

San Bernardino County Sheriff's Department Detention and Corrections Bureau



Public Information Plan



Revised July 2022

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Introduction



The Public Information Plan is intended to help you interact effectively with San Bernardino County Sheriff's Department Detention Centers and staff.

The following pages contain information about our detention policies and programs. You will find information about how to communicate, visit, and learn about programs and resources available to inmates and their families.



Orientation

All inmates are provided an orientation handout which explains the basic facility rules and regulations. An inmate orientation video is played daily in the housing areas at all facilities. Inmates have access to posted rules and information which provide guidelines for inmate behavior, as well as informing them about health services, visiting, mail, contraband, security violations, grooming standards, telephone calls, inmate grievance procedures, and religious programs.

Overview of the San Bernardino County Detention Centers

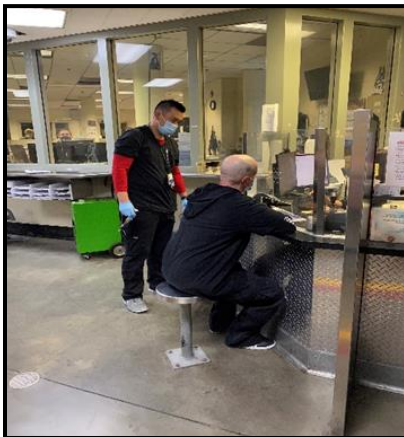
The Sheriff of San Bernardino County has a legal obligation to care for persons held in custody. To fulfill that obligation, the Sheriff's Department operates four (4) Type II detention facilities throughout the county, with a combined average daily population exceeding 6,000 inmates.

In addition to booking, classifying, housing, and releasing approximately 100,000 inmates annually, the staff at San Bernardino County Detention Centers provide a wide array of quality services including health care, mental health care, dietary needs, counseling, recreation, religious education and job training services.

Virtually every aspect of detention operation is subject to careful oversight. The Board of State and Community Corrections (BSCC) sets the standards for operations of local detention facilities. Regular BSCC inspections are conducted to ensure compliance with those standards. Additional oversight is provided by the San Bernardino County Grand Jury, state and local Fire Marshals, Environmental Health, and the Sheriff's Administrative Support Unit. Together they ensure a high degree of confidence that our detention facilities are being operated safely and according to established guidelines.

Automated Request System Kiosk

Automated Request System (ARS) allows inmates to be more connected by utilizing a small touchscreen computer known as a Kiosk. The Kiosks are located in the dayroom areas of each housing area and available for inmates to use. Inmates can utilize the automated kiosks for concerns regarding their classification, report sexual harassment, request accommodations for a disability, look up their court date, purchase commissary items, religious requests, request information about programs, file grievances, and seek health care.



Booking Process

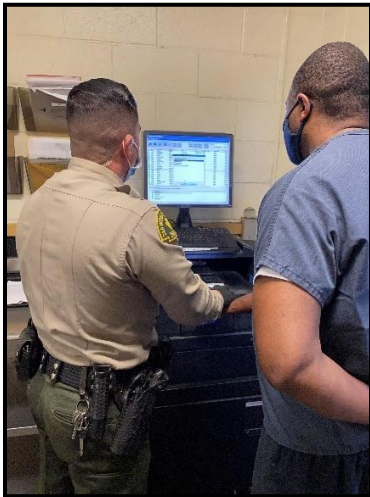
When an arrestee arrives at the detention center, they go through the intake process prior to being housed. This process includes a medical screening, booking process, and classification interview.

The arrestee is screened for any medical conditions and a Qualified Healthcare Professional (QHP) conducts a private interview to ensure the arrestee is not injured or in need of immediate medical treatment.

During the booking process, all arrestees are searched to ensure no weapons or contraband is being brought into the facility. The arrestee is photographed, fingerprinted and their personal information and charges are entered into the computer system. Bail is calculated and a court date is set.

Some arrestees may be eligible for release on their own recognizance. Arrestees are automatically screened and processed, if eligible.

Most arrestees are eligible for bail and have access to telephones to arrange bail through friends, family, or a bail agent. A list of bail agents is available to the arrestees/inmates in each facility. When it is determined an arrestee will not be released on their own recognizance or make bail, a classification interview is conducted, and the inmate is housed accordingly. Intoxicated arrestees will be held until they are sober enough to complete the booking process.



Classification and Custody Level

The Centralized Classification Unit (CCU) utilizes several objective risk factors in determining the custody level of an inmate. These factors include, but not limited to, violence, criminal history, previous escapes, and institutional behavior problems which establish the relative degree of risk posed by the inmate.

Although the classification system is reliable, situations may arise justifying an override of the inmate's custody level. CCU is authorized to complete such an override, where appropriate. Inmates can utilize the automated kiosk in their housing unit if they have questions regarding their classification. Those questions will be forwarded to the CCU.

Several events may cause the reclassification of an inmate: Addition of new charges, reduction of charges, sentencing, serious disciplinary actions, or inmate requests.

While in custody, inmates will be interviewed by a variety of professional staff members. Depending on the need, correctional counselors, psychiatrists, drug and alcohol treatment specialists, chaplains, educators, health services and mental health staff may determine the services and programming appropriate for inmates.



Sexual Assault and Sexual Harassment

The Prison Rape Elimination Act (PREA) is a federal law established to address the prevention and elimination of sexual assault and rape in correctional systems. PREA applies to all in-custody inmates. These standards are federal regulations that specify procedures for all correctional systems to implement PREA.

The San Bernardino County Sheriff's Department maintains a zero-tolerance policy toward all forms of sexual abuse and sexual harassment, as well as, a zero-tolerance policy regarding the intentional misgendering of transgender and intersex inmates by staff. Sexual harassment includes, but is not limited to, repeated and unwelcomed sexual advances, request for sexual favors, verbal comments, gestures, or actions of a derogatory or offensive sexual nature.

It is every staff member's responsibility to report a sexual abuse or sexual harassment incident to a supervisor. Every inmate and staff member has the right to be free from retaliation for reporting these incidents.

Inmates may report sexual harassment or sexual assault to any staff member, through face to face contact, an inmate request, inmate grievance system, a third-party notification, by utilizing the automated kiosk, or the 24hr Jail Crisis hotline (from the inmate housing telephone dial 9090#).

Members of the public may report a sexual abuse or sexual harassment incident on behalf of an inmate at any Sheriff's Department detention facility. Staff shall accept all third-party reports received through the grievance system, verbal communication in-person or on the telephone, and written communication such as a letter or email.

Inmates with Disabilities

The San Bernardino County Sheriff's Department accommodates individuals with disabilities in all detention centers. Telecommunications Device for the Deaf (TDD) telephone and/or the Video Relay Services (VRS) are available for hearing impaired inmates and inmates with speech disabilities upon request.



Inmates may be allowed to retain glasses, dentures, or other prosthetic devices. After screening by a QHP, approval may be granted for mobility aides such as canes, crutches, and wheelchairs. A QHP may also recommend specialized housing, bunk assignments, diet, and medical care to meet the inmate's specific needs. Inmates may request accommodations for a disability during the intake medical screening, the medical interview, or any other time by submitting an inmate request on the automated kiosk. Inmates can also request the *Inmates with Disabilities Information Brochure*.

Access to Courts and Counsel

Inmates are entitled to confidential correspondence and consultation with the courts and legal counsel. They can also request a hearing in court by submitting an inmate request, utilizing the automated kiosk. Attorneys and other professionals of record can visit an inmate by presenting photo identification and a professional card. The visit is limited to a reasonable length of time, which is determined in part by facility operations and needs. Foreign nationals are entitled to visits from their country's consular office.

Attorneys and government representatives should call in advance to reserve interview times prior to their arrival. Please be aware that all briefcases, parcels, and vehicles entering the facility are subject to search by safety staff. In addition to confidential correspondence, inmates have access (during their tier time) to unlimited collect telephone calls to their attorney.

Inmate Property

Booking officers will inventory an arrestee's personal property and securely seal it into a bag. The arrestee's personal property and clothing are stored together.

The arrestee can view the inventory and sign the inventory list. After the arrestee's cash has been accepted, it is placed in an account available for the arrestee/inmate to use for commissary and other purposes. Any unused funds are returned to the arrestee/inmate upon their release from the facility.



Prior to being sent to a housing location, arrestees/inmates are required to exchange their personal clothing for facility clothing. Personal clothing is bagged and stored securely until inmates are released. No bulk property (backpacks, sleeping bags, bicycles, etc.) are accepted at any facility. Questions concerning the location of such property should be directed to the arresting agency. Inmates may release money or property to a family member. They can request a Property/Money or Release/Clothing Exchange form from a staff member. Inmates releasing money are required to release the ENTIRE balance of their inmate trust account (minus \$10.00 which shall always remain on the account). Money can only be released to a third party once every 6 months. Inmates must release the entire balance in their inmate trust account, or the request will be denied. Funds released at the fiscal window shall require a valid government issued identification card, with a photograph.

Inmate Accounts and Commissary

Inmates receive basic hygiene items, which cost a nominal fee, when first entering Sheriff's custody. If the inmate has no money in their account, they can continue purchasing hygiene items. This charge will be deducted from their account when money is deposited. The inmate may choose to purchase additional items through the facility's commissary vendor.

When an individual is booked into a facility, an account is opened to safeguard their money for the time they remain in custody. While in custody, the inmate can use the account to make purchases from commissary. Indigent inmates may purchase pre-determined basic items regardless of their balance; however, this results in accruing a negative balance. Some food and snack items, pre-paid telephone time, toiletry items, writing materials, and postage are available for purchase. Although the Sheriff's Department provides all basic nutrition and hygiene needs, inmates may purchase items from commissary not otherwise available to them.



To allow inmates' continued access to commissary during their incarceration, funds may be added to their account at any time; the amount in an inmate's account may not exceed \$500.00. Deposits may be made to an inmate's account at the Sheriff's detention center where the inmate is housed.

Acceptable deposits:

- www.TouchPayDirect.com or by calling (866) 232-1899 (Facility ID#291739 is required to make deposits). Kiosks are in all the jail visiting lobbies.
- Cashier's checks and money orders can be mailed to the facility where the inmate is housed.

Cashier's checks and money orders may be deposited to the inmate's account through the mail. Cash will not be accepted via mail. There is a waiting period of up to five (5) working days for a

check to clear, after which time the funds will be available for use.

Personal checks and multiple party checks are not accepted. The inmate is limited to spending a maximum of \$200.00 per week on commissary items, including telephone time.

Inmates with more than \$500 in their inmate account shall not be allowed to receive deposits until their account balance is below the \$500 limit. Funds received through the mail that would increase the inmates trust account balance over the \$500 limit shall be refused and mailed back to the sender.

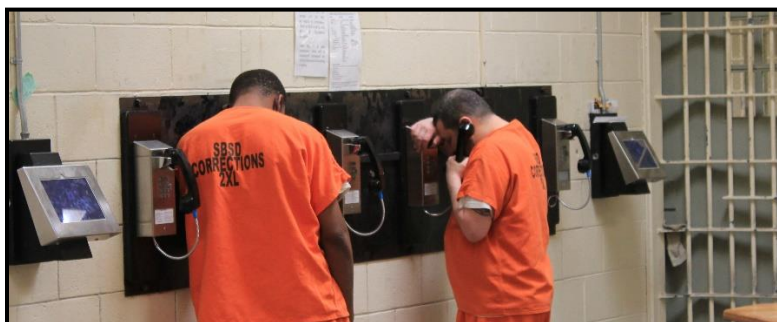
All unused funds, as well as all items stored in property, will be returned to the inmate at the time of release from custody.

Telephones

California Penal Code Section 851.5 establishes the right for an arrested person to make at least three (3) free local telephone calls upon being booked. Arrestees can call an attorney, a bail bond agent, and a relative or other personal contact. If an arrestee is a custodial parent with responsibility for a minor child or children, they have the right to two (2) additional telephone calls within the local area, to arrange for the care of minor children in the parent's absence.

In addition to any telephone access provided by the arresting agency, the intake holding areas of the facility are equipped with telephones providing free local calls. Long-distance calls may be made collect.

After completing the booking process, arrestees remaining in custody will be assigned to a housing unit; telephones are available in common areas or "dayrooms." Under normal conditions, inmates have access to the telephone several hours each day. Inmates may either place collect calls or purchase "call time" from commissary.



Telephones are not available during certain activities such as meals, medication distribution, temporary lockdowns, etc. Telephone access may also be restricted for disciplinary reasons against an individual inmate.

Situations may sometimes arise in which an inmate will use a telephone to threaten or harass victims, witnesses or other individuals. If you become a victim of this behavior, please contact the facility in which the inmate is housed. You may also have your telephone blocked from receiving jail originated calls by contacting Securus at 1-800-844-6591 or visit their website at www.securustech.net.

Inmates cannot receive incoming telephone calls or e-mails; however, you can leave the inmate a voicemail for a nominal fee. In the event of an emergency, please contact the facility where the inmate is housed and ask to speak to a shift supervisor. They will determine if the notification will be relayed to the inmate.

Mail

Writing letters can be an important and inexpensive way to maintain a close relationship with someone who is incarcerated. Inmates may purchase pre-stamped envelopes and may send and receive as many letters as they desire. Those without sufficient funds are provided a limited supply of pre-stamped envelopes. All mail entering and leaving the facility is searched for contraband and the writing will be scanned for security issues. “Legal” mail between the inmate and state or federal courts, members of the State Bar, holders of public office, and the Board of State and Community Corrections, is checked for contraband but the content may not be read or scanned.

Envelopes must be addressed as in this example:

Sender's name	<input type="checkbox"/>
Return address	
Inmate's first & last name, booking #	
Facility name	
Facility address	

Facility Mailing Addresses:

Central Detention Center

630 E. Rialto Ave.
San Bernardino, CA 92415

Morongo Jail

63665 29 Palms Hwy.
Joshua Tree, CA 91739

Glen Helen Rehabilitation Center

PO Box 9490
San Bernardino, CA 92427

Big Bear Jail

Post Office Box 2803
Big Bear Lake, CA 92315

High Desert Detention Center

9438 Commerce Way
Adelanto, CA 92301

Barstow Jail

225 East Mt. View St.
Barstow, CA 92311

West Valley Detention Center

9500 Etiwanda Ave.
Rancho Cucamonga, CA 91739

Needles Jail

1111 Bailey Ave.
Needles, CA 92363

Remember, staff will inspect anything sent into the facility. Photographs may be sent with letters; however, photos depicting any nudity or gang affiliation will not be given to the inmate. Unacceptable items include, but are not limited to, blank paper, cardstock paper, envelopes, manila envelopes, stamps, lipstick, perfume, cologne, powder, kissed impressions, white-out, white-out tape, crayon, marker, paint, glue, tape, glitter, stickers, gang related letters, stained or dirty letters or envelopes, metal or plastic, hard cover books, food items, gum, or any other contraband.

Visiting Information

All visits are scheduled online or by telephone and must be made one (1) day prior to the visitation date. No unscheduled visits will be permitted. Inmates may have only one visit per day. A maximum of two (2) visitors are allowed at one time. Visitors must check-in 30 minutes prior to their scheduled visitation. Late arrivals will not be admitted. Visiting hours for all facilities are Wednesday – Sunday from 0900-2100. Some inmates may have their visits restricted or eliminated as a result of classification or discipline (i.e., medical isolation, Protective Custody Administrative Housing, High Security, or discipline status). Please call for further information.

There is no expectation of privacy in a jail facility. Visitors may be monitored or recorded. Visits are subject to cancellation without notice at any time for facility emergencies, lockdown, major disturbances or any security issues.



ALL visitors 18 years and older are required to provide valid identification with a photograph, issued by municipal, state, or federal agency, or the consulate of another country, in order to visit.

Below are some examples:

- Driver license
- DMV identification card
- Department of Defense identification card
- U.S. Citizenship and Immigration Services identification card
- Consulate identification card
- Passport

Staff can deny or terminate a visit if they are wearing prohibited attire, included but not limited to the following:

- Gang attire
- Hats
- Clothing or accessories displaying obscene or offensive language or pictures
- Sheer, transparent garments
- Tank tops, halter tops, strapless or spaghetti strap tops
- Clothing exposing the breast/chest, midriff area, genital area, or buttocks
- Shorts, skirts, and dresses shorter than mid-thigh
- Clothing revealing underwear
- Shoes shall always be worn.

Penal Code 4571 states, in part, “Every person who, having been previously convicted of a felony and confined in any state prison in this state ... comes upon the grounds...of any jail without the permission of the officer in charge is guilty of a felony.” Exception: Permission to visit may be granted to an inmate’s family member if the member meets all other facility visitor requirements. Anyone that has been convicted of a felony may visit only with the permission of the facility executive officer or the watch commander. To obtain permission submit a “Request for a Convicted Felon to Visit an Inmate Form” to the facility commander. The form is located on the

San Bernardino County Sheriff's Website. Click on the Courts/Corrections tab. Go to Inmate General Information. Click on Convicted Felon Visits.

Disabled access visiting areas are available and service animals are permitted. Personal property (bags, purses, cigarettes, etc.) is prohibited in the visiting area.

Special visits may be granted to bail agent, or legal assistants to inmates who have been granted "Pro Per" status by the court.

To schedule an appointment, visitors will be required to provide the following information for each visitor:

- Inmate's name and booking number
- Visitor's name, birthday, address, phone number, relationship to the inmate, identification, and expiration date

Visits can be scheduled using the online inmate locator/visiting website:

<https://wp.sbcounty.gov/sheriff/corrections/inmate-locator/>

Those individuals who choose not to use the online option can schedule a visit by calling (909) 887-0364 between the hours of 0900 – 1500, Tuesday – Saturday. If the inmate's booking number is not known, the visitor may call the Sheriff's public information number to obtain it.

Public information number: (909) 350-2476

Religious Services

The Sheriff's Department does not promote one religion over another and shall not persuade inmates to accept one set of religious beliefs over another. Inmates shall be afforded reasonable opportunities to practice their religion. Religious services ensure the constitutional religious rights of inmates. Department chaplains facilitate religious worship and sacred scriptural studies across faith lines in addition to providing pastoral care, spiritual guidance, and counseling. Written schedules indicating times and types of religious services and studies are posted in all jail facilities.

Inmates may submit a "religious request" by utilizing the automated kiosk located in their housing unit to request specific religious rituals, to participate in services not regularly scheduled or commonly requested, or to request to see a chaplain. Inmates may submit a "religious request" to request religious books by utilizing the automated kiosk located in their housing unit. Inmates may retain up to three holy books in their cell, this is in addition to the six books or magazines that are permitted.

Library Books, Periodicals, and Newspapers

Each of the Sheriff's Department's Type II jails maintain a library for inmate use. Staff will deliver/exchange library books to inmates on a regular basis. Inmates have access to a variety of books including legal reference materials.



Books, magazines, or newspapers may be mailed to an inmate under the following conditions:

- They must have soft covers. No hard cover books will be accepted.
- The inmate must have a subscription for a magazine or periodical or newspaper.
- Facility approved books or magazines must be mailed directly from the publisher or bookseller.
- Inmates may retain up to six books or magazines in their cells. Excess reading materials will be placed on the inmate's property.

Inmate voting

Any incarcerated inmate may register to vote or vote in any local, state, or federal elections if:

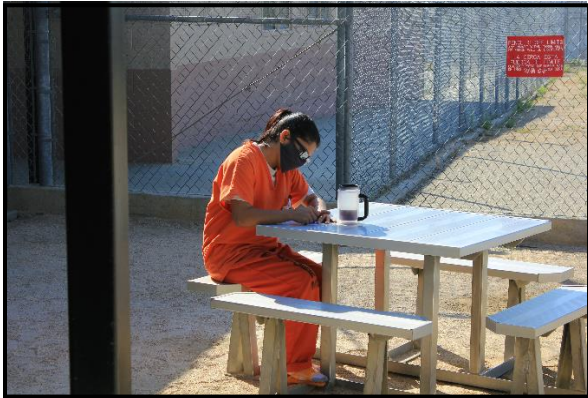
- They are citizen of the United States, a resident of California, and a resident of San Bernardino County;
- At least 18 years old on Election Day;
- NOT serving time in state or federal prison or in county jail serving a state or federal prison sentence
- NOT on parole for the conviction of a felony, and
- NOT currently found mentally incompetent to vote by a court.

Inmates who vote may request a mail-in ballot application from the Registrar of Voters office. The inmate shall submit the form in pencil. Inmates are responsible for mailing the completed forms through regular mail channels to the address provided on the form. Staff shall not assist any inmate in completing a ballot, nor verify the completeness of any document as inmates have the right to cast a secret ballot, free from intimidation. Ballots submitted to the Registrar of Voters by law are secret and confidential and shall be considered legal mail.

Registrar of Voters
777 East Rialto Ave.
San Bernardino, CA 92415

Exercise and Recreation

Inmates receive a minimum of three (3) hours of outside recreation in a seven-day period; and more when possible. Televisions are available in most non-discipline housing areas. A variety of table games are available to inmates including checkers, chess, dominos and playing cards.



Inmate Grievances

The inmate grievance policy is a process through which inmates may seek formal review of an issue relative to conditions of confinement. This means if an inmate feels they are not being treated properly, or a condition of confinement exists that presents a hazard, they can voice their complaint and receive a response from a department supervisor. An inmate has ten calendar days from the time of the alleged incident to file a grievance. There is no time limit when the grievance is reporting an inmate complaint of sexual assault or sexual harassment. Obscene or abusive grievances will not be accepted.

Inmate grievances are available in the housing units. The inmate submits the completed electronic form on the automated kiosk (An inmate may only submit a grievance form directly to a supervisor

when the inmate feels that the grievance is of a sensitive nature. The supervisor will determine if the grievance is of a sensitive nature and may return the grievance to the inmate to be given to a subordinate staff member).

Upon receipt of an inmate grievance form, a staff member will assign it a grievance number. Grievances should be resolved at the lowest possible level. If a staff member can resolve the grievance, the resolution will be documented on a grievance investigation form. The completed investigation form, along with the original grievance form, will be forwarded to the shift supervisor for review. If the grievance has not been resolved, it will be forwarded to an appropriate staff member for investigation.

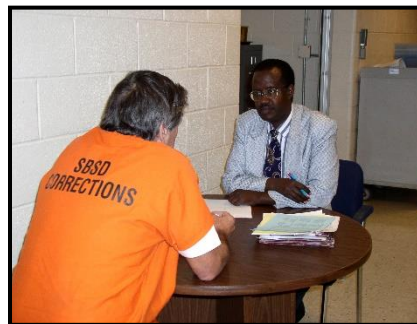
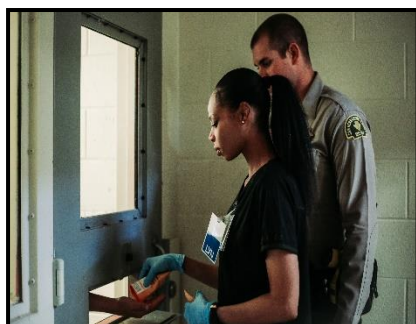
Upon final resolution of the grievance, the inmate will be advised of the findings via the automated kiosk. The original form will be filed with the inmate's custody records.

Inmates who are not satisfied with the outcome may file an appeal within ten days from receiving their response. The first level of appeal will be assigned to a supervisor. Appeals not resolved at the first level may be appealed to the Facility Commander/designee. The Facility Commander/designee will be the final authority for the disposition of the grievance.

Mental Health and Health Services

The Sheriff's Department Health Services Division is a managed health delivery system with the mission of ensuring the delivery of comprehensive health care services to individuals who are detained in custody. The Sheriff's Department employs a partnership of staff and contract health professionals to provide health and mental health services on and off-site. Physicians, psychiatrists, dentists, registered nurses, licensed vocational nurses, social workers, mental health clinicians, medical records staff, clerks and an administrator comprise medical services staff.

QHP screen every arrestee before they are accepted into the jail system. Any inmate may seek health care by completing a "health services request" through the automated kiosk. Within 24 hours a QHP will evaluate and treat the inmate with appropriate medical care, referrals, medication, and follow up. Inmates are never denied medical treatment.



Special procedures are in place to provide medical services to inmates with special medical needs (i.e., HIV, personal medications, drug/alcohol dependence or withdrawals, court ordered doctor visits, methadone, deformities or learning disabilities). Family members may contact the health

services staff at the appropriate jail facility to discuss with them any special medical needs their in-custody family member may have.

Inmate Programs

The Community Service and Reentry Division (CSRD) provides programs and services dedicated to successful reentry of the incarcerated population. The Division provides education, self-development, vocational training, and spiritual services to the incarcerated population, utilizing inter-agency partnerships with state, county, and private resource providers. Individuals also have access to creating a reentry plan with the Sheriff's Transitional Assistance Reentry Team (START).

Incarcerated individuals can request information about academic, vocational, and cognitive classes offered by submitting a "General Request" under the "Inmate Programming" category on the Kiosk.

Incarcerated individuals can request information about reentry planning by submitting a "General Request" under "START" in the "Inmate Programming" category on the Kiosk.

Members of the public can request information about programming by visiting www.sbcsdinmateservices.org

Inmate Rules and Discipline

Maintaining discipline among the inmates housed within the Sheriff's detention facilities is critical to the safety of staff and inmates. Written rules and disciplinary penalties have been established to guide inmate behavior. Rule violations include, but are not limited to:

OFFENSES AGAINST PERSONS

- Take a hostage
- Battery on staff
- Forced sexual penetration
- Robbery / Extortion
- Mutual combat
- Assault with a deadly weapon

OFFENSES AGAINST INSTITUTIONAL TRANQUILITY

- Inciting a Riot/ Rioting
- Escape, Attempt escape, Possession and/or Fashioning Escape Tools
- Altering ID
- Count violation
- Challenge to fight staff
- Possession of narcotics
- Directly cursing at staff
- Intentionally interfering with gates/doors

Manufacture and/or possession of home brew or any alcoholic beverage
Refusing to obey a direct order (face to face, intercom, and PA system)
False emergency calls

OFFENSES AGAINST PROPERTY

Destruction of county property (major destruction in excess of \$950)
Arson
Breakage: glass, etc.
Smuggling
Possession of pets (rodents, snakes, spiders, scorpions, lizards, birds, insects, etc.)
Housing cleanliness, affixing objects to walls
Covering windows, lights, vents, and wall postings
Altering ID card, cup or spoon
Theft of food
Possession of matches or lighters
Possession/smuggling of tobacco, smoking

ADMINISTRATIVE OFFENSES

Accumulation of three (3) major violations in sixty (60) days
Work release failure
Lying to staff, false reporting and/or false allegations
Accumulation of three (3) minor violations in thirty (30) days
Inmate worker violations: Refusing to work or comply with Inmate Worker Standards Agreement
Cell/bunk/tank jumping
Loss of ID card, cup or spoon
Ordering commissary for other inmates
Ordering/possessing items in violation of Religious Agreement
Tattooing, tattoo kits (giving and receiving)

SECURITY VIOLATIONS

Weapons fashioning / possession
Outside assigned area without authorization / roaming
Rifling through desk or documents
Loss of checked out tool

Inmate Discipline Procedures

Procedures involving inmate discipline vary depending on the severity of the violation. Minor rule violations may be handled informally by any staff member by counseling the inmate about the violation and expected behavior. In addition, temporary loss of privileges such as access to television, telephones, or commissary may be imposed.

Major rule violations affect the safety, security, and operation of the facility. A staff member will prepare a written report documenting the violation of facility rules. The inmate's housing location may be changed pending their discipline hearing. Disciplinary hearings are generally held 24–72 hours after the inmate has been advised of their offense. Inmates have the right to be present at

the discipline hearing (unless facility security is jeopardized) and to make a statement, and present witnesses or evidence. Disciplinary punishment may include removal from work detail, loss of privileges, forfeiture of good and work credits, and discipline isolation housing.

Limitations on Disciplinary Actions

The Penal Code, and US and state Constitutions expressly prohibit all cruel and unusual punishment. Additional limitations apply:

- No inmate shall exercise the right of punishment over another inmate.
- Safety cells will not be used for discipline purposes.
- Items needed to maintain an acceptable personal hygiene level will not be withheld.
- Access to courts and legal counsel will not be suspended as a disciplinary measure.
- Thirty days is generally the maximum length of time an inmate may be housed in discipline isolation.
- Restraint devices will not be used for disciplinary purposes.
- Mass discipline is not allowed. Discipline will always be specific to an inmate, or group of inmates for specific rule violations.
- Inmate bedding or clothing will not be withheld except where destruction of bedding or clothing has occurred.

Family Services

2-1-1 is a toll-free phone number that provides information and referrals for health and social services. Dial 2-1-1 or (888) 435-7565 or search the 2-1-1 database at www.211sb.com for information on:

- | | | |
|--|------------------------|---|
| • Shelter and Housing | • Food and Water | • Health Care |
| • Clothing | • Childcare | • Transportation |
| • Animal Assistance
(shelter, care, etc.) | • Government Resources | • Donation and Volunteer
Information |