

MECKLENBURG COUNTY DETENTION CENTER

Resident Handbook
August 2024

Sheriff Garry L. McFadden



MECKLENBURG COUNTY SHERIFF'S OFFICE
N O R T H C A R O L I N A

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Introduction

You are now in the custody of the Sheriff of Mecklenburg County. The Mecklenburg County Detention Center is designed to make your incarceration productive, safe, and secure. If you need assistance with reading or writing, notify your POD Supervisor and he/she will assist you. There are various programs available to assist in rehabilitating you back into the community which can be found in the Resident Programs section of this handbook. Whether or not you participate in any of the facility's programs, you are expected to obey all facility rules and regulations, while respecting the rights of others as outlined in this Resident Handbook. Willingly disobeying the rules and regulations set by the Office of the Sheriff will result in immediate disciplinary action.

This handbook outlines all rules and procedures to be followed during your incarceration in the Mecklenburg County Detention Center. You are expected to know and to follow the guidelines listed. In order for you to use the kiosk, it was mandatory for you to sign for this handbook, therefore, claims of ignorance of the rules will not be accepted as an excuse for violating rules. Disciplinary action will be taken if such rules are violated. Any violations of county ordinances, state or federal laws will result in criminal prosecution and disciplinary action.

Please review this handbook carefully. It contains the answers to many questions involving your confinement. If you have any additional concerns, feel free to ask your POD Supervisor.

Remember, you are in control of the quality of your confinement. Your experience here depends solely on your attitude and behavior.

Positive Behavior Will Be Rewarded.

Negative Behavior Will Be Disciplined.

The Mecklenburg County Detention Center Is a Smoke Free Facility.

1. Headcount and Roll Call:

1. At least five (5) headcounts/roll calls will be performed daily, during changes and at each mealtime.
2. You are to be present during each headcount and roll call. Absences are only allowed for court appearances and medical reasons approved by the healthcare provider.
3. You will be fully clothed in a complete Detention uniform and wearing your armband during each count.
4. Fifteen (15) minutes before a shift change, you will come to the dayroom and follow instructions from the POD Supervisor. At the beginning of shift change, you will be instructed by your POD Supervisor to line up against the walls of the POD in alphabetical order. You must stand during this process and not sit on the floors, windows, or counters. The oncoming officer will conduct an inspection, a headcount, and roll call. When the POD Supervisor calls your last name, you are to answer with your first name and approach the officer to show your resident armband. You will then sit properly at a table that does not exceed its capacity. The POD Supervisor will conduct the POD Orientation and every resident is to be present.
5. There is NO TALKING during any headcount/roll call or POD Orientation.
6. Additional headcounts/roll calls will be conducted as deemed necessary by the detention staff.

2. Sexual Abuse and Sexual Assault:

Sexual Misconduct is Illegal!

Sexual Misconduct is sexual abuse or sexual assault. It includes resident-on-resident sexual activity and staff-on-resident sexual activity.

Resident-on-Resident Sexual Abuse/Assault: One or more residents engaging in, or attempting to engage in any sexual act with another resident, including any of the following: use of threats, intimidation, inappropriate touching, or other actions and/or communications by one or more residents aimed at coercing and/or pressuring another resident to engage in a sexual act.

It is inappropriate for a resident to approach a staff member for the purposes of sexual activity.

Staff-on-Resident Sexual Abuse/Assault: To solicit/engage in sexual acts with residents or persons in custody. Staff refers to Detention Officers/Deputies, Contractors, Representatives, and Volunteers. This also includes staff from federal, state and local jurisdictions.

Sexual misconduct includes any solicitation of sexual activity by making promises of favors or threats toward residents for refusing sexual advances, and it is an invasion of privacy beyond that which is necessary for safety and security of the detention center.

Assailant: A person who attacks another.

It is strongly encouraged that you immediately identify the assailant in order to protect yourself and others from future attacks. Individuals that sexually abuse or assault residents can only be disciplined and/or prosecuted if the assault is reported and they are identified.

Reporting Sexual Assaults:

You have the option of reporting an act of sexual misconduct to any staff member you trust to include the following:

- POD Supervisor
- Sergeant
- Captain
- Office of Professional Compliance (OPC)
- Contracted staff
- Volunteers
- Or family and friends.

Limits to confidentiality – if any of the actions listed below have occurred, they must be reported.

- If the victim reports any self-harm or harm to someone else.
- Witness reports any self-harm or harm someone else.
- Abuser reports any self- harm or harm to someone else.

Staff are required to keep reported information confidential and only discuss it with the appropriate officials on a need-to-know basis. It is important that a sexual assault is reported immediately so any evidence can be collected and preserved by the Charlotte Mecklenburg Police Department.

If you make an allegation of misconduct against a staff member or resident, which is false, you will be subject to disciplinary action.

Below are some things you can do to protect yourself against sexual assault:

- Carry yourself in a confident manner at all times. Do not permit your emotions (fear/anxiety) to be obvious to others.
- Do not accept gifts or favors from other residents. Most gifts or favors come with strings attached.
- Do not accept an offer from another resident to be your protector.
- Be direct and firm if another resident asks you to do something you don't want to do.
- Do not give mixed messages to other residents regarding your wishes for sexual activity.
- Stay in well-lit areas of the POD.
- Choose your associates wisely. Look for people who are involved in positive activities like educational programs or religious services. Get involved in these activities also.
- Trust your instincts. If you sense that a situation may be dangerous, it probably is. If you fear for your safety, report your concerns to staff.
- Do not go into another resident's cell, this is a rule violation.
- Find a staff member whom you feel comfortable discussing your concerns about sexual abuse/assault.

If you feel that you have been a victim of, or a witness to, any act(s) of a sexual misconduct you can file a complaint regarding the allegation of sexual abuse. The complaint of sexual misconduct can

be given to any staff member that is not subject to the complaint. The allegation of sexual misconduct will include a full investigation. The agency shall issue a final decision within 90 days concerning the merits of the alleged sexual abuse. In extreme cases, if needed the resident will be notified in writing if an extension of up to 70 days is needed to give an appropriate decision.

If a third-party file a request of sexual abuse, the agency shall require that the alleged victim agree to have the incident investigated as well as pursue subsequent steps in the administrative remedy process of the complaint. MCSO's third-party reporting is SAFE Alliance which is victim advocacy agency. Phone calls made to Safe Alliance is free of charge and not recorded for confidentiality.

Safe Alliance provides crisis hotlines, domestic violence shelter assistance, Court advocacy, Counseling and Support groups.

Procedures are established and corrective action will be taken, where necessary, for all complaints deemed an emergency. Criteria of an emergency are situations that place a resident in a substantial risk of imminent harm of sexual abuse.

Any complaint that is placed in bad faith will be subject to disciplinary action as deemed appropriate by the administrative staff.

Note: If the complaint of Sexual Abuse is submitted in the RMA Kiosk as a Grievance (see page 19, Spanish 18) the 5-day response requirement will not apply as a conclusion to the alleged complaint. It will serve as notification or receipt that your complaint is being investigated.

VICTIM ASSISTANCE

Safe Alliance

Victim Assistance / Rape Crisis

601 E. Fifth Street, Suite 400

Charlotte, NC 28202

Administrative Line: (704) 332-9034

Crisis Line(s): **(704) 375-9900**

Website: www.safeallianceservices.org

**Residents can dial *25 with-in the housing unit from
8:00 am to 4:00 pm to speak with a live representative**

National

National and Local Rape Crisis Services

Rape, Abuse and Incest

National Network (RAINN)

RAINN can be reached toll-free 24 hours

(800 656-HOPE (4673) www.rainn.org

National Organization for Victim Assistance

510 King Street, Suite 424

Alexandria, VA 22314

3. Authorized and Unauthorized Resident Property:

Only authorized items will be allowed in your possession and should be kept in your cell organizer (white bin). Any items that are illegal, not issued by the facility, not purchased from the commissary, or that are not specifically authorized or approved is considered contraband.

The following items are allowed in your possession:

1. Canteen items purchased from the commissary.
2. Five (5) books, which includes religious and legal texts and five (5) magazines only are allowed in your cell at one time. Excessive books will be sent to the Resident Property Division with a disposition form giving resident property notification of donating the books to the library or that you want to release them to someone.

This rule applies to all residents incarcerated in the Mecklenburg County Detention Centers. However, **excess** Federal Resident property will no longer be shipped at your release. You will be allowed to have it released to someone if they come to pick it up. Only the original property you came into the Detention Center with will be shipped when you are transferred.

Ref: Notice to all Federal Residents from U.S Marshals Service, Western District of North Carolina. This procedure was made effective January 31, 2014 by the U.S Marshal's Office and will now apply to all Federal Residents housed in the Mecklenburg County Detention Center. By signing into the POD Kiosk System, you acknowledge notification of this policy. State residents must have someone to pick up the excessive books within 7 days or the items will be donated or discarded.

3. Letters and writing material (NO INK PENS).
4. Personal hygiene items are limited to no more than five (5) items. Any more than five (5) items will be considered contraband and destroyed.
5. Five (5) sets of underclothes including T-shirts, underwear and bras with underwire/hard plastic.
6. One (1) pair of the reading or prescription glasses and one (1) pair of contact lenses, along with the required cleaning solution approved by the healthcare provider.
7. Ten (10) photographs 4"x6" in size, this will include paper copies. The photos should not be erotic or pornographic in nature or give the impression of being such. Photos must be stored in your white bin, and not affixed to walls, ceilings, or other surfaces, if violated it will be at the POD Supervisor's discretion to place these items in your property.
8. Shoes: No more than 1 pair of each, which includes issued shower shoes, sneakers and commissary, any more will be considered contraband and placed in property.
9. Two (2) plastic cups.

The following items are considered contraband:

1. Any items or articles of clothing found to be altered or used for a purpose other than originally intended.
2. Any incendiary device (matched, lighters, etc.) or item detailing or used for the manufacture of weapons or explosives. Any item that could injure another person will be confiscated.
3. Any gang-related items, symbols, drawings, literature, signs or paraphernalia will be confiscated.
4. Tobacco products
5. Money, checks, or money orders.
6. Jewelry.

7. Excessive possession of authorized items.

4. Personal Property:

1. While incarcerated, any items seized during cell searches/cell inspections with the exception of contraband will be placed in your personal property bag. These items will not be returned to you until your release from the facility. Resident Property Division will not store **food or drinks in your property bag**.
2. If you are sent to the Disciplinary Detention Unit (DDU), an officer will search all of your belongings and only the permitted items for that unit will be taken with you. You will NOT be allowed to keep your pencils, magazines, or newspapers while in DDU. These items will be placed in your personal property bag and will be returned to you when a Hearing Officer authorizes the Resident Finance Division to do so. You will be allowed to keep your personal and legal mail and one Bible.
3. Any personal property left at the Detention must be claimed within 90 days of your release or the items will be destroyed. Property may be picked up daily at the Resident Property Service Window at Detention Center Central between the hours of 8:00 a.m. and 5:00 p.m., excluding holidays and inclement weather (See Mecklenburg County closings during inclement weather).
4. Belongings deemed as excessive in your cell and are sent to Resident Property Division and will be held in your personal property until your release.
5. State residents will take all personal property with them when being transferred to another facility. Federal/BOP resident personal property (no excess property) will be shipped to the person of your choice within the U.S., if you provide a name and full physical address, no P.O. Box numbers allowed. Any resident being picked up by an outside State/County agency where they are being extradited will be limited in the items, they can take with them. Therefore, these residents should notify a friend or relative to pick up their personal property before they leave our facility. Resident Property Division cannot ship anything for you.
6. State residents with excessive property being held must have their property picked up within a 7-day period. A Resident Property Release Form must be completed and signed by you before any property can be released. If property is not picked up within the 7 days, the property will be donated or discarded by the Resident Property Division. Property may be released daily between the hours of 8:00 a.m. and 5:00 p.m. at the Resident Property Customer Service Window excluding holidays and inclement weather (See Mecklenburg County closings during inclement weather).
7. At no time will currency, checks, or money orders be placed in your resident property.
8. No shoes will be accepted at the Resident Property Customer Service window.
9. No clothing or personal items will be accepted.

5. Personal Finance:

1. All money you receive will be posted to your Resident Trust Account. You will be able to check all deposit balances through the POD Kiosk System. The Resident Finance Division personnel are responsible for maintaining your account. Any check or money order that does not meet the proper criteria for deposit will be held in the Resident Finance Division's safe and given to you upon your release or returned to the sender at your expense. A receipt of all transactions will be given to you once the Resident Finance

Division is given custody of your money for safe keeping and control. Payroll checks cannot be deposited in a resident account but will be placed in the Resident Finance Division's safe or can be released to a family member or friend for pick up by signing a Money Release Form. Any money found in your possession or received in the mail will be considered contraband. If we find money on your person after arriving in a POD it will be forwarded to the Resident Finance Division and charged as facility credit which will prohibit you from releasing the money. If money is found by you while you're detained in the Mecklenburg County Detention Center; give the money to the POD Supervisor. This money will be sent to the Resident Finance and MCSO Business Management Office will receive the found money for proper distribution.

2. You may send a request through the POD Kiosk System to Resident Finance Division if you have questions concerning your Resident Trust Account.
3. Money sent to you must be mailed to this address. **No personal mail will be accepted at this address:**

**(Your Name as it Appears on Your Armband and PID)
P.O. Box 31427 Charlotte, N.C. 28231-1427**

4. Only money orders and cashier's checks will be accepted by mail for deposit to your account, except for a check from another prison or Detention Center (State and Federal income tax checks, and personal checks will not be accepted).
5. You can receive deposits to your Resident Trust Account from family and friends, if the deposits do not put your Resident Trust Account balance over the allowed maximum of \$300.00. Money orders/cashier's checks must be made payable in your name as it appears on your armband and must have your DOB and PID number written on it. The purchaser's name and address must also be written on the money order or cashier's check before it is deposited in your account. All money orders and cashier's checks are deposited without endorsement and are stamped "For Deposit Only". It is your responsibility to give the proper information to your family and friends. If these procedures are not followed, money orders and cashier's checks will be returned at your expense.
6. Any cash mailed to you will be returned to the sender.
7. A Touch Pay Kiosk machine is located in the Front Lobby of Mecklenburg County Detention Center - Central, by the Bond Window in Arrest Processing Center lobby and in the lobby of Juvenile Detention Center. Money deposited in the Touch Pay Kiosk machines will be credited to your Resident Trust Account. Touch pay can also be accessed for deposit to your account at: www.payments.touchpaydirect.net
8. Only one (1) Money Release will be granted from your account. A \$2.00 charge will be applied to all money releases. Only the money that you were in possession of when arrested can be released. Money releases can be presented daily from 8:00 a.m. to 5:00 p. m., excluding holidays and inclement weather (See Mecklenburg County closings during inclement weather) from the Customer Service window at Mecklenburg County Detention Center - Central. The Money Release Form must be completed and signed by you on the same day the money is to be released. The person you wish to release the money to must have a valid State issued identification card. This is the only form of identification allowed for property and money releases. The person you designate to receive the money from your account must obtain a signed Money Release Form, completed by the resident from the Main Lobby of the facility where you are housed. The person wishing to receive the funds must bring the completed form to Resident Finance Customer Service Window at Detention Center Central on the same day the form was completed. The hours of operation for this procedure is 7 days a week, 8:00 a.m. to 5:00 p.m., except county

holidays. Ask your POD Supervisor for a Money Release Form and request it to be taken to the Detention Center Lobby to ensure your designated person receives it. Resident Finance Division personnel will verify all money releases.

9. Money deposited to your Resident Trust Account at the time of admission can be used for cash bonds. If you qualify for a cash bond you can sign a Money Release Form payable to the Clerk of Superior Courts and a check will be forwarded. Money releases for cash bond can be processed anytime.
10. If you do not receive your money when you are released, you may pick it up at the Resident Finance Customer Service window of Detention Center Central anytime between 8:00 a.m. to 5:00 p.m. daily, excluding holidays and inclement weather (See Mecklenburg County closings during inclement weather) or a check can be mailed to you.
11. You are prohibited from engaging in financial transactions with each other or sharing your Resident Trust Account.
12. Residents are required to pay the following items and services: Commissary, Medical Services, copies of documents (Library), vandalism or damage to property, postage incurred as a result of returned mail, filing fees for the Clerk of Court, lost library book fees, court-ordered monetary seizures, and Money Release Forms.
13. Legal documents that require validation of the identity of a person executing affidavits, pleadings in litigation, real estate transactions, wills, powers of attorney, or any other document(s) filed in the Court system will require a notary. The Notary will not attest to the truthfulness of any information provided in the document but will attest that the person signing the document has presented sufficient identification to be the signer of the document.
14. Notarized documents will be charged \$5.00 per signature. The Programs Section will process your request for notary within one week from the time that they receive your resident request form. Notary request be submitted on the POD Kiosk System to the Resident Programs Section.

6. Commissary:

1. All orders will be placed by using the POD Kiosk System. Your PID number and PIN number will be needed to access the automated system. Your PID number is on your armband. The PIN number for all residents entering the Mecklenburg County Detention Center System will always be 1111. When you enter 1111 it will prompt you at that time to enter whatever 4-digit code you choose to be your personal PIN number. The PIN number for all residents – new or returning – is always set at 1111. It is up to the resident to enter whatever 4-digit pin they want to use.
2. There are two (2) designated days per week to place orders (See Activity Schedule).
3. Minimum and Medium security residents may order up to \$75.00 worth of commissary per week with a maximum of \$34.50 per order.
4. **Maximum-2 security residents may order up to \$34.50 per week.**
5. **Maximum-1 security residents may order up to \$34.00 per week.**
6. A free 3 oz. bar of soap is available for all residents on a weekly basis.
7. No other residents or officers will be allowed to sign for your commissary items. If you are not present to receive your commissary order, it will be re-delivered the next business day. Weekends are excluded.
8. **No refunds or credits will be given for orders not received when you are released from Detention. You may pick up your order(s) within 7 days of your release from the Resident Finance Division Customer Service window at the Arrest Processing Center**

between 8:00 a.m. and 5:00 p.m. daily, excluding holidays and inclement weather (See Mecklenburg County closings during inclement weather).

9. If you are transferred by DOC, BOP, or Immigration, you may receive a refund for orders(s) not received. If you do not receive credit when released, a check will be forwarded to the prison or agency to which you are transferred.
10. If you have complaints regarding the commissary system you may complete a Resident Grievance Form in the POD Kiosk System and submit it to the Resident Finance Division. If the commissary system malfunctions report this to your POD Supervisor.
11. **You are required to lock down for commissary distribution. When your name is called, come to the table, check your order for expiration dates and errors before signing your name and obtaining your commissary items and receipt. No returns or exchanges will be permitted after you sign your name.**
12. During the distribution process of your commissary, you must be wearing your resident armband; it must be in good condition and not damaged to receive your purchase.
13. No resident will be allowed to order commissary upon being placed in ADU Pre-Hearing status. Any commissary orders that are in process will be returned and a refund will be credited to your account.

7. Indigent Residents:

1. You are considered indigent if you are without funds for 10 days and have \$3.00 or less in your Resident Trust Account.
2. **You will have access to healthcare, programs, and activities, regardless of your indigent status.**
3. You may order one (1) indigent hygiene kit (consisting of one (1) indigent 3 oz. bar of soap, toothbrush, toothpaste, comb, and deodorant.), and/or one (1) indigent stationery kit (consisting of two sheets of paper, two stamped envelopes, and a golf pencil) per week. The code for an indigent kit and/or stationery kit is located on the Mecklenburg County Commissary Price list. Only one of each kit is allowed weekly.
4. A free bar of soap can be obtained weekly by placing an additional order with your hygiene kit. See instructions: enter code **PLU #7507 for hygiene kit and code PLU #7504 for stationary kits at the same time. To order the soap with money this is free PLU #7590 and without money order PLU #7588. The PLU may change before Resident Handbook is updated.**
5. The cost of the Sick Call, indigent hygiene kits and/or stationery kits will be charged to your account.
6. If you have a negative balance in your account and you receive funds, the amount you owe the County will be deducted from your funds at once.

8. Resident Detention Uniforms:

1. You will be issued a detention uniform, which consists of one (1) shirt and one (1) pair of pants.
2. While out of your cell or bunk area, you are to be fully clothed in the Detention uniform, with your **shirt tucked inside your pants**. Pants legs must be worn down to the ankle and your arms must come through the sleeves and the sleeves must not be rolled up. You may take your uniform top off while in the recreation yard, provided you are wearing an **undamaged white t-shirt** (no shirt that is torn or altered).
3. Gang signs or insignia will not be allowed on the detention uniform or any items.
4. You are allowed have 6 sets of underclothes in addition to the one you are wearing. These

include t-shirts, socks, underwear, and bras, no restrictions on underwire bras. Excessive items will be placed in property.

5. You are not allowed to wear any type of head cover, even by using authorized items such as t-shirts.
6. One pair of shower shoes is provided to you when you are admitted into the Detention Center. If you possess a medical pass, you will be allowed to wear other shoes. Purchased commissary shoes can be worn on the recreational yard only. You are not allowed to wear purchased commissary shoes to court or while being transferred to another facility. You must wear shower shoes anytime you are out of your cells and in the dayroom. The only exception is if you are a resident worker, you are on the recreational yard, or you have a medical exemption.
7. Federal residents will be allowed to keep their prison issued slip on shoes at dress out (prohibited are prison issued lace up shoes). The same rules apply with these shoes as the above for commissary purchased shoes.
8. The Resident Property Division does not accept or store clothes for scheduled court appearances. Clothing for court appearances are managed by your legal representative.

9. Personal Cleanliness:

1. Showers are required daily while incarcerated. An initial shower is also required once you are placed in a Classification POD. Detention Center Central showers are open every day from the hours of 8:00 a.m. to 10:50 a.m., after lunch until 3:50 p.m. and 8:00 p.m. to 10:30 p.m. These hours may vary to accommodate facility programs and activities.
2. A free bar of soap will be given each week through commissary by placing an order using code PLU#970. If you are indigent your free bar of soap will be given by placing an order using code PLU#969.
3. If you refuse to shower as required, you will be subject to disciplinary actions.
4. Hair clippers will be placed in the PODs on Friday and removed Monday morning. They must be cleaned and disinfected after each resident use with the disinfected chemical that is accompanied with the delivery of the hair clippers.
5. Razors for shaving are given out three (3) times a week on Tuesdays, Thursdays, and Sundays at 10:00 p.m.

10. Cleanliness of Cells:

1. Cleaning supplies are made available after meals and at other designated times during the day and night.
2. Detention staff will perform cell inspections daily.
3. All residents are required to help clean the POD even if they are not Resident Workers. All residents are required to clean their cells, the dayroom, showers, and other areas assigned by the POD Supervisor.
4. You must clean sinks and toilets daily as assigned.
5. You are not allowed to write or mark on the walls. If you do, you will be charged a fee to repaint the walls.
6. There will be **no** pictures, posters, calendars, or charts attached to the walls, ceilings, affixed to any seams or behind fixtures attached to the walls. This does not apply to items posted by detention staff.
7. Light fixtures, windows or air vents **are not allowed to be covered**. If you damage the light fixtures or vents by covering them, you will be charged a fee.
8. Beds must be made before you come out for breakfast and must remain neatly made.

9. Beds will be made whenever you are not in your cell. Beds will be made using two (2) sheets over the mattress covered by one (1) blanket. All sides are to be tucked under the mattress. Sheets and blankets are **not to be tied or knotted** for any reason. If you cause damage to the sheets or blankets because you tied them, you will be charged a replacement fee. The mattress is to be laid flat. If you cause damage to the mattress, you will be charged a replacement fee.
10. You are allowed under your covers while on your bunk during the day. However, your bunk must be made up each time you leave your cell. Failure to do so will result in a violation of facility rules and you will be subject to disciplinary action. Overflow residents assigned to the floor are allowed to stay under their covers until 9:00 a.m.
11. Blankets and sheets are not allowed on floors and/or used as a rug; nor will they be laid on a table and used as a tablecloth.
12. Nothing can be stored under mattresses.
13. Newspapers more than five (5) days old according to the date you receive it will be discarded. Newspapers cannot be stored in your property.
14. Magazines, newspapers, or other materials will not be folded or rolled up as a measure against draft/dust.
15. The facility will conduct mandatory cleanup every Saturday and Wednesday morning.

11. Resident Workers:

All residents, regardless of their housing POD assignment, are eligible to volunteer for work assignments following their first appearance court hearing, except residents with: Maximum security classification, major medical conditions, serious mental conditions, suicide risk, violent residents, Escape Risk, Federal parole violations, and protective custody.

1. You may volunteer to become a Resident Worker by submitting a request form to Classification in the POD Kiosk System.
2. Sentenced residents who have obtained classification and medical approval, are eligible to participate in the Resident Work Program and are expected to work, unless they are assigned to an approved education or training program.
3. Resident workers will be housed in PODs that are separate from General Housing.
4. You will be trained on how to safely use flammable, toxic, and caustic chemicals by the TKC maintenance staff.
5. A pair of resident worker shoes and a resident worker uniform will be issued to each resident worker along with any necessary protective supplies needed to perform their daily duties.
6. You will be trained as a food service worker, which include being trained to operate the equipment in the kitchen with an Aramark staff member.

12. Safety and Security Checks and Inspections:

A random safety and security check and inspection of a resident, his/her cell, and property will be conducted for health, safety, or security reasons. Residents must cooperate during these searches and/or inspections or they will be subject to disciplinary actions.

13. Laundry:

1. Detention uniforms will be exchanged twice a week.
2. You will receive two (2) linen sheets and one (1) blanket upon your incarceration which will be exchanged at least once a week.

3. Towels will be exchanged at least twice a week.
4. Do not tie, write, or put knots in your linen or detention uniforms.
5. Personal laundry will be collected and washed weekly on designated days according to facility schedules. You are not allowed to wash personal laundry inside the pods. A laundry bag will be provided to you to place your personal laundry in for collection. You must ensure all items are labeled with your PID number on each item and it is written with a permanent ink pen provided by the Pod Supervisor.
6. **YOU MUST EXCHANGE OR TURN IN ALL OF YOUR LAUNDRY AND/OR PERSONAL LAUNDRY ITEMS ON THE DESIGNATED DAYS. IF NOT, YOU WILL BE SUBJECT TO DISCIPLINARY ACTIONS.**

14. Meals:

1. At each meal breakfast, lunch and dinner, a cross over roll call will be conducted. NO TALKING during this time. When your last name is called, you are to answer with your first name and approach the food cart for your tray. After obtaining your tray and drink, you are to be seated at a table that does not exceed its capacity. No one will be allowed to return his/her tray to the food cart until **EVERYONE** has received a tray.
2. NO EXTRA TRAYS will be ordered or GIVEN OUT.
3. Food from facility meals **will not** be stored in your cell, bunk, or POD. This does not include purchased commissary items. You must empty your tray after every meal.
4. Special diets will be provided for verified medically approved residents. Requests must be made through the medical department on the POD Kiosk System. Special diets requests based on religion must be requested and approved by the Chaplain.

15. Telephones:

1. All calls from the POD may be collect, debit or prepaid calls. Calling outside of the U.S.A. should be completed as a debit call. Rates for calls may be requested from GTL from the POD Kiosk System. Debit minutes may be purchased from your commissary account.
2. **Telephone calls may be monitored and recorded, and any use of the telephone will signify an implied consent to this. You can add up to \$300.00 to your phone time account.**
3. Telephones will be turned off thirty (30) minutes before lockdown, during each meal and shift changes.
4. If you make any harassing phone calls to another person, you may be prosecuted, placed in a Disciplinary Detention Unit, and have your telephone privileges revoked.
5. Free calls to the Public Defender's office may be made from 10:00 a.m. to 11:00 a.m. and from 3:00 p.m. to 4:30 p.m.
6. **Your call may disconnect if:**
 - a. Your party places the call on hold.
 - b. Your party uses or answers call waiting.
 - c. When the call is transferred.
 - d. When there is use of 3-way calling or call forwarding.
 - e. When cellular or cordless phones are used, static noise may cause you to be disconnected.
 - f. Someone presses additional numbers on the keypad.
 - g. You or your party stops the conversation for any length of time (a period of extended silence may cause a disconnection).
7. **To make a call:**

- a. Lift the handset and listen for instructions. For English, press 1. For Spanish, press 2.
 - b. For a collect call press 0, for a debit call press 1.
 - c. Enter your 10-digit PIN number now (PID # and PIN #).
 - d. For a call in the U.S.A., enter the area code and telephone number you are calling now.
 - e. For an International call, enter the country code, the area code and telephone number you are calling now.
 - f. Please state your name at the beep (Voice activated with only one attempt).
 - g. Please wait while your call is being processed. There may be moments of silence during the acceptance of your call.
8. **To make a Speed dial call:**
- a. Lift the handset and listen for instructions. For English, press 1. For Spanish, press 2.
 - b. Enter the speed dial number. (*05 for Public Defender).
 - c. Enter your 10-digit pin number now (PID # and PIN #).
 - d. Please wait while your call is being processed. There may be moments of silence during the acceptance of your call.
9. **You are not allowed to contact any detention staff directly or through three-way calls. If you do, your telephone privileges will be revoked, and you will be subject to disciplinary action.**
10. Videophone Kiosk for the Deaf (VCR) will be available to residents with hearing or speech disabilities or residents who wish to communicate with parties that have such disabilities. Inform your Pod supervisor if you need a (VCR) Videophone Kiosk.
11. If you have questions about billing or blocked calls, you may ask the party you called to contact a Customer Service Representative at 1-800-483-8314.

16. Tablets:

1. **Logging in on a tablet requires you to do these things.**
 - a. Your face needs to be inside the box on the login screen of the tablet.
 - b. Your pin is your PID number. Enter your PID number, hold the tablet up until the camera box at the bottom turns green and press LOGIN.
 - c. Enter your 4-digit pin (pin you use on the wall phones) and press LOGIN again. Scroll through the terms and conditions and hit ACCEPT at the bottom.
 - d. If you continue to have log in issues, report it to a counselor or officer.
2. **General Tablet Information**
 - a. Your tablet account money is separate from your commissary account money.
 - b. Phone time will work on the tablet for making calls, but remember, the same rates apply to both the wall phone and the tablet when making calls.
 - c. You'll need earphones for the tablet when making calls.
3. **Adding Money to the Tablet**
 - a. Friends and family can add money to your tablet account, and they can fund their own account and messaging.
 - b. To do this, they need to set up an account on www.gettingout.com and follow the instructions. They can also download the Getting Out app on their cellphone.
 - c. You'll see your tablet account balance at the top of each page when you are logged in.
4. **All About Profiles (There are five profiles, each contains access to different content.)**

1. Free Profile - \$0.00, time limit

- a. Account balance, eBooks, & Religious content
- b. Contacts (You must enter Friends/Family email address through “**Contacts**” so they can become contacts on your account.)
- c. Facility Messages (received notices from the family.)
- d. PREA Video
- e. Notices

2. Promotional Profile - \$0.03 minute

- a. Limited games (Content subject to change)
- b. Movie APP

3. Standard Profile - \$0.05 per minute

- a. Messaging (Friends & family from your contact list)
- b. Games, TV, Movies, Religious content and much more

4. Education Profile - \$0.00

- a. Provides free access to educational content.

5. Phone Dialer - \$0.00

- a. The phone dialer is simply a wall phone on a tablet. The cost is the same as a wall phone and the same rules apply.

5. Reminders

- a. Your friends and family can send you messages by creating an account and adding you as a contact at www.gettingout.com.
- b. All messages are subject to review and approval. Inappropriate content will be
- c. The tablet is loaned to you for free. Any damage to the tablet will be investigated and you could be charged \$300.00 or more for replacing the tablet.
- d. You are charged by the minute when in the paid profiles when you click the START button. It is your responsibility to make sure you are fully logged out of the tablet when done (**press button on the left of the tablet to log out**)
- e. Return tablets to a charging station when not in use. This way they are charged for you and others later.
- f. The cost for replacement earbuds will be \$2.99, and they are available for purchase on commissary list.

17. Games:

- 1. All board and card games are to be played at the tables located in the center of the day. No board or card games may be played in cells, on couches, or on the recreation yard, etc.
- 2. Games are to be played quietly. Do not slap cards, checkers, etc. on the table. Do not talk or laugh loudly or yell across the POD. **Absolutely, no gambling allowed.**

18. Mail:

- 1. Personal mail for residents incarcerated in the Mecklenburg County Detention System must be mailed to the following address:

Mecklenburg County Sheriff's Office, NC

Resident Name and PID #

P.O. Box 247

Phoenix, MD 21131

Legal Mail

Resident Name and PID #

P.O. Box 31367

Charlotte, NC 28231

To ensure your mail gets delivered electronically include:

Complete Facility name (No abbreviations) and state:

Resident's Full name and PID #

Sender's full name and physical address

Only send personal mail such as letters, pictures, and drawings.

To report any mail delivery issues, contact TextBehind support directly at info@textbehind.com.

2. If the address on the envelope is different from the above mailing address, the mail will be returned to the sender.
3. Any mail or contents that the mailroom deems as unacceptable will be returned to sender.
4. Publications that is unauthorized will be handled in one of three ways depending upon your preference: 1) placed in your property and held until your release/transfer 2) destroyed 3) mailed at your expense to another address. If you choose to have the unauthorized publication mailed to a different address, please so indicate below and return this form to the Detention Center Administration. Cost of mailing will be charged to you. **If you do not indicate any of these choices within five (5) calendar days (exclusive of weekends and holidays) of the date shown above, the publication will automatically be destroyed.**
5. All incoming mail must have a return address, or it will be placed in your personal property.
6. All incoming and outgoing mail will be inspected for contraband.
7. While in custody, you are not allowed to mail/send correspondences or letters to other residents who are also in custody in one of the Mecklenburg County Detention facilities.
8. An officer will open mail from the courts, attorneys, and probation/parole officers in your presence.
9. All mail must be sent through the U.S. Post Office.
10. You must write your name, PID number, and the Detention Center's return address on all outgoing mail. **(LABELS are not permitted.)**
11. The Mecklenburg County Detention Center will accept magazines, newspapers, and books. All books, periodicals, magazines will be accepted only if they are sent directly from a

bookstore/distributor/publisher/printer must be accompanied with a receipt/invoice and must be in their original packaging. Any unacceptable packages will be returned to the senders at their expense.

12. Letters or cards containing indecent, sexually oriented items, or pre-printed address labels will not be approved according to Detention policy and will be returned to the sender.
13. Items that can be obtained through commissary will be returned to the sender.
14. Mail received for residents who are no longer in the custody of the Mecklenburg County Sheriff will be returned to the sender within 24 hours.

The following list of items that if received by mail will not be accepted by the Detention Center. The list includes but is not limited to the following:

1. Any personal checks, payroll checks, etc. will not be accepted and will be returned to sender. **All stimulus checks, and/or tax returns will be applied to the resident's trust account.** These checks will be documented with the date and time processed and physically taken to property/finance and notification will be made to the resident in writing.
2. Money orders, checks, or money (currency) will be returned to the sender, along with the correspondence, at your expense if mailed to the personal mail address. **Money for Resident Trust Accounts must be sent to:**

**(Your Name as it Appears on Your Armband and PID Number)
P.O. Box 31427, Charlotte, N.C. 28231-1427**

3. Polaroid's, stickers, tape, plastic, wood, cloth, glass, ribbon, metal, magnets, staples, and paper clips.
4. Material containing instructions for the manufacture of explosives, drugs, or other unlawful substances.
5. Material advocating violence within the facility.
6. Material advocating racial, religious, or national hatred.
7. Gang-related material such as signs and/or symbols, middle fingers, and other gestures.
8. Material that contains nudity or is sexually explicit in nature.
9. Glued contents, paperclips, and clasps.
10. Sticker address labels not allowed (handwritten only).
11. Gang symbols or drawings.
12. Pamphlets, stamps, paper pictures, or envelopes.
13. Correspondence sent in cardboard envelopes or bubble envelopes.
14. No more than 10 internet printed pages per envelope will be accepted.
15. Oversized cards larger than 9" x 6" will not be accepted.
16. Packages or deliveries from UPS or Federal Express **will not be accepted** without permission from the Facility Commander.

19. Request and Grievance Forms:

1. **If you have a question or concern, you must first advise your POD Supervisor.** If they cannot answer the question or concern, you should complete a Resident Request or Grievance in the POD Kiosk System located in your assigned POD. Your request or grievance will be forwarded to the proper authority, and you will receive a response within 7 days, excluding weekends and holidays. If you are unable to read or type the POD Supervisor will assist you in completing your Request or Grievance. If you have an ADA grievance, send your complaint through the Kiosk to the Support Service Supervisors.
2. **Request should be** used to request information, services, and programs that are provided through the Mecklenburg County Sheriff's Office.

3. **Grievance should be** used for circumstances or actions which you consider to be in violation of the agency’s policies and procedures or what you believe to be a violation of your constitutional rights. Staff members will not retaliate against a resident for filing a grievance.
4. You will be allowed one level of appeal to the initial response of your grievance and the appeal must be made within 72 hours, excluding weekends and holidays. Your appeal should be notated on your original grievance under the response given.
5. **Continuously submitting requests or grievances for matters already addressed may be looked upon as an intentional misuse of this process and may be subject to disciplinary action.**
6. **Disciplinary appeals must be placed in POD Kiosk System as a request and not as a grievance.**

20. Visitation:

1. **ALL video visits will be monitored and recorded.**
2. **Clergy Visitation:**
 - Clergy visits are non-contact.
 - A Clergy may visit a resident only one time each week.
 - A Clergy that is related to a resident that they wish to visit may not use their clergy status to visit. They must follow the regular visitation procedures.
3. To receive a regular visit your visitor must register and sign up for visitation using the online GTL System. Visits can be scheduled up to one (1) week prior to the visit and must be scheduled by the day before the visit. If your visitor is ten (10) minutes or more late the system will automatically cancel the visit. You are allowed one regular face-to-face visit per week 25 minutes. Your visitors may schedule one (1) additional on-site video visit (free) or internet visits for a charge of \$12.50 for 25 minutes, which is charged by GTL.
4. You may have two (2) adults and one (1) child per visit, or one (1) adult and two (2) children. **(Anyone under the age of 16 will be considered a child.)** Please note: Residents must be incarcerated 48 hours before being eligible for a visit (except for ICE residents).
5. All adult visitors must have valid state/government issued picture identification, such as:
 - Driver’s License
 - State or Military I.D.
 - Passport
6. Video and Internet Visitation for regular visitation and Clergy visitation will be Monday through Sunday during the following times:

Detention Center Visitation Hours:

Morning:	Afternoon:	Evening:
8:00 a.m. to 11:00 a.m.	1:00 p.m. to 4:00 p.m.	8:00 p.m. to 11:00 p.m.

7. Program and Resident Workers friends and family visits will be scheduled as follows: Effective PODs will be 5300, 5500, 5700, 4700, and 6500.

Monday – Friday Hours: **8:00 p.m. to 10:00 p.m.**

Saturday and Sunday:

Morning:	Afternoon:	Evening:

8:00 a.m. to 11:00 a.m.	1:00 p.m. to 4:00 p.m.	8:00 p.m. to 11:00 p.m.
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8. Detention Center Central Attorney Visitation Hours:

Morning:	After Lunch:	After Dinner:	Evening:
8:00 a.m. to 11:30 a.m.	1:00 p.m. to 4:30 p.m.	5:30 p.m. to 6:30 p.m.	8:00 p.m. to 10:00 p.m.

9. Pocketbooks and oversized bags are not allowed in the visitation area.
10. All visitors are subject to search by detention staff.
11. Certain restrictions may apply concerning those who may visit.
12. Eating, drinking, or smoking is not allowed in the visitation area.

21. Special Visitation:

1. The Administrative Captain or designee may approve special visits if the following conditions are met:
 - a. The visitor(s)' residence is 50 miles or more from Charlotte.
 - b. You have no disciplinary write-ups in the past 60 days.
 - c. There is a family emergency or hardship that prevents a visit on your regular visitation day.
2. If you meet the above requirements, submit a Resident Request Form through your POD Kiosk System (Category-Administration), listing the reason for your request and the names, ages, and addresses of your visitors.
3. You can receive one (1) Special Visit every 60 days.
4. A Special Visit will replace the regularly scheduled weekly visit.

22. Damage to Detention Center Property:

Detention property must not be altered or destroyed. You will be prosecuted for the destruction of property and/or ordered to pay for damages. All hygiene items that are provided by the Detention Center, such as razors, nail clippers, hair clippers, etc., must be returned in the same condition as they were issued.

23. Healthcare Services:

1. Medical screening will be completed upon your arrival.
2. The interviewing officer will ask your permission for the medical staff to treat your medical needs while you are incarcerated.
3. Pregnant females will have full access to medical care.
4. Emergency medical care is available and provided to you at any time. However, there will be a charge to your account when you are provided with non-emergency care. The definition of non-emergency is when you have a symptom or injury that is not life threatening, and this determination will be made by the nurse or doctor.
5. Sick Call will be conducted daily, Monday through Friday. To be seen at Sick Call, you will need to submit in writing your medical or mental health request in the POD Kiosk System. A qualified medical representative will see you the following day at Sick Call. Failure to complete a Resident Medical Request Form or absence during Sick Call for any reason will require

rescheduling for the next Sick Call day. Any resident-initiated contact with medical staff during Sick Call, which results in a medical evaluation, will be documented and considered a Sick Call.

6. **Medical Fee Schedule:**

- a. Sick Call: **\$20.00**
- b. Medication Co-Pay for 30-day supply: **\$10.00 per medication distributed.**
- c. Over the Counter (OTC) medications will be given at the commissary price.

There will be no charge for the following services:

- a. Initial Screening in Arrest Processing.
 - b. Physical Assessment (including STD's and TB testing/treatment).
 - c. Follow-up treatments/tests ordered by the Medical Department.
 - d. Medical emergencies as determined by the medical staff.
 - e. Use of force, resident confrontations, and restraint checks.
 - f. Medication or doctor visits for chronic illnesses, i.e. diabetes, hypertension, asthma.
 - g. Mental Health services or Mental Health medications during sick call, including follow-up.
 - h. All PREA related incidents reported to staff. Victims of sexual abuse will be provided prompt access to emergency medical treatment at no cost to the victim, regardless of whether they cooperate with an investigation or name the abuser.
7. Remaining medications ordered during your incarceration can be claimed upon your release.
8. If your medication was brought to the facility, you will have two days to claim it once you are released or it will be disposed of.
9. If you refuse medical attention, you will be asked to sign a Medical Refusal Form.
10. A Resident Grievance Form in the POD Kiosk System can be filed for any questions or concerns regarding your medical treatment or charges.
11. For all Federal residents, after a 30-day incarceration period has passed, all medical charges will be applied to you when you request medical services. Over-the-counter medications that are requested or ordered by you will be charged to your account which is billable on your first day of incarceration.

24 Library Services:

Residents at Detention Central have access to library services through procedures relevant to the population size and demographics of this facility. Access to all library services is provided through the POD Kiosk System.

a. **Circulating Reading Resources**

A collection of books similar to those at a local branch of a public library are available to loan to readers. Guidelines regarding overdue, lost, or damaged items follow the American Library Association standards. Reading materials are available to all residents except residents housed in DDU.

b. **Law Library**

Access to law library services is uniformly consistent in all locations for all residents including residents in DDU. Refer to the documents section on the kiosk for detailed instructions for submitting your request.

- a. Library staff is available Monday through Friday from 7:00 a.m. to 4:00 p.m. Detention Center Central's Law Library is located on the 4th Floor of the facility.
- b. Scheduled appointments are prioritized and based on:

- Legal representation (private, public defender, or representing yourself).
- Your status in the judicial process (pretrial resident, sentenced resident, or a resident in the appeal process).
- Previous library services, attorney visits or court appearances.
- Method of service will be determined by library staff.
- Word processing is available, but users must have some level of computer skills.

c. Fines, Cost, and Penalties:

- i. There will be a \$15.00 fine for lost/damaged books, or the actual price value of the book, whichever is highest.
- ii. Temporary loss of leisure library services if resident cannot pay fine.
- iii. Temporary loss of leisure library services when items are overdue.
- iv. Disciplinary actions will be taken against those who damage or destroy any reading materials.
- v. Law Library copies will be \$.15 cents each and will only be allowed for residents with a balance in their account to pay for the copies. If you are indigent and do not have a private or court appointed attorney and are representing yourself, you will be allowed copies. Your account will be charge accordingly. If you have an attorney and are indigent, you will not be allowed copies.
- vi. Legal materials may NOT be removed from the library. Theft may result in your prosecution and/or disciplinary action.

d. Library Programs

Participation is based on a screening process similar to other resident programs.

Detention Center Central:

Ladies First Book Club: A ladies only book club that meets at Detention Central Library and is led by community volunteers. Together we read two designated books a month and then meet to enjoy a lively, interactive discussion. Books discussed include best sellers, non-fiction, literary fiction, and classics. Meetings are held twice per month.

Library Assistant Vocational Education Class

This is a 20-hour class focusing on the skills that real-world library workers need. Included are discussions about shelving, circulation, customer service and much more. At the conclusion of the class, participants will have the knowledge to work in an entry-level position in a public or special library.

Library Clerks

This is a volunteer position working in the Detention Central Library. Successful completion of the Library Assistant Vocational Education Class is required. The volunteer position uses much more of the skills learned in the class and is a great way to add experience to the information learned there.

25. Resident Programs:

Adult residents have the opportunity to participate in a wide variety of educational, literacy, therapeutic, and vocational services while incarcerated. These programs are designed to prepare individuals for re-entry in the community through education, training, skill development and vocational awareness. Participation in these programs during incarceration is a critical step for residents preparing for release and reintegration. Program schedules will be posted on

program boards as they become available. Eligibility is determined based on your classification, the availability of program space, and the location of the programs. To request participation in any of these programs, submit a request in the POD Kiosk System under the Programs Section.

Adult Residents

Cognitive Behavioral Education Class (CBT): Adult Resident programs are facilitated utilizing CBT. CBT provides participants with the understanding that every action is preceded by a thought, and our thoughts are influenced by our feelings and experiences. The message to participants is if we change our thoughts, we can change our actions.

Therapeutic and Program PODs: These PODs are specifically designed to provide residents the opportunity to voluntarily participate in a structured environment. When a resident voluntarily participates in a program POD, participation in POD activities is mandatory. Residents are provided an array of educational and reentry programs to address the issues which may have caused them to have conflict with the law. The Therapeutic and Program PODs are designed to help a person never be incarcerated again. These pods are available for male and female residents.

Reentry Programs: Reentry Programs are available to adult male and female residents. Reentry programs provided to individuals in these PODs include transitional services that link them with community agencies. General programs and transitional services are provided and include housing, connection to employment, vocational skills training, and a host of other programs to assist you with your transition to the community. Residents in the reentry program are assigned Case Managers who assess client's needs and provides individual case management. The goal is to link and coordinate clients to community resources with the expectation of a positive re-entry back into the community. These structured programs are offered Monday through Friday morning and afternoon. You must meet minimal eligibility criteria to participate in these programs.

1. **Commitment to Change:** A program designed to help participants identify negative thinking patterns common to those who are incarcerated. Common thinking errors are reviewed and discussed to help residents identify thoughts that may be keeping them from freedom and success in life.
2. **Emotional Intelligence:** A program where participants learn the theory of emotional intelligence developed by Daniel Goleman that encompasses the connection between self-awareness, self-management, social awareness, and relationship management. This program focuses on skills development where participants understand how to improve their understanding of themselves and others, leading to improved personal and work relationships.
3. **Courage to Change:** a six-week evidence-based journaling program provided to participants in preparation for entering the community after incarceration. The Courage to Change® program encompasses topics such as Self Control, Responsible Thinking, Social Values, Family Ties, Peer Relationships and Skills for Successful Living. This program is available to female residents.
4. **Anger Management:** This program is a psycho-therapeutic program for anger prevention and control. The goal of anger management is to reduce both emotional and psychological response to anger and to provide residents with the necessary tools to recognize, diffuse, and control anger before it results in negative behavior. This program is available to male and female residents. A certificate of completion is awarded to those who meet the course requirements.
5. **GED (HISET)/ABE Program:** Adult basic-education classes are offered through a contract

provider for those who have not earned their high school diploma or equivalent. Class sessions are offered mornings and afternoons, based on space and availability. Participation in classes is offered on a voluntary basis. This program is available to male and female residents. State testing is provided for students who qualify.

6. **Personal tutoring:** Individual or small group tutoring may be available to those who need any type of basic instruction (reading, writing, etc.) based on volunteer availability.
7. **Life Skills:** In-depth classes are offered through several contract providers that challenge participants to accept responsibility for their behavior and to take deliberate steps towards change. Key topics may include personal relationships, money management, controlling emotions, job readiness, and pre-release planning. This program is available to male and female residents throughout the year.
8. **Manhood-** A two-week program where participants learn about the truths of being a man. Participants create a blueprint and devise a definition of what Manhood is, in order to gain an ability to write or re-write their stories.
9. **Fatherhood-** A two-week program where participants examine and improve their parenting skills while incarcerated. Inside Out Dad® is an evidenced-based curriculum that connects incarcerated fathers to their families by helping them improve their behavior with the hopes of breaking the cycle of recidivism. They develop pro-fathering attitudes, knowledge, skills, and strategies to prepare fathers for release. Incarcerated fathers receive tools they can utilize to become more involved, responsible, and committed in the lives of their children, thereby providing increased motivation to break the cycle of recidivism.
10. **Parenting Class:** This evidenced based program offer participants the opportunity to reflect on their past interactions and how to improve relationships with family members and children in the future. Key topics include child development, love, discipline, and parent-child communication. This program is available to male and female residents.
11. **Wellness Recovery Action Planning (WRAP):** The Wellness Recovery Action Plan (WRAP®) program is a wellness and recovery approach that helps people cope with intrusive or troubling feelings and behaviors, increase personal empowerment, improve quality of life, and achieve life goals and dreams. Participants achieve 20 hours toward a Peer Support Specialist certification.
12. **Program for Incarcerated Women – Mandatory Domestic Violence Awareness Class:** This program educates and empowers women about domestic violence. Through education and counseling, female residents learn about the effect of domestic violence. Residents learn the definition of domestic violence and how to identify and create healthy non-violent relationships. Women are provided a safe space to share traumatic experiences of abuse and an opportunity to begin or continue the process of healing. Female residents are provided domestic violence resources available in the community to assist in their transition back into the community.
13. **Religious Programs:** Religious Programs are available through the Chaplain's Unit. Religious material and spiritual counseling can be requested from the Chaplain's Unit by submitting a request to the Chaplain in the RMA kiosk system located in your assigned POD.
14. **STD Education:** The Syphilis Elimination Project is a STD education and screening collaboration between Mecklenburg County Sheriff's Office and the Mecklenburg County Health Department. The participants are given firsthand knowledge and awareness of STD/Syphilis and HIV education. The program provides early intervention through education and testing of STDs. The program also provides counseling and treatment of STDs for the residents.
15. **Substance Use Education:** This program offers participants the opportunity to gain

knowledge on substance abuse. Participants explore the cycle of substance abuse and the biological, psychological, and social aspects of addiction drug abuse.

16. **Alcoholics Anonymous/Narcotics Anonymous:** AA and NA meetings are available to residents who desire group therapy sessions for help in dealing with their addiction. This famous twelve-step program has helped millions of addicts develop a solid foundation for recovery and has led them to living useful, sober lives.
17. **Substance Use Treatment Program:** These services are offered through collaboration between MCSO and the Mecklenburg County Community Support Services and are available to adult male and female residents. Residents who request treatment will have a clinical assessment conducted by a member of the treatment staff, and then be referred to the appropriate treatment program. A certificate is awarded upon satisfactory completion.
 - **Primary Care** - A 42-day program provided to individuals who have never had treatment or those who were unable to obtain abstinence upon completion of a SA Program.
 - **Relapse Prevention** - A 28-day program for individuals who have successfully completed a program and remained clean and sober in their community prior to a relapse episode. (Subject to availability)
 - **Aftercare** - An in-custody continuation of care after successful completion of primary care or relapse prevention. Aftercare Substance Abuse Program for individuals who have completed a 28-day program previously. (Subject to availability)
18. **Yoga:** These classes help residents understand the benefits of deep breathing, meditation, and exercise to promote healthy living. This program is offered to female residents.
19. **Bridges Out of Poverty:** Participants will create a mental model of poverty, review the history of poverty, examine a theory of change, and analyze poverty through the prism of the hidden rules of class, resources, family structure, and language.
20. **Forgiveness:** A one-week program where participants learn the causes and barriers to forgiveness such as hurt, resentment and anger that occurs in their lives and acquire knowledge on the steps to achieve forgiveness in order to live a more fulfilling life. This class explores the theoretical perspectives on Forgiveness by Dr. Everett Worthington and other case studies where people have achieved forgiveness of self and others.
21. **Healthy Relationships:** This class is an opportunity for the participant to explore and identify the characteristics of a healthy relationship with themselves and others. The program includes developing core skills that each participant must be aware of in themselves as well as the elements that assist in fostering a healthy relationship with others.
22. **MCSO Modern Art Program:** Participants are provided a one-week hands-on art workshop working with paint or clay. Some of the artwork that is created by the participants from the program are displayed at one of the local museums.

Latino Programs

Spanish speaking residents are offered programs which are culturally sensitive. Programs are facilitated by bilingual staff of Adult Programs and contract providers.

English as a Second Language: Classes are offered through a contract provider for those whose primary language is not English. Beginner and intermediate classes are available based on language competency.

Domestic Violence Education: Spanish-speaking participants receive basic information of domestic violence, cultural factors that influence domestic violence, the legal ramifications, and the

impact of domestic violence on family dynamics.

Effective Communication: Participants learn the characteristics and processes of interpersonal communication including perception, non-verbal behaviors, listening, feedback, conflict recognition and resolution.

Life Skills: In-depth classes are offered to participants who are taught to accept responsibility for their behavior and to take deliberate steps toward change.

Parenting: This evidence-based program is offered to participants and provides them with the opportunity to reflect on their past interactions, with their children, and how to improve their relationships with family members and children in the future.

Substance Abuse Education: Spanish-speaking participants have an opportunity to gain information on substance abuse to include personal, cultural, and environmental factors that influence substance abuse and creates awareness of the effect substance abuse has on individuals, families, and communities.

Thinking Errors: a class designed to help Spanish-speaking participants recognize errors with their thinking. The class helps participants better understand the various thinking errors that may be keeping them from freedom and success in life.

- 23. Vocational Training:** A variety of comprehensive vocational training programs are offered to assist residents in their transition to the community. Instruction methods for vocational services vary from computer based to practical application in MCSO workshops. Vocational trainings may include a one-day session of a vocational awareness topic to several weeks of training focusing on development of employment skills, goals and state/national certification.
- 1. Employment Resource Center:** This center provides residents the opportunity to reduce barriers to employment. A variety of employment programs are offered including resume writing and development, interview strategies, employment resources and referrals along with basic computer training.
 - 2. Digital Literacy:** The computer workshop introduces the basics and introductory skills needed for participants to become comfortable with accessing and using computer programs and the internet. Participants are taught the basic components of a computer, internet search engines, internet security and a host of other critical skills. Participants of this program receive a free laptop upon successful completion.
 - 3. Employment Readiness:** A one-week program that prepares re-entry participants in planning for career readiness and advancement. Through assessments, participants learn about different careers and their areas of interests and skill sets. Participants also complete resumes and learn about the application and interviewing process.
 - 4. Working Smart:** Soft Skills for Workplace Success is a five-module, 16-lesson soft-skills curriculum taught over a minimum of 24 hours. Certified participants will have key competencies in the following areas: Self-awareness; self-management; work ethics; communication skills and problem-solving skills.
 - 5. NCCER:** The National Center for Construction Education & Research (NCCER) program (70 Hours) provide participants national certification through standardized construction and maintenance curricula and assessments with portable credentials. These credentials are tracked through the NCCER registry allowing organizations and companies to track the qualifications of their craft professionals and/or check the qualifications of possible new hires.
 - 6. NCCER Electrical 1:** This 5-week course provides individuals with a national certification of competency in basic electrical knowledge. Residents are provided orientation to the Electrical Trade, Electrical Safety, Introduction to Electrical Circuits, Electrical Theory, Introduction to the National Electrical Code, Device Boxes, Hand Bending, Raceways and Fittings,

Conductors and Cables, Basic Electrical Construction Drawings, Residential Electrical Services, and Electrical Test Equipment.

7. **Culinary:** The 5-week culinary program offers an apprenticeship certificate and teaches residents the fundamentals of working in a commercial kitchen and food service environment to increase employment opportunities upon release. Kitchen sanitation, knife skills and food preparation are taught in this course.

8. **IN2WORK SERV SAFE Program:** This course may provide sessions of instruction in Kitchen Basics, Serve Safe® and Retail Basics. Participants will gain an understanding of food service and have the opportunity to receive their Serv Safe Certification that can be used to gain marketable food service skills that will assist in employee readiness in the Food Service Industry.

Kitchen Basics: This two-week class provides instruction in the types of equipment in food service, sanitation, general and food safety, and food production.

Retail Basics: This two-week class provides instruction in the business concepts in the retail food business, customer service, operations and marketing.

ServSafe: This two-week class provides preparation for the exam provided by the National Restaurant Association. ServSafe certificates are awarded upon successfully passing the exams and recognized nationally. The certification is valid for five years.

9. **Horticulture:** The Horticulture curriculum is a three-week course designed to prepare individuals for various careers in horticulture. Classroom instruction and practical laboratory applications of horticultural principles and practices are included in the program of study. Course work includes plant science, plant materials, propagation, soils, fertilizers, and pest management. Also included are courses in plant production, landscaping, and the management and operation of horticultural businesses.

10. **Notary Service:** Notary Public Service to residents of the Mecklenburg County Detention Facilities for legal documents.

Definition: A sworn official that confirms the identity of a person signing documents in their presence. The notary is not attesting to the truthfulness of any information provided in the document but is attesting that the person signing the document has presented identification sufficient to identify themselves as the signer of the legal document.

Documents: Legal documentation that requires confirmation of the identity of the person executing the document, such as affidavits and pleadings in litigation, powers of attorney, wills, real estate transaction documents, vehicle release, motor vehicle titles, temporary custody letters and any other documents filed in the court system.

Notary request will be denied if documents contain the following language:

- Affidavit of Denial of Corporation of Existence
- Common Law Copyright Notice
- Private Security Agreement
- Hold Harmless and Indemnity Agreement
- Affidavit of Truth
- El Bey
- Sovereign Citizen
- She/He is not subject to the laws of the United States

Charges will be deducted from the resident's account. Indigent residents will not be denied services. The fee amount for the service is **\$5.00** per signature.

26. Pre-Trial Services:

Through Pre-Trial Services, non-sentenced resident may be released from the Detention Center pending trial if they meet the program's requirements. A Public Safety Assessment (risk assessment) is completed on all residents prior to their First Appearance Hearing to assess their risk of re-offending and failure to appear. The assessment is based on objective factors that do not require face-to-face interviews with residents.

1. Be referred by a District or Superior Court Judge.
2. Score in the low to moderate risk range on the Public Safety Assessment.
3. Be sixteen or older or have a co-signer if under the age of 18.
4. Be a resident of the State of North Carolina.
5. Be able to provide references and their contact information to assist with court reminder calls.
6. Not have any warrants, holds, or detainers.
7. Secured bond only (no cash bonds).
8. Agree to cooperate with program requirements.
9. Be charged with a Pretrial Services *eligible* offense.

Residents' charges with certain offenses are ineligible for release to the program. These offenses include, but are not limited to, the following:

1. All offenses involving a death.
2. Felony Hit and Run Serious Injury/Death.
3. Certain sex offenses.
4. Robbery with a dangerous weapon or Conspiracy.
5. Probation/Parole Violations.

Other factors that influence eligibility are:

1. Past violent criminal history.
2. Concern for the safety of the prosecuting witness and/or the public.
3. Past performance on Pretrial Services supervision.
4. Honesty during the screening process.
5. No resident with an outstanding warrant/detainer can be released through the program.

Residents who were initially turned down by Pre-Trial Services, may be reconsidered for release if they meet the requirements listed above and one of the following changes has occurred:

1. A Pre-Trial Services ineligible charge has been dismissed, withdrawn, unsecured, or has the bonds posted for those ineligible charges.
2. The out-of-county bond has been posted.
3. The monetary compliance has been paid/satisfied.
4. The hold or detainer has been dropped/resolved.

Residents released through Pre-Trial Services must agree to abide by program rules, which include the following:

1. Obey all laws.
2. Abide by all special conditions ordered by the judge pending trial.

3. Attend all court hearings.
4. Report to case manager as instructed.
5. Comply with any special conditions imposed by case manager.

To apply or be reconsidered for release through Pre-Trial Services, you must submit a Request in the POD Kiosk System located in your assigned POD.

27. Discipline:

1. **Specialized Housing Unit (SHU):** The location or locations within Detention Center-Central where residents designated for **Special management** (including **Administrative Detention** and **Protective Custody**), **Restrictive Housing** and **Extended Housing** shall be temporarily housed.
2. **Special Management:** A designation within the SHU for residents who pose a threat to or require protection from others or themselves, and therefore need to be separated from general population as defined by the agency and placed in a cell for periods of time up to 23 hours per day. Special Management includes **Administrative Detention** and **Protective Custody** as defined below.
 - a. **Administrative Detention:** A designation within the SHU for residents whose continued presence in the general population poses a serious threat to life, property, self, staff or other residents.
 - b. **Protective Custody:** A designation within the SHU for residents requesting or requiring protection from others.
3. **Restrictive Housing:** A designation within the SHU for residents who, due to a category A, B, or C rules violation as set forth in chapter 27 of the Resident Handbook, pose a threat and need to be separated from general population and confined to a cell at least 23 hours per day for the safe and secure operation of the facility.
4. **Progressive Discipline:** The philosophy by which detention staff will default to the least restrictive and confrontational means to address a resident's alleged misconduct, beginning with a warning and escalating through the potential or **Informal** and ultimately a **Formal Hearing**, all depending upon the nature and circumstances of the alleged misconduct.
5. **Informal Hearing:** An information action (the procedures for which are more fully described in Central Policy 6.01) requested by any Detention Center -Officer staff, contractors or volunteer and held at the discretion of and by the accused resident's pod's supervising sergeant, activated by any allegation of misconduct or rules violation, as set forth in the Resident Handbook. The purpose of the informal hearings is to make an initial determination as to whether the charges alleged demand further action/inquiry or rather if the charges should be dismissed at the discretion of the supervising sergeant.
6. **Pre- Formal Hearing Detainee:** A resident in temporary single cell confinement having been charged with committing an A, B, or C rules violation as set forth in chapter 27 of the Resident Handbook and awaiting a **Formal Hearing**.
7. **Disciplinary Hearing Committee:** An impartial committee of at least two detention staff

members unfamiliar with the allegation(s) of misconduct whose purpose is to conduct a **Formal Hearing** and make decisions regarding accountability and sanction for alleged A, B, or C rules violations as set forth in chapter 27 of the Resident Handbook.

8. **Formal Hearing:** A formal action prompted by an allegation of a violation of a category A, B, or C violation as set forth in chapter 27 of the Resident Handbook, requested at the discretion of any officer or deputy and approved by the supervisory sergeant and captain on duty, through which a resident may be held accountable and sanctioned to a set number of days in **Restrictive Housing**.

Admission to and Release from Restrictive Housing

1. Temporary Single Cell Confinement (TSCC) of Pre-Formal Hearing Detainees

- a. Resident shall be assigned to **TSCC** immediately upon accusation of an A, B, or C rules violation as set forth in Chapter 27 of the Resident Handbook and remain in **TSCC while awaiting a Formal Hearing**.
- b. Residents in **TSCC** are held in their cell at all times other than:
 1. When permitted to communicate with their attorneys either in person, by video visitation, or by telephone.
 2. When permitted to shower (after the first 48 hours in **TSCC** and thereafter in accordance with the shower schedule for all residents in **TSCC**).
 3. When required to be seen by healthcare provider(s) either in – or outside the facility.
 4. When required to appear in court (either in person or by video).
 5. When otherwise approved by the Facility Commander or his/her designee.
- c. Further restrictions in **TSCC** shall include:
 1. No commissary other than:
 - a. Personal hygiene products as approved by **TSCC** staff;
 - b. Stationery (paper, pencil(s), and pre-stamped envelope(s) as approved by **TSCC** staff.
 2. No recreation outside the resident's cell for the first 48 hours in **TSCC** and thereafter in accordance with the recreation schedule for all residents in **TSCC**.
 3. No tablets;
 4. No outside communication (in person, by video, or by phone) with anyone other than resident's attorney.
- ci. Residents are to remain in **TSCC** until their **Formal Hearing** which shall be scheduled within seven (7) days of the resident's initial placement in **TSCC**, exclusive of weekends and holidays.
- cii. No more than 24 hours after a resident is placed in **TSCC**, staff will inform the resident (in writing, and documented in OMS) of the following:
 1. The particular rules violations of which the resident have been accused.
 2. The resident will have a **Formal Hearing** within two (2) to seven (7) days of having been placed in **TSCC**, excluding weekends and holidays.
 3. The resident will be given the opportunity to request witnesses to testify or offer

other evidence to be presented in his/her behalf.

ciii. Following a Formal Hearing:

1. If the accused resident is found **not** responsible for the alleged rules violation(s) s/he shall be returned to a housing unit appropriate for his/her custody level.
2. If the accused resident is found **responsible** for the alleged rule violation(s) s/he shall be placed in **Restrictive Housing** in accordance with the sanction imposed at the **Formal Hearing** (with credit for all time spent in **TSCC**) and informed (in writing and documented in OMS of his/her right to appeal the decision of the Disciplinary Hearing Committee.

2. Restrictive Housing

- a. Residents sanctioned by the **Disciplinary Committee** are designated as in **Restrictive Housing** and held in their cells at all times other than:
 1. When permitted to communicate with their attorneys either in person, by video visitation, or by telephone.
 2. When permitted to shower.
 3. For five (5) sessions of recreation time per week: each session to last for one hour.
 4. When required to be seen by healthcare provider(s) either in- or outside the facility.
 5. When required to appear in court (either in person or by video).
 6. When otherwise approved by the **Facility Commander** or his/her designee.
- b. Further restrictions in Restrictive Housing shall include:
 1. No Commissary or i-Care orders other than, personal hygiene products as approved by **Restrictive Housing** staff, stationery (paper, pencil(s) and pre-stamped envelope(s) as approved by **Restrictive Housing** staff.
 2. No tablet computers;
 3. No outside communication (in person, by video, or by phone) with anyone other than the resident's attorney.
- c. While housed in **Restrictive Housing**, if you commit a new category A, B, or C rules violation, you will be provided notice of the new rules violation and subsequent Formal Hearing.
 1. Any subsequent assignment to **Restrictive Housing** will begin after the completion of the assignment to **Restrictive Housing** that you were most recently serving.
 - a. Residents who are found with a weapon in their possession or manufacturing a weapon will:
 1. Receive 90 Administrative days in **Restrictive Housing** (pending a disciplinary hearing).
 2. Be charged criminally with possession of a weapon by a prisoner.
- d. **Residents who assault staff will receive (Note: Assaults on staff are classified as spitting, physically assaulting, and throwing substances or bodily fluids):**
 1. 150 Administrative days in extended restrictive housing (pending disciplinary Hearing).

2.Charges for criminal assault.

e. Residents who threaten staff will receive 60 Administrative Days in Extended Restrictive Housing (pending disciplinary hearing).

f. Residents sent to Restrictive Housing (formerly known as DDU), will have privileges restricted:

1. If an officer alleges a resident violated a rule as outlined in the resident handbook and according to CP6.01, the resident sent to SCC:

- Will receive a formal notice of hearing of charges filed against him/her from a supervisor.
- Medical/Mental Health clearance will be requested and approved; Classification/Records will be contacted for new housing assignment.
- Resident's property will be sorted, and excess will be placed in his/her stored property.
- **Permitted items includes the following:**
- Legal and religious materials.
- Hygiene items.
- Permitted writing materials (pencils will be distributed 3 times a week).
- Food items will be inventoried and stored pending the result of a disciplinary hearing. If found not guilty; items will be returned. If found guilty; items will be discarded.
- SSC residents will not receive tablets.
- Only attorney visits will be allowed (no personal visits).
- One personal phone call per week.
- Recreation five (5) times a week for one (1) hour.
- No commissary or iCare orders.
- Jumpsuits, linen, and towel exchange will occur according to POD schedule.
- Residents will have kiosk access to submit sick call/grievances upon request.

1. Formal Disciplinary Hearing

- Residents will receive and can sign a Notice of Hearing for disciplinary charges filed against them.
- Formal Notice of Hearings will be served within 24 hours of the recording of the infraction.

2. Notification to Resident's Family

CATEGORY “A” VIOLATIONS – MAJOR OFFENSES:

Violations that include, but are not limited to, acts that present an immediate threat to the safety and security of the facility, staff, residents, or visitors:

1. Murder/attempted murder
2. Physical assault on staff or residents; fighting/affray
3. Rape or sexual acts against residents or staff
4. Escape/attempted escape or aiding in an escape
5. Arson
6. Weapon possession
7. Making or smuggling of weapons
8. Theft or possession of stolen property
9. Fraud/forgery/deceit
10. Involvement in riot
11. Threatening staff
12. Hostage taking
13. Property damage or defacement of any kind; graffiti
14. Violation of any local, state, or federal law
15. Smoking; sale and/or possession of tobacco products; sale and/or possession of incendiary devices.
16. Providing false information on official documents or during proceedings
17. Possession of any object or chemical agent, which could be used as a weapon
18. Sexual harassment
19. Possession of illegal drugs and/or drug paraphernalia/conspiring/providing outside contraband
20. Aid/Abet Category any category above
21. Gang Activity
22. Conspiring/Providing outside contraband/possession of outside contraband

SANCTIONS:

- a. Filing of criminal charges.
- b. Disciplinary Detention for time issued per incident.
- c. Loss of privileges while in disciplinary detention.
- d. Loss of programs and/or work assignments.
- e. Writing on walls 1st Offense, no pencil or writing instrument for 15 days and subsequent offenses, 30 days.

CATEGORY “B” VIOLATIONS – SERIOUS OFFENSES:

Violations that include, but are not limited to, acts that present an immediate threat to the safety and security of the facility, staff, residents, or visitors:

1. Threatening/intimidating other residents including, extortion, blackmail, or physical force
2. Kicking/beating cell door
3. Interfering with lockdowns/counts or searches
4. Unauthorized changing of cells
5. Refusal to leave any area of the facility
6. Violation of worker status, including unauthorized absence or being in an unauthorized area
7. Participation in a disturbance or work stoppage
8. Possession or consumption of intoxicants

9. Possession of tattoo paraphernalia
10. Indecent exposure
11. Physical contact or harassment to residents or staff
12. Misuse or abuse of authorized medications or possession of unauthorized medications
13. Tampering with or destruction of any locking device
14. Interfering with, obstructing, or preventing any facility activity or any staff member from the performance of his or her assigned duties
15. Harassing telephone calls
16. Tampering with an elevator, smoke detector, or other safety equipment
17. Damaging bunks
18. Gambling
19. Failure to obey and follow orders given by POD Supervisor/Staff
20. Possession of pornography or sexually explicit materials
21. Gang related items, symbols, drawings, signs, literature, or paraphernalia
22. Aiding in the commission of the above

SANCTIONS

- a. Disciplinary Detention for up to forty (40) days per incident.
- b. Loss of privileges for up to forty (40) days.
- c. Loss of programs and/or work assignments.

CATEGORY "C" VIOLATIONS – LESS SERIOUS OFFENSES

Violations that include, but are not limited to, acts that do not present an immediate threat to the safety and security of the facility, staff, residents, or visitors:

1. Lying to staff
2. Failure to maintain personal hygiene and/or a clean cell.
3. Failure to keep POD sanitary
4. Disrespect to staff
5. Sending or receiving mail through unauthorized sources
6. Misuse or abuse of authorized items
7. Passing or aiding in the passing of unauthorized materials
8. Providing false or frivolous information or requests
9. Wearing jewelry (including body piercing)
10. Disorderly conduct
11. Entering another resident's cell or allowing another resident to enter your cell
12. Putting foreign/excessive material into the plumbing system
13. Tampering with heating or air conditioning ducts and outlets
14. Multiple rule violations
15. Possession of contraband (unauthorized or excessive authorized items)
16. Violation of rules
17. Aiding in the commission of the above

SANCTIONS

- a. Disciplinary Detention for up to ten (10) days per incident.
- b. Loss of privileges for up to ten (10) days.
- c. Loss of programs and/or work assignments.

CATEGORY "D" VIOLATIONS – MINOR OFFENSES

Violations that include, but are not limited to, acts that do not present an immediate threat to the safety and security of the facility, staff, residents, or visitors:

1. Speaking to staff or visitors without POD Supervisor's permission
2. Being unclothed outside the cell area
3. Affixing items to walls, ceiling, or bunk
4. Being improperly clothed while on work assignments
5. Covering windows, lights, drains, or doors
6. Removing bedding or linen from cell
7. Wearing items on head
8. Talking or other activities after lights are out
9. Failure to maintain recreation area free of trash and debris
10. Talking in unauthorized areas: showers, toilet, TV area, and corridor
11. Eating or drinking in unauthorized areas
12. Failure to wear Detention uniforms properly.
13. Standing or lying on tables, couches, bunks or stools
14. Failure to wear armband at all times
15. Unnecessary walking or movement on the second level
16. Use of profane language and/or gestures, or excessive noise
17. Horseplay
18. Non-commissary food items in cell
19. Unauthorized use of telephone
20. Abuse of recreational equipment
21. Unauthorized clothing or bedding items
22. Stockpiling of commissary items
23. Hoarding of condiments or medications
24. Failure to make beds
25. Approaching the staff's workstation without permission
26. Tying knots in sheets and blankets
27. Aiding in the commission of the above

SANCTIONS

- a. Warning/Counseling by POD Supervisor.
- b. Special cleaning
- c. Hallway Holding Cell
- d. Lockdown from one (1) to four (4) hours.
- e. Loss of visitation, telephone, and/or commissary privileges.
- f. Determination by POD Supervisor of need for formal disciplinary actions.
- g. A sustained category "D" violation in conjunction with any violation resulting in Disciplinary Detention may extend the Disciplinary Detention by up to five (5) days per incident.

28. Disciplinary Appeal Process:

If you are found guilty after a disciplinary hearing you may appeal the decision. The appeal must be submitted within twenty-four (24) hours in the POD Kiosk System as a request indicating your concern with the outcome of your hearing. The request of your appeal in the Pod Kiosk System and specific instructions can be obtained from the POD Supervisor. If you waive your right to a formal hearing or plead guilty to the rule violation(s), you lose your right to an appeal. The Facility Commander or designee will respond to you within fifteen (15) working days.

A resident may waive their right to a **Formal Hearing** by signing a Waiver Form acknowledging the Rules violated or by pleading guilty in writing to the charges against you. By waiving your right to a **Formal Hearing** or by pleading guilty, you agree to accept the sanctions imposed by the

Disciplinary Committee. In the event you waive your **Formal Hearing** or plead guilty, you also waive the right to appeal the findings of and sanction imposed by the **Disciplinary Committee.**

29. Classification:

Your classification custody level may be described as: Minimum, Medium, or Maximum. This classification is determined by current and past convictions, current and past institutional behavior, pending charges or holds in other jurisdictions, sentenced or pending sentencing, and/or any other information that may be deemed appropriate regarding your personal security or the security of the facility. Note: Your classification can change due to charges being altered or reduced, sentencing, administrative hearings, regular periodic review, and other reasons recommended by the staff.

30. Classification Appeal Process:

If you are dissatisfied with your Classification/Custody level, you can appeal the decision in writing on the POD Kiosk System by submitting a form to the Classification Supervisor within 10 days of your primary classification or reclassification date.

31. Voting:

If you have a misdemeanor charge you can still vote in North Carolina. You may vote while serving your sentence. Ex-Felons who have completed their sentence obligations and are not on probation or parole can also register and vote.

Ways to Register to Vote:

10. Request a registration form from the detention staff if you reside in Mecklenburg County.
11. The Mecklenburg County Board of Election:
741 Kenilworth Ave, Suite 202, Charlotte, NC 28204
12. The County Board of Elections that you reside in.
13. State Board of Elections:
P.O. Box 27255
Raleigh, NC 27611

If you are unsure whether or not you will be incarcerated on Election Day and you reside in Mecklenburg County, you can request a voter registration form from the detention staff. You must complete the form in its entirety indicating your residential address (where you will be living after your incarceration). The Mecklenburg County Detention Center address can be used as a mailing address; however, you must include your PID number. The completed registration form will need to be received by the Board of Elections at least 25 days before the Election Day. An absentee ballot can be requested at the same time. The County Board of Elections will send your Voter Registration Card to you once it has been determined that you are eligible to vote.

Absentee Ballots:

A mailable paper ballot that is used by voters who will not be able to vote (or choose not to vote) at their home precinct on Election Day, for example: military personnel stationed overseas or residents who are eligible to vote. The voter mails the absentee ballot before Election Day and it is counted on Election Day.

A written request for an absentee ballot must include:

1. A request statement indicating you would like to request an absentee ballot for a specific election (the election for which you are requesting the ballot)
Example: "I am requesting an absentee ballot for the ____ Election on (include date)

- of election).*"
2. Your name
 3. Date of birth
 4. Your residential address
 5. The address where the absentee ballot is to be mailed
 6. Signature

Please Do Not Forget to Include Your PID Number

A registered voter in North Carolina can request an absentee ballot from their County Board of Elections prior to the last Tuesday before the election. An application and ballots will be mailed to you after the receipt of your written request. If the request is complete and you are eligible to vote in the election, the absentee balloting materials will be mailed to you. Upon receiving your ballot, follow the ballot marking and return instructions. You must obtain a witness over the age of 18 to sign the back of the ballot's container-return envelope and then mail it back to the County Board of Elections. Your ballot must be received in the County Board of Elections office by 5:00 p.m. on the day before the election.

A person convicted of a felony in North Carolina loses their citizenship rights, including the right to vote. However, these rights are automatically restored when the person convicted of a felony completes his or her sentence (including parole), is unconditionally pardoned, or completes the conditions of a conditional pardon. If you are a former convicted felon, you must register again even if you were registered before your conviction. You can register at any point after completing your sentence. Follow the procedures above for registration and to obtain an absentee ballot.

32. Release Preparation Program:

If you have or will be incarcerated for longer than 180 days, there is a release preparation program available to assist you with reintegration into the community. You may request this information from your Classification Housing Manager when you are within 60 days of your anticipated release date.

33. Recycling:

Recycling is a county ordinance. Mecklenburg County Detentions are County owned buildings that must adhere to all recycling regulations. All residents are expected to recycle paper, plastic, and cardboard materials. Recycling containers are provided in all housing units in the Mecklenburg County Detention Centers.

34. Transportation Options for Visitors:

Detention Center Central:	Juvenile Detention Center:
801 East 4 th Street Charlotte, NC 28202	5235 Spector Drive Charlotte, NC 28269

Your visitor has two transportation options to the Mecklenburg County Detention Centers:

1. **Charlotte Area Transit System (CATS):**
 Detention Center Central CATS stops can be on East Trade Street and East 4th Street depending on the bus route.

 CATS buses do not travel down Spector Drive; however, a scheduled stop is available at Statesville Road and Spector Drive.
2. **By Personal Vehicle:**
 Driving visitors can pay to park in one of the public parking decks or parking meters on adjacent

streets near Detention Center Central.

Juvenile Detention Center has free parking available in the parking lots adjacent to the facility.

Directions: To the Juvenile Detention Center from Interstate 77, exit 16A Sunset Road, left on Statesville Road, left on Spector Drive and the facility is at the end of the road.