

Orange County Jail Rules

1600.1 NEW INMATE ORIENTATION

To maintain inmate discipline within Jail Operations, a set of rules and regulations has been established that specifies violations and sanctions. Inmate rights will be recognized, and responsible inmate behavior will be required at all times. An efficient operating facility, safe working conditions for jail staff and the security of the inmate population are the primary objectives for the enforcement of jail rules. New inmates will be informed of jail rules at the time of admission.

- (a) The following critical jail rules are posted at Medical Triage and Uncuff:
 - 1. Inmates must obey all directives of staff.
 - 2. Inmates must be respectful to staff.
 - 3. Inmates cannot create a disturbance in the jail.
- (b) Violation of these rules may result in loss of privileges (phones, tablets, commissary and/or visits).
- (c) Jail rules, programs and services are posted throughout each facility in the dayrooms, outdoor recreation, and other areas. An inmate orientation video with closed captioning will be continuously played in intake areas. The video will also be broadcast once daily, with closed captioning, in inmate housing areas.
- (d) Inmates are required to read, understand and comply with inmate orientation provisions and jail rules. Any violation of laws or jail rules may result in jail discipline and/or criminal prosecution. If there are any questions, inmates should ask a member of the jail staff for clarification.

1600.2 ORANGE COUNTY JAIL RULES

- (a) Orange County Jail Rules
 - 1. Inmates are required to read, understand, and comply with all inmate orientation provisions and the Jail Rules. If there are any questions, ask a member of the jail staff for clarification.
- (b) Obeying Jail Staff
 - 1. Inmates shall obey all directives immediately and completely.
 - 2. Inmates shall not make false statements to jail staff.
- (c) Addressing Jail Staff
 - 1. At all times, inmates shall treat staff and visitors with courtesy and shall address them with their proper title such as "Deputy," "Sir," "Nurse," etc.
 - 2. At no time will any staff member be addressed by their first name.
- (d) Smoking

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1. Smoking is not permitted inside any Orange County Jail facility. Possession of any tobacco products and/or paraphernalia is prohibited, (e.g., lighters, matches, rolling paper or any other items used for smoking).
- (e) Housing Assignments and Movement
 1. No inmate will occupy a bunk other than the one assigned to them.
 2. At no time will an inmate be permitted in a sector/tank/tent/barrack or cell to which the inmate is not assigned.
 3. Any unescorted inmate at the Central Jail Complex or Theo Lacy Facility will have in their possession a movement pass or module card which will be presented at each Guard Station. Inmates are not to proceed further until directed to do so.
 4. Inmates will return their movement pass to a Deputy upon returning to the module.
 5. Inmates directed to move through any jail facility will proceed promptly and as follows:
 - i. Unless otherwise directed, remain along the right-hand side of the corridor.
 - ii. If floor markings are present, inmate must follow the markings.
 - iii. Single file.
 - iv. No talking permitted.
 - v. Hands in pockets.
 - vi. Stay clear of all phones and alarms.
 - vii. Inmates may not enter marked unauthorized areas.
 - viii. Inmates must walk at all times. Running is not permitted.
 6. Carrying or passing any article from one housing area to another is forbidden.
- (f) Communications
 1. Inmates are not permitted to communicate in any manner with persons not in custody, except as authorized by the jail staff.
 2. Inmates will not communicate with other inmates outside their immediate housing area without prior approval of the jail staff.
- (g) Jail Issued Clothing, Bedding, Footwear, Hygiene Articles and Miscellaneous Articles
 1. Inmates shall dress in full jail issue clothing (i.e. underwear, socks, shoes, undershirt, outer shirt, pants and bra if issued a bra) and workers shall follow standards outlined in CCOM 2004.11 - Inmate Worker Standards.
 2. All inmates, male and female, regardless of their gender identity will have the option to choose undergarments based on their personal preference, as clothing room supply permits. Undergarments consist of underwear (boxer shorts or

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female underwear) and bra. All inmates will be permitted to choose a nightgown to wear, as clothing room supply permits.

3. Jail issued clothing consists of:
 - i. 2 pairs of underwear
 - ii. T-shirt
 - iii. Socks
 - iv. Jumpsuit or pants and shirt
 - v. Shoes
 - vi. Bra (if issued a bra)
 - vii. Sweatshirt
 - viii. Nightgown (if issued a nightgown)
4. Jail issued bedding consists of:
 - i. 1 towel
 - ii. 1 blanket
 - iii. 2 sheets
 - iv. 1 mattress
5. Jail issued hygiene articles and miscellaneous articles consist of:
 - i. 1 toothbrush
 - ii. 1 toothpaste
 - iii. 1 bar of soap
 - iv. 1 comb
 - v. 1 disposable razor (as deemed appropriate by Classification or Mental Health Staff). For further information, refer to CCOM Section 2408.1 - New Inmates.
 - vi. 1 set of tablet earbuds
6. Inmates shall remain in full jail issue clothing while in the dayrooms, common areas or outside their cell. Alterations to jail issue clothing may be considered damage to jail property and the inmate may be subject to disciplinary action. The wearing of any item that is not facility issue clothing (e.g., headbands, etc.) is prohibited.
7. Inmates shall make their bunks up neatly and keep them that way unless the bunk is actively occupied by the inmate. Whenever inmates are at ease on their own bunks, they may be permitted to cover themselves with blankets, provided that sufficient anatomy is exposed to establish the presence of a person.

(h) Count

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1. During the count, inmates shall stand near their bunks unless otherwise directed by jail staff.
 2. Inmates will respond to the Deputy as directed during the count.
 3. Talking, horseplay, or other disruptions are not permitted during the count.
- (i) Attending Meals
1. Inmates will be called on line for meals by jail staff.
 2. Inmates desiring to attend or receive a meal must be dressed in full jail issue clothing and come on line promptly.
 3. Inmates entering chow hall are permitted to possess the following items:
 - i. Their ADA assistive device and any Medical forms (EX: "Chrono") authorizing the use of the ADA assistive device.
 - ii. Self-carried medications prescribed by CHS.
 - iii. Current Medical form from CHS regarding special dietary restrictions (EX: "Chrono")
 - iv. Inmates who will be transported to court directly following a meal within the chow hall shall be permitted to have court documents and supplies in their possession.
 4. Inmates who do not wish to attend or receive a meal must remain in their housing location.
 5. Inmates will be afforded a minimum of fifteen (15) minutes to eat. Refer to CCOM Section 1604.1(g) – Inmate Rights.
 6. Upon completion of the meal, inmates will proceed directly to their assigned housing location.
- (j) Conduct During Meals
1. Inmates will conduct themselves in an orderly manner at all times.
 2. No food may be removed from the dining hall.
 3. Food may not be passed from one table to another.
 4. Food must be handled so as to keep the dining halls and tables neat.
 5. Conversation will be limited to the inmates at each table.
 6. When the Deputy announces the end of the meal, all inmates will promptly line up to turn in plates, utensils and any unconsumed food.
- (k) Dayrooms/Recreation Areas
1. Inmates shall have access to their assigned dayrooms according to approved schedules. Jail staff will regulate inmate movement into and out of the dayroom.
 2. When dayroom is given, all inmates shall move promptly to their assigned dayroom.

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3. Inmates in dayrooms shall be in full jail issued clothing at all times.
4. Shower shoes may be worn to and from the showers only, unless authorized by the Division Commander.
5. Dayroom supplies will not be removed from dayrooms.
6. Newspapers shall remain in the dayrooms at all times. Newspapers may not be torn or cut in any manner. Any portion of a newspaper found in any area other than the dayroom or on an inmate's person will be considered contraband and the inmate may be subject to disciplinary action.
7. Blankets, sheets, or other bedding are not permitted in the dayroom. Bedding shall not be used for table cloths, hammocks, etc. All bedding shall remain on the bunk.
8. Tampering with any television set may result in disciplinary action being brought against the inmate. The television may be removed as a result of tampering.
9. Dayrooms will be left in a neat, orderly condition.
10. Moveable chairs shall remain in designated areas.

(l) Games and Recreation

1. Inmates may attend scheduled recreation periods and may, while in the dayroom, utilize the games and supplies issued to that dayroom. Violating any jail rules while in the dayroom/outdoor recreation area, or damaging any books, games or equipment, may result in loss of recreation privileges.
2. Gambling in any form is not permitted.
3. Roughhousing, horseplay or physical exercise by use of the jail fixtures is not permitted.
4. Inmates are permitted to engage in physical exercise while in dayroom; however, the use of jail fixtures, exercising on the second tier, engaging in unsafe activities such as sprinting, or fabricating exercise equipment is prohibited.
5. The practice of tattooing, body piercing, body branding and body art is not permitted.

(m) Property

1. Inmates may possess only those items identified in this section. All other items shall be considered contraband and will result in the item(s) being confiscated and properly disposed of. Disciplinary action may also be taken.
 - i. Items issued by jail staff
 - ii. Items purchased through commissary from the Jail Commissary Order Slip
 - iii. Items permitted at the time of booking
 - iv. Items permitted to be received through the mail
 - v. Items permitted by court order

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2. Inmates (unless they are Pro-Per) may possess a limited amount of personal items such as letters, photographs (no larger than 8" x 10") and court papers. Inmates may also possess materials for correspondence.
3. Inmates shall maintain all personal items and/or legal paperwork in two expandable folders. Any items described in this paragraph that do not fit into two expandable folders shall be discarded or mailed out of the facility at the inmate's expense. Under no circumstances shall personal items and/or legal paperwork be stored outside two expandable folders, or affixed to a cell or the furnishings therein.
4. Inmates shall not possess more than the quantity limit of any one item listed on the Jail Commissary Order Slip. Items purchased through commissary and retained in an inmate's cell shall be reasonable in quantity such that storage of such items shall not invade the space of other inmates in the cell.
 - i. For inmates housed alone, a housing Sergeant or above has the discretion to deem the quantity of personal property items unreasonable.
 - ii. The storage area for an inmate is limited to their property box, two expandable folders for personal property and/or legal paperwork, and a reasonable amount of space for commissary items as per the housing Sergeant or above.
 - iii. If the quantity of commissary items possessed by any inmate is determined to be unreasonable by the housing Sergeant or above, the inmate will be provided advanced notice (5 days) and the opportunity to reduce the quantity of commissary items to a reasonable level. Failure to reduce the quantity of commissary items as requested may result in discipline and/or seizure of the excess items determined to be unreasonable.
5. Articles, including food items, personal hygiene items, etc., will not be accepted from individuals or via the mail.
6. Inmates may only possess the items of clothing issued to them and one complete issue of jail bedding.
7. No food, except that sold in commissary or provided during in-cell feeding, will be permitted in housing areas.
8. Handcrafted or altered items made by inmates are not permitted and will be considered contraband.
9. Possession of articles issued or belonging to another inmate, such as clothing, bedding, commissary, or personal property, is not permitted. The inmate in possession of such property may be punished for a violation of jail rules and the incident may be handled as a criminal matter.
10. No inmate will possess more than a combination of five books and/or magazines. Excess items shall be discarded or mailed out of the facility at the inmate's expense.
 - i. Property that shall not be counted towards an inmate's limit are as follows:

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- A. Holy book (1)
 - B. Religious pamphlets (3)
- 11. Unauthorized possession or hoarding of medications is not permitted. Possession of another inmate's medication is not permitted.
- 12. Obscene publications, and mail containing obscene publications are not permitted (Obscene publications include, but are not limited to, photographs showing penetration, oral copulation, defecation, urination or ejaculation. Personal photographs that display nudity of any kind or items that are sexual in nature are not permitted).
- 13. Any item intending to incite murder, arson, riot, violent racism, or any other form of violence or criminal activity is unacceptable.
- 14. Any item concerning gambling or a lottery shall be prohibited.
- (n) Buying, Selling, Trading
 - 1. Inmates are not permitted to buy, sell, trade or give away any item of value to any inmate or member of the jail staff.
 - 2. Possession of any type of currency by an inmate is not permitted.
- (o) Court
 - 1. When called on line for court, inmates will respond promptly and be in full jail issue clothing.
 - 2. Inmates going to court will not take combs, commissary items, etc. without a court order. Inmates may take court papers that pertain to their case or other documents requested by the court (e.g. classroom certificates to show completion of courses ordered by the judge) and authorized self-carry medications with approved documentation.
 - 3. The following items, unaltered and approved for inmate use per CCOM Section 2014.6 – Approved Religious Artifacts, will be allowed at court:
 - (a) One religious book or pamphlet.
 - (b) One Muslim Prayer Beads or Rosary Bead Necklace.
 - 4. Inmates have an opportunity to comb their hair and prepare for court prior to transport.
 - 5. In Propria Persona (Pro-Per) inmates may take legal books, documents or papers necessary for their court action.
- (p) Cleanliness
 - 1. Each inmate will be responsible for keeping their assigned bunk and property box neat and orderly.
 - 2. Responsibility for maintaining the cleanliness of each housing area shall be shared by the inmates assigned to that housing area.

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- i. Dayrooms, stairs, floors, windows, showers and toilets will be cleaned by inmates who are assigned by the Barracks/Module CSA. The assignment will be changed weekly and be given to inmates not going to court that day. Cleaning closets will be unlocked and supplies will be made available immediately after morning court call. Work will be supervised and directed by the Barracks/Module CSA. After the cleaning is completed all supplies and cleaning implements will be locked in the cleaning closet.
 - ii. Inmate workers will keep corridors and hallway areas cleaned at all times. The CSA assigned to the housing location will direct inmate work crews in the daily cleaning of rooms, guard corridors and other areas.
 - iii. The assigned CSA will direct the inmates in the barracks to collect trash from the trash receptacles so it can be picked up by the facility trash crew under supervision of the CSA.
 - iv. The Warehouse CSA will direct warehouse inmate workers to prepare supplies for use in barrack cleaning. The quantity of supplies to be delivered to each inmate housing location is posted in the warehouse. The assigned CSA will ensure that each housing unit receives the proper issue of supplies.
 3. Inmates who refuse or neglect to perform their assigned duties will be subject to disciplinary action.
 4. All inmates shall keep their fingernails clean and neatly trimmed, not extending beyond the tips of the fingers.
 5. Inmates shall shower regularly and maintain a good general appearance.
 - i. Inmates who fail to do so will be subject to disciplinary action.
 - ii. Shower areas will be available every other day (per title 15) and at times specified by the jail staff.
 6. All inmates are required to conform to the grooming standards established in which they are housed.
 7. Workers must abide by worker standards.
 8. Inmates must dispose of all waste matter in the receptacles provided for that purpose.
 - i. Depositing trash in the toilets or urinals is not permitted.
 9. Inmates shall not spit on jail floors, walls, ceilings or any place other than a toilet or urinal.
- (q) Lights Out
1. "Lights Out" refers to the designated period during which the majority of lighting within the housing area will be dimmed or turned off. This period is instituted to establish a regular rest and sleep schedule for inmates.

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3. Limited activities will be permitted during "Lights Out", such as the use of designated dayroom, outdoor recreation, and toilet facilities under supervision.
4. During this time, inmates are expected to adhere to "Lights Out" protocol by remaining on their assigned bunks maintaining a quiet and respectful demeanor, apart from those participating in dayroom activities, outdoor recreation, or using toilet facilities.
5. Failure to comply with "Lights Out" protocol may result in disciplinary measures determined by jail staff. For details on disciplinary measures, refer to CCOM Section 1600.4 – Orange County Jail Rules – Violations by Inmates.
6. In the case of an emergency or exigent circumstances, lights may be turned on to ensure proper visibility or resolution of the situation.

(r) Security Devices/Inmate Identification Cards

1. Tampering, or the attempt to tamper with any manual or automatic door, telephone, window, vent cover, light, or any other security or building device is not permitted and may be handled as a violation of jail rules and/or by criminal prosecution.
2. Each inmate will be issued an identification card.
 - i. Identification (ID) card- The inmate will wear the ID card clipped to their smock top at the bottom of the V-neck with the picture facing outward whenever they are outside of their assigned sector, dorm, barracks.
 - ii. Inmates shall present their ID card to CHS staff for identity verification during all medication distribution.
3. Tampering with an ID card, failing to display the ID card as required, or failing to present the ID card to any staff member upon request are violations of the jail rules which will result in disciplinary action.
4. Inmates are prohibited from coming into contact with any part of any security fence or door.
5. Non-emergency use of the in-cell Emergency Communication Button is prohibited.

(s) Destruction of Jail Property

1. Destruction of jail property and the writing or marking upon any part of the jail is not permitted and is punishable as a Felony or Misdemeanor under California Penal Code Section 594 and 4600.
2. Burning of any material is not permitted and may be handled as a violation of jail rules and/or by criminal prosecution.
3. No items will be affixed to any walls, ceilings, bars, bunks, fixtures, property box or any part of the building.

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(t) In-Custody Contact

1. Personal Contact:

- i. Any inmate who engages in lewd or lascivious acts with the appearance of arousing, appealing to, or gratifying the lust, passions or sexual desires of themselves or others is in violation of "Personal Contact."
- ii. Inmates shall avoid deliberately placing themselves in situations, or behaving in any way that will encourage sexual activity.
- iii. Inmates will not solicit or engage in sexual activity with other inmates.

2. Discipline by Inmates:

- i. "Kangaroo Courts" (mock courts set up by inmates) and/or "Sanitation Committees" (inmate committees set up to enforce sanitation rules) are illegal in any California Jail.
- ii. No inmate will inflict punishment upon another inmate.
- iii. No inmate may ever be given authority over, or permitted to exert control over any other inmate.
- iv. Inmates involved in the above actions will be subject to immediate discipline and/or prosecution.

3. Fighting and Horseplay:

- i. Inmates shall not fight or engage in physical horseplay. This includes wrestling, hitting, or any other physical contact.

(u) Self-Carry Medication

1. Under certain circumstances, inmates may be allowed to self-carry personally prescribed medication within the jail facility at the discretion of CHS and the Division Commander.

- i. Inmates must carry approved documentation at all times.
- ii. Inmates found hoarding or possessing another inmate's medication are subject to disciplinary actions. For more information about inmate property, refer to CCOM Section 1600.2 (m) – Property.

(v) Inmate Earplug Distribution and Issuance

1. Upon arrival at their assigned housing unit, newly booked inmates are eligible to receive one (1) pair of earplugs upon request.

- i. Inmates may request a replacement for damaged earplugs by turning in the damaged pair to the housing staff. A new pair will be provided, subject to availability.
- ii. Guard station staff will order earplug supplies through their facility warehouse. Facility warehouse staff will place needed supply orders with the Inmate Services Division. Inmate Services Division will fulfill the order and deliver it to the facility warehouse for further distribution to the requesting guard station.

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- iii. Inmates are allowed to possess only one (1) pair of earplugs at any given time.
- iv. In specific areas where safety concerns are prevalent, such as a Mental Health Unit, the issuance of earplugs may be restricted or denied.

1600.3 ORANGE COUNTY JAIL RULES - CONTINUED

(a) Visiting and Communications

1. It is a misdemeanor violation of California Penal Code Section 4570 for any unauthorized person to bring into or take from any jail any letter to or from any inmate.
2. Visitors who have been released from jail or prison within the preceding sixty (60) days are ineligible to visit; however, visits between blood relatives (i.e., mother, father, sister, or brother, or a spouse) may be permitted.
 - i. Penal Code Section 4571 prohibits persons convicted of a felony, and who have served time in any California State Prison, from entering upon the jail premises without permission of the Watch Commander.
3. Visitors must be at least eighteen (18) years of age or accompanied by an approved adult visitor such as a parent, legal guardian, or have written, notarized permission to visit from the child's parent or legal guardian. Visitors will be required to produce satisfactory identification.
4. The following will be the only acceptable forms of identification for visiting purposes:
 - i. Valid U.S. Government issue picture ID card (including Driver's license and Identification cards)
 - ii. Passport
 - iii. Military Identification
 - iv. US Issued Naturalized Citizen Card
 - v. Matricula Consular Card issued after April 22, 2002
5. Upon prior request and approval of the Watch Commander, unaccompanied minor children may visit any relative in custody.
6. Visits will be a minimum of one-half hour. A minimum of four (4) visits per inmate per week should be made available. Specific visiting times are posted at each facility. Refer to CCOM Section 1902.1 – Visiting Hours for additional information.
 - i. Official visits are permitted any time of the day, without time restriction.
 - ii. Weekenders do not receive public visits.
 - iii. Inmates are permitted only one public visit per day.

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7. Inmates are not permitted to take property of any kind with them to a visiting session without prior approval from jail staff.
 8. If contact visits are permitted, they will comply with the facility policy.
- (b) Mail
1. There is no limit on the amount of mail an inmate may send or receive. There is a maximum of 10 items of correspondence allowed per envelope. Only mail written on postcards or white paper (plain or lined, not cardstock) is permitted. All outgoing mail must be delivered unsealed to a Deputy or mail drop box.
 2. Legal Mail - There is no limit on the amount of legal mail an inmate may send or receive. Inmates may correspond confidentially with state and federal courts, any member of the State Bar or holder of public office, the State Board of Corrections, or the Division Commander. Legal mail may be sealed by the inmate in the presence of a Deputy and after the mail has been inspected for contraband. The Deputy will initial the letter across the seal and include their badge number.
 3. Incoming confidential/legal mail may be checked for contraband, checks, or money orders, provided the mail is opened in the presence of the inmate.
 4. Outgoing mail must have the inmate's name and address in the upper left corner on the front side of the envelope. Mailing addresses are as follows:
 - i. Intake and Release Center (IRC), Central Men's Jail (CMJ) or Central Women's Jail (CWJ)
INMATE'S NAME and Booking Number
550 N. Flower Street
Santa Ana, CA 92702
 - ii. Theo Lacy Facility (TLF)
INMATE'S NAME and Booking Number
501 City Drive South
Orange, CA 92868-3390
 - iii. James A. Musick Facility (JAMF)
INMATE'S NAME and Booking Number
13420 Alton Parkway
Irvine, CA 92618
 5. No writing or marks other than the inmate's name and address and the name and address of the person to whom the letter is being sent, or proper directions to the post office, will be permitted on the envelope.
 6. All letters must contain the correct amount of postage and a valid return address.
 - i. POSTAGE MUST BE PLACED IN THE UPPER RIGHT CORNER OF THE FRONT SIDE OF THE ENVELOPE.
 7. Incoming mail may not exceed 9x12 inches, unless previously approved by the Watch Commander (legal documents and material are exempted).

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8. Inmates will be permitted to receive through the mail any newspaper, magazine or paperback book. All books must be new and ordered through any publisher, book store or book distributor that does mail order business. Publications shall be shipped directly to the jail facility from the vendor. Torn pages or torn articles from publications are not allowed. For further information regarding unacceptable mail and mail disposition refer to CCOM Section 1900.2 – Unacceptable Items Received in the Mail.
 9. Books may not be purchased at a store and shipped to the jail facility.
 - i. The package must be accompanied by an invoice listing the purchaser, recipient, contents, and the name of the online store.
 - ii. Exceptions to this policy must be made by the Division Commander.
 10. Inmates may correspond with other inmates in any Orange County Jail facility only via the U.S. Postal Service.
- (c) Phone Calls
1. Telephone Calls at Time of Booking
 - i. The law requires that arrested persons must be provided the opportunity to make three (3) completed telephone calls within three (3) hours after arrest (CPC 851.5), or supplemental booking.
 - A. During the normal booking process, additional non-collect phone calls are available in a number of holding cells.
 - B. If a custodial parent, two (2) additional phone calls may be made to arrange for child care. It is the responsibility of the arresting or booking officer to ask whether an arrestee is a parent and if so, inform them of their right to make two (2) additional phone calls to arrange for the care of their children (AB 2015). These rights shall be posted in English and Spanish near areas designated for phone call use by arrestees.
 2. Telephone Calls After Booking
 - i. Phone calls after the time of booking will be permitted by use of housing phones. Phones are available in housing areas, tanks and roof recreation areas. All calls after booking will be made COLLECT to the receiving party. If good cause exists, an inmate may make a non-collect phone call, if approved by the Housing Sergeant. The inmate stating the necessity for the call must submit an Inmate Message Slip.
 - A. Telephone availability is also afforded to inmates classified as administrative housing.
 - B. Hours and phone availability will be determined by the Division Commander.
 - C. Inmates may not receive telephone calls at any Orange County Jail facility.

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- ii. A notice that all collect housing phones are monitored and recorded will be prominently posted in the area next to all inmate telephones. These notices will read as follows:
 - A. "Notice! Telephone calls may be recorded and monitored."
 - 3. Telephone Calls Within 30 Days of Release or at Time of Release
 - i. Staff shall grant the request of an inmate with a release date within 30 days, or recently released from the jail, to make up to three (3) free telephone calls from a telephone within the jail to arrange for a safe and successful release (Penal Code section 4024.5). Refer to CCOM Section 1400.3(b) – Release Out of Custody for more information regarding telephone calls up to 30 days before or at the time of release.
- (d) Jail Message Forms
- 1. Inmate Message Slips will be used by inmates when they desire to communicate in writing with the staff of the Orange County Sheriff's Department, or with persons at other county agencies within the Civic Center Complex. Forms are available from the jail staff. Other written inmate communications will be via United States Postal Service.
 - 2. Inmates desiring to be placed on sick call, or desiring to talk with a member of the medical, dental or mental health staff will complete the pink Inmate Medical Message form and place it in the locked box located in the designated areas throughout each facility. Inmates may request a "confidential contact" by stating so on the message form without describing the nature of the medical need.
 - 3. Requests for legal books will be submitted by the inmate to the Deputy on an Inmate Message Slip.
 - 4. Appeals of punishment may be submitted on an Inmate Message Slip.
- (e) Personal Street Clothing Exchange
- 1. One exchange of, or addition to personal street clothing, will be permitted during an inmate's incarceration, provided existing clothing is insufficient, improper, or not suitable for court.
- (f) Prescription Eyeglasses, Contact Lenses and Non-ADA Related Items
- 1. Inmates will be allowed to possess one pair of prescription eyeglasses and one pair of eyeglasses that are necessary for reading that are non-prescription. For further information about reading glasses and prescription glasses, refer to CCOM Section 8000.2(a)(3) – ADA Procedures.
 - 2. Inmates may possess other personal items (non-ADA) if deemed medically necessary by CHS staff and the items have been approved for clearance into the jail by a Deputy/SSO following the security procedures outlined in CCOM Section 1718(b) – Delivery of Inmate's Personal Property Arranged by CHS.
 - 3. Personal items approved by CHS staff and eyeglasses from outside the jail must be delivered to CJX and IRC inmates at the Central Men's Jail Attorney Bonds

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Guard Station, Theo Lacy facility inmates at the Theo Lacy lobby, and James A. Musick facility inmates at their Public Visiting/Lobby. For further information about delivery of inmate's personal property, refer to CCOM Section 1718(b) – Delivery of Inmate's Personal Property Arranged by CHS.

4. Inmates may have new contact lenses mailed to them or dropped off to be put on their property, and they may have up to 12 sets of lenses in their possession at a time. Contact lenses received through the mail shall be forwarded and placed on the inmate's property. Contact lens solution and contact lens cases may only be obtained by requesting these items on an Inmate Health Message Slip sent to the medical staff. Decorative or colored contacts will not be allowed for security reasons. Decorative or colored contacts are those that change the look of your eye such as with designs to provide a fashionable appearance or change of eye color.
 - i. Inmates may fill out a Property Release Form and send it to Property requesting the contact lenses be delivered to their housing location.
 - ii. The contacts will be taken out of the inmate's property. One copy of the property release form will be placed around the item for delivery to the inmate's housing location. One copy will be filed in the inmate's property and one copy will be placed in the inmate's jacket.
 - iii. Contact lenses will be screened by a CSA and/or Deputy prior to being delivered to the inmate's housing location.

(g) Inmate Cash Account

1. Inmates may have money (cash); city, county, state or United States Government checks; and money orders deposited to their account at the Cashier's Office. Money orders shall be made out to the "County of Orange - Sheriff's Department" and the inmate's name and booking number must be annotated in the reference line of the money order. These will be credited to the inmate's account, not to exceed \$500.00.
2. Money orders may also be sent by mail to an inmate for deposit to their account
3. Funds may not be transferred from the account of one inmate to the account of another inmate without the permission of the Watch Commander.

(h) Emergencies

1. During any emergency, all inmates shall await instruction from jail staff.
2. In the event of an ill or injured inmate, all other inmates will return to their assigned bunk until jail staff has removed the ill or injured inmate.
3. Falsely reporting an emergency condition is not permitted and will result in disciplinary action.

(i) Inmate Voting Procedure

1. Refer to CCOM Section 1604.4 – Inmate Voting Procedure

(j) Classification of Inmates

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1. After booking, each inmate will be interviewed by a Classification Deputy to determine the inmate's classification rating and housing assignment. Background information is reviewed so that inmates of similar backgrounds and characteristics are housed in the same or similar housing units. Inmates who have been sentenced to more than 60 days may request a review of their classification rating no more often than 30 days from their last review. Inmates requesting a review must submit an Inmate Message Slip to the Classification Sergeant. All inmates will be provided with a written response to their respective request(s).
- (k) Meal Service
1. Each inmate will be offered three meals each day.
 2. [REDACTED]
[REDACTED] Inmates in the booking or transfer process on the first floor will be offered a sandwich sack lunch. The jail menu and food items comply with all California state standards, which can be found under Title 15 – Minimum Standards for Local Detention Facilities, Article 1200 – Food.
- (l) Medical/Dental/Psychiatric Care
1. Prior to being booked into the Intake/Release Center each person will be screened by a member of the Correctional Health Services staff. If after booking an inmate wishes to request routine, non-emergency, medical attention they must submit an Inmate Medical Message slip to the medical staff. Slips are available from the medical staff or a Deputy. Completed forms are to be deposited in the designated collection box in each module.
 2. Sick call will be conducted on a daily basis by medical/mental or dental health care professionals, depending upon the nature of the inmate's complaint. Inmates found to be hoarding medications or possessing another inmate's medication will be subject to disciplinary action.
 3. If at any time an inmate expresses the need for immediate medical attention or if the Deputy determines that an inmate requires immediate medical attention the medical/ mental health staff will be informed immediately.
 4. AIDS testing is available through Correctional Health Services. Inmates may contact the nursing staff on an Inmate Medical Message Slip for testing.
- (m) Recreation Programs
1. Tabletop games, books and newspapers are provided to inmates in their dayrooms. Each inmate will also be offered an opportunity to have a minimum of three (3) hours of outdoor recreation each week, distributed over at least two separate days. Sport equipment is available in the outdoor recreation yards. Outdoor recreation availability is dependent upon weather conditions, court appearance schedules, etc.
 2. Televisions are provided in housing dayrooms. Program selections are made by the Guard Station staff.

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(n) Jail Clothing and Hygiene

1. Undergarments and socks shall be exchanged two times each week. Outer garments, including sweatshirts (except shoes), sheets and towels shall be exchanged at least once each week (title 15: 1262/1271). Inmates are required to shower regularly to prevent an offensive and unhealthful state of body hygiene. Personal grooming items are provided to inmates who do not have money.

(o) Commissary

1. Inmates may purchase commissary items two times each week. Order forms are distributed two times a week.
2. Inmates without sufficient funds can order a Welfare Pack (per Title 15) of hygiene and stationary items once per week.

(p) Inmate Work Assignments

1. Pre-trial and sentenced inmates may be screened for work opportunities. The inmate's classification, health status and the need for workers will be considered in the selection process.

(q) Jail Records Information

1. Inmates requesting information regarding their bail, sentence expiration date, warrants, out of county holds, etc., may submit an Inmate Message Slip to the housing Deputy. Inmates must include their full name, booking number, date of birth and housing location, when they submit their request.

1600.4 ORANGE COUNTY JAIL RULES - VIOLATIONS BY INMATES

(a) Minor Violations

1. Minor Violations (partial listing):
 - i. Disrespect to staff (simple)
 - ii. Failure to obey directive (simple)
 - iii. Tampering with a security device (simple)
 - iv. Tampering with an ID card (simple)
 - v. Unauthorized movement (simple)
 - vi. Destruction of Jail Property (simple)
 - vii. Creating a disturbance (simple)
 - viii. Lying to staff
 - ix. Hoarding medication
 - x. Possession of contraband (simple)
 - xi. Unauthorized communication
 - xii. Failure to rise for reveille

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- xiii. Straggling/disrupting the count
- xiv. Not dressed in full jail issue
- xv. Failure to have bunk made up properly
- xvi. Failure to clean assigned cell/area
- xvii. Taking food from chow hall
- xviii. Passing food from table to table in the chow hall
 - A. Minor Violation Appeal Procedure: Any inmate wishing to appeal a minor violation must submit a written request within forty-eight (48) hours to the appropriate Sergeant. The Sergeant will review and advise of decision.
- xix. Tablet misconduct (simple)
 - A. For tablet rules and discipline refer to [CCOM Section 1906.8 – Tablet Violation and Restriction](#) and [CCOM Section 1602.5 – Discipline](#).

(b) Major Violations

1. Major Violations (partial listing):
 - i. Assault on Staff
 - ii. Creating a disturbance (egregious and/or results in large scale multi inmate disturbance)
 - iii. Possession of drugs or weapon
 - iv. Assault (multi suspect/one victim)
 - v. Assault (mutual combat)
 - vi. Disrespect to Staff (egregious)
 - vii. Failure to obey a directive (egregious)
 - viii. Tampering with a security device (egregious)
 - ix. Tampering with an ID card (egregious)
 - x. Unauthorized movement (egregious)
 - xi. Destruction of jail property (egregious)
 - xii. Possession of contraband (egregious)
 - xiii. Court Refusal
 - xiv. Tablet misconduct (egregious)
 - A. For tablet rules and discipline refer to [CCOM Section 1906.8 – Tablet Violation and Restriction](#) and [CCOM Section 1602.5 – Discipline](#).
2. Disciplinary Process Major Violations:
 - i. Major Violations of jail rules will result in a disciplinary hearing.

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- ii. Inmates will receive a copy of the Notice of Disciplinary Violation, on which the rule violation will be documented.
 - iii. Disciplinary hearings will take place no sooner than twenty-four (24) hours and no later than seventy-two (72) hours after an inmate is served their Notice of Disciplinary Violation / Hearing, unless their twenty-four (24) hours are waived by the inmate and so noted on the form.
 - iv. At the conclusion of the hearing, the Hearing Officer will prepare a Disciplinary Hearing Report and submit it along with a copy of the Notice of Disciplinary Violation and any Jail Incident Reports to the Disciplinary Officer for final disposition and imposition of punishment if required.
 - v. Inmates will be formally advised in writing of the Disciplinary Officer's decision on an Inmate's Advice of Punishment Report.
- 3. Major Violation Appeal Procedure
 - i. Appeals of punishment may be made in writing in the form of a grievance, an Inmate Message Slip, or a letter to the facility and must be submitted within fourteen (14) days after receiving notice of the discipline imposed. Appeals submitted after this period will not be considered timely and will not be evaluated. The Division Commander or designee will review the incident and advise the inmate of the decision on an Inmate's Advisement of Appeal form.
- (c) Criminal Conduct
 - 1. If the incident involves criminal conduct, the matter may be referred to the Orange County District Attorney's Office for prosecution.
 - i. Regardless of whether or not criminal prosecution is sought, a Major Jail Rule Violation report should be completed.

1600.5 INMATE GRIEVANCE PROCEDURE

- (a) Purpose
 - 1. The Department endeavors to meet the legitimate needs of the inmates in its custody. It also recognizes that problems relating to conditions of confinement can and do arise and can seem especially significant to inmates who have limited control over their own circumstances.
 - 2. The grievance procedure is a formal process for an inmate to address a specific issue or condition of confinement that personally and directly affects them. It provides a positive outlet for the expression of concerns and facilitates their fair and appropriate resolution. It also reduces the likelihood that inmates will resort to misconduct as a means of handling their real or perceived problems. In these ways, the grievance procedure improves custody operations.
 - 3. In order to exhaust administrative remedies as required by the Prison Litigation Reform Act (PLRA), the inmate must follow the grievance procedure outlined in this section.

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(b) Allowable Grievances

1. Any inmate may file a grievance related to any condition of confinement, including but not limited to:
 - i. Medical Care
 - ii. Classification Actions
 - iii. Program Participation
 - iv. Telephone, Mail, and Visiting Procedures
 - v. Food, Clothing, and Bedding Issues
 - vi. Disability accommodations and/or discrimination
2. The grievance procedure is not to be used for disciplinary appeals. For more information about the disciplinary appeal process, refer to [CCOM Section 1602.6 - Appeal Procedure](#).
 - i. Staff will accept disciplinary appeals even if they are on the wrong form and will forward them pursuant to [CCOM Section 1602.6 - Appeal Procedure](#).
3. An inmate may not file a grievance on any issue which the Department has no control over, such as:
 - i. Federal, State, or Local Laws
 - ii. Judicial Proceedings or Decisions of the Courts
 - iii. Probation or Parole Actions
4. If a grievance is invalid, staff will document the specific reason on the form. Staff will provide the inmate with a copy and forward the original to Inmate Records for inclusion in the inmate's records file.
 - i. Invalid grievances will not be entered into the grievance database and will be kept only for documentation purposes.
 - ii. Staff may act on an invalid grievance if it is in the best interest of the Department.

(c) Initiating a Grievance

1. Inmates may utilize the grievance procedure regardless of disciplinary status, housing location or classification.
2. Grievance forms are available in all housing locations.
3. Any staff member who receives a verbal or written request for a grievance form shall, as soon as practical, provide one to the requesting inmate.
4. The grievance procedure is to address the specific concerns of the individual inmate filing the grievance.
 - i. The inmate shall place a single complaint with related issues on a single grievance form. If multiple, unrelated issues are included on a single form,

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- staff will return the form to the inmate and instruct them to submit a separate form for each unrelated complaint.
- ii. An inmate shall not submit a grievance on behalf of another inmate or group of inmates. Petitions or joint grievances involving multiple inmates will not be accepted.
 - iii. This shall not prevent an inmate from obtaining assistance in preparing or filing a grievance (e.g., family, attorney, or other inmates).
5. Staff shall assist inmates who require accommodations to submit a grievance or to appeal a grievance response (e.g., people who are blind, have an Intellectual/Development Disability, have a learning disability, or who have physical disabilities that make it difficult or impossible for them to write, or are illiterate). Refer to [CCOM Section 8000.17 - Disability-Related Grievance Process](#) for further details.
6. All properly completed grievance forms shall be submitted within 14 calendar days of the alleged incident. Any grievance form submitted after 14 days will be considered invalid. The inability to obtain assistance is not a valid reason for exceeding the time limit for submissions.
- i. The inmate may drop the completed grievance form in any grievance drop box. These boxes are located throughout the facility and accessible to all inmates. The grievances will be retrieved by the Sergeant responsible for the area where the box is located.
 - ii. The inmate may submit the grievance form directly to sworn staff.
 - A. Any grievance form submitted to non-sworn staff will be considered invalid. An exception is a grievance reporting alleged sexual abuse or sexual harassment which may be submitted to any staff member.
 - B. If at the time of submission, the staff member who receives a completed grievance form determines the grievance is actually a request (i.e. – sentence ending date, law book request, haircut, etc.) they will check the "Handled as Inmate Request" on the form and process the form as a request.
 - C. The receiving staff member will legibly print their name and PID number and enter the date/time of submission on the "Received By" line of the grievance form.
 - D. If the sworn staff member can resolve the grievance upon receipt from the inmate, they shall document the resolution in the appropriate sections of the grievance form and assign the grievance a jail incident number (JI number). The staff member will write their name and PID number and the date/time of return on the "Response Returned to Inmate" line of the grievance form. The staff member will provide the inmate a completed copy, and place the original completed and signed form in the area's grievance box for supervisor review, database upload, and distribution.

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- E. If the staff member cannot resolve the issue, they will assign the grievance a JI number and deliver the grievance to the area Sergeant before the end of the shift.
 - iii. Staff shall not impose any deadline on the submission of a grievance regarding alleged sexual abuse incidents. (Refer to PREA Standard 115.52)
- (d) Supervisor Responsibilities
 - 1. At least once per shift, each Sergeant will collect all new grievances from the locations in their area of responsibility.
 - 2. The Sergeant will review all submitted grievances and determine the appropriate level at which to handle them. This may include delegation to a Deputy, assignment to another Sergeant or forwarding to the facility Captain. The Sergeant may also elect to handle the grievance personally.
 - i. To better track the disposition of inmate messages submitted on grievance forms, the housing/module Sergeant who receives the grievance form will assign a JI and log the message in JMS regardless of whether it is handled as a message slip or grievance.
 - 3. Once a JI number has been assigned, a copy of the original grievance containing a response will be provided to the inmate.
 - 4. If the inmate message submitted on a grievance form is handled as a message slip, the housing/module Sergeant will enter a short narrative in JMS and will select "Handled as Message Slip" as the disposition.
 - 5. If the inmate message submitted on a grievance form is handled via the grievance procedure, the Housing/Module Sergeant will upload the grievance to the CRM platform. Once uploaded, the Sergeant or their designee will assign and/or distribute the grievances to the appropriate staff member for review and response.
 - i. To better track the disposition of inmate grievances, in the instance where a grievance will be uploaded to the CRM platform, the housing/module Sergeant will enter "Entered to CRM" and a general/short description of the nature of the grievance in the narrative box and will select the same as a disposition.
 - 6. When the assigned staff member returns the grievance to the Sergeant with the written response, the Sergeant will update the Grievance Database with any findings, actions taken or the need to elevate the grievance to Administration. The original grievance with the written response will be forwarded to the facility Administrative Sergeant for review. All original forms associated with the grievance will be uploaded to the Grievance Database by the Administrative Sergeant and shall be electronically retained in accordance with the Orange County Sheriff's Department's retention schedule. After confirming the forms have uploaded, the Administrative Sergeant shall shred the original copy.

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7. If any video footage is reviewed, which may include fixed, handheld, or BWC, by the Sergeant as part of the grievance review, the Sergeant shall process the upload of any video reviewed into Evidence.com. Refer to [OCSD Policy Manual \(Lexipol\) Section 447.5 - Body Worn Camera Documentation](#) and Storage for further details.
 8. Once a video has been uploaded to Evidence.com and requires confidentiality, the Sergeant shall contact the facility Captain, or the facility's designee, and follow confidentiality guidelines listed in the Media Analysis Bureau Evidence.com Digital Media Confidential Management Guidelines document.
- (e) Grievance Resolution
1. All grievances will be resolved at the lowest possible level. If the assigned staff member is unable to resolve the issue, the form will be forwarded to the next highest level in the chain of command. The chain of command for the grievance process shall be as follows: Deputy, Sergeant, Watch Commander, Captain, and Division Commander.
 2. Staff investigations and responses shall be completed within a reasonable amount of time. Reasonableness will be based on the type and scope of the grievance submitted, but all inmate grievances will be acted on within ten working days of receipt.
 3. All grievance forms will detail the resolution, including any corrective actions taken.
 4. Grievances that are denied or cannot be resolved will have written reasons for the denial from each level of review which acted upon the grievance.
 5. The Administrative Sergeant will ensure the Grievance Database has been updated, a copy of the completed grievance has been provided to the inmate, and a copy of the completed grievance has been placed in the inmate's records jacket.
- (f) Grievances Requiring Special Handling
1. When an inmate or former inmate submits a grievance or complaint alleging injury or physical pain resulting from the actions of a staff member, the Sergeant shall do the following:
 - i. Investigative Steps
 - A. Determine whether the incident was previously documented, and if so, review the findings.
 - B. Review all available surveillance and body-worn camera footage to evaluate the interaction between the staff member and the individual making the complaint.
 - C. Look for obvious signs of injury and consider the specific details of any complaints of injury.
 - D. Note whether force was used to overcome resistance by the inmate.

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- E. Review post-incident video footage of the inmate alleging injury or pain for visual indications of injury or lack thereof.
 - F. Note any attempts to report the injury or request medical attention.
 - G. Contact Correctional Health Services (CHS) to determine if the inmate sustained any documented injuries or if the inmate submitted a request to be seen for an injury or complaint of pain.
- ii. Determining if the Incident Qualifies as a Use of Force and Staff Member Notification Requirement
 - A. A use of force is defined as any incident in which a staff member, either on or off duty, while performing a law enforcement function, overcomes resistance through the application of physical contact or any other force option.
 - B. Staff members shall make appropriate notifications in any instance that results in injury, the appearance of injury, or complaint of pain. The notification requirement gives supervisors the opportunity to evaluate the situation. This does not include the use of a firm grip control hold while performing routine functions such as searching, handcuffing, or escorting. It also does not include reasonable intervention necessitated by the physical incapacity of the subject (e.g., lifting an intoxicated or disabled person).
 - C. The mere presence of pain does not immediately classify an incident as a "use of force." Pain that occurs during the application of a control hold (pain compliance) is not a use of force unless the pain continues after the application ceases (injury) or the staff member is also overcoming resistance.
 - D. In determining whether notification was required, the Sergeant shall consider whether staff knew or reasonably should have known that an injury or complaint of pain occurred. Such knowledge may be established through verbal notification or visual observation. This consideration shall be applied when reviewing whether notifications were made in accordance with policy.
 - E. No matter the amount of time that has passed, an in-custody individual should always be examined by medical to determine if an injury has occurred.
 - F. Once the Sergeant has determined whether a use of force investigation is warranted, the Sergeant must have his or her findings reviewed and approved by a manager prior to committing to a course of action. All of the materials that were used to draw conclusions must be presented to the manager for review.
- iii. Documentation and Follow-Up Actions
 - A. If force or evidence of injury is not observed, depending on the type of complaint, the Sergeant shall document his or her findings in

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either [REDACTED] or the Grievance Database. The manager conducting the review shall be identified in the narrative. All materials used in the investigation shall be appropriately tagged or attached to the complaint investigation.

- B. If force or evidence of injury is observed, a personnel investigation (PI) shall be initiated. The staff member involved in the incident will not be questioned or asked to write a report unless appropriate due process and Peace Officer Bill of Rights assurances are provided. If it is confirmed that force did occur, the SAFE Division will document the incident in the Use of Force database for statistical purposes. The Grievance or complaint will be closed out referencing the PI#.
 - iv. For further information, refer to OCSD Policy Manual (Lexipol) Section 300 – Use of Force.
- 2. If the grievance is a complaint about staff misconduct (other than those described above) of any department member, personnel of Correctional Health Services (CHS), or personnel of Inmate Services Division (ISD), the Sergeant will enter it into the Grievance Database, forward the original grievance to the facility's Administrative Sergeant, and follow the departmental procedures as outlined in the OCSD Policy Manual (Lexipol) Section 347.3.2 - Investigation of Complaints.
 - i. All allegations of staff misconduct will be investigated regardless of the date of incident.
 - ii. Return a copy of the grievance form to the inmate by a supervisor not involved with the grievance with "The matter is being investigated" in the staff response section.
 - iii. The facility's Administrative Sergeant will assign the investigation to a non-involved supervisor and notify the Division Commander of the staff misconduct allegation.
 - A. An allegation of staff misconduct must be documented on an internal memo template and shall not be handled by responding on the original grievance.
 - B. If the grievance alleges staff misconduct against a department member, the Sergeant shall investigate the complaint and document the findings on an internal memo, include any recommendations, attach a copy of the original grievance, and forward it to the Watch Commander. The Watch Commander will then review the investigation and forward their memo along with the Sergeant's memo to the Facility Captain who shall review the investigation and make a recommendation. In the event disciplinary action is required, the incident will be forwarded to the Division Commander. The Facility Captain or Division Commander will then forward the investigative memorandums to the Administrative Sergeant to upload a digital copy of the memorandums into the grievance system and finalize the grievance. After confirming the forms

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have been uploaded, the Administrative Sergeant shall shred the paper documents. For further details refer to OCSD Policy Manual (Lexipol) Section 347 - Disciplinary Policy.

- C. If the grievance alleges staff misconduct against personnel from CHS or ISD, the Administrative Sergeant will notify CHS's or ISD's supervisory chain of command of the allegations. The investigation will be assisted by Sheriff's supervisory personnel to facilitate any interviews of inmates and review of videos related to the grievance. The information gathered by Sheriff's personnel shall be uploaded into the CRM database system for review by CHS or ISD. The CHS or ISD administration will determine the best course of action. Subsequently, Sheriff supervisory personnel shall request limited information from CHS or ISD (e.g. adjudicatory findings of any staff misconduct) for purposes of closing out the grievance in CRM.
- 3. If the grievance is about a medical or disability issue, the Sergeant will enter the grievance into the Grievance Database and forward it to the facility Administrative Sergeant. For all disability-related grievances, the process in [CCOM Section 8000.17 - Disability-Related Grievance Process](#) must be followed.
 - i. The Administrative Sergeant is the facility Americans with Disabilities Act (ADA) Coordinator. The ADA Coordinator shall collaborate with the ADA Compliance Unit as necessary for resolution. For inmates with disabilities affecting communication, staff will also complete the Effective Communication form for responses to grievances and appeals as per [CCOM Section 8000.11 - Effective Communication](#).
 - ii. The Administrative Sergeant will forward medical grievances to the Correctional Health Services (CHS) Administrative Manager for resolution.
 - iii. The CHS Support Services Manager will notify the Administrative Sergeant at the facility where the grievance originated when the grievance has been resolved.
 - 4. If the grievance is received from CDCR via ADA Compliance Staff.
 - i. The ADA Compliance Deputy will obtain a Jail Incident Number from the 24-hour log where the inmate is housed and enter the grievance into the Grievance Database.
 - ii. ADA Compliance Deputy will reply to CDCR with a scanned copy of the grievance receipt from the system.
 - iii. Receipt copies of the grievance will be provided to the inmate and the inmate's records file.
 - iv. The grievance will be handled per [CCOM Section 1600.5 - Inmate Grievance Procedure](#) and staff will involve CHS Medical and the facility Administrative Sergeant as necessary to address the grievance.

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5. If the grievance is about an Inmate Services Division (ISD) issue, enter the grievance into the Grievance Database and forward it to the facility Administrative Sergeant.
 - i. ISD includes Correctional Programs, Food Services, and Commissary.
 - ii. The Administrative Sergeant will forward the grievance to the appropriate ISD contact.
 - iii. If the grievance alleges staff misconduct against personnel from Inmate Services Division (ISD), the Administrative Sergeant will notify the supervisory chain of ISD of the allegations. The ISD supervisory chain of command can request assistance from Custody supervisory personnel. Upon completion of the investigation, the ISD chain will review the case and determine the best course of action.
 - iv. The ISD will notify the Administrative Sergeant when the grievance has been resolved.
 - v. If the issue has already been resolved by sworn staff, the administrative Sergeant will forward a copy to ISD for informational purposes.
 - vi. If the grievance is related to a religious diet, it will be assigned to the Inmate Services Division – Food Services Manager.
 - A. The Special Needs Deputy will interview the involved inmate, coordinate with the involved stakeholders and work to resolve the grievance.
 - B. The Food Services Manager will document the outcome in the Grievance Database.
6. If the grievance is regarding an Inmate Pro-Per issue, enter the grievance into the Grievance Database and assign it to the Custody Pro-Per Sergeant.

(g) Grievance Appeals

1. Any staff member who receives a verbal or written request for a grievance appeal form shall, as soon as practical, provide one to the requesting inmate. The form is the same for initial grievances and appeals.
2. In the event an inmate is dissatisfied with the outcome of the actions taken at the initial level, the grievance may be appealed to the next highest level.
3. All appeals must be submitted in accordance with all procedures established for submitting an initial grievance.
4. Any grievance appeal must be submitted within 14 days of notification of the previous grievance outcome.
5. The inmate must include the original jail incident number from the top right corner of the initial grievance in the appropriate field. The inmate must mark the form "APPEAL."
6. The appeals process will be considered exhausted when the inmate's grievance has been reviewed by the Division Commander

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(h) Emergency Grievances

1. The grievance procedure is a written procedure. As such, it may not be conducive to resolving true emergencies. Inmates should immediately notify staff of any emergency.
2. An emergency grievance involves an immediate or imminent threat to an inmate's health, safety or welfare.
3. When staff receives a grievance marked as an emergency, or determines a grievance may be an emergency, staff will:
 - i. If necessary, move the inmate and any other inmates potentially affected by the issue, to a safe location pending the grievance review and resolution.
 - ii. Deliver the grievance to a supervisor immediately.

(i) Protection from Retaliation

1. Staff shall not harass, discipline, punish, or otherwise retaliate against an inmate who uses or participates in the grievance process.
2. The inmate may pursue any alleged or threatened retaliation through the grievance procedure.

(j) Grievance Procedure Abuse

1. Abuse of the grievance procedure is defined as the misuse of the process through excessive frivolous complaints or continued complaints of previously resolved issues. The Division Commander or their designee has final determination of what is considered grievance procedure abuse.
 - i. It shall be considered an abuse of the grievance procedure to file a grievance on an issue that has already been resolved.
 - ii. Abuse of the grievance procedure will be considered a violation of jail rules and is subject to appropriate disciplinary action.
 - iii. Discipline resulting from grievance procedure abuse is not considered retaliation as covered in [CCOM Section 1600.5\(i\) - Protection from Retaliation](#).

1600.6 ORANGE COUNTY CORRECTIONAL PROGRAMS

- (a) For assistance or information on the following programs, an inmate message slip should be addressed to Correctional Programs, noting which program you are interested in.
- (b) Academic Programs/Classes
 1. General Education Development (GED)
 2. High School Subjects Class
 3. English as a Second Language (ESL)

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4. Adult Basic Education (ABE)
 5. Basic Literacy Program – Provides 1 on 1 tutoring for inmates who are unable to read or write.
- (c) Developmental Programs/Classes
1. Substance Abuse Class
 2. Domestic Violence Class
 3. Anger Management Class
 4. Positive Parenting Class
 5. Health Class
- (d) Vocational Education Programs
1. Computer Business Skills Class
 2. Vocational Job Training Classes – Provides basic skills training for a variety of occupations.
 3. Job Development Skills Classes – Guides inmates through abilities testing, application preparation, resume writing, etc.
- (e) Religious & Inspirational Programs
1. The Orange County Sheriff's Correctional Programs Unit offers religious services in several denominations. These services are offered in English, Spanish, and Vietnamese.
 2. Individual pastoral counseling is also available upon request.
- (f) Law Library
1. For Law Library books assistance fill out an inmate message slip addressed to "Law Library."
- (g) Great Escape Program
1. This program helps inmates who want to continue substance abuse treatment after they have been released.
 2. Great Escape helps arrange inpatient and outpatient treatment upon request.