no criminal charges, the violator will be returned to an ADC institution pending due process action.

Is there a charge to apply for Interstate Compact?

Yes there is a fee. Additional information can be found at www.azcorrections.gov, ADC Policies, DI 290 Interstate Compact Application Fee.

Policies and Procedures:

For more information, the following policies are available at www.azcorrections.gov.

DO 1003 *Community Supervision*

DO 1004 *Inmate Transfer System*

DO 1006 *community Correctional Center Placement/Removal*

DI 290 *Interstate Compact Application Fee*

Sex Offender Registration and /or Notification Issues and Sexually Violent Person Laws 602-771-5781

Interstate Transfer of Offenders 602-771-5771

Absolute Discharge

An inmate who has been certified parole eligible (date of offense prior to January 1, 1994) may be granted absolute discharge by the Board of Executive Clemency (BOEC). If an absolute discharge is granted, it shall be effective on the parole eligibility date or date specified by the BOEC if the inmate is past the parole eligibility date.

An ex-offender may request a certificate of absolute discharge upon completion of the sentence imposed and proof that all restitution has been paid (dates of offense on/before January 1, 1994).

An ex-offender must have an absolute discharge prior to application for restoration of civil rights.

An inmate who has Community Supervision waived by the courts is given an absolute discharge upon release on their Earned Release Credit Date (dates of offense on/after January 1, 1994).

Policies and Procedures:

For more information, the following policy is available on the ADC website at www.azcorrections.gov.

DO 1002 *Inmate Release Eligibility System*

PRISON COMPLEX MAP LOCATOR



ADC Operated In-State Prisons		
A	ASPC Perryville	2014 N. Citrus Rd, Goodyear, AZ
B	ASPC Lewis	26700 S. Hwy. 85, Buckeye, AZ
C	ASPC Yuma	7125 E. Juan Sanchez Blvd, Yuma, AZ
F	ASPC Douglas	6911 N. B.D.I. Blvd., Douglas, AZ
G	ASPC Tucson	10000 S. Wilmot, Tucson, AZ
H	ASPC Safford	896 S. Cook Rd., Safford, AZ
I	ASPC Eyman	4374 E. Butte Ave., Florence, AZ
J	ASPC Florence	1305 E. Butte Ave., Florence, AZ
L	ASPC Phoenix	2500 E. Van Buren, Phoenix, AZ
M	ASPC Winslow	2100 S. Hwy. 87, Winslow, AZ
Contracted Private In-State Prisons		
D	ASP Phoenix West	3402 W. Cocopah, Phoenix, AZ
E	ASP Marana	12610 W. Silverbell Rd., Marana, AZ
K	ASP Florence West	915 E. Diversion Dam Rd., Florence, AZ
N	ASP Kingman	4626 W. English Dr., Golden Valley, AZ
O	ASP Central AZ Correctional Facility	1401 E. Diversion Dam Rd., Florence, AZ

MAILING ADDRESSES AND TELEPHONE NUMBERS

ADC OPERATED IN-STATE PRISONS: MAILING ADDRESSES AND TELEPHONE NUMBERS

ASPC-DOUGLAS P.O. Box 3867 Douglas, AZ 85608 Main Number 520-364-7521	
COMPLEX DETENTION UNIT (CDU) P.O. Box 5002 Douglas, AZ 85608	MARICOPA UNIT P.O. Box 5000 Douglas, AZ 85608
GILA UNIT P.O. Box 5003 Douglas, AZ 85608	MOHAVE UNIT P.O. Box 5002 Douglas, AZ 85608
EGGERS UNIT P.O. Box 5001 Douglas, AZ 85806	PAPAGO UNIT P.O. Box 5005 Douglas, AZ 85608

ASPC - EYMAN P.O. Box 3500 Florence, AZ 85132 Main Number 520-868-0201	
COOK UNIT P.O. Box 3200 Florence, AZ 85132	MEADOWS UNIT P.O. Box 3300 Florence, AZ 85132
BROWNING UNIT P.O. Box 3400 Florence, AZ 85132	RYNNING UNIT P.O. Box 3100 Florence, AZ 85132
SMU I P.O. Box 4000 Florence, AZ 85132	

ASPC - FLORENCE P.O. Box 629 Florence, AZ 85132 Main Number 520-868-4011	
CENTRAL UNIT P.O. Box 8200 Florence, AZ 85212	NORTH UNIT 3 P.O. Box 7200 Florence, AZ 85132
EAST UNIT P.O. Box 5000 Florence, AZ 85132	SOUTH UNIT P.O. Box 8400 Florence, AZ 85132
NORTH UNIT 1 P.O. Box 7000 Florence, AZ 85132	ASPC - FLORENCE, GLOBE P.O. Box 2799 Globe, AZ 85502 Main Number 928/425-8141

ASPC - LEWIS P.O. Box 70 Buckeye, AZ 85326 Main Number 623-386-6160	
BARCHEY UNIT P.O. Box 3200 Buckeye, AZ 85326	MOREY UNIT P.O. Box 3300 Buckeye, AZ 85326
BUCKLEY UNIT P.O. Box 3400 Buckeye, AZ 85326	RAST UNIT P.O. Box 3600 Buckeye, AZ 85326
BACHMAN UNIT P.O. Box 3500 Buckeye, AZ 85326	STINER UNIT P.O. Box 3100 Buckeye, AZ 85326
EAGLE POINT UNIT P.O. Box 3700 Buckeye, AZ 85326	SUNRISE UNIT P.O. Box 3700 Buckeye, AZ 85326

ASPC - PERRYVILLE P.O. Box 3000 Goodyear, AZ 85395 Main Number 623-853-0304	
COMPLEX DETENTION UNIT (CDU) P.O. Box 3000 Goodyear, AZ 85395	SANTA CRUZ UNIT P.O. Box 3200 Goodyear, AZ 85395
LUMLEY UNIT P.O. Box 3300 Goodyear, AZ 85395	SANTA MARIA UNIT P.O. Box 3400 Goodyear, AZ 85395
PIESTEWA UNIT P.O. Box 3600 Goodyear, AZ 85395	SAN PEDRO UNIT P.O. Box 3100 Goodyear, AZ 85395
SAN CARLOS UNIT P.O. Box 3700 Goodyear, AZ 85395	SANTA ROSA UNIT P.O. Box 3500 Goodyear, AZ 85395

ASPC - PHOENIX P.O. Box 52109 Phoenix, AZ 85072 Main Number 602-685-3100	
ALHAMBRA/FLAMENCO P.O. Box 52109 Phoenix, AZ 85072	ASPEN/SPU P.O. Box 52109 Phoenix, AZ 85072

ASPC - SAFFORD 896 South Cook Road Safford, AZ 85548 Main Number 928-428-4698	
GRAHAM UNIT 896 South Cook Road Safford, AZ 85548	TONTO UNIT 896 South Cook Road Safford, AZ 85548
ASPC - SAFFORD, FORT GRANT FORT GRANT 896 South Cook Road Safford, AZ 85548 Main Number 928/828-3434	

ASPC - TUCSON P.O. Box 24400 Tucson, AZ 85734 Main Number 520-574-0024	
CATALINA UNIT P.O. Box 24409 Tucson, AZ 85734	RINCON UNIT P.O. Box 24403 Tucson, AZ 85734
COMPLEX DETENTION UNIT (CDU) P.O. Box 24403 Tucson, AZ 85734	SANTA RITA UNIT P.O. Box 24406 Tucson, AZ 85734
CIMMARRON UNIT P.O. Box 24408 Tucson, AZ 85734	WHETSTONE UNIT P.O. Box 24402 Tucson, AZ 85734
MANZANITA UNIT P.O. Box 24401 Tucson, AZ 85734	WINCHESTER UNIT P.O. Box 24407 Tucson, AZ 85734
MINORS UNIT P.O. Box 24403 Tucson, AZ 85734	

ASPC – WINSLOW 2100 S. Highway 87 Winslow, AZ 86047 Main Number 928-289-9551	
CORONADO UNIT 2100 S. Highway 87 Winslow, AZ 86047	KAIBAB UNIT 2100 S. Highway 87 Winslow, AZ 86047
ASPC – WINSLOW, APACHE UNIT Main Number 928/337-4845 P.O. Box 3240 St. Johns, AZ 85936	Navajo County Jail 928-524-4229 P.O. Box 668 Holbrook, AZ 86025

ASPC - YUMA P.O. Box 8909 Yuma, AZ 85349 Main Number 928-627-8871	
CHEYENNE UNIT P.O. Box 8939 San Luis, AZ 85349	DAKOTA UNIT P.O. Box 8940 Yuma, AZ 85349
CIBOLA UNIT P.O. Box 8820 San Luis, AZ 85349	LAPAZ UNIT P.O. Box 8819 Yuma, AZ 85349
COCOPA UNIT P.O. Box 8910 San Luis, AZ 85349	

CONTRACTED PRIVATE IN-STATE PRISONS: MAILING ADDRESSES AND TELEPHONE NUMBERS

CENTRAL ARIZONA CORRECTIONAL FACILITY
P. O. Box 9600
Florence, AZ 85232
Main Number 520-868-4809
Family Assistance (request by department)

ASP - FLORENCE WEST
P.O. Box 9200
Florence, AZ 85232
Main Number 520-868-4251
Family Assistance (request by department)

ASP - KINGMAN
P.O. Box 3939
Kingman, AZ 86402
Main Number 928-565-2460
Family Assistance (request by department)

Cerbat Unit P.O. Box 3009 Kingman, AZ 86402	Hualapai Unit P.O. Box 6639 Kingman, AZ 86402
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ASP - PHOENIX WEST
P.O. Box 18640
Phoenix, AZ 85005
Main Number 602-352-0350 x250
Family Assistance (request by department)

MARANA COMMUNITY CORRECTIONAL TREATMENT FACILITY
12610 W. Silverbell Road
Marana, AZ 85653
Telephone: 520-682-2077
Fax: 520-682-2660

SUMMARY

This handbook has been specifically developed to provide information frequently requested by the public. For questions relating to a particular inmate or to get more information on a specific topic, you are encouraged to contact ADC Constituent Services.

Should issues, circumstances, or emergencies arise that cannot be addressed by the points of contact, Department Order 124, *Constituent Services*, outlines the communication process beyond the Department staff identified in this handbook. This Department Order may be viewed on the Department's Web site at www.azcorrections.gov, at the Public Access area at each Arizona State Prison Complex or ADC Central Office. Copies of DO 124 or other ADC policies may be obtained from the Department's website.

For easy access, the *Constituent Services Information Handbook* is also available on the Department's website at www.azcorrections.gov. An annual review will be conducted for any necessary changes to this handbook. The handbook will only be updated when there are significant changes to the information provided in this published document.

Suggestions and recommendations relating to this handbook or the process outlined in DO 124, responding to constituents should be mailed to: ADC, Constituent Services Office 1601 West Jefferson Street, MC 490, Phoenix, Arizona 85007. E-mails may be sent to IFFLIAISON@azcorrections.gov. A printable, [PDF version](#) of this Information Handbook is available for easy access on the Department's website.

A copy of the Arizona Department of Corrections
Constituent Informational Handbook may be viewed
or downloaded at the ADC website: www.azcorrections.gov.

Due to budget constraints the handbook is not available in hard copy.

This handbook is a publication of the Arizona Department of Corrections,
produced by the Constituent Services Office.

Constituent Services may be reached at (602) 364-3945 or (866) 333-2039, or
IFFLIAISON@azcorrections.gov.

