

SHELBY COUNTY SHERIFF'S OFFICE



INMATE HANDBOOK

Revised: August 2017



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MISSION

We, the Shelby County Criminal Justice Center will by employing sound correction practices, provide a safe and humane environment for both staff and inmates in which public safety is emphasized and integrity in words and actions are practiced.

MESSAGE FROM THE CHIEF

A Message from Chief Moore: You are here for one or more reasons. While it certainly cannot be described as a pleasant experience, it hopefully will be a point where you stop to reflect on your life; the past, present and future. Your stay here will be aided greatly by following a few simple rules.

1. Read And Learn This Handbook. Many of the questions you may have about visitation, commissary, medical care, and other day to day matters important to **you**, can be found in this Handbook.
2. Follow the Orders of The Correction Deputies (your pod officer/floor supervisor) and other Staff Members. They are here to protect you as well as manage you. Obey their orders quickly; do not argue with them. If you feel that a member of the staff is in error, you may file a written grievance at the appropriate time.
3. Do not become involved in Arguments with Other Inmates. If you and another inmate disagree; or, if you are or feel threatened, assaulted or victimized in any way, notify an Officer or Staff member at once. Let them resolve the incident do not attempt to take matters in your own hands.
4. Keep Yourself and Your Area Clean. It is your responsibility to keep yourself clean, take a shower once a day. It is your responsibility to keep your cell, day room, and pod clean and sanitary. Throw trash in trash cans, do not store food that was served at meal time; keep the floor clean, swept and mopped.
5. No Smoking. Smoking is prohibited in all areas of the Shelby County Jail. The possession of tobacco products of any kind by an inmate is prohibited.
6. Remember the Golden Rule. Treat Staff and your fellow inmates the same way you would want them to treat you!

During your stay, I encourage you to participate in Inmate programs and other services offered by the Shelby County Jail. This handbook or established rules and regulations cannot anticipate every situation which you may encounter; however you may address any other issue (s) with your pod officer, supervisor, counselor or Jail chaplain.

Robert Moore, Chief Jailer

RIGHTS AND RESPONSIBILITIES

You have the right as a human being to be treated impartially, fairly and respectfully by all personnel.

You have the responsibility to treat others, both employees and inmates, in a respectful manner.

You have the right to be informed of the rules, procedures and schedules concerning the operation of this institution.

You have the responsibility to promptly adhere to all rules, procedures and schedules of this institution.

You have the right to freedom of religious affiliation and voluntary religious services.

You will receive nutritious meals, proper bedding and clothing, the opportunity to shower regularly, proper ventilation for warmth and fresh air, a regular exercise period, toiletries and medical treatment.

You have the responsibility to maintain a neat and clean living quarters and your personal hygiene.

You will be allowed to correspond with family and friends as security level dictates. It is your right to correspond and visit with family members and friends within the guidelines stated by the Jail Security Policy. Any questions concerning this policy should be directed to your Pod Officer.

You have the responsibility to conduct yourself properly during visits, not to accept or pass contraband or violate the laws and rules of this institution through your correspondence.

You have the right to access the courts by written correspondence.

The Electronic Law Library (ELL) is available for your use. An ELL schedule is posted in each pod.



ZERO TOLERANCE

SEXUAL ASSAULT AND RAPE AVOIDANCE

- You cannot have any type of sexual contact with another person while in jail. If you do you will receive a disciplinary write up and could be charged criminally and prosecuted.
- Any type of intentional exposure of private parts will result in a disciplinary write up and you could be charged criminally and prosecuted. NOTE: If you are found guilty of the disciplinary write up you will have to wear an orange & white jumpsuit at all times, including going to court and visitation, and you may be relocated in the jail.
- If you are found guilty in court, you can be put on the sex offender registry and required to report for an indefinite period of time.

*For more details ask your counselor.

If you have trouble controlling your sexual actions, seek help from mental health staff and/or consider participating in programs designed to control anger or reduce stress. To reduce immediate feelings of anger or aggression try talking to or writing a friend, meditate, or engage in some type of exercise.

Smart Behavior:

- If you are being pressured for sex, report it to any staff member immediately.
- Be aware of situations that make you feel uncomfortable. Trust your instincts.
- Don't let your manners or pride get in the way of keeping yourself safe. Don't be afraid to say "No," or to ask staff for help.
- Avoid talking about sex and nudity. These things may be considered a come on, or make another believe that you have an interest in a sexual relationship.
- Do not accept gifts from other inmates, commissary items given to you may be considered a debt with expectation of repayment with a sexual favor.

What to do if you are sexually assaulted?

- Report the attack to a staff member immediately. The longer you wait the more difficult it becomes to obtain evidence necessary for a conviction.
- Mental Health staff is available for crisis care 365 days a year to listen and offer support.
- **SEXUAL ASSAULT HOTLINE NUMBER: 222-4781**
PRISON RAPE ELIMINATION ACT OF 2003 (PREA)

The National Prison Rape Elimination Commission developed standards that would help eliminate rape and other forms of sexual abuse in corrections. PREA requires agencies to comply to those standards to eliminate sexual and demonstrate a zero tolerance of sexual abuse not just in its policies but through practice; education of both staff and inmates.

The Shelby County Sheriff's Office Jail Division (SCSO) is zero tolerant of any form of sexual abuse or harassment encountered by inmates from staff, volunteer or contract workers or inmates from other inmates. It will protect those who report or aid in the investigation of such report, from retaliation. SCSO will provide Victim services to those who are victimized previous to being incarcerated or while in custody.

How Do I Report

Verbally to your Pod Officer, Floor Supervisor, Unit Manager, Medical Staff, Counselor, Chaplain, or Internal Hotline. Your conversation will be kept in the strictest confidence to the extent possible.

In Writing through in-house mail, on any form/paper, grievance or input into the kiosk.

Third-Party through another inmate, your attorney, family member, priest, pastor, friend or outside agency.

Reporting

Shelby County Sheriff's Office – Jail Division

225 Poplar Avenue

Memphis, TN 38103

Office (901) 222-4958

Office Hours: Monday – Friday, 8:30am – 5pm CST

Hotline: (901) 222-4781 24 hours Please leave a message.

All calls confidential

IDENTIFICATION WRISTBAND

When you enter the jail, an identification wristband will be placed on your wrist. This wristband is very important. The service you receive or will not receive while incarcerated in this facility depends on this wristband. You are required to wear it at all times. The removal of this wristband will result in total loss of privileges and could be considered an attempted escape. If your wristband breaks or falls off, you must report it immediately to your pod officer. Do not tamper with or alter this wristband in any way as it may result in a disciplinary and/or monetary charge.

INMATE REGULATIONS

Regulations are enforced in all areas of the facility by the Shelby County Jail staff. Inmates not adhering to regulations will be disciplined. The severity of the violation and the situation will determine the type of discipline that will be administered. You may be told to stop what you are doing, or you may be sanctioned or given a disciplinary hearing; the staff witnessing and recording the infraction will make that determination. The way you conduct yourself while in our facility will also determine where you are housed. Your classification level will be affected by guilty verdict of charges submitted to the disciplinary board. Remember, staff is constantly monitoring your behavior and documenting their observations. Your disciplinary history will be a factor during the reclassification review.

INMATES' INTAKE AND PERSONAL PROPERTY

I. If your stay is longer than eight (8) hours, the following hygiene items will be issued in the Intake Dress out Area:

2 Shirts	2 Pair Pants	1 Pair of Jail Slippers	2 Sheets	1 Blanket
1 Pillowcase	2 Towels	2 Face cloths	1 Spork	1 Roll of Toilet Paper
1 cup	1 Comb	1 Shampoo	1 Deodorant	
1 Bar of Soap	1 Toothbrush	1 Toothpaste		

Standard uniform will be issued at dress out but undergarments, outerwear and/or socks will be issued on an as needed basis and entered into the inmate's history. If you require these items you must inform the intake officer.

Jail East and 5th/6th Floor: 2 Blankets

These items will also be made available to you in your housing unit and distributed on an 'as need' basis. You must make your request to your pod officer. For health and safety reasons, you are required to bathe regularly.

The following items must be returned prior to your release. If you fail to return these items upon release you will be charged \$10.00 per item.

1 pair of Jail Slippers

1 Cup

1 Inmate Handbook for Juvenile Court and Special Management Housing Inmates

II. The following is a list of items that inmates will be allowed to keep in their possess while here in our facility. Note that there are limits to the number of each item. If you have more than the allowed amount of any of these items, you will be subject to disciplinary action.

3 White T-Shirts

3 Pairs of White Socks

3 Underwear (White only)

1 Pair of Jail Slippers

1 Pair of Jail approved Tennis Shoes

2 Towels

2 Face Cloths

1 Pillow

1 Pillowcase

2 Sheets

1 Mattress

2 Toothbrushes

2 Thermal Shirts

2 Thermal Pants

2 Bars of Soap

1 Storage Bin

2 Tubes of Toothpaste

2 Shampoo

1 Shower Cap

2 Deodorant

1 Comb & Brush

2 Lotion

Toilet Paper (1 full & 1 partial)

1 Cup

1 Spork

2 Plastic Food Containers

1 Blanket

1 Blanket

(2 blankets on the 5th and 6th Floors; Jail East: 2 Blankets)

- Total of 4 books only (excluding treatment/educational books we provide). Magazines or newspapers (from publisher or bookstore only)
- Legal Papers/ Personal mail, not to exceed a total volume of one (1) cubic foot
- Seventy dollars (\$70.00) worth of commissary items, excluding tennis shoes, thermal underclothing, and radio.
- One (1) approved radio with earbobs and One (1) set of radio batteries
- Flexible pens only
- No color or lead wooden pencil (Unless authorized for program pods)
- No photo larger than 4X6
- Females will be allowed to have (3) Bras (No underwire).

Anything in excess of authorized property in your possession will be disposed of as institutional contraband. Possession of items not purchased by you will be treated as contraband and disposed of.

Any purchased commissary items must be kept in the original manufacture container. If not, it will be treated as contraband and disposed of without replacement.

Note: Inmate handbooks are available via the Kiosk located in General Population housing units at Jail East and 201 Poplar. 201 Poplar lower level inmates have access to kiosk in the units hallway. Inmates in Special Management housing at both facilities and Juvenile Court will be provide a hard copy handbook to be returned upon release.

III. DRESS CODE

You are required to be in complete uniform and adhere to the following between the hours of 8:00AM-9:00PM:

1. Must be fully dressed including uniform shirt, pants, and shoes whenever exiting cells.
2. T-shirt is to be tucked in.
3. Hands are to remain out of pants at all time and out of pocket, unless retrieving an item.
4. Must wear pants (pulled up around waist, can't roll above ankle or tucked in socks).
5. Must wear footwear.
6. Must wear color of uniform that is issued to you.
7. No headgear of any kind (unless religious and at scheduled service or in cell).
8. Must wear wristband on wrist at all times.
9. No combs, rubber bands, strings or adornments in hair.
10. When male inmates are in their cells uniform shirts must be worn at all times unless asleep.
11. On the 5th and 6th floor between the hours of 0800 to 2100 shirts are required for inmates on their bunks.
12. Tennis shoes can be worn to gym only.
13. Inmates are allowed to wear hair "Sconce ponytail holder" purchased on commissary.

IV. CELL MAINTENANCE

Beds will be made before morning inspections to 6:00PM, Monday through Friday (exception will be made for medical authorization for bed rest or inmates who are assigned to special work details). You may lie on your bunk, on top of the cover during this time. All day Saturday, Sunday and Holidays you may lie under the covers but when you are not lying on the bunk, it is to be made. **NO EXCEPTIONS.**

- Floors will be swept and mopped and kept free from litter at all times.
- Nothing will be hung from or affixed to the sprinkler head, walls, mirror, door, ceiling, lights or bunks.

- All windows, windowsills, vents and light fixtures will be kept clean and free from obstructions.
- Toilet, sink and mirror will be kept clean at all times.
- Desk will have only writing and reading materials on it when being used, all other items will be kept neat in your storage bin.
- Shoes and other footwear will be kept under the bunk or in drawer when not in use.
- The storage bins will be kept under the bunk when not in use.
- Only clothing will be allowed to be hung on the clothing hooks
- Nothing can be placed or hung in the cell that blocks the officer's entire view of the cell at anytime.

V. CELL INSPECTIONS/SHAKEDOWNS

The pod officer in your housing unit or dorm will conduct cell inspections daily. All areas of the cell or dorm will need to conform to neatness and cleanliness standards as determined by the pod officer. The pod officer will direct you to correct any problems found in your cell. You will be required to immediately begin working on these things. You may be required to remain in your cell until the problems are corrected. Your cooperation is not only expected, it is required.

Shakedowns will occur at any time, day or night as determined necessary by staff. You will be required to cooperate during all phases of the shakedown and respond promptly to directions given to you by staff. All contraband will be immediate removal.

VI. SHOWERS

Inmates must adhere to the following rules:

1. One inmate per shower stall.
2. You must be fully clothed when entering and exiting the shower area
3. NO loitering in or around the shower when someone else is showering.

4. In dorm housing units, you can only use showers on your level.
5. You must remove all personal soap, shampoo and other toiletry items when leaving the shower.
6. Handicap shower stalls are for special needs inmates only.
7. Showers will be closed one half hour before lock-down times.
8. Jail East will not operate their showers after 8:00 a.m. on the 6-2 shift. The showers will operate on the 2-10 shift from 15:00 to 20:00 hours.

VII. MEALS

1. Follow your pod officer's instructions.
2. No loud or boisterous behavior allowed.
3. Mealtime food not eaten must be dumped in trash can. It cannot be stored in the cell.
4. Take only one tray and beverage per meal.
5. Must use issued cup for beverage.
6. Must use issued spork.
7. Responsibility to awake and get a meal tray is yours.
Officer will announce mealtime.
8. You are allowed 20 minutes to eat from the time the last tray is served.
9. Cups will be washed once a week by the facility food service provider.
(Health Department requirement)

VIII. ROOM USAGE CELLS:

No entering a cell you are not assigned to unless directed by staff.

When lights are out from 10:00 p.m. to 5:00 a.m. talking is limited to cell mate only.

On the 5th/6th floor, no talking is allowed when lights are out.

You are responsible to keep your cell clean at all times and failure to do so will result in progressive disciplinary actions.

No yelling or talking outside of your cells at any time.

No standing on toilet, sink, desk, storage bin, bunks or handicap railings.

No talking to an inmate that is on cell restriction.

IX. ROOM USAGE/CELLS

Anytime a visitor enters the pod; you are not to approach or speak to them; you are to wait for instructions from your pod officer.

X. DAYROOM

No loud or unruly behavior

Shouting, running, horse playing or any other loud and disorderly behavior will not be allowed in the Housing Unit.

No sitting or standing on tables or totes; no feet on furniture or walls

No standing on chairs or benches

No sitting or loitering on the stairs or leaning over the rails. (Annex/Jail East)

Do not touch the televisions

Must ask permission to move furniture

Commissary items may be eaten at the tables in the dayroom or in cells.

Leave area in a neat and orderly condition

No loitering in front of cells or dayroom area

Do not cross the yellow and black line without permission

XI. TELEPHONES

The pod officer (via telephone logbook) controls use of the telephone. Only one inmate on each telephone

No sharing telephone calls

No congregating around the telephones

No feet on the walls

Time limit on telephone is 15 minutes per inmate

Three (3) way calls are not permitted

All calls are monitored.

XII. OFFICER'S WORKSTATION

Must ask permission to approach

Must approach where directed by the pod officer/staff.

Do Not touch anything on the officer's workstation

XIII. MOVING TO AND FROM YOUR HOUSING UNIT

While in the hallway, there will be no talking inside of pods

Must submit to a clothed body search whenever requested by staff

Follow staff directions immediately

No loud or boisterous behavior

Do not touch any elevator control or security device, unless directed by staff

Must be fully dressed including uniform shirt, pants and shoes

Hands must remain out of pants at all times and pants are to be complete around the waist with white shirt tucked inside of pants. Pant legs are not to be cuffed in the socks.

XIV. LOCKDOWN AND EMERGENCY SITUATIONS

Lockdown of inmates is conducted at scheduled times daily or as necessary. When lockdown is in effect, all inmates must return to their cell/bunk. At the discretion of the Supervisor, lock-down may be imposed for all or part of the housing unit, based on behavior.

Emergency Evacuation:

Evacuation plans are posted throughout the facility. In the event of an evacuation, follow the instructions of the pod officer.

REIMBURSEMENT FOR DAMAGED COUNTY PROPERTY

Any inmate found to have deliberately damaged county property; after having been found guilty at a disciplinary hearing will be assessed the cost of replacing that/those items according to the following:

1. Shirt \$ 5.00
2. Pants \$ 6.00
3. Sheets \$ 6.00
4. Towel \$ 4.00
5. Facecloth \$ 2.00
6. Mattress \$41.00
7. Blanket \$ 7.00
8. Pillow \$ 7.00
9. Handbook \$ 2.00
10. Any structural damage at cost and labor.
11. Armband \$ 4.00

Note: Prices are subject to change without notice

HAIR CARE SERVICES

Inmate barbers for males and shampoo bowls for females are available at no cost to you. Clippers and Trimmers are available in the housing units for inmate use. **(Ensure you sanitize before each use)**

A copy of the inmate male hair cut schedule is posted in your housing unit. Female inmates are allowed to use the shampoo bowls during recreation time and prior to lockdown as long as it does not interfere with the daily activities of the housing unit.

Hair care items for males and females may be purchased from commissary. **Designer Hair Cuts are prohibited.**

CLASSIFICATION

Classification is the process that determines where you will be housed, and the programs and services you will receive while you are incarcerated in this facility. You will be classified based on a number of criteria such as current charge, previous convictions and disciplinary history. Inmates in general population housing will be housed with inmates with the same or similar security classification. Inmates in special management housing may be housed with inmates with different security classifications. Your classification level will be reviewed every 30 to 180 days, depending upon your initial security level. At this review, you may be moved to a

higher or lower custody level. All special management inmate classifications will be reviewed at a minimum of every 30 days. All inmates in the Shelby County Jail will have the opportunity to request a review of their classification or reclassification assignment within 10 days of the classification decision. You must explain in writing the reason you believe your classification should be changed. Your letter should be given to your pod officer to be forwarded to the classification department. Your appeal notice will be reviewed within 10 working days by the classification committee. The appeal decision will be final. You will be notified of the decision in writing.

DISCIPLINARY PROCEDURE

A set of rules and regulations has been established to maintain appropriate behavior. The Disciplinary procedure is designed to conduct hearings on inmates who are in violation of jail policy. An inmate shall be notified of charge within 48 hours of the incident. An inmate shall be advised, in writing, no less than 24 hours prior to his/her disciplinary hearing. Disciplinary hearings are conducted by an impartial hearing panel called the Disciplinary Board. The inmate will be allowed to call witnesses on his/her behalf and to present other evidence, unless doing so would cause a security risk. Inmates shall be advised of their rights against self-incrimination.

No inmate shall be disciplined prior to his/her hearing. Disciplinary hearings are conducted as soon as possible, but no later than seven days after the alleged violation, excluding weekends and holidays. Inmates are notified of the hearing at least 24 hours in advance. An inmate may only be placed on Disciplinary Detention prior to a hearing for his/ her safety or protection of others. Each decision of the Disciplinary Board shall be in writing to the inmate.

The sentence rendered by the Disciplinary Board will indicate the penalty the inmate is to receive. When an inmate is found not guilty of a rule violation, the report will be removed from the inmate's file; but not from OMSe. You may choose to waive your right to an appeal by signing the Waiver of Disciplinary Appeal form. However, an inmate may appeal the hearing panel's decision to the Chief Jailer or his designee within 3 days, after receiving the written decision. The Chief Jailer or his designee will respond to your appeal within 15 days of the appeal.

DISCIPLINARY GUIDELINES

Any minor or major violations are punishable by no less than 10 days and up to 60 days in disciplinary segregation. Any violations of the rules listed below will result in disciplinary action.

Minor Violations

1. Disrespect to Officer/Staff
2. Refuse staff order
3. Hiding prescribed medication
4. Alter/ tamper with I.D.
5. Defacing Cell/Dorm Walls
6. Gambling
7. Delay/Alter movement pass
8. Other minor violations not listed will apply

Major Violations

1. Threatening Staff
2. Obscene Action
3. Possession of Money
4. Refusal to Obey Lock Down Orders
5. Inmate Assault
6. Sexual Acts
7. Weapon Possession
8. Extortion
9. Assault to Staff
10. Possession of Alcohol/Drug
11. Smoking
12. Arson/Set Fire
13. Escape/Attempt
14. Destruction of Property
15. Other major violations not listed will apply

GRIEVANCE PROCEDURE

Inmate grievances are written inmate complaints about facility negative, conditions or actions in the jail. The grievance procedure is designed to ensure that you have the opportunity to express concerns and resolve problems. You must first try to resolve the grievance with your pod officer. Any inmate who wishes to file a grievance may do so by submitting an inmate grievance form. The inmate grievance forms are located in your housing unit.

Inmates may not file grievances regarding any of the following:

1. Issues subject to pending court action or involving the same issues and inmate.
2. Challenges regarding matters beyond the control of the facility, including parole, probation or transfer decisions.
3. Final formal disciplinary decisions or classification decisions, including housing assignments.
4. Complaints not personal to inmate bringing the grievance or actions not yet taken.
5. The filing of repetitive grievances addressing the same issue where sufficient time for response has not expired or the subject of grievance has already been previously addressed in others grievances by the same inmate.
6. The appeal of a grievance, which is documented as settled to the inmate's satisfaction at a lower level.
7. The intentional filing of two or more emergency grievances found not to be an emergency situation.
8. The filing of a grievance containing language threatening physical harm to any individual, threatening escape, threatening damage to the Shelby County Jail or directing sexually explicit language toward any individual.
9. The filing of line grievance more than 30 days after the event in question.
10. The filing of more than (5) five grievances in one month.
11. Inmates that submit more than five (5) grievances within a thirty (30) day time frame are considered as "over the limit". The Grievance System will only accept two (2) grievances for the next six (6) months from the same inmate.

ACCESS TO HEALTH CARE

You will have access to medical, dental and mental health care services during your stay here. Your initial medical assessment will be provided at no charge. Any medical visits initiated by you from that point, you would be charged a minimum fee. **IT IS IMPORTANT THAT YOU UNDERSTAND YOU WILL RECEIVE MEDICAL CARE REGARDLESS OF YOUR ABILITY TO PAY.** However, if you have money on the books, the following medical charges will be deducted

from your account: Doctor Visit \$5.00, Nurse Visit \$3.00, Dental Visit \$5.00, and Prescriptions \$2.00. If you receive money at a later date, your medical fee will be deducted from your account.

DENTAL CARE

If you have dental problems and want to see the Dentist, submit a Sick Call Request via the Kiosk. Routine dental cleaning is not performed; however, extractions and temporary fillings are available.

ACCESS TO PREGNANCY MANAGEMENT SERVICES

Access to pregnancy management services are available.

1. Prenatal care includes:

- a. Pregnancy Testing
- b. Medical examinations
- c. Laboratory and diagnostic tests, including offering HIV testing and prophylaxis (infection control) when indicated.
- d. Advice on appropriate levels of activity, safety precautions, and nutritional guidance and counseling
- e. Routine and high-risk care
- f. Management of chemical dependencies
- g. Comprehensive counseling and assistance
- h. Postpartum follow up
- i. Family planning services prior to discharge

The Jail East facility utilizes a local facility provider for specialized obstetrical services, including high-risk labor and delivery of infant.

LAUNDRY EXCHANGE

Linen exchange will be once a week. Blanket exchange will be quarterly. Clothing exchange will be twice a week. Follow current instructions for your area on what can go in your net bag. **ANY NET BAG THAT IS OVERSTUFFED WITH ADDITIONAL CLOTHING OR OTHER ITEMS WILL BE REFUSED FOR LAUNDRY EXCHANGE.**

TELEPHONES

Inmate Phone System: Telephones are available to inmates in each housing unit collect calls only, three way phone calls are not allowed. Your Record & Identification (R&I) number is your Pin Number, you should protect this number. If anyone is found to be using another inmate's R&I Number, they will be criminally charged with theft. Use your correct name when opening up your telephone account, no nicknames or street names. Whatever name you elect to use on your telephone greeting is your choice but will not be changed again during your stay here in the jail.

Only the Floor Sergeant and the Floor Counselor will be authorized to request any changes to the "allow list" and PIN/Voice recordings. A maximum of 12 numbers are allowed in this system. You are automatically enrolled with the first 12 numbers dialed. You may change any of these 12 numbers every three months. Notify your Floor SGT or Floor Counselor if you experience any type of problems with your phone calls not going through.

Family or friends must establish an Advance Pay account through GTL's automated phone system with either \$25.00 or \$50.00 via credit card, debit card, Western Union or by mailing a check or money order. Family or friends may contact GTL Advance Pay Section by calling the Toll Free number 1-866-230-7761. Family members will be required to give your name and R&I number. Phone calls may be made to family members as long as they accept the collect call. You will not be able to make any phone calls to a cell phone unless the family member has enrolled in GTL Advance Pay account. The cost of these phone calls can vary, depending on the location of the cell phone and the time of day, night, weekend, or holiday in which the call is placed. The cost of local calls is \$1.50 and the lengths of the calls are 15 minutes.

Once a number has been blocked for any reason, only the person the number is listed to may unblock the number by calling the Toll Free number. Remember, inmate telephone calls may be monitored.

MAIL

You may write to anyone as often as you wish as long as you pay for postage and do not violate United States Postal regulations. Indigent inmates may mail two (2) personal letters a week. **Anyone sending mail out as indigent and is not indigent, the mail will be considered contraband and forwarded to the Gang Unit.**

Anyone found in the possession of indigent envelopes and is not indigent, will be charged with possession of contraband. (Indigent – having less than \$ 2.00 in your inmate account for seven (7) consecutive days.)

Mail containing information on another inmate will be returned to sender.

Certified outgoing mail is available to inmates who can pay the cost imposed by the United States Postal Services. Inmates who wish to send mail Certified must write "Certified Mail" on the envelope. There is no limit to the number of certified letters mailed if the inmate has the money on his inmate account. The cost is subject to change depending on the United States Postal Service rate change.

The Floor Counselor will instruct the inmate that all legal (PRIVILEGED) mail must be addressed to the courts, attorneys or any recognized legal agencies, and any mail addressed improperly will be rejected and the inmate will be notified that the privileged mail will be held by GIU for two (2) years before it can be requested. If not requested after two (2) years, it will be destroyed. All outgoing indigent mail will be "date stamped" by the Memphis Police Department mailroom personnel when mail is delivered to them by the Jail mailroom personnel.

Whenever giving your address, YOU MUST SHOW YOUR ADDRESS AS LISTED BELOW:

Full Name	
Inmate Booking Number	
Floor Number/Pod Letter/Cell or Bunk Number	Jail East
201 Poplar Avenue	6201 Haley Road
Memphis, TN. 38103	Memphis, TN. 38134

Be certain to show on the envelope the complete address of your correspondent. You are to make sure the envelope is properly sealed. The mail will not be delivered without a stamp. An official mailbox will be located on each floor. Your pod officer will place your outgoing mail in the mailbox. Advise all your correspondents that you are allowed to receive letters, post cards and greeting cards (no musical greeting cards allowed). Outgoing mail without a return address will be considered contraband and given to GIU and destroyed after two (2) years.

Incoming mail will be opened in the mailroom prior to delivery to the control centers. Security personnel will deliver your mail. All mail will be inspected for contraband, and then delivered to you. The mailroom personnel will inspect pictures sent through the mail before being given to you. The pictures may not be larger than 4X6 inches and if they are deemed to be pornographic in nature they will be returned to the sender. Pictures altered from their original state will not be accepted and returned to sender. Incoming and outgoing mail without a return address is considered contraband and will be given to GIU and destroyed after two (2) years.

Legal mail will be opened in your presence. YOUR MAIL WILL NOT BE READ!

All mail returned to the Jail Division by the United States Postal Service or any other mail service as undeliverable for any reason will be forwarded to the G.I.U. for investigation. The listed sender on the envelope will be notified that

the returned mail will be held for two (2) years before they can request it. If not requested after two (2) years, it will be destroyed.

You may correspond to other correctional and detention institutions upon the approval of the Chief Jailer or his designee. No Shelby County Jail inmate to inmate correspondence is allowed.

MEALS/SPECIAL DIETS

At least three (3) meals will be provided every twenty-four (24) hours with no more than fourteen (14) hours between any two (2) meals (dinner and breakfast). Meals will meet established standards for nutritional content. Special diets will be provided, as required for medical reasons or religious purposes. The medical department must prescribe medical diets. Religious diets may be subject to verification by the Chaplain and must be approved by the Assistant Chief of Programs or designee.

It is your responsibility to appear for meals. If you miss a meal or oversleep while meals are being served, you must wait until the next scheduled meal. Before receiving your meal tray, you must provide your name to the officer and show your identification wristband.

If an inmate uses food or food service equipment in a manner that is hazardous to self, staff, or other inmates, an alternative meal service may be provided. The alternative meal is on an individual basis, is based on health or safety considerations, meets basis nutritional requirements, and occurs with the written approval of facility administrators or designee and responsible health authority.

MONEY

Money that you had with you at the time of booking will be deposited into your inmate account. You will be allowed to buy from Commissary and the amount you spend will be deducted from your account.

CURRENCY is not accepted at Jail Accounting but can be deposited in the 24 Hour Kiosk. A maximum of \$100.00 dollars per transaction may be placed in your account at the Kiosk. A receipt will be given to the depositor.

NOTE: There is a \$4.00 convenience fee per transaction for using the Kiosk, which will be deducted from any money amount deposited. There is no charge for any of the below items that are mailed to Jail Accounting.

Only the following will be accepted through the mail without monetary limits:

1. Cashier's Check
2. Western Union money order
3. Bank money order
4. Postal money order
5. U.S. Government checks

NOTE: Cash should not be sent through the mail; it will be mailed back "Return To Sender."

Personal checks **will not** be accepted for deposit into your account. Upon your release, a check will be issued for any remaining funds. If you are to be released to another facility, your funds will be forwarded to that facility

Note: Your money or property cannot be released or transferred to another inmate.

You will be allowed to purchase various items of food, approved clothing, personal hygiene supplies and writing materials. Commissary will deliver twice a week. You are only allowed to spend \$35.00 per commissary day, excluding tax. Inmates will make their commissary selections through the use of the Kiosk in the pod. Only 40 dollars worth of commissary may be kept in your storage bin.

General Session Criminal Court may bring garnishment proceedings against inmate funds if fines or fees are owed to the court. (This means that those fees/fines may be released to the court issuing the garnishment).

PROPERTY

Inmates that are being transferred to other agencies will be allowed to take a limited amount of property. Upon being transferred, you will fill out a Property Pick-Up Form. It will be your responsibility to notify the authorized recipient of your property. **ALL UNCLAIMED PROPERTY NOT PICKED UP WITHIN THE DESIGNATED PERIOD OF TIME WILL BE DISPOSED OF.**

RELEASE OF PROPERTY

You may release all your personal property to relatives or friends, other than what you were wearing and your I.D. Someone you designate within a 30 day period may pick up your personal property. Upon request from your family/friend with property identification, staff will provide you with a Property Release Form from the Property Room. If you desire to release your belongings to that individual, you must complete and sign the form and have it witnessed by a staff member. The staff member will return the form to the Property Room for appropriate action. Any monetary release over \$99.99 must be approved by the Gang Intelligence Unit (GIU). Money/Property cannot be transferred from one inmate to another

ACCEPTABLE COURT CLOTHING

1. Men's suit, tie, vest;
2. Collared shirt;
3. Men's dress slacks;
4. Women's dress or skirt and blouse
5. Women slacks suit or skirt suit;
6. Shoes (dress style with no shoe strings) and socks;

TENNIS SHOES WILL NOT BE ACCEPTED AS COURT CLOTHING.

PROTECTIVE CUSTODY

Any inmate may request protective custody at any time. The request may be made to any staff member. Any staff member may recommend to the Classification Department to place an inmate on protective custody, whether requested by the inmate or not, if there is a valid concern about the inmate's immediate safety. The inmate will meet with the Classification Committee. The rules and procedures of Protective Custody will be explained and the inmate will have the opportunity to explain his/her personal situation and ask questions. The Classification Committee will make the final decision on inmates being placed on Protective Custody.

TRUSTY PROGRAM

Trusty applications are available from your pod officer. You may apply for a trusty or inmate worker position. You may not have the following:

1. Validation as gang member
2. Member of the Security Threat Group
3. Out of County Holds/Warrants
4. History of escapes
5. Major disciplinary write up that result in deadlock time within 90 days
6. Classification level must not exceed level 7
7. Conviction of rape or sexual assault
8. Must have a bond or sentence on all active charges.

The inmate worker (blue or white shirt) etc., must have a bond of \$500,000 or less. The brown shirt trusty may have a bond of **\$40,000 or less and can only have one misdemeanor assaultive charge or conviction and NO felony assaultive convictions.**

VISITATION

You are allowed to visit with relatives and friends. A copy of the visitation schedule is posted in your housing unit. Attorney visits are allowed 7 days a week, any time other than during lockdown times or unless approval has been given by Chief Jailer or designee for emergency circumstances. Clergy visits will be allowed (7) seven days a week during regular visiting hours upon proof of Clergy License/Ordination. (Business cards are not acceptable.)

ACCESS TO POLICY AND PROCEDURE

Upon written request to the Policy and Procedure Office, an inmate may request two (2) policies and procedures a month that pertains to them, unless doing so causes a threat to the security of this facility. Inmates may request a list of Policies and Procedures at their disposal.

SEGREGATION HOUSING

There are two types of segregation housing units; Disciplinary Detention and Administrative Segregation.

(1) Administrative segregation is the separation of inmates from general population when it is determined that their continued presence pose a threat to life, property, self, staff, other inmates and the security of the facility.

(2) Disciplinary detention is the separation from general population when an inmate commits a serious violation or repeated minor violations of the facility rules. They are found guilty by the Disciplinary Board and is given detention time. In this segregation, you will be confined for that specified period of time.

SECURITY THREAT GROUP

The Shelby County Jail recognizes that security threat groups exist within the facility and these groups pose a threat to the security of the facility. The Security Threat Group was created for the identification, tracking and controlling of these groups within the facility and to control their influence. Inmates are identified as Security Threat Group members because of their affiliations or the nature of their crimes and possessing or having involvement in contraband activity.

SERVICES AND PROGRAMS

We provide inmates the opportunity to participate in activities that may keep them socially, legally, physically and spiritually fit.

Counseling Services

The Counseling Service Branch of Programs will assist you in identifying reasonable solutions to your social needs, by providing counseling services and the opportunity to participate in various educational and treatment programs. You may request this service by submitting a request through the kiosk.

Religious Services

The mission of the Religious Service Branch of Programs accommodate the free exercise of religion by providing pastoral care to all inmates and facilitate the opportunity to pursue individual religious beliefs and practices in accordance with the law, Federal regulations and Shelby County Jail policy. The religious leaders will provide religious worship, education, counseling, spiritual direction support and crisis intervention to accommodate the diverse religious needs of inmates. You may request this service through the kiosk. Religious articles will not be allowed for use in worship if deemed a security risk (e. g. Rosaries).

Law Library

Inmates may request access to the Electronic law library (ELL) by signing the ELL sign - up sheet that is placed in the housing units every other Monday morning. Each pod has a scheduled time to use the electronic law library. Inmates who are Pro-Se (representing themselves on a case they are currently in jail on) may receive additional use of the electronic law library when possible, providing we have a copy of the court order. A copy of the court order should be given to your floor counselor. Any inmate including those in special management housing or serving detention time may ask a legal question or receive a paper copy of a case or code by contacting their floor counselor to fill out a Paralegal Request Form.

Roving Library

Library materials are selected to meet the educational, informational, and recreational needs of inmates and are easily accessible and regulated by a system that prevents abuse. Inmates will be held liable for any library books that are lost, stolen, damaged, or destroyed while in their possession. The counselor will visit each pod once per week to issue and exchange books. A copy of the Counselors schedule is posted in each housing unit.

Recreation

You will be given the opportunity to participate in activities that may keep you physically fit. Indoor and outdoor activities are available. Note: Annex/Jail East Physical recreational activities will be held in the recreation area, adjacent to the housing units.



