
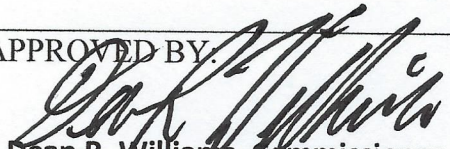


<p style="text-align: center;"><b>STATE OF ALASKA</b> <b>DEPARTMENT OF CORRECTIONS</b></p>  <p style="text-align: center;"><b>POLICIES &amp; PROCEDURES</b></p>	SECTION: <b>Institutions</b>		PAGE: Page 1 of 3
	CHAPTER: <b>808</b>	NUMBER: <b>808.11</b>	P&P TYPE: <b>Public</b>
	TITLE: <b>Communication Between Prisoners And Employees</b>		
	APPROVED BY:  Dean R. Williams, Commissioner		DATE: <b>06/27/18</b>
ATTACHMENTS / FORMS: <b>(A.) Request For Interview Form.</b>		AUTHORITY / REFERENCES: <b>22 AAC 05.155                      AS 44.28.030</b> <b>AS 33.05.010                      DOC P&amp;P 810.03</b> <b>AS 33.16.180</b> <b>AS 33.30.011</b> <b>AS 33.30.021</b>	

**POLICY:**

- I. It is the policy of the Department of Corrections (DOC) to have in place procedures that promote and facilitate open channels of communication between employees and prisoners. Effective verbal and written communication promotes more efficient operations.
- II. It is the policy of the Department to have two (2) versions of the *Request For Interview Form* (Attachment A) available to prisoners. The general *Request For Interview Form* shall be **white** in color, and then the medical version of the *Request For Interview Form* shall be **light (Canary) yellow** in color.

**APPLICATION:**

This policy and procedure will apply to all Department employees and prisoners.

**PROCEDURES:**

- I. General Communication Rules:  
Each Superintendent shall establish Standard Operating Procedures (SOP) as needed to facilitate communication between employees and prisoners by:
  - A. Reinforcing the benefits of appropriate interactions and communications;
  - B. Ensuring that both general (white) and medical (Canary yellow) Request For Interview (RFI) forms are available to all prisoners;
  - C. Allowing employees to answer simple questions verbally when the employee knows the answer, instead of directing the prisoner to complete a written *Request For Interview Form* (Attachment A). Exceptions to answering questions verbally may be made if the prisoner requires written confirmation of the answer to their question or if it is a medical RFI form;
  - D. Ensuring that both versions of the *Request For Interview Form* (Attachment A) are readily available,

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and that they are responded to in a timely manner by the employee responsible for the activity or program addressed;

- E. Locked boxes shall be provided for the deposit of all written prisoner communication, with separate boxes being provided for medical requests.
- F. Distributing or posting up-to-date written descriptions of programs, procedures, meetings and other pertinent information for prisoners;
- G. Ensuring that those prisoners who require assistance in understanding written or verbal communication due to a reading or language difficulty are provided appropriate assistance; and
- H. Whenever possible, program / treatment employee offices shall be located in close proximity to the prisoner population.

II. Handling Request For Interview (RFI) Forms:

The following factors shall be taken in to account when developing procedures for the handling of *Request For Interview Forms* (Attachment A):

- A. If the addressee is not the most appropriate person to respond or is not available to respond (due to an extended period of training, annual leave, etc.) within the specified time frame (see F. below), the employee covering the absent employee's duties will forward the RFI to the most appropriate person for response, and so note on the form.
- B. *Request For Interview Forms* (Attachment A) should be answered promptly at the lowest level possible. Forms should not be sent up the chain-of-command, unless employees that first received the forms are unable to answer the question(s) posed.
- C. Written communications directed to an employee may be sealed by the prisoner for privacy. This form of communication is **not** considered prisoner mail and is **not** subject to confidential requirements of DOC P&P 810.03, Prisoner Mail, Publications and Packages.
- D. Communications deposited in the boxes will be picked up and distributed by a person designated by the Superintendent. Pick-ups shall be done at least once every 24 hours, unless circumstances prevent a pick-up.
- E. Any *Request For Interview Form* (Attachment A) containing profanity, vulgarity, or statements that are intended to be insulting and / or degrading will be returned to the prisoner without action.
- F. The employee reply to an RFI may be delivered verbally or in writing. When the reply is delivered verbally it shall be noted on the *Request For Interview Form* (Attachment A) prior to filing. Employees shall aim to reply to RFIs within seven (7) working days from the date the *Request For Interview Form* (Attachment A) is received. When more than seven (7) working days is needed for a reply, employees should explain the reason for the delayed response in their reply to the prisoner.

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G. Except as noted below, a completed *Request For Interview Form* (Attachment A) will be filed in the prisoner's permanent record. Routine requests such as haircuts, cleaning supplies, etc., need not be filed.

### III. Handling Medical Request For Interview (RFI) Forms:

The following factors shall be taken in to account when developing procedures for the handling of Canary yellow medical *Request For Interview Forms* (Attachment A):

- A. If the institution's medical section is not the most appropriate section to respond or is not available to respond (due to an extended period of training, annual leave, etc.) within the specified time frame (see F. below), the employee covering the absent employee's duties will forward the RFI to the most appropriate person or section for response, and so note on the form.
- B. Medical *Request For Interview Forms* (Attachment A) should be answered promptly at the lowest level possible. Forms should not be sent up the chain-of-command, unless lower level employees that first received the forms are unable to answer the question(s) posed.
- C. Written communications directed to an employee may be sealed by the prisoner for privacy. This form of communication is not considered prisoner mail and is not subject to confidential requirements of DOC P&P 810.03, Prisoner Mail, Publications and Packages.
- D. Communications deposited in the confidential medical boxes will be picked up and distributed by a person from the institution's medical section designated by the Superintendent. Pick-ups shall be done at least once every 24 hours, unless circumstances prevent a pick-up.
- E. Any medical *Request For Interview Form* (Attachment A) containing profanity, vulgarity, or statements that are intended to be insulting and / or degrading will be returned to the prisoner without action.
- F. The employee reply to an RFI may be delivered verbally or in writing. When the reply is delivered verbally it shall be noted on the medical *Request For Interview Form* (Attachment A) prior to filing. Employees shall aim to reply to medical RFIs within seven (7) working days from the date the medical *Request For Interview Form* (Attachment A) is received. When more than seven (7) working days is needed for a reply, employees should explain the reason for the delayed response in their reply to the prisoner.
- G. A completed medical *Request For Interview Form* (Attachment A) will be filed in the prisoner's permanent record and shall also be scanned in to the prisoner's Electronic Health Record (EHR).

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