



**DETENTION CENTER
HOUSING UNIT
MANUAL**

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SHERIFF**

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Mission Statement

The mission of the Gwinnett County Detention Center is to provide a safe and humane environment for inmates that will provide protection for the public and staff through the application of modern detention techniques and relevant training of staff members in the principles of Direct Supervision.

A Direct Supervision Facility requires significantly more interaction and contact between staff and inmates than is found in "traditional" detention facilities. By nature, Direct Supervision Facilities require personnel to be particularly cognizant of the basic DO's and DON'Ts of day to day deputy-inmate interaction.

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|-----------------------|--|
| Don't Forget | Inmates are people! They have emotions, feelings, families, good days and bad days, and as well as having to deal with many of the same day to day problems that everyone must deal with, they are IN JAIL. |
| Don't Forget | Inmates must be constantly under supervision; that is why they are in jail! If they did not need to be under supervision, they would not be in jail. |
| Do Remember | Most inmates are bored during incarceration. They have unlimited time to "play games" to alleviate their boredom. In many cases, the subject of their games is YOU. You are IT, and they have 24 hours every day to practice on YOU! Be aware of inmate attempts to manipulate you and/or the system. |
| Do Watch
And Learn | Working in a direct supervision facility provides deputies with an opportunity to experience some of the best training available in the psychology of human behavior. What you learn about human behavior while assigned to the facility might save your life some day. |
| Do | Follow the rules consistently and apply them equally. Equality and Fairness is your best defense. |
| Don't | Give anything to an inmate no matter how small or trivial it may seem to you. The item can demonstrate to the inmate that you can be manipulated. Other inmates can see gifts as favoritism, and as a chance to "get something on you." And should you choose to violate this rule, you WILL face disciplinary action. |

- Do Maintain a professional demeanor. You are the authority in the housing unit. You are a professional Law Enforcement Officer. They are inmates. Don't "blur the line" by being overly friendly or by being abusive.
- Don't Participate in recreational activities with the inmates. Playing cards, basketball, games, etc. is not acceptable. It distracts you from your job and serves only to potentially weaken your authority in the unit.
- Don't Sit with the inmates, on couches etc. Conversations with inmates can be carried out across a desk or table, or at an appropriate distance and from a position of authority.
- Don't EVER use profanity or make derogatory remarks about ANYONE to any inmate. Use of profanity, derogatory remarks, insulting and/or demeaning gestures serve only to remind those who observe them that you are susceptible to the same weaknesses that they themselves experience.
- Don't Get involved in religious, political or any kind of "issue" oriented discussions with inmates. Discussions/conversations with inmates should be related to the behavior of the inmate in the housing unit. Should inmates require counseling regarding their problems, not related to behavior in the unit, the inmate should be referred to Mental Health Staff, or the supervisor on duty.
- Do Document, in writing. When in doubt, document anything unusual and advise your direct supervisor.
- Don't Assume ANYTHING, ask questions, do research. Find out!
- Do Lead by example. Take pride in your performance and professionalism.
- Do Manage your housing unit. YOU manage the unit. The INMATES do not. You cannot effectively manage a unit by ignoring the "small stuff". If you do ignore the minor issues, they WILL, sooner or later, lead to BIGGER issues either as problems for you or the next deputy who has to take over the unit, to deal with. The inmates will judge you on how you handle the small issues. If you are consistent in applying the rules, even with small problems, inmates will know what to expect from you, and they will realize that you are in control.

Procedures for Dealing with Inmates of the Opposite Sex

In general, the same set of "do's and don'ts" apply when deputies are required to supervise inmates of the opposite sex. However, it is particularly important to be aware of manipulative actions carried out by the inmates. It is particularly important because under Georgia Law it is a FELONY OFFENSE for a deputy to have ANY contact of a sexual nature with an inmate. FORCE or lack of consent need not be present. If you have any contact of a sexual nature, no matter how slight, with any inmate, even if that contact is consensual, even if that contact is instigated by the inmate, YOU HAVE COMMITTED A FELONY and could face the prospect of being incarcerated and becoming an inmate yourself, losing your job, your certification, and you will probably NEVER work in a Law Enforcement related career.

Do not touch an inmate of the opposite sex unless that is your only option in a medical emergency, or other emergency, fight situation, etc.

You MUST document any improper/unacceptable behaviors by an inmate. NOTIFY A SUPERVISOR IMMEDIATELY if an inmate does something that you believe to be improper. Do not condone or ignore small incidents. Small incidents have the potential to grow out of control very quickly.

Inmates might expose themselves to you, and they might try to "come on" to you. It is irrelevant whether they are "playing games" or genuinely "like" you. It is STILL a FELONY OFFENSE, for you, not them. If you succumb to their advances, YOU will face prison time, they will have committed no offense, and will continue their lives unaffected by the incident.

Except in emergency situations, a deputy of the same sex, as the inmate involved will conduct "pat downs".

When circulating through the housing unit during times when inmates are in their rooms showers or otherwise likely to be in the process of dressing/undressing etc., deputies are expected to take reasonable care to respect the rights of inmates and their privacy during these times. Preparatory to conducting counts, for example, deputies will announce clearly that they will be in the area and they will give the inmates time to prepare themselves for the deputy's appearance.

Housing Assignment Procedures

When an inmate is removed from a housing unit for release, it is the responsibility of the sending deputy to terminate the old housing unit assignment and add a new unit assignment to the inmate's computer record, (Bed Change) assigning them to Property (8422), if the inmate is loaded out make a bed change to Admissions (76). When an inmate is removed from a housing unit and reassigned to another unit, it is the receiving deputy's responsibility to terminate the old housing unit assignment and add a new unit assignment to the inmate's computer record.

Confidentiality of Inmate Information

Detention Center Personnel are NOT allowed to disseminate information about any inmate to another inmate under ANY CIRCUMSTANCES.

Personnel will not discuss any inmate's case, charges, health, family, employment, or any other information that could endanger the privacy, health, well-being, or security of the inmate and/or their family, with any other inmate, or in any area where a reasonable person could expect to be overheard. Failure to adhere to this policy will result in disciplinary action.

Note: Due to the configuration of the housing units, sounds are often audible throughout the unit. Inmates are often able to hear conversations even while in their cells and physically removed from the location of the conversation that is taking place.

If an inmate requests information from their computer file, it is permissible to release to him the following information:

1. The amount of money posted on the inmate's personal account.
2. The exact charges and bond amounts outstanding.
3. The origin of the outstanding charges or holds (Snellville, GCPD, Duluth etc.).

Inmates, their family and/or visitors can NEVER be advised when an inmate is to be picked up by another agency or transferred to another facility. We do not give out court dates, or any appointment dates that are scheduled outside the facility.

Shift Change Procedures

1. On-Coming Deputy will receive unit keys, radio and cordless phone. Replace the battery in the unit radio only when it signals low battery.
2. The Off-Going Deputy will brief On-Coming Deputy.
3. On-Coming Deputy will conduct electronic security check, inmate count and unit check.
4. Off-Going Deputy will stay until count is complete and accurate.
5. Off-Going Deputy will route all forms collected on their shift, inspect outgoing inmate mail and stamp it with Detention Center Stamp. Take outgoing inmate mail to the designated mail drop area.
6. On-Coming Deputy will Log-on the computer and begins the Shift Log Reporting.
7. On-Coming Deputy will read previous Shift Log computer entries.
8. On-Coming Deputy will check computer for inmate appointments, court list, razor restrictions, and all list applicable to the shift.

Basic Daily Activities

1. Make visual room inspections.
2. Make a minimum of three (3) detailed room searches per shift.
3. Make visual contact with every inmate several times during each shift. Be aware of changing status of inmates such as sentencing and new charges.
4. Keep Shift Log reports up to date.
5. Restock unit supplies / forms as needed.
6. Answer or forward all inmate forms, to include, requests, pre-grievances, grievances, medical request, counselor request. Sign and date all forms.
7. Distribute inmate mail to the addressee only.
8. Some housing unit activities include: uniform exchange, linens exchanged, store sheets, unit clean up, visitation, religious services, inmates services, med call / pill call.

General Unit Security

1. The Attorney's Booth is to be kept **locked at all times**. ALWAYS search for contraband BEFORE placing an inmate in the booth and after removing an inmate from the booth. Pat down the inmate before and after the visit.
2. PAT DOWN ALL INMATES ENTERING OR RETURNING TO YOUR UNIT!
3. Check the inmate's bins when they enter or leave the unit.
4. Check unit for damage and / or contraband daily, on every shift.
5. Keep all items such as, reports and keys, on your person or in a secure area.
6. Keep all supply room, pantries, janitor closets, and unit adjoining doors locked. Open these doors only when necessary for immediate use.
7. Inspect inmate rooms OFTEN for cleanliness and contraband.
8. Keep inmates away from the Deputy's Desk. Inmates should NEVER be allowed to lean on the Deputy's Desk, or be allowed to view the computer screens.
9. Razors (new and used) will be secured in the Deputy's Restroom.
10. Inmates leaving the housing unit will wear issued shower shoes and socks.

If there are any Security or Housing Unit Security, questions or issues, contact the Shift Supervisor.

Housing Unit Security Checks

Security checks will be carried out whenever possible, but at a minimum every hour, in the following housing units: A, B, C, D, E, F, G, I, K, L, M, N, 1A, 1B, 1C, 1D, 1E, 1F, 1G, 1H, 1J, 1K, 1L, 1M, 1N, 1P, 1Q, 1R, 1S, 1T, 1U. The checks will be made using the card reader verification system and documented in the computer. This procedure is necessary to document that proper security checks are made and is designed to protect you, the inmates and the department. **“If it is not documented, it did not happen,”** should be your guiding motto.

Security checks will be carried out whenever possible, but at a minimum every thirty minutes, in the following housing units: H, J, I-Max, Z-Mental Health, JJ-Medical, 1V and 1W. These are special management units and checks are required more frequently.

On Morning Watch, all units will be checked every thirty minutes.

Suicide watch procedures will require documented checks every fifteen minutes at a minimum, when an inmate is on a suicide watch status. This applies to all units where suicide watch inmates may be held.

Any deviations for any reason from the above procedures must be documented in the housing unit log. Situations may arise, which will cause you to have to deviate from routine procedures from time to time, but you must document the reason in the unit log when this situation occurs.

Housing Unit Shift Log Reports

Shift Log Reports are very important and must be kept accurate and up to date. All information must be accurate and clearly describe all activities that have occurred within the housing unit. It must be kept in mind that these logs might be subpoenaed at any time. **Entries must be factual and without personal commentary.**

Instructions for Shift Log Report Entries:

1. Sign in at beginning of shift.
2. Log everything that occurs on your shift.

Typical Shift Log Entries:

- * Any incident in which a nurse is requested and responds to the unit. List the name of the inmate, all staff members involved and indicate what occurred.
- * Any incident in which an inmate is locked down. Log the reason for the lockdown and the length of time imposed.
- * Log when you are relieved and log the name of the relieving deputy
- * Clean up, Quiet Time, Free Time, Meals, etc.
- * Name of all inmates entering or leaving the unit
- * Anyone having contact with any inmate, such as volunteers, classifications, investigators/police, supervisors, other deputies, etc.
- * Anytime supervisor enters unit.

Receiving Inmates into a Housing Unit

The following steps will be followed when any inmate is brought into the unit:

1. Pat down inmate.
2. Check inmate's bin for contraband.
3. Assign inmate to a room, after checking for razor restriction, medical needs and separations.
4. Enter bed change into computer system.
5. Issue room key.
6. Issue housing unit items.
7. Orientate inmate to the housing unit.
8. Make appropriate entry in Shift Log Report.

Releasing Inmates from a Housing Unit (All the Way, ATW)

Check the inmate handbook for a list of items being returned to the Property Deputy at dress-out. The following steps should be followed when an inmate is released from the unit:

1. Inspect the inmate's room for any damage and note any damage in detail on an Unusual Occurrence Report.
2. Make sure that the mattress and pillow (if applicable) remain in the unit.
3. Collect inmate's room key.
4. Collect all items issued by the housing unit deputy.
5. Inmate's bin should have shower shoes, cup, spoon and handbook.
6. All inmates' personal items are bagged and labeled with inmates name and ID number and placed on top of bin.
7. Check inmate's identification wristband.
8. Make a bed change to admissions. Make appropriate entry in Shift Log Report.
9. Inmates who leave the unit for court appearances, that are loaned out to other jurisdictions will pack, as if being released, their bin is labeled and sent to property, a bed change is made to admissions.

Orientation of Inmates

After completion of the intake process the following should be explained to the inmate.

1. Basic Unit Schedules, Unit Rules and Regulations
2. The A/B Schedule.
3. Procedures to follow in the event of fire, medical emergency, fight/disturbances, disciplinary issues.
4. Procedures for inmate forms.
5. Procedures for med-call, pill-call, store-call, visitation, and the use of inmate programs.

6. Where rules are posted.
7. The Inmate Handbook.

Have the inmate read the rules. If they cannot read them, or you do not believe that they can understand them, read and explain the rules to the inmate. Advise the inmate that they will be held responsible for any violations of the rules. Make sure the inmate knows what behavior is expected of them in the unit.

8. Make sure that the inmate understands the no-smoking policy, and advise the inmate that smoking is allowed only in the outdoor, recreation yard.
9. Read the Orientation Speech (page 33) to the new inmate(s); do not allow an inmate worker to read the speech to other inmates.

REVIEW DETENTION DIVISION POLICY & PROCEDURE CHAPTER 6.

Inmate Movements

It is the responsibility of the UNIT DEPUTY to ensure that any inmate who is to be removed from the unit temporarily, leave the housing unit with ABSOLUTELY NO PROPERTY on their person. With the exception of inmate workers on work details, no inmate will be allowed to carry cigarettes, combs, Bibles, candy, medications, etc., when leaving the unit.

Inmates being transported to and from court appearances may carry legal papers only, no pens or pencils.

Inmates being escorted to and from chapel may carry one religious text, no pens or pencils.

The Unit Deputy will also collect the inmate's room key from them when leaving the unit. The Unit Deputy will ensure that the inmate is patted down before being allowed to leave the unit. The inmate is to wear shower shoes and socks.

Any inmate escorted into the unit as a returning inmate, or as a new inmate, will be patted down before being allowed to enter their room. This rule is to be adhered to with EVERY inmate, no exceptions.

Inmates being escorted inside the facility will walk to the right. There is no talking in the hallway.

REVIEW THE INMATE HANDBOOK PAGE 13 AND DETENTION DIVISION POLICY & PROCEDURE CHAPTER 8 POLICY 8.A.

Basic Guidelines for Housing Units

The following general instructions should be followed in the operation of housing units. Any questions not addressed by this manual, should be directed to the appropriate supervisor.

As the housing unit deputy, YOU are in control of the unit. Supervisors will set guidelines that must be followed in order to ensure uniformity throughout the facility in operation of all housing units, and it is up to the Unit Deputy to see that these guidelines are followed. Inmates will receive ALL instructions from the Unit Deputy. They will not be allowed to approach anyone entering the unit.

HOUSING UNIT RELIEF DEPUTY

The off-going Unit Deputy will pass on any information regarding the unit, log off the computer and turn over the Keys, Radio and Cordless Phone for the housing unit.

The on-coming Unit Deputy will log on the computer, complete a security check, general inspection of the unit for cleanliness and inmate count. On-coming deputies will not assume their posts until satisfied that the unit is in proper order and the inmate count is correct. The off-going deputy will not leave the unit until count is complete and accurate.

BREAKS AND LUNCH

When any Unit Deputy is relieved for breaks, errands, or lunch, inmates will not be allowed to make requests of the relieving deputy. Any inmate who approaches a relieving deputy with general requests will be instructed to await the return of the assigned Unit Deputy. The Unit Deputy will advise the relieving deputy of any information they might need to know in order to efficiently and safely manage the unit, in the absence of the Unit Deputy. Log off the computer before leaving the unit.

HOUSING UNIT KEYS

The housing unit keys are to remain in the possession of the Deputy in the unit, at all times. The keys will never be given to an inmate for ANY reason.

COMPUTERS

Deputies are responsible for knowing how to operate the Detention Center computer system. If you are not familiar with the system, advise your supervisor and training arrangements will be made. Deputies will use the system to give inmates information that the inmate is permitted to possess, such as information regarding the inmate's account, holds, and bonds. Inmates are not allowed to view the computer for ANY reason. When leaving the unit for chow, the end of your shift, or any extended periods always log off the computer.

USE OF INMATE WORKERS WITHIN THE UNIT

The practice of assigning a "house man" is not acceptable. In a direct supervision facility there is no "house man". No inmate should ever, directly or indirectly, be perceived to hold such a position.

Unit Deputies are allowed to assign inmates to specific details within the housing unit. However, no inmate will be instructed to, or allowed to give orders to other inmates. The inmates utilized for in-unit work details should be rotated often and care should be taken not to become dependant on the same inmate on a regular basis. When one inmate is constantly placed in such a position, other inmates might begin to perceive him as an authority figure from whom they might obtain special favors, or the inmate himself might set himself up as an authority figure that can control other inmates, by withholding special treatment. In any case, authority that is perceived to be vested in anyone other than the Housing Unit Deputy UNDERMINES YOUR AUTHORITY.

Inmate workers will be referred to as "Inmate Workers" or "Pod Workers". The terms "House Man", "Run-Around" and "Trustee" are not to be used.

The best method for avoiding these kinds of problems is to identify several inmates who will adequately perform tasks at your request and rotate them often.

All orders and instructions must come directly from YOU. NEVER have inmates relay instructions to other inmates.

INCIDENTS WITHIN THE UNIT

On any occasion when incidents occur, such as medical emergencies, fights, failure of an inmate to comply with instructions, the Deputy will first notify Central Control, by radio, of the situation and advise all inmates to return to their rooms. Deputies should never attempt to break up a fight, or respond to any unusual occurrence without first requesting assistance by radio. Wait for assistance. Internal Security, supervisors and if needed the medical staff, will immediately respond to the unit.

When an inmate must be removed from the housing unit, Internal Security Deputies and a Supervisor will conduct the removal. At least twice each week, the Unit Deputy should conduct a "Go to your room drill." Inmates should be reminded that, in the event of any problem in the unit, they are to go to their rooms, even without being advised to do so by a Deputy. When drills are conducted, the event should be entered on the Shift Log Report.

MED CALL

In the event of a medical emergency, notify Central Control, by radio, of the situation and advise all inmates to return to their rooms. The medical section will be contacted immediately and advised of the situation. Internal Security, supervisors and medical staff will immediately respond to the unit.

For normal complaints, inmates requesting medical treatment will complete a **Medical Request Form** and submit it to the Housing Unit Deputy. The Housing Unit Deputy will ensure that the request form is forwarded to the Medical Unit. Upon receipt of the form, Medical Unit personnel will determine the level of response appropriate, written instructions returned on the request form or scheduling for med call. If scheduled for med call, the medical unit personnel will enter the scheduled inmate appointments into the Detention Center Computer System. The Unit Deputy will check the Inmate Appointments Schedule for the unit, at the beginning of each shift.

When a nurse enters the unit for Pill Call, all inmates will be sent to their rooms immediately. Only those inmates receiving medication will be allowed to remain out and will form a single file line to receive medication from the nurse. Inmates will be instructed to bring their cup and water when they approach the nurse's station. If an inmate is given medication, they will take it immediately. Deputies will observe the inmate when medication is administered and ensure that the inmate takes the medication. When the inmate is finished with pill call, the inmate will return to their room until pill call has ended and all inmates are instructed that they may leave their rooms. If an inmate refuses medication, a medical refusal form will be completed and signed by the inmate.

Inmates will not be allowed to have any medication in their rooms without an authorization form, from the medical section, in their possession.

MEALS

Inmates will go to their rooms when meal trays are brought into the units. A meal "sign off" sheet will be used for all meals served in the housing unit. There will be one meal "sign off" sheet for each day, and the inmate must sign the sheet in order to obtain a meal. The Unit Deputy will monitor the distribution of trays and ensure that each inmate receives only one tray.

Inmates who are under disciplinary restrictions will be unlocked and brought out first to receive their trays. Once they receive their trays, they will return to their rooms to eat. The remainder of the inmates will be called out in groups of 5-10 rooms, until all meals are distributed. Meals will be eaten at the tables in the unit and will not be carried to other areas of the unit or around the television viewing areas. There is no trading or sharing of food among the inmates. In the event that there are more inmates than there is available space at the tables, inmates will wait until spaces become available for them at the tables.

When checking the meal sign off sheet and it is known that an inmate has refused all three meals, log the refusal to eat in the Shift Log Report, talk with the inmate and contact the Medical Unit with the information.

As inmates finish their meals they should proceed to their rooms with their cup and spoon and then to the outside recreation area to smoke. No leftover food is to be disposed of in garbage cans. Leftover food items will be left on the trays for kitchen cleanup. After everyone has eaten, cleanup is to be completed by the inmate unit workers. Inmates who are out to court will eat in the admissions area.

ROOM SEARCHES

A daily, DETAILED room SEARCH should be conducted at a minimum of three cells per shift. In addition to the regular cell inspections by the unit deputy, at least one over all unit inspection is conducted each week by the shift supervisor.

INMATE REQUEST FORMS

Inmates will obtain Request Forms, as needed, from the Unit Deputy. When an inmate requests a form, the Deputy will ask the inmate the nature of the request. If possible, the deputy will resolve the inmate request; otherwise the inmate will be given a request form. Deputies will read, sign and date the request form and then forward to the appropriate location.

FREE-TIME

Inmates will be allowed to spend free time in the day room area or the outside recreation area and will be permitted to play games, watch television, take showers, and make phone calls. Inmates will talk quietly. Inmates who become too loud will be restricted to their rooms. Inmates are normally awarded one hour at free time, except in those units where there is no A/B schedule and evening shift. Situations may arise, which will cause you to deviate from routine you must document the reason in the unit log when this situation occurs.

RAZOR CALL

Razor Call can be conducted on day shift or evening shift. Prior to handing out razors the Unit Deputy will check the RAZOR RESTRICTION LIST. Razor Call will be conducted at the deputy's desk. The inmate's identification wristband must be checked to verify the inmates ID. Notate on the unit roster which inmate received a razor. The deputy will inspect the razor before being issued. When the inmate returns the razor make sure the blade is inside the razor and the razor has not been tampered with in anyway. Once the razor is returned and inspected, it is the deputies' responsibility to ensure that disposal of the used razors is carried out before shift change. New and used razors will be stored in the deputy's restroom. Normally, the Day Watch Supervisor will call for disposal of the razors.

UNIT SUPPLIES

Deputies will check all unit supplies regularly to ensure that a sufficient supply is always available. If housing unit supplies are needed give a list to the day watch deputy and they will send an email to **GCSO Supply**.

RECREATION AREA

The deputy on duty will monitor outside recreation areas and activities. Inmates may be allowed to participate in-group activities such as basketball and volleyball. Recreation areas will not be used after dark unless adequate lighting is available.

Deputies are expected to ensure that group activities are maintained at a moderate competitive level. The levels of competition in recreational activities should be monitored to ensure that competitions do not progress to the point that inmates become involved in physical confrontations revolving around recreational activities.

ROOM ASSIGNMENTS

Inmates will be assigned to a room when they arrive in a housing unit. Check the inmate's medical history, separations, and if they are razor restricted. **Inmates on razor restriction are never placed on the second floor.** Once an inmate has been assigned to a room, the inmate will retain that room, normally, for the length of their stay in the unit.

OFFICE SUPPLIES FOR UNIT DEPUTY

The facility does not provide pens, pencils, makers, highlighters, tape, etc. for inmate use. Inmates are responsible for purchasing their own writing implements through commissary store call. It is permissible for the Housing Unit Deputy to loan an inmate a pen or pencil for the purpose of completing inmate requests, medical requests and other authorized paperwork. If housing unit office supplies are needed, send an email to your housing unit supervisor.

UNIT SALLY PORTS

Inmates who are leaving the unit will never be left in the Sally Port unattended. A deputy must be in the sally port with the inmates before Central Control will open the outside door to allow the inmates out of the sally port.

Deputies escorting inmates that are returning to their housing units, will advise the housing unit deputy of their returning inmates by pressing the button at the outer door, the housing unit deputy will advise central to open the outer door for the escorting deputy to place the returning inmates in the sally port. The housing unit deputy will bring the inmates through the interior door and into the unit. Once in the unit, the housing unit deputy will pat down the returning inmates.

MAINTENANCE REQUESTS

When the deputy becomes aware of the need for maintenance in the unit, an email should be sent to **GCSO Maintenance**. If the need for maintenance is an emergency, the Maintenance Division should be contacted by phone, along with the shift supervisor. If it is during off hours, the shift commander will contact Central Control to notify the on-call maintenance personnel.

Offensive/Defensive Weapons

Deputies will NOT bring any offensive or defensive weapons into the facility. Deputies in this facility will not possess any concealed or visible weapons, batons, clubs, electronic "stun" type devices or any kind of knife or edged weapon. The only exception to this is the possession of the department issued o.c. spray and electronic restraint devices. These devices may only be utilized and possessed by those deputies certified to carry them. Violations will result in disciplinary actions.

Housing Unit Phone/Intercom Phone

Deputies should refrain from making or receiving personal phone calls from the housing units. It is not possible to effectively manage a unit while constantly conducting personal business on the phone. Emergency calls will be transferred to the unit, but inordinate numbers of personal calls that interfere with the operation of the unit, and that disrupt other employees who must route the calls to the unit could result in disciplinary action.

The Intercom Phone is used in the unit to talk with the inmates in their rooms, All Call, Outer Door-Hallway, and Central Control. If there is a problem with this phone contact Central Control.

INMATE EMERGENCY CALLS

Inmates will never be allowed to use the staff phone in the housing unit. All incoming "emergency" calls must be referred to a shift supervisor, and the supervisor will then take appropriate action regarding the call. If a situation should arise, making it necessary for an inmate to use a staff phone, the inmate will be moved to the Admissions area to use the staff phone.

TTY PHONES

Inmates requiring the use of the TTY equipment will be allowed to do so on their assigned free-time, in the Inmate Services area. The hall supervisor will be notified. The inmate will be escorted to Inmate Services, where they will sign in on the provided log sheet and then begin use of the TTY equipment.

Inmate Phone System Trouble

If an inmate is having trouble with the phone system, contact the Technical Support Unit (email gcsohelp) include the inmates first and last name, ID number and a brief description of the problem. All other inmate phone troubles (phones that are down or broken) contact gcsohelp by email. Contact Central Control by email or phone during after hours for emergency repairs such as all phones in a unit that are down.

Visitors

The Housing Unit Deputy will NOT allow visitors/friends/relatives in the unit. Arrangements can be made through the appropriate channels for friends/family members to be given a tour of the facility.

Laundry

All laundry placed in carts for cleaning will be free of any knots and/or bindings. Laundry carts will be placed in the hall, outside of the unit, at the scheduled time on appropriate laundry days. Any laundry soiled with body fluids, lice, or any other substance that can contaminate others, will be placed in a Bio-Hazardous red bag and labeled as to it's contents. The Unit Deputy will transport the red bag to the JJ-Medical Unit and dispose of it in the Med 1 area.

Housekeeping

All inmates are expected to assist in maintaining the unit, as well as maintaining their own rooms in a clean and sanitary condition. Deputies can use volunteers for special cleaning chores and reward them periodically with privileges such as picking television programs, etc. However, ALL inmates should be required to participate to some degree, in regular normal maintenance of the unit.

It is up to you as the Unit Deputy to direct the cleaning and maintenance of the unit, and to see to it that the inmates maintain the housing unit in an acceptable manner. The unit deputy and/or supervisor on duty may hold a unit inspection at any time during the Day or Evening Shifts. The shift supervisor will also conduct regular weekly inspections.

REVIEW JANITORIAL SUPPLY LIST ON PAGE 30 OF THIS MANUAL.
REVIEW DETENTION DIVISION POLICY & PROCEDURE MANUAL CHAPTER 6

Typical Housing Area Daily Routine

Times may vary and A/B schedule may vary and is subject to change.

0500:	Wake up
0500-0600:	Breakfast and Clean Up
0600-0800:	Quiet Time
0800-0900:	Lights on, Cells cleaned and in Order
0900-1000:	A/B Schedule Free Time
1000-1100:	A/B Schedule Free Time
1100-1200:	Quiet Time
1200-1300:	Lunch and Clean Up
1300-1400:	A/B Schedule Free Time
1400-1500:	A/B Schedule Free Time
1500-1630:	Quiet Time
1630-1730:	Dinner and Clean Up
1730-1900:	Quiet Time
1900-2100:	A/B Schedule Free Time
2100-2300:	A/B Schedule Free Time
2300-2330:	Quiet Time and Clean Up
0000-0500:	Lights Out, Quiet

DEFINITIONS

Free Time: Access to day room, showers, phones and outside recreation area. Noise level kept to a minimum. A/B Schedule, one floor out at a time.

Quiet Time: Inmates in rooms. Deputy may use this time to read and sign request forms, complete (3) room searches, read shift logs, complete supply list.

Clean Up: Those inmates, who are assigned to the duty, will begin clean up.

Procedures for Managing Incidents Occurring Within the Unit

The following procedures should be followed when incidents occur, such as fights, loud behavior, refusal to obey the Deputy.

1. The Unit Deputy will advise all inmates to "GO TO THEIR ROOMS IMMEDIATELY". The Deputy should advise all inmates, even inmates involved in the incident, to go to their rooms until order/control of the unit is gained.
2. The Unit Deputy should immediately contact Central Control, by radio, and advise on the nature of the incident, and the current status of the unit. The Deputy, when necessary, and situation dictates should use other appropriate security methods, to obtain assistance and advise on their status such as, Telephone, Duress Button on Unit Panel (*will disable card access doors*), Orange Panic Button on Radio (*10-33 Emergency*), PAT Button (*Personal Alarm Transmitter*) worn in a pouch on the utility belt.
3. If inmates involved in an incident refuse to cooperate, they will be moved to their rooms or removed from the unit, by the responding Security Deputies or the Rapid Response Team. If inmates are involved in any physical confrontation, at least one of the inmates involved must be removed to the Segregation Unit.
4. If inmates involved in an incident are to be kept in the unit, they will be locked down until such time as they are willing to cooperate and the situation has been diffused. If roommates are involved in an incident, they will both be moved to other cells and separated from each other until the situation can be resolved.
5. Medical staff will be notified any time there has been physical contact between inmates or inmates and staff. The nurse will be called in all circumstances in order to examine the parties involved and verify extent of injury or absence of injury to the parties involved.
6. The staff members involved will complete all necessary reports.
7. A supervisor will review all the reports, prior to the Infractions being served on the inmates.
8. As soon as possible, after the incident, those inmates not involved in the incident, should be allowed to resume their normal activities.
9. In the event that an inmate refuses to cooperate, after being locked down in the unit, the inmate will be removed to the Segregation Unit. New infractions should be added, if necessary. During any transfer of an inmate from the unit, other inmates will remain in their rooms until the transfer has been completed.
10. A copy of the Infractions or Unusual Occurrence Report will be forwarded to the Segregation Unit.

Inmate Infractions

When an inmate violates Detention Center rules, regulations, and procedures, the Unit Deputy has several options at their disposal, depending on the magnitude of the violation(s).

The Unit Deputy may:

1. Issue a verbal warning
2. Require the inmate to cease whatever they are doing, such as talking on the phone, watching television, playing cards, etc.
3. Have the inmate eat in his/her room during meals.
4. Give the inmate extra clean-up duties
5. Send the inmate to their room for a designated period of time, not to exceed the end of the current shift.
6. Write the inmate up for the appropriate major or minor violation and lock the inmate down in the housing unit for a twenty-four (24) hour period.
7. Write the inmate up for the appropriate major and minor violation and have the inmate moved to the Segregation Unit.
8. Obtain a criminal warrant for the offense, if applicable.
9. A combination of any of the above.

When any of the above actions are taken against an inmate, the incident must be entered into the Shift Log Report. The Shift Log Report will serve to track a pattern of behavior by the inmate and can be used to reclassify the inmate. The log also serves to pass on information about the incident to subsequent shifts.

NOTE: No inmate is to be removed from a unit without the approval of a supervisor unless there is an emergency situation that requires immediate action be taken. Classification must also be informed in reference to any such actions taken.

Deputies should remember that the inmates will observe everything the deputies do, and how the deputies treat them will often determine how they will respond to the deputies. Deputies must be FIRM, FAIR, and CONSISTENT.

Remember the Dynamics of Direct Supervision: CONSEQUENCES, CONSISTENCY AND DIRECTION.

COMPLETING INMATE INFRACTIONS and UNUSUAL OCCURRENCE REPORTS

Completing an inmate infraction and unusual occurrence report is similar to obtaining a criminal warrant. The Deputy filling out the infraction should be careful to define the exact rule/law that was violated, and the UOR defines how the inmate violated it.

In the detailed description of the incident, on the UOR the Deputy should state exactly what occurred. If an inmate used profanity, state the EXACT words that were used. If the inmate was disrespectful, explain EXACTLY how the inmate behaved and what was said. Supplemental Reports may be attached, as needed, to provide as much information as the Deputy believes to be necessary for the Hearing Board.

When completing reports the Deputy should bear in mind that they will not be present at the inmate hearing and the only information the Hearing Board will have will be the information contained in the Deputy's report. If sufficient information is not presented in the report, the charge(s) WILL BE DROPPED. The WHO, WHAT, WHEN, WHERE, WHY and HOW of the incident MUST be presented in the unusual occurrence report.

Reports must be reviewed, approved, printed out, and signed by a supervisor.
Reports must be signed and include the staff member's badge/ID number.

The inmate will be served any infraction in writing, and the service information will be indicated on the infraction form. The inmate must be served within twenty-four (24) hours of the incident.

NOTE: An Unusual Occurrence Report must also be filed in addition to the Infraction. Other staff members may also file Supplemental Reports.

Detention Center Personnel are reminded that we are not here to PUNISH, but to maintain a safe and orderly facility. When considering punishment of inmates, make sure you identify the inmate(s) responsible for the incident. There will be times when the entire group will be punished if the responsible inmate cannot be identified. Every effort should be made to identify and punish the individual(s) responsible for an incident rather than to punish the entire unit.

REVIEW THE INMATE HANDBOOK FOR A LIST OF INFRACTIONS AND THE STANDARD SANCTIONS FOR SPECIFIC VIOLATIONS. DETENTION DIVISION POLICY & PROCEDURE MANUAL CHAPTER 10.

Unusual Occurrence Reports

The UOR is the primary method of tracking incidents that occur within the facility. UORs are used to report attempted escape, escape, bomb threats, disruptive behavior on the part of inmates and/or visitors, criminal actions, thefts, property damage, medical situations, inmate/unit searches, maintenance problems, and/or any activities/information that might be important to the day to day operations of the facility. Unusual Occurrence Reports must be accurate, legible and must be filled out completely. Keep all reports and log entries factual. **Opinions, what you think happened or why you think it happened, or blatant false information is not permitted.** All reports and log entries can be subpoenaed into court.

Segregation Unit

Inmates are generally assigned to this housing unit for one of three reasons:

1. Disciplinary Segregation

Inmates in this category have been placed into the unit after being found guilty by the Disciplinary Board, of violations, of the facility rules and regulations.

2. Administrative Segregation/Protective Custody

- a) Inmates that have been assigned to the unit by the Classification Unit because of circumstances that prohibits them from being assigned to a general population unit.

- b) Inmates who are awaiting a hearing with the Disciplinary Board and have not been found guilty of violating facility rules and regulations at this point.

3. Super-Max

These inmates have been determined to pose a serious threat to life, property, self, staff or other inmates, or pose a threat to the orderly operation of the facility if allowed to remain in general population.

REVIEW POST ORDER # 13 FOR PROCEDURES ON THE SEGREGATION UNIT.
DETENTION DIVISION POLICY AND PROCEDURE CHAPTER 11.

THE FOLLOWING RULES AND PROCEDURES APPLY TO INMATES WHO ARE ON DISCIPLINARY SEGREGATION.

1. The inmate may have in their possession the following items:

- one mattress
- two sheets
- one blanket
- one towel
- one pillow with pillow case
- one inmate uniform
- one pair boxers (male)
- one pair panties (female)
- one bra (female)
- one night shirt (female)
- one pair of socks
- one pair shower shoes
- two envelopes per week
- one writing pen
- four sheets of writing paper per week
- two stamps purchased through commissary only
- one issued cup
- one issued spoon
- Legal mail that is in the possession of the inmate.
- One religious literature from the inmate's bin.
- Personal mail delivered and read at free time, then returned to inmates bin.
- No other items will be permitted.
- All other items are kept in the inmates bin in a secure area.

The following personal hygiene items will be provided to inmates on disciplinary segregation to keep in their room:

- one toothbrush
- one small tube of toothpaste
- one small soap
- one roll of toilet paper

In order to replace any of these items, except the soap, an empty container must be presented to the deputy on duty prior to a new issue being given to the inmate.

Uniform, personals, shampoo and deodorant may be provided during evening showers. Other personal hygiene and personal care items such as oils, hand creams, or other non-medical or non-prescribed hygiene items will not be allowed. Only those items approved by the medical staff will be permitted to inmates assigned to disciplinary segregation.

2. When possible, the inmate will be assigned to a room, which is located on the lower level of the unit.
3. The inmate will be allowed out of their rooms for thirty minutes, twice each day. The inmate will be allowed out 30 minutes during the Day Shift hours and 30 minutes during the Evening Shift hours unless prohibited by safety and/or security reasons. The Shift Supervisor or their designee may restrict these periods when necessary. Restrictions will be documented and forwarded to the Jail Commander.
4. At no time will the inmates be allowed to speak to, fraternize with, or have any contact with any other inmate.
5. The inmate may receive mail, medical attention, access to legal counsel, and clergy visits, and order items from commissary marked for disciplinary.

THE FOLLOWING RULES APPLY TO THOSE INMATES ON ADMINISTRATIVE SEGREGATION.

1. The inmate will be allowed to retain any property that is acceptable in standard housing units. The Shift Supervisor, Classification or Medical Staff may further determine those items, which are acceptable for the inmate to possess.
2. The inmate will be allowed out of their room for "free time" when there are no disciplinary segregation inmates out of their rooms.
3. The inmate will not be allowed to talk or communicate in any way with any inmate on disciplinary segregation.
4. The inmate will be allowed visitation and other inmate services that are acceptable in standard housing units.

SUPERMAX INMATES-REFER TO POST ORDER #13

Two Deputies will be required on the Floor when a Supermax inmate is out on free time. These inmates will be mechanically restrained during free time to include handcuffs, waist chains, and leg shackles.

Inmate Requests

It is the responsibility of the Housing Unit Deputy to make every effort to resolve inmate requests prior to forwarding the request to their supervisor.

1. All request forms are to be **SIGNED** and **DATED** by the receiving Deputy.
2. When the Housing Unit Deputy is unable to resolve a request, the **INMATE REQUEST FORM** should be folded in half, along the length of the page. The Deputy should indicate on the outside of the folded page the person/section to which the request should be delivered. The Deputy will then distribute the forms to their proper destinations at the end of shift.
 - a) Requests for unit assignment changes that the Unit Deputy considers legitimate, should be forwarded to the Classification Unit. The Deputy may indicate any recommendation regarding the request. If the request is an emergency, such as the requesting inmate is a witness against another inmate in the unit; the situation should be brought to the supervisor's attention immediately. The Shift Supervisor may make a unit transfer, in the case of an emergency.
 - b) Requests for personal property, shoes, shoelaces, etc. should be forwarded to the Property Deputy.
 - c) Requests regarding sentences, time to serve, guilty pleas, etc., that the Unit Deputy is not able to answer utilizing the inmate computer system, should be forwarded to Active Records. However, transfers/extraditions etc., which will entail movement of the inmate outside the facility, will not be released to the inmates by anyone.
 - d) Requests regarding inmate accounts should be forwarded to Inmate Accounts only when the information cannot be obtained from the inmate computer system. Inquiries regarding money receipts should not be forwarded to Inmate Accounts until one (1) week has passed from the time the money should have been posted, and the money has still not been entered on the inmate account.
 - e) Requests to be assigned to inmate worker status (B-Pod) should be forwarded to the Classification Unit.

3. Requests for **APPOINTED COUNSEL FORMS** should be forwarded to Inmate Services, if an inmate requests this form after the First Appearance Hearing. Inmates may ask for this form to change their attorney or request an attorney.
4. **PRE-GRIEVANCE FORMS**, if an inmate has a legitimate grievance that they would like the staff to consider, they must fill out a written Pre-grievance Resolution Form. The pre-grievance form will be returned to the housing unit deputy and the deputy will attempt to resolve the grievance and will forward his response to the shift supervisor to review and then return to the inmate. If this does not resolve the complaint, the inmate will be given a **GRIEVANCE FORM** to fill out and the unit deputy will forward it along with the pre-grievance to the shift supervisor. Ensure all forms have the proper signatures and date. The Inmate Grievance Form must be submitted within three days of the date the incident occurred.
5. **COUNSELOR REQUEST**, if an inmate asks for a counselor request, ask the inmate questions to ascertain if they need immediate care, notate in the shift log that a counselor request was given to the inmate and the response from the inmate. Once completed by the inmate, the unit deputy signs, dates, and delivers the form to the counselor's office. **Medical Request** refer to page 15.
6. **FUNERAL TRANSPORT REQUEST**, you are to obtain all information required on the form and forward immediately to the Shift Commander.
7. **REQUEST FOR RELEASE OF PROPERTY**, the inmate must name the individual to pick-up the property on the form and that person will be required to show proper identification and sign the release form. Once completed by the inmate, the unit deputy signs, dates, and delivers the form to the front lobby reception desk.
8. **REQUEST FOR EXCESS PROPERTY STORAGE**, fill the form out completely with inmate name, ID number, housing unit, etc. Bag all excess property and attach the white copy of the form to the bag and give the inmate the yellow copy. Have the bag sent to the Property Room. The Property Room Deputy will have the inmate fill out a form with the name, address and phone number of the person to pick-up the excess property within 30 days.

Fire Drill Report

Your supervisor will give a Fire Drill Report to the housing unit deputy when a drill is to be conducted. The report will state the time the drill started and ended and which procedure was conducted. The housing unit deputy will advise the inmates that a fire drill will be conducted before the drill takes place. Explain to the inmates the different procedures. **Make appropriate entries in the shift log** and return the report to the supervisor.

1. PROTECT IN PLACE

Instruct all inmates to go immediately to their respective cells and close their cell door and place a towel on the floor at the bottom of the cell door (to simulate a wet towel). Each inmate will sit on their assigned bunk, remain quiet and await further instructions. The housing unit deputy will then conduct an inmate count and security check. This will also serve as a prelude to any evacuation situation.

2. SIMULATED EVACUATION

Primary Door, (exit doors leading outside the facility) instruct all inmates to immediately exit their cell and **line up** at the primary doors. Top floor- top exit door, bottom floor- bottom exit door. The inmates will exit their cell, close the cell door quietly, line up, remain quiet, and await further instructions. The housing unit deputy will then conduct an inmate count and security check.

Secondary Door, (sally port exit door) instruct all inmates, top and bottom floor to immediately exit their cell and **line up** at the secondary door. The inmates will exit their cell, close the cell door quietly, line up, remain quiet, and await further instructions. The housing unit deputy will then conduct an inmate count and security check. When exiting the unit the inmates will be in a single file line.

3. EVACUATION

At such time as the Emergency Commander decides that it is necessary to evacuate, the Emergency Commander will advise Central Control to initiate evacuation procedures. Begin evacuation utilizing primary or secondary route as instructed by the Shift Commander and proceed to the designated staging area in accordance with evacuation procedures. It is the responsibility of all assigned personnel to know the evacuation staging area for their unit or area, prior to duty. Consult with your supervisor, if necessary. The housing unit deputy will take the unit roster and any pertinent paperwork with them to the staging area. Inmates will have nothing in their possession when leaving the unit.

REVIEW POST ORDER #22 AND THE DETENTION DIVISION POLICY AND PROCEDURE MANUAL, CHAPTER 9 POLICY #9.C. EMERGENCY/SEVERE WEATHER PLAN.

Housing Unit Janitor's Closet
Inventory for a Standard Housing Unit
Maximum items to be stored and ordered

JANITOR'S CLOSET BOTTOM FLOOR

- 1 Mop
- 1 Mop bucket w/ringer
- 1 Dust mop
- 1 Water hose
- 1 Twelve inch squeegee for windows
- 1 Thirty-six inch squeegee for floor
- 1 Handheld brush
- 1 Toilet bowl brush
- 1 Toilet bowl plunger
- 1 Straw broom
- 1 Dustpan
- 1 Scrub brush, ten inch, w/long handle
- 3 Spray bottles for cleaning chemicals
- 1 Milk crate to hold chemical bottles and brushes
- 1 Spray & Buff spray bottle (filled on request)
- 2 Black buff pads, 2 red, and 2 white (order once a month)
- 1 Buffer
- 1 Vacuum cleaner
- 1 Bucket floor wax stripper (order every 60 days only)
- 1 Bucket floor wax (order every 60 days only)

JANITOR'S CLOSET TOP FLOOR

- 1 Mop
- 1 Mop bucket w/ringer
- 1 Dust mop
- 1 Water hose
- 1 Handheld brush
- 1 Toilet bowl brush
- 1 Toilet bowl plunger
- 1 Straw broom
- 1 Dustpan
- 3 Spray bottles for cleaning chemicals
- 1 Milk crate to hold chemical bottles and brushes

Cleaning fluids will be filled weekly. A list of allowed items and amounts to order are in the Unit Pantry.

Housing Unit Pantry

Inventory for a Standard Housing Unit

Maximum items to be stored and ordered per week

3 Cases toilet paper
4 Packs multifold paper towels
50 Large trash bags
50 Small trash bags
10 Red bags
1 Can neverdull
2 Boxes shampoo
1 Box deodorant
1 Box toothbrushes
1 Box toothpaste
1 Box bar soap
2 Boxes sugar
2 Boxes creamer
1 Box salt
1 Box pepper
14 Packs juice (for juice machine)
14 Packs coffee, 14 coffee filters
1 Hair clipper
1 Clipper oil
1 Derma soap
2 Boxes serving gloves
2 Boxes sanitary pads (female unit)
Phone book(s) for inmates to use
Dictionary for inmates to use
Inmate forms organized in a filing create

Officers Toilet Room

Inventory for a Standard Housing Unit

3 Boxes razors (max.)
2 Boxes latex gloves
2 Scissors
1 Water key
4 Milk crates (storage)
Inmate room keys (unassigned)
Office supplies
Flash light w/charger
Battery w/charger
First Aid Kit
Fire Extinguisher
Five-gallon bucket (razor disposal)
Ambu bag

Deputy's Desk Standard Housing Unit

GCDC mail stamp
Pens and Pencils (minimum amount)
Highlighters and markers (minimum amount)
Dictionary
Stapler
Staple pull
Tape
Inmate Handbook
Housing Unit Manual
Unit Roster
Inmate medical authorization forms

Order once a week from hall supervisor as needed:

3 Pencils
3 Pens
2 Writing tablets
1 Roll of tape
1 Highlighter of each color (no more than four)
1 Red permanent marker
1 Black permanent marker
1 Box of staples
Other items needed advise hall supervisor

Orientation Speech

I am Deputy _____; you will address me as Deputy _____. I am the Deputy in charge of this unit. I am here to provide for the safety and security of everyone in this unit, and to make sure that the unit runs smoothly and efficiently. I am IN CHARGE HERE and you will be expected to do what I tell you to do, when I tell you to do it.

First, I will go over some of the basic rules that you will be required to follow during your time here.

1. You will keep your key attached to your room card at all times. It will be clipped to your uniform collar with the room number facing out when you are outside your room. Do not lock your key in your room. Report any loss or damage immediately to the Unit Deputy.
2. You will wear your ID bracelet on your wrist at all times.
3. You will wear your uniform except when you are actually in your bunk under the blanket at 11:30PM. The uniform will be kept buttoned when worn. The uniform legs will not be rolled up past the ankle. Collars will not be turned in, but will be worn properly.
4. THERE IS ABSOLUTELY NO SMOKING ALLOWED INSIDE THE DAY ROOM OR CELL AREA. ANYONE CAUGHT SMOKING IN AN UNAUTHORIZED AREA WILL BE SUBJECT TO 30 DAYS DISCIPLINARY CONFINEMENT IN THE SEGREGATION UNIT, PLUS LOSS OF SMOKING PRIVILEGES. Smoking is only allowed outside in the recreation yard. Cigarette butts will be put in the butt cans provided.
5. Each inmate is assigned to a room with a key. NO INMATE WILL ENTER ANOTHER INMATE'S ROOM. You WILL NOT give your key to another inmate under any circumstances (this includes your roommate) or allow another inmate access to your room.
6. You will keep your door closed at all times. You will not slam your door at any time. DO NOT stand at your door and look out while in your room. Do not hold the door open for your roommate. DO NOT talk through or pass anything under your door or another inmates' door (open or closed).
7. You will keep your room clean and orderly at all times, and you will be expected to participate in general cleaning of the unit. Your bunk will be made up at **lights on** until **lights out**.

8. The unit schedule consist of "quiet times" and "free times". During "quiet times" you will not leave your room. During "free times" you will be allowed to leave your room and utilize the Day Room and Recreation Areas.
9. When any Deputy tells you to "go to your room" you will immediately GO TO YOUR ROOM without any questions. You will stay in your room until advised by the Deputy that you can leave your room.
10. Telephones can be used during "free time" until 11pm. Remember that the phones are for everyone's use and you will be expected to keep your calls short (maximum of 15 minutes). If your voice can be heard from my desk you are to loud. Failure to keep noise level down will result in loss of free time.
11. DO NOT walk behind the Deputy's desk. DO NOT cross the red line. DO NOT lean on the Deputy's desk. DO NOT touch the desk in any way.
12. Do not push the Call Button in your room unless you have an Emergency or a legitimate question. When you go to your room do not ask for toilet paper or any other items you should have picked up at your free time.
13. You will not be allowed visitation in the Orientation Unit, until you have been in the unit 3 days (72 hours). When classified and transferred to a new unit, visitation will be scheduled in that unit.
14. Medical Staff will visit the unit twice each day for pill call. When the nurse enters the unit, and/or the deputy says pill call, all inmates will go to their rooms. The Unit Deputy will call you out. When you come out, you will bring your issued cup, with water in it and stand in line, there will be no talking. After you take your medicine, you will show the deputy your mouth and bottom of your cup, and then sit at a table until pill call is finished.
15. When meals are announced you will go to your rooms and wait to be called out by the deputy. Bring your issued cup and spoon. You will sign for each meal. Meals will be eaten only at the tables provided in the unit. You WILL NOT take food, salt, pepper or any condiments back to your room. These items are considered contraband. You will remove all paper from your tray before returning it to the cart. Do not put food in the trashcan.
16. You will take a minimum of one shower each day. If you have an upstairs room, you will use the upstairs showers. If you have a downstairs room, you will use the downstairs showers.
17. The unit deputy will instruct you on laundry exchange, on the scheduled laundry day.

18. **YOU WILL NOT ALTER, DAMAGE, OR DESTROY YOUR UNIFORM WRISTBAND, INMATE HANDBOOK, OR ANY OTHER ITEMS ISSUED TO YOU.** Disciplinary action and replacement amount will be charged against you.
19. Store call is every Wednesday. If you came in with money it will be automatically placed on your inmate account. You must have money on your account by midnight Sunday night, in order to participate in store call. Store sheets will be completed before pick up on Monday, Day Shift, prior to the Wednesday store call.
20. There will be no shouting or unnecessary noise in the unit. Noise levels, including the TV, will be kept to a minimum.
21. Any questions or request will be addressed to the Unit Deputy. You will not be allowed to approach anyone entering the unit and ask questions.
22. **IN CASE OF ANY EMERGENCY, FIGHT, FIRE, MEDICAL EMERGENCY, YOU WILL GO TO YOUR ROOM IMMEDIATELY. DO NOT WAIT TO BE TOLD TO DO SO.**
23. You will follow the deputy's instructions during a fire drill.
24. Do not ask us when you are going to court; we do not give out court dates.
25. You will not take cups, spoons, pens, pencils, etc. on the recreation yard.
26. You will not take more than two (2) items from the book cart at a time. Do not take the newspaper, dictionary, board games or sporting equipment to your room.
27. You must read your Inmate Handbook and all posted rules and regulations. You are responsible for knowing the rules and regulations and you will be disciplined for failure to follow them. If you have any questions about the rules and regulations ask the unit deputy.
28. Do you have any questions at this time?

Principles of Direct Supervision

Operations of the Gwinnett County Detention Center will be guided by the Nine Principles of Direct Supervision Management Philosophy.

- Principle Number 1 Effective Control
- Principle Number 2 Effective Supervision
- Principle Number 3 Competent Staff
- Principle Number 4 Safety of Staff and Inmates
- Principle Number 5 Effective Management and Cost Effectiveness
- Principle Number 6 Effective Communication
- Principle Number 7 Classification and Orientation
- Principle Number 8 Justice and Fairness
- Principle Number 9 Ownership

POST ORDERS

Post Order 1	Reception Desk
Post Order 2	Pre-Admissions
Post Order 3	Admissions
Post Order 4	ID
Post Order 5	Property / Dress In
Post Order 6	Transportation
Post Order 7	Internal Security
Post Order 8	Court Security
Post Order 9	Central Control
Post Order 10	Inmate Work Detail
Post Order 11	Kitchen Work Detail
Post Order 12	Transportation Supervisor
Post Order 13	Segregation Unit
Post Order 14	Medical Unit
Post Order 15	Special Management Unit
Post Order 16	Inmate Worker Unit
Post Order 17	Female Unit
Post Order 18	Sentenced Unit
Post Order 19	Non-Sentenced Unit
Post Order 20	Orientation Unit
Post Order 21	Inmate Disciplinary Procedures
Post Order 22	Fire Safety
Post Order 23	Floor Cleaning
Post Order 24	Funeral Post Order
Post Order 25	Juvenile Procedures
Post Order 26	Photography Equipment
Post Order 27	Radio Communications
Post Order 28	Restraint Chair
Post Order 29	Suicide Prevention
Post Order 30	Basic Computer
Post Order 31	Laundry Services
Post Order 32	Housing Unit M
Post Order 33	Rapid Response Team

Notice

The information in this manual is provided to assist the Housing Unit Deputy and is subject to change. Always be aware of any policy and procedure change. For further explanation of information contained in this manual contact the on duty shift supervisor and refer to the following:

Gwinnett County Sheriff's Department Policy and Procedures
Gwinnett County Sheriff's Department Detention Division Policy and Procedure Manual
Gwinnett County Sheriff's Department Detention Division Post Orders

Gwinnett County Sheriff's Department
Detention Center Housing Unit Manual
Revised October 2006