Santa Rosa County Sheriff's Office

DETENTION DIVISION

INMATE HANDBOOK

Rules and Regulations

INTRODUCTION:

In any community it is necessary to respect the rights and privileges of others and to accept responsibility for your own actions. This is needed to an even greater degree in an institution of this type. While you are in the county jail, we expect you to take advantage of the opportunities provided to assist you. You will also be expected to follow the rules and regulations of this facility.

This bulletin contains information about what you can expect during your stay here at the county jail. It explains how you can be bonded out, when you will see the judge, and rules that must be followed while you are here. The bulletin briefly summarizes the arrest, booking, and classification process. You will also find information on inmate privileges, the request/grievance system, and other topics. Be sure to pay particular attention to the rules and regulations and disciplinary procedures. If you violate any of these rules, administrative and/or legal action can be taken against you.

Major B. Lewis, Jail Director

REVISED:

9/24/26

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ARREST:

The jail serves several basic purposes. The main purpose is to detain accused persons awaiting trial, or to hold persons convicted of a crime while they serve a sentence. Entrance into the criminal justice system, however, begins at the time of arrest.

Arrests fall into two categories: (1) Service of a capias or warrant; (2) police action. In a capias or warrant arrest a judge reviews affidavits and other information to determine that there is a reason to believe that the defendant has committed a particular crime or action. A capias is usually issued by the Clerk of the Court based on information filed by the Office of the State Attorney. Police action usually results in an arrest when an officer responds to a crime scene or views a crime taking place. These arrests are based on "Probable Cause" that a crime has been committed and that the defendant committed the crime. Under the U. S. Judicial System, the defendant is presumed innocent until proven guilty beyond a reasonable doubt in a court of law.

ADMISSIONS:

Upon entry you will be seen by a medical staff member at/during the booking process. Following an arrest is the booking process. This involves an Admission, Classification and Release (ACR) Officer recording basic information, most of this is received from the defendant. Fingerprints and a photograph are required at this time.

During the initial booking process and pursuant to F.S.S. 943.325 (3) (b), qualifying offenders will be required to submit an oral swab (DNA sample) to FDLE for inclusion into the DNA database. An opportunity is provided at the time of booking for the defendant to make at least one completed free local call or one completed collect long distance call after being processed into the facility; afterwards inmates can use the collect phones in all housing areas. In most cases, especially misdemeanor offenses, bonds may be posted immediately after booking. In a warrant arrest, the bond amount has been predetermined by the judge who issued the warrant; or the arresting officer may set a bond from a pay schedule furnished by the court. The bond will indicate the date you are to appear in court, for your "Plea Day".

RULES AND RESPONSIBILITIES OF THE INMATES:

The Santa Rosa County Sheriff's Office Department of Detention is operated by the Sheriff and his trained staff of personnel. All inmates, regardless of commitment circumstances, are subject to the laws of the State of Florida. All privileges are dependent on your conduct while housed in the facility. Violation(s) may result in your being restricted from all programs, and/or placed in cell confinement.

RIGHTS/PRIVILEGES:

1. You will be treated fairly and equitably while an inmate in this facility.
2. You will be informed of the rules, regulations, and procedures of the Santa Rosa County Sheriff's Office Department of Detention.
3. You have the right to freedom of religious affiliation and voluntary religious worship.
4. You will have health care, which includes nutritious meals, proper bedding and cleanliness of same, an opportunity to shower regularly, proper air quality, regular exercise periods, toilet articles, necessary medical care and emergency dental & medical treatment.
5. You will have visitation and the opportunities to correspond with family members and friends.
6. You will have unrestricted access to courts by written correspondence.
7. You have the right to legal counsel from an attorney of your choice (at your own expense) or a court-appointed attorney, by interviews and correspondence.
8. You have the opportunity to participate in using the law library if you are not represented by counsel and have been approved by court order to act in a prose capacity.
9. You have access to a wide range of reading materials for your own enjoyment.
10. You have the opportunity to participate in educational, recreational, and self-help programs as far as resources are available and in keeping with your interest, needs and abilities.
11. You have the right not to be victimized by sexual assault, abuse, or harassment during your incarceration.

RESPONSIBILITIES:

1. You have the responsibility to treat others, both staff and inmates, in a fair and equitable manner.
2. You have a responsibility to know and abide by these rules.
3. You have the responsibility to recognize and respect the rights of others.
4. It is your responsibility not to waste food, to follow a laundry and shower schedule, to keep neat and clean-living quarters, and to seek medical care.
5. It is your responsibility to conduct yourself properly during visits and not to acceptor pass contraband (any article not sold through the commissary or issued by the staff or which is not specifically authorized by this institution or that constitutes an excessive amount).
6. It is your responsibility to request access to the courts through correspondence while adhering to the policies and schedules of this facility.
7. It is your responsibility to conduct yourself properly during attorney/client interviews and correspondence.
8. It is your responsibility to request on the kiosk, or in writing to the appropriate staff, and to outline your needs.
9. You have the responsibility to abide by the regulations governing participation in such activities.

THE PRISON RAPE ELIMINATION ACT OF 2003 (PREA):

The Prison Rape Elimination Act of 2003 (PREA, P.L. 108-79) was enacted by Congress to address the problem of sexual abuse of persons in the custody of U.S. correctional agencies. The Act applies to all public and private institutions that house adult or juvenile offenders and is also relevant to community-based agencies. It addresses both inmate-on-inmate sexual abuse and staff sexual misconduct.

SEXUAL ABUSE:

In compliance with PREA, the Santa Rosa County Sheriff's Office is committed to emphasizing a ZERO tolerance of the sexual abuse of inmates, either by staff or other prisoners. Sexual abuse affects everyone, either directly or through the experiences of those we care about. It is not only a women's issue, as it can affect persons of any gender, age, race ethnic group, socioeconomic status, sexual orientation, or disability. Sexual battery as defined by FSS 794.011 means oral, anal, or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object: however, sexual battery does not include an act done for a bona fide medical purpose.

1. All inmates, during intake, will receive orientation explaining the facility zero-tolerance policy regarding sexual abuse and sexual harassment and how to report incidents or suspicions of sexual abuse or sexual harassment.
2. A sexual assault awareness pamphlet is provided to each inmate in the inmate's property bag during dress out with information on self-protection and prevention techniques, treatment and counseling, and reporting methods.
3. Posters containing sexual assault awareness and reporting information are posted in the intake vestibule, the fingerprint room, ACR, Medical, classrooms, Video Court room and facility hallways.
4. An informational video containing PREA information plays twice a day on the housing unit television (1000 & 2200)
5. Inmate PREA education is available in accessible formats for all inmates including those who are:

a.	**Limited English proficiency**	**b.**	**Deaf**	**c.**	**Visually impaired**	**d.**	**Otherwise disabled**	**e.**	**Limited in their reading skills**

6. The agency ensures that key information about PREA and ways to prevent and report sexual assault is continuously and readily available or visible through posters, Inmate Handbook, or other written formats available on the inmate kiosk.

SEXUAL ABUSE REPORTING:

SRSO Detention Division Jail inmates can privately report sexual abuse, sexual harassment, retaliation by other inmates or staff and staff neglect by using the following:

a. Verbal reporting	**b.** Request forms
c. Grievance forms	**d.** Third-party reporting
e. **Gulf Coast Sexual Assault Program Hotline** 1-850-832-3905 (toll free, non-recorded) **OR** write to the rape crisis center at: **4014 Highway 90, Milton, FL. 32571**	**f.** **National Sexual Assault/Abuse Hotline** 1-800-656-HOPE (4673) toll free, non-recorded

Any information regarding criminal activity, including sexual offenses, revealed to the National Sexual Assault/Abuse or Gulf Coast Sexual Assault Program Hotline staff will be held completely confidential, unless the agency is required to reveal this information under State or Federal Law.

- For Foreign nationals- If you have been the victim of a sexual assault and are a non-U.S. citizen who is arrested or detained, you may request to notify your country's consular officer here in the United States of your situation. A consular officer may be able to help you obtain legal representation, contact your family and visit you in detention, among other things. If you are requesting to notify your consular officer in reference to a sexual assault, you can submit a request on the inmate kiosk or submit a handwritten request to the Shift Supervisor. Be sure to include the country of the Consulate, you are requesting to notify.

- For detainees with Immigration holds-The Community and Detainee Helpline is a toll-free service that can be reached by dialing 1-888-351-4024. This is a toll-free number and has been made a non-recorded number by the facility, for the purpose of reporting sexual assault/abuse. Live trained operators are available Monday through Friday (excluding holidays) from 8:00 a.m. to 8:00 p.m. (Eastern Time) Language assistance, including Spanish operators, is also available. Individuals with a hold for Immigrations can speak to an operator to report an incident of sexual assault or sexual abuse. A video which contains comprehensive educational PREA information, on sexual abuse awareness and prevention, is provided to inmates daily in all housing areas.

SEXUAL ABUSE AWARENESS:

HOW TO PREVENT POTENTIAL SEXUAL ABUSE

a. Be aware of situations that make you feel uncomfortable. Trust your instincts. If it feels wrong, LEAVE.

b. Don't let your manners get in the way of keeping yourself safe. Don't be afraid to say "NO" OR "STOP IT NOW"

c. Walk and stand with confidence. Many abusers choose victims who look like they won't fight back or are emotionally weak.

d. Avoid talking about sex, and casual nudity. These things may be considered a come -on, or make another inmate believe that you have an interest in a sexual relationship.

e. Do not accept commissary items or other gifts from other inmates. Placing yourself in debt to another inmate can lead to the expectation of repaying the debt with sexual favors.

f. Avoid secluded areas. Position yourself in plain view of staff members. If you are being pressured for sex, report it to a staff member immediately.

WHAT TO DO IF YOU ARE SEXUALLY ABUSED

a. Get to a safe place. REPORT THE ATTACK TO A STAFF MEMBER IMMEDIATELY. The longer you wait to report the attack the more difficult it is to obtain the evidence necessary for a criminal and/or administrative investigation.

b. Do not shower, brush your teeth, use the restroom, or change your clothes. You may destroy important evidence.

c. If you are a victim or witnessed an attack, but you yourself are unwilling to report it to a staff member you can fill out an inmate request to any staff member, shift OIC, the Facility Inspector, Chaplain, Mental Health or Medical personnel. Seek the support of a trusted friend, family member or staff member, such as the Chaplain. The days ahead can be traumatic and it helps to have people who care about you to support you.

d. Seek professional help. Mental health staff is available for crisis care to listen and offer support.

ACTIONS TAKEN WHEN AN ALLEGATION OF SEXUAL ABUSE IS REPORTED:

a. Alleged victim and abuser will be separated.

b. If the abuse occurred within a time period that still allows for the collection of physical evidence, the alleged victim will be instructed not to take any action that could destroy physical evidence, including washing, brushing teeth, changing clothes, urinating, defecating, drinking or eating.

c. If the abuse occurred within a time period that still allows for the collection of physical evidence, the alleged aggressor will be instructed not to take any action that could destroy physical evidence, including washing, brushing teeth, changing clothes, urinating, defecating.
drinking or eating

d. Alleged victim will be seen and evaluated by Medical.

e. Alleged aggressor will be seen and evaluated by Medical. Alleged victim and abuser will be housed separately and alone until assessed by Medical and Mental Health.

f. The incident will be fully documented.

g. All documentation will be forwarded for Criminal or Administrative Investigation.

h. Alleged victim and abuser will be evaluated for re-housing by Classification and the PREA Coordinator.

FACTS FOR THE INM ATE THAT SEXUALLY ABUSES OTHER INMATES

a. You will be criminally charged under Florida Law. You will be issued a disciplinary report. If found guilty, sanctions will be harsh.

b. Your supervision level will be reviewed and likely increased, which could mean a transfer to a higher security classification with significantly less freedom of movement and limited privileges.

c. If you have family, how will this affect them and/or how will it affect their ability to visit you?

TO REDUCE IMMEDIATE FEELINGS OF ANGER OR AGGRESSION

a. Try talking to or writing a friend.

b. Meditate or do breathing exercises to relax

c. Engage in some type of exercise.

d. Request to see Mental Health

e. Consider participating in programs offered by the facility designed to control anger and reduce stress

DID YOU KNOW

a. Sexual abuse has nothing to do with the victim's present or future sexual orientation. Victims may be either heterosexual or homosexual.

b. A survivor is not at fault for the rape, even if she/he was in a secluded area or had previous consensual sex with the attacker.

c. It is common for survivors of sexual assault to have feelings of embarrassment, anger, guilt, panic, depression, and fear even several months or years after the attack. Other common reactions include loss of appetite, nausea or stomachaches, headaches, loss of memory and/or trouble concentrating and changes in sleep patterns.

d. Additional Sexual Abuse prevention, reporting and educational information is located on the inmate kiosk.

UNAUTHORIZED CONTACT:

ALL physical contact initiated by an inmate with Deputies/Staff is **UNAUTHORIZED**. Any such physical contact could be perceived as battery on a law enforcement officer and may result in a sentence of **FIVE (5)** years in a state prison (Florida Statute 784.07). All communication between you and all agency staff members will be conducted in a professional manner. No personal relationships, or attempts to establish the same, will be authorized. For your own protection and security, **DO NOT** engage in this type of behavior.

PENALTIES FOR FILING A FALSE REPORT:

Filing a false police report is prohibited in Florida by statute. According to Florida Statute 817.49, anyone who knowingly misleads the authorities or who causes someone else to mislead the police about the commission of a crime is guilty of a misdemeanor of the first degree. The statute covers those who not only lie to the police, but those who report crimes that were not actually committed as well as misinformation about crimes that were.

According to Florida Statute 775.082(d), under Florida law, the maximum penalty for a person convicted of providing a false report to law enforcement about any crime, a first-degree misdemeanor, is a one-year prison term and a fine of $1,000. However, for a person convicted of providing a false report about a capital felony, the maximum penalty is a five -year prison term and a fine of $5,000. The severity of the prison term and fine given, however, is up to the discretion of the sentencing Judge and varies depending on the facts of the case, and the prior criminal record of the defendant.

Florida Statute 775.082 (2) further orders the defendant to pay court costs.

PRELIMINARY HEARING/1ST APPEARANCE:

If the defendant remains in custody, he/she will be interviewed by personnel from the Probation Office the following morning for a possible Pre-Trial Release or will be taken before a judge within 24 hours. This hearing/appearance may not apply to arrests for violation of probation, parole, conditional release or orders to take into custody. Florida Rules of Criminal Procedure 3.130 state that except when previously released in a lawful manner, every arrested person shall be taken before a judicial officer, either in person or by electronic audiovisual device in the discretion of the court. You may not waive your right to first appearance. Prior to your first appearance you must have a first appearance review; therefore, you must be interviewed by the pre-trial release officer.

The exceptions are persons being housed for ICE, USM, Military contract, Private Transport companies, and inmates returning from a state prison facility regarding a case that he/she has previously been sentenced for or has already had a First Appearance.

At your first appearance, a Judge will review the arrest information, advise you of your rights and appoint legal counsel (attorney) if you desire and qualify. The Judge may also set a bond regardless of previous bond determinations. After review of the arrest information, or police action arrest, the Judge checks for sufficient probable cause on the case brought against the accused person. If the bond requires GPS monitoring, Drug Patch, WAM (Wearable Alcohol Monitor), and PBM (Probation Breath Monitor) it is your responsibility to set that up. After the bond is satisfied ACR, Bondsman, a family member, or inmate may contact the provider. Personnel associated with the required device(s) will review fees, guidelines, etc.

PLEA DAY:

Inmates charged with a felony, which are represented by the Public Defender's Office; does not need to appear in court for plea day, your attorney will file a written plea of not guilty on your behalf. Defendants who have been released on bond will appear in court on plea day. On plea day, the defendant may plead guilty or not guilty. The court may order a pre-sentence investigation (PSI) or set a trial date. The judge usually does not consider bond reductions or other matters at this time.

Court dates are provided to Classification by the court. You can check with the pod control room to see when your next court day is, if that information is not in the computer, you will need to contact your attorney or the clerk of court. This agency does not transport you to court dates in other counties. If you have a court date in another county, it is still your responsibility to appear. You can write to that county clerk's office and advise them that you are incarcerated and inquire about an "Order to Transport." That is a document signed by a judge, allowing another agency to legally pick you up and take you to court in another jurisdiction.

CLASSIFICATION:

After the booking process, you will be housed according to your classification. The purpose of classification is to place you in one of several categories of housing, to help assure proper security and protection for the inmate. There is an established criterion to classify all inmates into the correct security classification and to identify inmates that have special needs. Classification will reassess the status of all inmates within 90 days of being incarcerated or any time there is a change in the criteria on which the original classification was based; an inmate's status may change requiring re -evaluation of custody and housing. Classification reviews will be conducted at intervals not to exceed 90 days.

All inmates can be moved to other areas of the jail, as needed for classification purposes. Guidelines for moving close management (CM) inmates are as follows: close management inmates must be escorted by two officers and wear leg shackles and handcuffs applied behind their back when they are moved outside of their housing area, or outside of the facility, to accommodate an inmate's request or court appearance. The handcuffs will be removed and re-applied in the front and shackles and handcuffs will remain on CM's during programs.

Pregnant inmates: shackles will not be placed on pregnant females. Wrist restraints must be applied in such a way that the pregnant inmate is able to protect herself in the event of a forward fall. The use of restraints on a pregnant inmate is limited

during the third trimester, labor, delivery, and post-partum recovery. If restraints are required (for the safety of the inmate or others) they are to be applied in the least restrictive manner necessary and documented in an incident report.

The housing of pregnant females in restrictive housing is prohibited unless the corrections official determines that restrictive housing is necessary and there are no less restrictive means available. A report will be provided to the pregnant inmate that includes:

a. The reason for restrictive housing.
b. Why less restrictive means are not available.
c. If a healthcare professional at the facility objected

A pregnant inmate placed in restrictive housing must be:

a. Seen by a qualified healthcare professional once every 24 hours and observed by a correctional official every hour.
b. Housed in the least restrictive setting consistent with the health and safety of the pregnant prisoner.
c. Provided a medical treatment plan by a qualified healthcare professional at the correctional institution.

Inmates who have jewelry that cannot be removed will be placed in Administrative Lockdown for their safety and the safety of others, until such time that the jewelry can be removed. Classification may move these individuals to General Population after a review is made based on the type and location of piercing, continued need for segregated housing and threat to others. Based on their housing classification, inmates housed in segregated housing will not be permitted to attend scheduled classes such as, AA, substance abuse or church with general population inmates. Based on the lack of available volunteers, one-on-one sessions are not offered. Inmates housed in segregated housing can submit a request to the facility Chaplain for a one-on-one meeting.

Segregated housing includes:

a. Protective custody
b. PREA Protective custody
c. Disciplinary confinement – (commissary items, phone and visitation will be restricted)
d. Administrative confinement (commissary, phone and visitation may be restricted)

BONDS:

Bail Bonds are one of the most misunderstood aspects of the criminal justice system. Bonds exist to guarantee that the defendant arrives for court appearances. The Judge considers a number of factors in setting a bond, mainly the seriousness of the offense and the threat a defendant poses to the public. The Judge has a wide range of discretion in setting bonds, what types of bonds are acceptable to the court, or any reasonable conditions the defendant must meet. While in ACR, each defendant will have the opportunity to make a free call to facilitate arrangements for posting a bail. Once moved to a housing area, all calls are collect. Bail Bond agents must set up an account with the inmate phone service provider to receive calls.

If you receive a bond modification and need to use a free phone, you may submit a request to the Shift Supervisor, and he/she will review your request. Submitting the request does not guarantee you a free call, but the Shift OIC can evaluate your need and based on that information he/she may approve or deny the request.

a. Inmates who are eligible to make bond and have the required monetary amount in their inmate money account can submit a request to the shift supervisor to use that money to make their bond. Inmates must pay all booking and subsistence fees before making bond.

b. Inmates who are eligible to make bond and have credit cards in their property, which they are requesting to use to make bond, can submit a request to the shift supervisor requesting to make their bond. The inmate will be escorted to the inmate property room and allowed to use the credit card to put the appropriate monetary amount on their inmate money account. The property clerk will then cut a check made payable to the: Clerk of Courts: and the check will be provided to ACR personnel to complete the bonding process.

PROFESSIONAL BONDS:

Bonds posted by licensed bondsmen by the State of Florida. These bondsmen are registered with the Clerk of the Circuit Court and the Sheriff in Santa Rosa County. A bondsman's fee is 10% of your bond amount with a minimum of $100. This fee is not refundable. A bondsman often requires collateral or a cosigner. It is usually easier to have a family member or friend meet with the bondsman rather than the defendant. Request for bond reduction(s) are filed by your attorney to the assigned trial judge. No member of the Santa Rosa County Sheriff's Office can recommend a specific Bail Bonds company.

RELEASE ON RECOGNIZANCE BONDS (ROR):

This is your promise to appear in court, with no money or collateral needed, to secure your attendance. ROR is seldom available to defendants charged with crimes of violence, or the more serious felony charges, and is approved by the Judge. It is almost never used with transients, or people with a history of failure to appear for court.

PRE-TRIAL RELEASE (PTR):

This type of release is set up by the Judge or the Probation Office. Terms and conditions will apply.

SIGNATURE BONDS:

These are similar to an ROR bond; however, in this case another person cosigns with the defendant and they become responsible for seeing that the court appearance is met.

PROPERTY BONDS:

These bonds involve persons with real estate property in Santa Rosa County and wish to use it as security and meet conditions as follows:

a. Property cannot be under homestead exemption.
b. Property has no liens, mortgages, or judgments against it.
c. Use of the property for bonding purposes is approved by all members who are listed as owners of said property.
d. Property value is the bonding amount or greater.

e. Property in other counties in Florida may be used for bond, if the Sheriff of that county will verify sufficiency and ownership of the property to be used.

f. The defendant or his/her designee must retain a law firm to handle the property's title search.

g. Property bonds must be authorized by a Judge.

CASH BONDS:

Cash bonds are used when a deposit of cash money or an approved certified check is used to guarantee court appearance(s). Cash deposited as a bond is returned to the depositor when the case is finished minus any fines, or a cost owed in the case the bond was made or any other outstanding cases where fines and costs are outstanding. The defendant may be the depositor and all fines and restitution will be deducted prior to any refunds.

INMATES SENTENCED TO COUNTY JAIL:

A sentenced prisoner is required to work unless declared disabled by the jail physician. Failure to work will result in disciplinary action and forfeiture of all or part of state gain time provided for inmate workers per FSS 951.21. Weekenders must do the total amount of their sentenced time. Able-bodied inmate workers will clean the cells of physically bedridden and mentally impaired inmates who are unable to work due to their disabilities.

Once sentenced, Classification will compute the sentence with all applicable credit for time served, state gain time, medical gain time, and/or inmate worker credit and update the Jail Book module. A guilty verdict of a Major Offense from a Disciplinary Report may result in forfeiture of all or part of medical and/or inmate worker credit. Credit for time served on felony and misdemeanor cases is calculated by the Classification Department. If you feel that the amount of credit calculated is incorrect, submit a request to Classification, via the kiosk, and describe in as much detail as possible. Provide any dates of previous incarcerations on the case, names of any other agencies in which you were arrested on the case in question. Providing this information will allow Classification to review your request in a more expeditious manner. Release dates can be obtained from the pod control tower once they have been entered into Jail Book. Classification does not check for warrants from outside agencies during your incarceration. That is done by ACR staff at the time of release. "Hold" information can be obtained from the pod tower operator.

UNITED STATES MARSHAL INMATES:

The Santa Rosa County Jail houses and transports inmates under the jurisdiction of the United States Marshal Service. Jail personnel do not handle any communication and/or paperwork involving an inmate's court case. All matters concerning the United States Marshal service is handled by representatives of the United States Marshal Service. Inmates can contact the United States Marshal service by the options below:

1. Contact your attorney
2. Phone: (850) 806-0150
3. Mail: 1 North Palafox Street
   Pensacola, FL 32502

INMATE WORKER ELIGIBILITY AND SELECTION:

Non-sentenced inmates are not required to work beyond the duties necessary to maintain the cleanliness and good order of their own area and common areas of their housing unit but can be assigned as volunteer inmate worker. After being classified and cleared by Medical and if qualified, non -sentenced inmates (minimum or medium classification) are placed on a list of prospective inmate workers. Workers are made from that list as needed. **THIS IS AUTOMATIC, YOU DO NOT NEED TO PUT IN A REQUEST.**

Inmates only qualify for inmate worker status twice during each incarceration, once before being sentenced and once after being sentenced or twice after being sentenced. All inmate workers are required to be clean shaven (no facial hair present at the conclusion of the shaving process).

Sentenced inmates, once cleared by Medical, will be added to the inmate worker list. It is not necessary to submit an inmate request for consideration. Provided that you meet the pre-selected criteria, Classification staff will add your name to the list of prospective inmate workers. The Inmate Worker Supervisor shall fill Inmate Worker assignments based on the needs of the facility.

Inmates classified as medium assaultive are made inmate workers; when they are sentenced or based on their booking date and are made as needed to maintain the cleanliness of the housing area. **THIS IS AUTOMATIC, YOU DO NOT NEED TO PUT IN A REQUEST.**

Both sentenced and un-sentenced inmates may be removed from Inmate Worker status if a Disciplinary Report is written for rule violations. The Shift Supervisor may allow an inmate to remain on Inmate Worker status pending the DR hearing process based on the nature of the rule violation and the risk posed.

NO INMATE, SENTENCED OR NON-SENTENCED, WILL QUALIFY FOR INMATE WORKER STATUS IF HE/SHE IS FOUND GUILTY OF 3 DISCIPINARY REPORTS.

If you are removed from inmate worker status, your release date is subject to change.

CLOTHING-LINEN-LAUNDRY:

Upon admission, inmates will be issued the following items:

1 - Uniform	**1 - Issued Towel**	**1 - Issued Mattress w/pillow**	**1 - Green Mesh Bag**
1 - Pair Shower Shoes	**1 - Issued Blanket**	**1 - Wash Cloth**	**1 - Kiosk Instruction Sheet**
1 - Laundry Bag	**1 - Sexual Assault Pamphlet**	**1 – Toothbrush w/Toothpaste**	**1 – Soap and 1 - Comb**

These items will be turned in before release.

Linen items will be laundered once a week on designated days according to the activity schedule. Personal items will be laundered as scheduled. A laundry schedule is posted on the inmate kiosk in your housing area listing your day(s) and times available.

INM ATES WILL SIGN FOR RECEIPT OF AND BE HELD ACCOUNTABLE FOR ALL JAIL ISSUED ITEMS

The cost of any missing or damaged items will be deducted from the inmate's account based on fair market value. Inmates who are released with a negative balance may be subject to pay previous balance if incarcerated again.

The Santa Rosa County Jail charges the following fees for services provided in the same manner commissary charges are deducted:

ITEM	FEE	ITEM	FEE
Initial Substance Fee	**$20.00**	**Doctor Visit**	**$10.00**
Daily Subsistence	**$2.00**	**Prescription (each) & refill**	**$5.00**
Sick Call	**$5.00**	**Dentist**	**$10.00**
Med Emergencies	**$10.00**	**Filling/Extraction**	**$5.00**
Lab Fees	**$5.00**	**Urgent Care**	**$10.00**
Haircuts	**$7.00**	**Copies (single sided)**	**$0.15**
GED Enrollment	**$30.00**	**GED individual section (*5 total sectio***	**$32.00**
Notary Service	**$10.00**	**Personal Account Checks**	**$10.00**

The Santa Rosa County Jail will also assess the inmates' accounts for items destroyed based on the replacement cost of the item pursuant to disciplinary process based on the following schedule:

ITEM	FEE	ITEM	FEE
Inmate Uniform	**$17.00**	**Wash Cloth**	**$1.00**
Slides	**$5.00**	**ID Card / Bracelet**	**$10.00**
Inmate Worker Shoes	**$6.00**	**Property Bag**	**$5.00**
Blanket	**$7.00**	**Mattress**	**$95.00**
Sheet	**$5.00**	**Inmate Tablet**	**$450.00**
Towel	**$2.00**	**Sprinkler Head**	**$105.00**

CRIMINAL MISCHIEF/VANDALISM:

If you are found in violation you will be required to reimburse the cost of repairs and labor. You may also be criminally charged.

INMATE SUBSISTENCE FEE:

A subsistence fee of $2.00 will be deducted daily from each inmate's personal commissary account for meal allowance pursuant to FSS 951.033 to help cover expenses. If you do not have money in your account, you will receive the same meal as those provided to inmates, during mealtimes, which have money.

INITIAL PER DIEM FEE:

A one-time per diem fee of $20.00 will be deducted at the time of booking from each inmate's personal commissary account pursuant to FSS 951.033.

Indigent Inmates:

Inmates without funds ($1.00 or less for 7 consecutive days) are required to submit a request form on the kiosk system to Programs, informing them of their indigent status. Once the request has been submitted the inmate will be placed on the indigent list, no need to submit another request. The requests will be cut off on the Thursday by the end of business at 3 p.m. before the next scheduled delivery. The status of each inmate that reports being indigent will be checked by staff. If an inmate does not submit their request for indigent status by the cut off time, they will not receive an indigent packet. Indigent packages consist of 4 postcards, 2 envelopes, and 4 sheets of paper, one pencil, and one bar of soap, one toothbrush, and one tube of toothpaste. A record shall be kept of indigent packages provided to inmates. Indigent inmates will not receive ICare, or Fresh Favorites purchased from an outside source. An inmate may request to be taken off of the indigent list by submitting a request form on the kiosk system to Programs requesting to be removed from the list.

NOTE:

a. All inmates shall receive the same daily meals, uniforms, and linens regardless of their ability to pay. If the inmate has sufficient funds to cover the subsistence fee, it shall be deducted from their individual commissary account. If the inmate does not have the funds to cover their fee, the Santa Rosa County Sheriff's Office reserves the right to pursue restitution by filing a civil lien through the Santa Rosa County courts for the balance owed.

b. Inmates whose housing is being paid for by United States Marshal Service, Federal Bureau of Prisons, Immigration and Customs Enforcement, other county/state entities or by Military contract will not be charged the subsistence fee or initial per diem fee.

c. Inmates who are classified as Inmate Workers will not be charged the subsistence fee. Inmates receiving medical gain time will pay the subsistence and per diem fee.

d. Inmates owing money at the time of release will receive a balance of how much they owe and they'll have fourteen (14) days to pay to the jail before it is turned over to Pay My Jailer. (Advent)

e. Federal inmates will be charged medical co-pay starting 30 days after initial intake as provided pursuant to the Federal Prisoner Healthcare Copay Act of 2000.

f. Exceptions: (Federal Inmates) if you were previously incarcerated in this facility, then the days of your previous incarceration will count toward your 30-day notice.

g. If arrangements are made for an inmate to see a specialist for treatment and the inmate refuses to go, they are subject to be charged any cancellation fees.

Pay My Jailer:

All fees incurred are payable within fourteen (14) days of release via cash, money order, or certified check, for the exact amount. If you are unable to pay upon release your account will be furnished for billing and payment processing (additional fees apply). Santa Rosa County Jail has contracted with Advent Financial Systems (Pay My Jailer) to provide the billing service and provide several convenient options to pay the outstanding fees.

MEDICAL CO-PAYS:

In accordance with FSS Chapter 951.032, Medical co-pays will be charged against the inmate's personal account.

HOUSEKEEPING:

While you are incarcerated, your cell is expected to be kept clean and orderly. Each morning, immediately after breakfast, cleaning supplies will be issued as necessary, and each inmate will be required to clean their cell and common area consisting of the following:

- **a.** Elimination of any clutter
- **b.** Floors in cells and halls are to be swept and mopped (nothing on the floor except issued slides and/or shoes and issued mesh bag)
- **c.** Walls and bunks cleaned and kept free from any objects, pictures etc. (items will be confiscated and put into inmate's property and/or disposed of)
- **d.** Garbage and trash receptacles emptied and cleaned
- **e.** Urinals, showers, and lavatories cleaned
- **f.** Bars and windows cleaned and kept free from any clutter, books etc.
- **g.** Inmate's property will be stored in the green mesh bag issued at intake. The green bag will be hung at the head of the bunk, closest to the wall. Excess property will be placed in the inmate's property box by request.
- **h.** Perishable foods or other items that may cause unsanitary conditions cannot be stored in the cell/housing area. (Food items purchased as fresh favorites must be consumed upon receipt and not stored beyond four (4) hours of receipt or lockdown, whichever comes first.)
- **i.** Obstructions will not be permitted to impair Officer's capability to view housing or bunk area (no items hanging from bunks, bars, windows, half walls or lights) Any items hanging in/on these areas will be confiscated. Towels and wash cloths can be hung at the head of the bunk nearest the wall provided that they do not obstruct the Officers view.
- **j.** Blankets are not permitted to be hung up, for inmates to use the restroom, obstructing the Officers capability to view housing or bunk area.
- **k.** No personal items will be left on the dayroom tables after lockdown (food, blankets, sheets, books, etc.)

CLEANLINESS:

It is your daily responsibility to maintain cleanliness and order within your individual cell and the cellblock areas. Your individual cell will be clean throughout the entire day. Cleanup of individual cells will be accomplished in the following manner: When cleaning gear is issued, it shall immediately be used to clean:

a. Cell floors will be swept and mopped, including under bunks and storage areas.
b. Windows, lights/fixtures, and cell walls will be clean and free of markings.
c. Desk and storage areas clean and neat.
d. Trash is removed and placed in receptacles daily.
e. The sink and toilet fixtures cleaned.

You are also individually responsible for the general cleanliness and order of your assigned cellblock, dayroom, balcony and shower areas, specifically as follows:

a. Shower and curtain cleaned.
b. The dayroom area and cell floors are clean and free of trash clutter, etc. at all times.
c. Dayroom tables and stools clean.

At no time may you use your issued blanket, bed linens, mattress, laundry bag, etc. to place on any floor to be used for comfort (unless for religious purposes), sleeping, sitting on, as a shower curtain, etc. Blankets and sheets will have no knots tied in them for any reason. No items will be placed in the windows.

CLOTHING:

You are required to dress in jail issued clothing while you are in the Santa Rosa County Detention Center. All inmates shall be dressed in complete jail issued uniform with inmate ID attached to the left side of their uniform when leaving their living quarters, going into the dayroom or any other area of the Detention Center. Long underwear can be worn under the jail issued uniform. The sleeves of thermal underwear will be permitted to extend below the shirt sleeves and cover the arms. You must be properly attired to receive medications, mail, canteen, and meals. You must be fully clothed any time you leave the cellblock.

- 2-piece uniform – inmates must wear their pants so that they cover the top portion of their buttocks without any portion of their undergarments showing. Pants will be worn at the waist level.
- 1-piece jumpsuit – inmates will wear jumpsuits all the way up and snapped up to the top 2 snaps.

Only religious head coverings will be permitted. Inmates will not lounge on their bunks dressed only in their undergarments or shorts. NO clothing will be worn inside out or altered by the inmates under any circumstance.

DAYROOM:

Inmates will not communicate with other inmates not assigned to or present in their housing area. Each inmate is responsible for their personal behavior and the overall tidiness of the dayroom. They are also responsible for disposing of personal litter, cleaning of spills of liquids or other substances on the floor or furniture and cleaning of any other unsightly condition occurring in the dayroom. An area in the dayroom at the entrance doorway, and emergency exit doors under the stairway has been outlined in red as a secure area. All inmates are to remain on the dayroom side of the lined area unless instructed by a Deputy to enter the restricted area. This restricted area is to always remain clear regardless of whether the entrance door is open or closed.

Dorms with solid or barred doors on the cells (C, D, E, G, H, I, L, M, Q and R) will remain in the locked open mode during non-lockdown times while inmates have dayroom privileges. Inmates may lock their doors shut while out of the dorm for exercise yard, court, etc. but the doors will be returned to the open position upon their return to the dorm. The only exception is for those dorms designated as lockdown.

Televisions are located in most dayroom areas. TV's may be turned on at 0900 after the morning dorm cleaning and will be turned off at 2300 hours. All inmate televisions have Closed Caption functionality that can be turned on from the television remote that remains in the inmate housing unit. Deaf, hard of hearing or speech impaired inmates, or inmates with other disabilities may also submit a request, via the inmate kiosk, to Programs and have staff assist him/her in turning on the closed caption function. Staff from the Programs Unit will advise their supervisor who will ensure that the closed captioning function is enabled.

PERSONAL HYGIENE:

You are responsible for your own personal hygiene. Personal care items such as soap, toothpaste, toothbrushes, etc. are provided for indigent inmates. Personal care items are available for purchase for all inmates through their commissary account. Feminine hygiene articles are available from staff members. Inmates are encouraged to shower daily; however, you are required to bathe twice a week. All inmates will be permitted to shave once a week in accordance with the activity schedule.

Razors are to be used for male inmates to shave their face, female inmates to shave their legs and under arms only. Inmates that use razors for any other purpose or who turn in broken razors will receive a disciplinary report and could lose the use of a razor for the remainder of their incarceration. Inmates will only be issued one (1) razor to shave. All inmates will be given one (1) hour to shave. **(NO EXCEPTIONS)**

Inmates assigned to work in the kitchen will be given the opportunity to shave every day, if needed. Inmate workers that handle food and/or prepare food are required to be clean shaven or wear a beard guard.

HAIRCUTS:

Haircuts are available monthly. See the haircut schedule posted on the inmate kiosk in your housing area. There will be **"NO SPECIAL CUTS."** Haircuts for indigent inmates are paid for by the Inmate Welfare Fund. However, Indigent Inmates that receive money at a later date will have the price of the service deducted from their account. If you have money in your account, the price of the haircut is $7.00 and will be deducted from your inmate money account.

OUTGOING MAIL:

Outgoing "non-legal" mail may be in form of a postcard, or an enveloped letter unsealed and must list the inmate's name and MNI #, as he/she was booked, and the jail address. No unnecessary marking is permitted on the postcard/envelope front; this includes promotional post cards provided by Aramark. All outgoing "non-legal" mail will be collected throughout the day and night in the Pod Area and stamped with the appropriate stamp for that area. At the end of night shift the mail will be rubber banded together for that area and brought to the Muster Room and put in the mailbox.

No mail of any kind will be picked up by the mail clerks or notaries. All outgoing mail will be scanned by the Programs unit prior to delivery to ensure a security risk is not present. Indigent mail will be collected on Tuesday on both day and night shifts, then deposited in the Muster room mailbox Tuesday night (by end of shift). Programs will collect and process indigent mail on Wednesday mornings only.

Outgoing non-legal mail will be sealed by the Programs Unit personnel prior to delivery to the post office. Outgoing mail found in violation will be returned to the sending inmate. Disciplinary action may result. Outgoing mail will be returned to sender for more postage if individual weight exceeds one (1) ounce.

Outgoing legal mail (attorney, courts, public official, and media) may be sent out in the form of paper/envelopes, may be sealed by inmate in the presence of the housing Officer; the Officer will scan the mail to verify it is privileged mail and initial the envelope by the privileged stamp. Privileged mail will be picked up once a day after the 1800 lockdown headcount. Any privileged mail not initialed by an officer will be returned. The mail will be verified as to validity, prior to delivery to the post office. Indigent inmate's privileged mail will be mailed out Monday – Friday.

E-Messaging:

Is an electronic messaging system which offers an alternative method of communicating with family and friends. E-Messaging connects family and friends with inmates using a fast, low cost and easy email style electronic messaging system. Inmates' family and friends can submit electronic letters (24) twenty-four hours a day, (7) seven days a week, for less than the price of a stamp. All messages are subject to review by Programs personnel.

INCOMING MAIL:

ALL INCOMING MAIL, OTHER THAN LEGAL MAIL, WILL BE OPENED AND INSPECTED FOR CONTRABAND; in accordance with Florida's Statute FS 951.22. Incoming legal mail- mail identified as "privileged" will

be opened by staff in the presence of the inmate. The envelope and all pages will then be copied on colored paper and given to the inmate. Once the inmate has verified that all pages were received and are legible, the original piece of mail will be destroyed in the inmate's presence. Legal mail shall not be withheld from an inmate. This includes letters from: the courts, counsel, officials of the confining authority, government officials, and administrators of grievance systems and members of the parole authority. Items of excess or items considered contraband will be inspected and returned to the sender. A stamp will be placed on the mail explaining the reason for the denial and return it to the sender. The inmate the mail was intended for will be sent a notification form of the denial during mail distribution.

Drugs sent through the mail will result in an investigation and may be prosecuted in the courts as well as institutional disciplinary action being taken. All inmate mail is required to be delivered through the post office and if it doesn't have the official postage stamp on it, it will be returned to be processed correctly.

All incoming personal mail will be electronically scanned and delivered to the inmate via the ViaPath tablets in the housing units. The physical piece of mail will be held for a period of 7 days in case there is a need to rescan. If you observe an issue with your electronically delivered mail, you must submit an inmate request to the Programs Department to have the mail rescanned and sent to you. After that 7-day period, the original piece of mail will be destroyed.

Concerning important documents such as marriage certificates, birth certificates, social security cards, and pictures, these items will only be accepted if printed on normal paper. These items received in their original forms will be returned to the sender. Pictures may also be sent via ViaPath E-Messaging. After an inmate is released, they may come to the lobby of the SRSO Monday – Friday during normal business hours (excluding holidays) and request a printout of their scanned mail.

Correspondence Materials / Postage Allowance:

- The indigent status of an inmate will be based upon the status of the inmate's account for the seven (7) day period prior to the issuance of indigent packages. Inmates, who are indigent, are required to submit a kiosk request to Programs, informing them of their indigent status. The requests will be cut off on Thursday at the end of business at 4 p.m. before the next scheduled delivery. The status of each inmate that reports being indigent will be checked by staff. If an inmate does not submit their request for indigent status by the cut off time, they will not receive an indigent packet. **No Exceptions!**
- Indigent regular mail- will be mailed out on Wednesdays ONLY. Indigent mail is limited to 1 piece of envelope correspondence and two (2) postcards per week. Each piece of mail will be checked to determine if the inmate is indigent. Non indigent mail or extra mail will be returned to the individual inmate.
- If you are indigent, you may receive, upon request, a "legal" indigent packet consisting of two (2) envelopes stamped "privileged" in order to ensure that they are used for that purpose, and (8) sheets of paper. Your indigent status will be checked and if you are not indigent you will not receive an indigent legal packet These packets will be delivered at the next scheduled date for indigent packets, not to exceed two weeks absent an act of nature or a declared state of emergency. If you specifically request writing materials to send urgent privileged envelope correspondence before the next regular indigent package distribution, you will receive a response to the special request within (3) days.

- If you are indigent and deemed, by the courts, as "Pro Se" (acting as your own attorney), you will be provided paper, postage and envelopes as needed for legal communications. An inmate pencil will be provided upon request, not to exceed two (2) per month. Due to time sensitive court pleading, motions, etc., requested items shall be delivered within 48 hours excluding weekends and holidays. Kiosk requests must be sent to the Transition Coordinator for "Pro Se" verification.
- All inmates, regardless of indigent status will, upon determination that they will remain incarcerated after first appearance or who remain incarcerated for a period of time in excess of 24 hours, shall receive an initial "mail packet" consisting of (2) envelopes, (4) sheets of paper, and (1) pencil. Appropriate postage will be attached when mail items are presented by inmates to be "mailed out". If you receive an added charge and attend first appearance for a second time, you will not be entitled to a second initial mail packet.
- If you are not considered indigent, you will be allowed to purchase an unlimited number of postcards from the facility commissary. Envelopes and paper purchases will be limited to (8) envelopes and (1) pad of paper per week. You may also purchase from the facility commissary an unlimited number of envelopes stamped "privileged" to be used for the purpose of privileged or legal correspondence.
- All postcards will be of light-colored card stock of dimensions consistent with the postcards sold by the United States Postal Service. Envelopes will be No. 10 sized and of any color. Paper/pads will be light-colored, measuring at least 7.25" wide by at least 10.5" tall.

Mail received must be addressed using your full name and MNI#, 5755 E. Milton Rd., Milton, FL 32583. Mail containing an invalid return address, cash, personal checks, money orders, or pictures or sensitive documents in their original form will not be accepted and will be returned to the sender.

Inmates are encouraged to correspond with their family and attorney through the mail. No incoming mail will be excepted into the facility that has perfume fragrance, cologne fragrance, any kind of fragrance, lipstick, crayon colors, crayon colored pictures, anything other than a regular pencil or black/blue ink on it. There is no way to determine what the fragrance is, what might be mixed in or under, therefore none will be accepted for the safety of all inmates and staff. Mail with any of the above listed will be returned to sender. There will be NO CORRESPONDENCE between inmates incarcerated in the Santa Rosa County Jail, regardless of relationship. Except for holidays, or extenuating circumstances, mail is forwarded to and received from the post office, Monday through Friday. All inmate mail must be properly addressed (see below).

Letters: **Santa Rosa County Jail**

C/O Inmate's name as booked and MNI#

5755 E. Milton Rd.

Milton, Fl. 32583

MAGAZINE & NEWSPAPER: - BY SUBSCRIPTIONS ONLY!

Inmates may have their family or friends purchase a subscription for them but the subscription must come directly from the publishing company.

NO BOOKS WILL BE ACCEPTED.

If books arrive, they will be returned to the sender and stamped explaining the reason for the denial. The inmate will receive notification of the returned mail, during mail call, the next business day. It is the responsibility of the inmate to notify the postal service or publishers of his/her change of address, should he/she be transferred or released. Any publications or other subscription items received at this facility after an inmate has been released or transferred will become property of this facility to be disposed of as the Administrator deems appropriate. Staff will review and approve incoming publications for disbursal.

Publications may be rejected if:

a. It depicts or describes procedures for construction or use of weapons, ammunition, bombs, or incendiary devices.
b. It depicts, encourages, or describes methods of escape from correctional facilities, or contains blueprints, drawings, or similar descriptions of the Santa Rosa County Sheriff's Office, other state or local jails, or correctional institutions.
c. It depicts or describes procedures for the brewing of alcoholic beverages, or the manufacturing of drugs, improvised weapons,
d. It is written in code
e. It is pornographic in text or photos.
f. It contains nudity

Newspapers may be kept for (7) days from the date of publication, provided that the number of newspapers does not create a fire hazard. After 7 days, any subscribed newspapers will be removed from the housing area and placed in the inmate's property. Magazines may be kept for (30) days from publication, provided that the number of magazines does not create a fire hazard. After 30 days, any subscribed magazines will be removed from the housing area and be placed in the inmate's property.

When publications are found unacceptable, the Programs staff shall promptly advise the inmate, in writing, why the material is unacceptable by the facility's rules or regulations. Inmates are advised that no pictures or articles may be removed from a publication and placed on the walls or other fixtures of this facility.

Unauthorized items received through the mail, or otherwise, will be handled as follows: Items which are not authorized will be returned to sender, in its entirety, and stamped explaining the reason for the denial. The inmate will receive notification of the returned mail, during mail call, the next business day.

ITEMS CONSIDERED CONTRABAND ARE:

➢ **Loose Stamps**	➢ **Money in any form**	➢ **Mail with any foreign substance**	➢ **Laminated objects/pictures**
➢ **Blank paper**	➢ **Photos on photo paper**	➢ **Items with glitter, paint, etc**	➢ **Books**

➢ **Envelopes**	➢ **Excess of 20 photos**	➢ **Obscene material**	➢ **Packages**
➢ **Sensitive documents in their original form**	➢ **Any additional items identified to be a security risk to the facility/staff/inmate**		

Inmate mail will be tested for illegal narcotics prior to distribution. Any mail testing positive for illegal substances will be confiscated and notice provided to the inmate. Inmates may be subject to criminal prosecution if found to be in possession of mail containing illegal narcotics.

GENERAL CONDUCT:

It is the policy of the Santa Rosa County Criminal Justice Facility to maintain records pertaining to each inmate's behavior and conduct while incarcerated at this facility. This information is frequently made available to the court for its consideration at the time of sentencing, as well as mitigation of sentence or other motions.

There is no set of rules that can possibly cover every given situation; therefore, you may be charged with a general conduct violation of facility rules and/or regulations.

ORDER & DISCIPLINE:

When an infraction of the rules is alleged to have occurred, a disciplinary report shall be processed as required by the Officer-In-Charge or designee. The employee who witnessed the alleged violation shall prepare a written statement, and a disciplinary report shall be written. Inmates accused of infractions, which face disciplinary action will be notified in writing of the charges against them and given at least 24 hours written notice prior to the hearing of such charges to prepare their defense. The inmate may waive in writing the right to 24-hour advance notice of the hearing.

A hearing shall be held as soon as possible after the alleged occurrence of the rule infraction or violation as circumstances permit, after allowing notification of the charges to the inmate and the required 24 hours for his/her assimilation of the charges against him/her, but within seven (7) working days of the incident. If this occurs, the circumstances regarding the continuance must be fully documented and approved by the Officer-In-Charge. Under no circumstance may the hearing be postponed beyond ten (10) working days after the incident. Commissary, ICare, Fresh Favorites, video visitation, and inmate phones are privileges and can be restricted or suspended based on the inmate's behavior, disciplinary action or safety of the inmate and the facility.

An inmate shall have the following rights at a disciplinary hearing:

a. An inmate shall be present at the disciplinary hearing unless he/she waives in writing their right to attend the hearing, refuses to attend the hearing, or his/her behavior during the hearing justifies removal from the hearing. The absence of an inmate from a hearing and the reason therefore shall be documented.

b. The inmate shall receive a copy of the written decision.

c. The time spent by an inmate in disciplinary segregation shall be proportionate to the offense committed but in no event shall be greater than 30 days per violation.

d. An inmate shall have the right to appeal against the decision of the hearing officer within twenty-four (24) hours through the inmate kiosk to the Support Division Supervisor or Designee.

e. All steps in the disciplinary process shall be maintained as a written record.

f. The decision shall be based solely upon the evidence presented at the hearing and shall contain a statement of the reasons for the decision and the evidence relied upon.

In accordance with The Americans with Disabilities Act of 1990, deaf, hard-of-hearing, or speech impaired inmates have a right to be provided with sign language interpreter service to enable him or her to participate in any disciplinary proceedings. If an interpreter is needed, the inmate may submit a request to the Programs Unit who will then arrange for the appropriate interpreter to be present for any disciplinary proceedings. Programs Unit Personnel will immediately notify the Support Services Supervisor who will coordinate with the appropriate Shift Supervisor to ensure that the interpreter will be present for said hearing.

THE FOLLOWING IS A LIST OF PROHIBITED ACTS IN THE SANTA ROSA COUNTY DETENTION FACILITY: (*Inmates may have gain time revoked for guilty verdicts)*

Category One Offences

1. Refusing to work / Insufficient work
2. Loaning for profit or increased return
3. Un-Excused Absence from work or assignment
4. Malingering, feigning an illness or injury
5. Being in an unauthorized area or assembly
6. Failure to follow safety or sanitation regulations / being untidy (self or living quarters)
7. Using equipment contrary to instruction
8. Gambling or possession of gambling paraphernalia
9. Damaging or destroying ID device

Category Two Offences

10. Possession of contraband / anything not authorized for retention or issued by facility
11. Misuse of authorized medication
12. Refuse to obey an order by any staff member
13. Mutilating / Altering issues clothing, bedding, mattress
14. Lying / Providing false statement to staff member
15. Disorderly conduct
16. Counterfeiting, forging, or reproduction of any article
17. Disrupting / Refusing to participate in count
18. Smoking / Consuming tobacco products
19. Tattooing or self-mutilation
20. Misuse of mail, phone, or any privilege
21. Unauthorized contact with the public
22. Correspondence / Conduct with visitor against rules
23. Alteration of a razor
24. Violating facility rules / regulations not listed
25. Disrespect / Abusive language to staff or official

Category Three Offences

26. Assaulting / Fighting with any person
27. Conspiring w/others to violate facility rules
28. Threatening harm to person or person's property
29. Extortion, blackmail, receiving value for protection
30. Engaging in sexual acts with self or others
31. Lewd /Indecent proposals, threats, or exposure
32. Destroying, damaging, defacing real property
33. Stealing
34. Organizing / Participating in a strike / work stoppage
35. Attempted bribery of staff or official
36. Giving / Accepting money or anything of value
37. Possessing / wearing a disguise
38. Making / Possessing / Consuming intoxicants
39. Adulteration of any food or drink

Category Four Offences

40. Setting a fire
41. Attempt to defeat / tamper with a security device
42. Possession of explosive, ammunition, or weapon
43. Inciting or participating in a riot or demonstration

44. Battery to any person
45. Introduction of contraband into a secure area
46. Escape: Attempted, planned, or completed

K-9:

Santa Rosa County Jail is subject to search by K-9 Units at any time. Contraband discovered during these searches may place you subject to facility disciplinary action, as well as receiving additional criminal charges. In accordance with Florida State Statute 843.19; "Any person who intentionally or knowingly maliciously harasses, teases, interferes with, or attempts to interfere with a police dog, fire dog, SAR dog, or police horse while the animal is in the performance of its duties commits a misdemeanor of the second degree, punishable as provided in s. 775.082 or s. 775.083.

VISITATION:

Overview:

Visitation is offered, via ViaPath, Monday through Sunday per the Visitation schedule. All visits must be scheduled forty-eight (48) hours in advance. The Santa Rosa County Sheriff's office allows the public to participate in visitation by visiting from the Front Lobby of the jail or away from the jail utilizing a home computer, laptop, tablet, or cell phone. All visits are recorded and monitored by Detention Personnel with the exception of a professional visit (Attorneys, Clergy, etc.). All inmates have an allotment of two (2) hours per week of free visitation. All visits conducted over the allotted two-hour limit will be subject to the standard rate per the vendor. It is the responsibility of the visitor and the inmate to arrange a visitation session. Any visitor or Inmate that violates the rules will have his or her visit terminated and will have his or her visitation rights suspended or revoked.

Any reinstatement of visitation rights must be approved by the Jail Director or designee. Inmate workers will be required to conduct visitation outside of their regular work schedule. Inmate workers are responsible to notify family and friends of this stipulation. Telmate has a system, called Purple, for sign language services to assist with communicating with friends and family.

VISITATION SCHEDULE: (*15- or 30-minute sessions*)

LOCAL (Front Lobby)		REMOTE (Offsite)			
Day	**Hours**	**Day**	**Hours**		
Monday	**8:00 P.M. – 10.00 P.M.**	**Monday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**
Tuesday	**Front Lobby Closed**	**Tuesday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**
Wednesday	**8:00 P.M. – 10:00 P.M.**	**Wednesday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**
Thursday	**Front Lobby Closed**	**Thursday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**
Friday	**Front Lobby Closed**	**Friday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**
Saturday	**11:00 A.M. – 4:00 P.M.**	**Saturday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**
Sunday	**11:00 A.M. – 4:00 P.M.**	**Sunday**	**8:00 A.M. – 10:00 P.M.**	**11:00 A.M. – 4:00 P.M.**	**8:00 P.M. – 10:00 P.M.**

DRESS CODE FOR VISITORS:

1. Shorts or skirts must reach to the fingertips of the extended arm
2. Sandals are permitted
3. No halter, crop, or tube tops, which would show the bare shoulders or midriff
4. Bras must be worn
5. No miniskirts or short shorts
6. No low cut or revealing blouses
7. No exposed midriff
8. No see-through garments, unless an undershirt is worn

RULES FOR VIDEO VISITATION:

1. Front Lobby

a. Maximum of two visitors at the same time during visitation
b. Children under 18 must be accompanied by an adult
c. Visitors who are unwilling or unable to control their minor children will not be allowed to visit or the visit will be terminated
d. Visitors must conduct themselves in an orderly manner at all times or their visitation will be terminated
e. Visitors will remain seated in their chairs at all times during the visitation
f. Visitors caught abusing equipment, or any part of the visitation center will have their visitation terminated and all future visitation privileges revoked
g. Inappropriate sexual gestures or behaviors from visitors will result in the termination of the visitation and will result in the suspension/revocation of visitation privileges
h. Profane or offensive language is prohibited. Any actions by a visitor deemed disruptive, offensive, or violent to be terminated and may result in their privileges being suspended or revoked
i. The Santa Rosa County Jail is not responsible for items left in the lobby
j. All inmates have the right to refuse a visit
k. No gum, candy, drinks, or food items allowed in the front lobby
l. Provocative dress and clothing items with suggestive, obscene, or inflammatory monograms which would disrupt the security and order of the facility not be permitted

2. Offsite (Remote Visit)

a. Maximum of two visitors at the same time during visitation
b. Children under 18 must be accompanied by an adult
c. Inappropriate sexual gestures or behaviors from visitors will result in the termination of the visitation and will result in the suspension/revocation of visitation privileges
d. The use of profane or offensive language will not be allowed. Any actions by a visitor deemed disruptive, offensive, or violent will cause the visitation to be terminated and may result in their privileges being suspended or revoked
e. All inmates have the right to refuse a visit

f. Provocative dress and clothing items with suggestive, obscene, or inflammatory monograms which would disrupt the security and order of the facility will not be permitted

3. Inmates will not be denied access to visitation with persons of their choice, except when the Jail Director or designee determines that such visits would jeopardize the security of the facility, the safety of the inmate or violate a court order.

4. Inmates in Administrative confinement will be afforded visitation privileges that are, as much practical, equal to those available to the general inmate population, unless there are security reasons for withholding such privileges.

5. Members should inform the inmate of this responsibility at the time the restriction becomes effective.

6. Visitation between inmates, regardless of relationship, is prohibited.

7. It will be the responsibility of the inmate to inform potential visitors should the inmate be denied visitation privileges.

8. Inappropriate sexual gestures or behaviors from inmates or visitors will result in the termination of the visitation and may result in a suspension/revocation of visitation privileges.

9. Inmates will keep their jumpsuits on and buttoned at all times.

10. The use of profane or offensive language will not be allowed. Any actions by an inmate or visitor deemed disruptive, offensive, or violent will cause the visitation to be terminated and may result in their privileges being suspended or revoked.

11. Inmates caught abusing equipment will have their visitation cancelled and may have future visitation privileges suspended or revoked and may be subject to additional criminal charges.

12. Inmates and/or visitors violating any rules, regulations or procedures will have their visitation terminated and may have future visitation privileges suspended or revoked.

13. Visitation suspensions/revocations will be reviewed as outlined below.

PENALTIES FOR RULE VIOLATIONS

Category 1 offenses include:	**Category 2 offenses include:**
1. Use of profanity, obscene, abusive language	1. Use of cell phone during visit, to include recording of visitation, showing pictures, videos, etc.
2. Improper dress / dress code violations	2. Visiting with anyone other than the individual logged in
➢ **1st offense –** 1-month suspension	➢ **1st offense** – 2-month suspension
➢ **2nd offense –** 3-month suspension	➢ **2nd offense** – 6-month suspension
➢ **3rd offense –** 6-month suspension **Or** **P**ermanent revocation	➢ **3rd offense** – 12-month suspension **Or** Permanent revocation
Category 3 offenses include:	**Category 4 offenses include:**
1. Encouraging others to violate listed / posted rules	1. Destruction of visitation equipment
2. Using another visitor / inmate's log in information	2. Sexual gestures
3. Using an alias to sign up for visitation	3. Nudity / exposing one's genitals, breasts, buttocks
➢ **1st offense –** 6-month suspension	4. Introduction of contraband
➢ **2nd offense –** 12-month suspension	5. Threats toward staff, visitors and / or inmates

- **3rd offense –** Permanent revocation

6. Disorderly conduct in front lobby / offsite location / inm housing area

- **1st offense** – 12-month suspension
- **2nd offense** – Permanent revocation

There are no set of rules that can reasonably cover every situation possible. These are guidelines and may be added at any time based upon future information received and violations that may be uncovered. When a rule violation is discovered, an incident report will be written by the discovering staff member. Administrative personnel will then review the information provided and determine if a rule violation exists and to what category offense it falls into. The inmate will receive notification after the administrative review. Once an inmate is eligible to receive visits again, that privilege will automatically be restored.

Professional Visits:

The recognized attorney of record may conduct visitation in the secure facility and/or via video visitation at designated times. Attorneys are authorized to utilize paralegals and/or other attorneys on their behalf (Procunier v. Martinez, 416 U.S. 396, 419-1974) for visitation. All legal visits are subject to the Video Visitation Schedule. All legal visits, conducted inside the secure facility, shall be conducted Monday – Sunday during set hours to ensure facility operational issues don't arise along with meal distribution and sleep hours in the facility for the inmates. Interview rooms shall be utilized for onsite visits.

a. Attorney Visitation Schedule (Inside the secure facility)

Days: Monday – Sunday

Times: 0800-1000, 1100-1600, 1700-1800

Attorney Phone Call:

Attorneys wishing to receive phone calls from their clients must set up an account through the inmate phone service provider. The attorney will then need to contact the Support Services Liaison who can, once verified, mark the calls as unrecorded. This is the responsibility of you and your attorney. Attorneys may use Video Visitation by simply registering through the vendor's website. Professional visitors may verify with the vendor to ensure the visits are not recorded.

Religious representatives must be approved through the jail Chaplain. The Chaplain will schedule all inmate/clergy visits. Articles of any sort will NOT be given to inmates by any visitor without prior approval, with the exception of legal material that may be approved by the Administration and/or the Shift Supervisor. Requests for religious diets shall be made by Inmate Request to the facility Chaplain. The Chaplain will provide the inmate a "Request for Religious Diet" form to be completed and submitted to the Administration for review. The request shall be specific and complete. The Programs Sergeant or designee will update the jail booking record, if approved, and then updated diet will be available the next day for food service to implement.

INMATE TABLETS:

Handheld tablets are provided to all new intakes by the Property Clerk prior to being assigned a housing location. The assigned tablet will be assigned to each inmate until the completion of his/her incarceration. The tablet will be inspected and unassigned by the Property Clerk at the time of an inmate's release. Inmates are not allowed to approach, engage, or attempt to communicate with any staff member while a phone call or visit is in progress. **Inmates must end the phone call or visit and place the Tablet on the bed prior to approaching a staff member for any reason**. **Tablets may only be in an inmate's possession outside of the dorm during designated programs activities or a change in housing status**. Inmates will be required to sign and acknowledge the "Tablet Use Agreement" prior to issuance. The tablet offers inmates the opportunity to send/receive messages and photos (*fully clothed*) to/from loved ones, view movies, listen to music, play games, read books, religious content, video visit, conduct phone calls, law library, requests, and access educational content. Inmates will need to submit a request to the Chaplain for any physical holy books *(Bible, Quran, etc.)* that will be provided by the Chaplain. Inmates will be provided with a set of ear buds upon being dressed out during intake. If your initial set of ear buds become broken, you will have the opportunity to purchase a new set off the inmate commissary. Tablets must be placed on the charging station at the end of each day for quiet hours. Any inmate who intentionally damages or destroys a tablet will be subject to criminal charges. You are responsible for the security of your own PIN number. Another inmate will only know your PIN if you tell them; therefore, funds will not be reimbursed for claims of another inmate using your PIN. If you need your PIN reset, you may submit a request to the ViaPath technician.

Programs/Classes:

Classes are offered to the inmate population in the form of face-to-face instruction and virtual learning via the Tablet. All face-to-face learning requires you to sign up on the kiosk. You can access custom Santa Rosa County Jail classes on the Tablet by utilizing the tablet and accessing the education app and selecting cypherwork. Select the category named "Santa Rosa County Jail". Cypherworx offers several other classes in addition to the Santa Rosa County Jaill classes.

INMATE PERSONAL PROPERTY:

NO PERSONAL PROPERTY WILL BE HELD AFTER YOUR RELEASE. During the admission process, your personal property and money will be inventoried. All property will be placed in a sealed bag in the property room, and you will receive a property receipt. All money will be retained and deposited in an account in your name so you can purchase commissary items. Possession of contraband is a felony offense, and a prisoner can face disciplinary action. Confiscated money will go into the Inmate Welfare Fund Account.

The following items can be taken with you to the housing unit, if they are in your possession upon intake:

1. One smooth wedding ring *(no stones)*
2. All white underwear 5 (briefs/boxers), 5 panties, 1 thermal tops/bottoms, 5 socks, 3 bras *(without underwire)* 5 tee shirts.
3. Legal/personal paperwork
4. Letters *(5)*

5. *(1)* Holy Book *(Bible, Quran, etc.)*
6. Prescription eyeglasses *(1) (meeting security requirements)*
7. Hearing aid after being checked by security
8. Phone numbers/addresses *(from paperwork or cell phone)*
9. Contacts and case *(meeting security requirements)* NO SOLUTION.
   If an inmate has money on their account, a solution can be purchased from commissary. If indigent, the inmate can submit a request to Programs and solutions will be provided to them.
10. Dentures *(1pair)* with case *(meeting security requirements)*
    If inmates have money on their account, denture adhesive can be purchased from commissary. If indigent, the inmate can submit a request to Programs and denture adhesive will be provided to them.
11. Dental prosthetics
12. Artificial limbs *(after being checked by security)*
13. Photographs *(20)* -NO POLOROIDS
14. Authorized religious items *(meeting security requirements)*

No commissary or hygiene items from another facility will be permitted into the housing units.

Inmates are not allowed to possess money; however, at intake, cash, cashier's checks, money orders, Correctional Facility checks and some government checks, made out to you, may be deposited into your account.

During the dress out process, inmates will be afforded the opportunity to utilize credit/debit cards to put money on their inmate accounts and retain any item(s) approved to keep in their possession from the list above, which is also posted in the change out room.

Inmates will not be given access to their property once it has been secured in the property room, except to retrieve legal material. (Exception- inmates will be permitted access to their property to use their credit card to make bond ONLY).

ITEMS APPROVED TO BE KEPT IN AN INMATE'S POSSESSION: 5 pair white/off-white socks, 5 pair white/off white underwear (boxers), 3 bras white/off-white, no underwire, 5 white/off white T-shirts, 1 pair off white/white thermal shirts and pants, 1 wedding band (smooth with no stones), religious material (in moderation), legal/personal paperwork, 5 letters, 20 photographs, (1) Holy Book, ESE class materials, prescription eyeglasses, contacts (with case), dentures (with case), artificial limbs, dental prosthetics, authorized religious items (meeting security requirements), jail-issued uniforms/linens, and commissary items. It is the inmates' responsibility to maintain these items and to report any damage to these items immediately. Unauthorized property found in your possession, including money, is considered contraband and will be confiscated.

Inmates will monitor the accumulation of personal property and maintain that any items in excess of the amounts listed above are put into their property.

Inmates deemed Pro Se by the courts are authorized to have paperwork exceeding the 100-sheet limit listed above, providing it is in relation to their criminal and/or civil case and does not reach an amount which would create a fire hazard. Officers will monitor the accumulation of paperwork by Pro Se inmates during routine searches to maintain that amounts do not reach proportions that would create a fire hazard.

Inmates can request to have items deemed in excess placed in their property by submitting a request, on the inmate kiosk or by written request to the shift supervisor.

RELEASING OF PERSONAL PROPERTY:

It is your responsibility to make arrangements, **PRIOR TO YOUR RELEASE**, to have someone pick up all property not to be taken with you when you are released to any other agency. Property not picked up prior to your release or transfer will be disposed of. In order to release your property, you must complete a Hold Harmless form. Once the Hold Harmless is complete, submit a request to property informing the property clerk that you have a completed form to be picked up. Your property cannot be released until/unless the form has been completed and received by the property clerk.

It is the jail policy that if a prisoner gives permission to a member of his/her family, friend or acquaintance to pick up any item of their property, the person picking up the item must take ALL of the prisoner's property, excluding clothing articles, and medication, prior to release. Inmates sentenced to DOC will be permitted to release their clothing but will retain any medication, driver's license, ID cards or social security cards to be transferred to DOC with them. Property will not remain in the facility after your release. Inmates will only be permitted to release their property once during each incarceration. (Requests from inmates that have been sentenced to DOC, to release their property a second time will be forwarded to the Support Supervisor for approval.)

MEDICAL SERVICES:

Medical staff is on duty 24 hours a day, 7 days a week. If you have an emergency medical problem, inform the officer in your pod (medical emergencies may include but are not limited to suicidal tendencies, shortness of breath, severe chest pain or pressure, excessive blood loss or injury to the body). If you are unsure if it is a medical emergency tell the officer in your pod and he/she will call the medical department for an evaluation of the situation. Florida law authorizes Detention facilities to recover medical costs from inmates. The Medical co-payment program of the Sheriff's Office is designed to recover some of these costs. For the cost of medical treatment see **MEDICAL CO-PAYS. YOU WILL NOT BE DENIED MEDICAL CARE IF YOU DO NOT HAVE ANY MONEY**.

When you are processed, you are asked to sign an authorization to automatically debit your inmate account for medical services that you request. Any balance you owe when you are released or transferred will be considered a balance due. The Santa Rosa County Sheriff's Office reserves the right to pursue any money owed. Replacement of hearing aid batteries will be provided as soon as possible. If repairs are necessary, hearing aids will be sent to a repair company as soon as possible, and patient will be informed of when they were sent. Inmates requesting replacement batteries or repairs can submit a request through the kiosk or by written request. The cost of replacement batteries or repairs will be borne by the medical provider (Wellpath). Any requests pertaining to the Americans with Disabilities Act may be submitted using the "ADA" subcategory on the kiosk or submitted by written request.

INMATE REQUEST FORMS:

A "Kiosk" or touchpad is located in each housing unit for communication with various areas within the facility. In the event that the Kiosk system is inoperative or otherwise unavailable for use, a legible Inmate Request form (SRCJ-032) may be submitted. Requests must address only one issue that personally affects the submitting inmate with the requested remedy sought clearly stated in the body of the request. Any request submitted that is outside of these standards, will not be accepted and will be returned without action. An instruction sheet on how to access the kiosk system was provided to you in your property bag during the intake process. You must enter your MNI number, located on your ID card, to begin. The last four digits of your social security number will act as your PIN number- You will enter this number next. You can then choose the area that you wish to send your request to. Follow all prompts and an answer to your request will be received soon. You will be able to view these responses at any time after answered. Sick call requests are not answered by Kiosk, but you will be seen within 24 hours by the medical staff after submission. Any problems with using the Kiosk forward a hard copy "request" form to Aramark or notify the deputy assigned to your housing unit. Any misuse of the Kiosk system such as: communication with other inmates, using another inmate's pin number or using profanity will result in being written a disciplinary report. Subsequent violations will be addressed as per the disciplinary guidelines.

Requests for copies of inmate kiosk requests are considered a Public Records request. Pursuant to §119.07 (4) (a) all inmates will be charged for copies of kiosk requests at the rate of $0.15 per page. Based on case law (Roesch v State), indigent inmates are not entitled to receive free copies based on their indigent status.

- Requests for copies of requests to the Public Defender must be sent to the Public Defender.
- Requests for copies of requests to medical must be sent to medical.

Common Kiosk Request:

Aramark	Inmate Phones	Medical	Classification	Programs	Shift Supervisor	Transition Coordinator	Other Categories
a. Accounts **b.** Commissary **c.** Food service **d.** Fresh Favorites **e.** Laundry **f.** Property	**a.** Change PIN **b.** Reset Voice Message **c.** Other	**a.** Request **b.** Sick Call **c.** Other **d.** ADA	**a.** Sentence **b.** Housing	**a.** Classes **b.** Mail **c.** Legal Indigent **d.** Notaries	**a.** Bunk Changes **b.** Housing Problems **c.** Phone Calls **e.** Replace Items	**a.** Copies **b.** Law Library **c.** Notary Service **d.** Survival Guide	**a.** Public Defender **b.** Chaplain **c.** D.R. Appeals **d.** PREA Coordinator **e.** Maintenance **d.** Indigent

INMATE GRIEVANCES:

"Inmate" is defined as any person held in the Santa Rosa County jail, whether an inmate or detainee.

Inmates who have complaints concerning their conditions of confinement, facility policies and procedures, or medical treatment given will be afforded the opportunity to register a grievance. Any inmate wishing to file a grievance must first identify and attempt to resolve the issue, via inmate request, with the staff member or department prior to completing the formal grievance form. If no inmate request has been previously submitted and denied regarding your complaint, then the formal grievance form will be returned to you without action.

Forms may be obtained from any Pod Deputy upon request. Inmates have 7 days to file a grievance after the incident occurs or they become aware of facts giving them the right to file a grievance. In the event of emergencies, or if extenuating circumstance

arise, the complainant inmate shall have an additional 7 days, for a total of 14 days from the date of the incident, to file a grievance. All medical grievances will be handled by the medical staff.

These are two types of grievance:

INFORMAL - Handled by the pod deputy, medical nurse or shift supervisor through the inmate request system.

FORMAL - Handled by the Shift Supervisor or Department Head related to the issue through the use of the Inmate Grievance form.

Inmates may utilize the Inmate Grievance Appeal form, located on the back of the Inmate Grievance form, to record their appeal to the response of their grievance. Inmates have 5 days, excluding weekends and holidays, to file their appeal. In the event of emergencies, or if extenuating circumstance arise, the complainant inmate shall have an additional 5 days, for a total of 10 days from the date of the formal response to file an appeal.

Formal Grievance Appeal Review – Inmate appeals are handled by the Operations Supervisor over the department the issue is relating to. The Operations Supervisor will investigate the grievance within 15 working days, excluding weekends and holidays. The agency may claim an extension of time to respond up to 30 days, if the normal time period for response is insufficient to make an appropriate decision. The agency shall notify the inmate in writing of any needed extension and provide a date by which the decision will be made. All responses to inmate grievances and appeals will indicated the results of the investigation and the remedy imposed.

Inmates may not grieve the following matters:

- **a.** Local, State and Federal laws and regulations
- **b.** Court decisions
- **c.** Probation and Parole actions
- **d.** Other matters beyond the control of the Santa Rosa Couty Sheriff's Office

INMATE PRIVILEGES: COMMISSARY

Commissary is operated by Aramark Correctional Services, to allow inmates with funds to purchase approved store items each week. Family and friends may deposit money to an inmate's account by visiting http://touchpayonline.com/, by utilizing the TouchPay machine in the front lobby of the Sheriff's Office, or by calling TouchPay at 1-866-232-1899 (facility locator #232501). Checks and money orders are not accepted.

During intake, cash, cashier's checks, money orders, Correctional Facility checks and some government checks, made out to you, may be deposited into your account. During the dress out process, inmates will be afforded the opportunity to utilize credit/debit cards to put money in their inmate accounts.

Inmates will turn in a commissary form or enter their order into the Kiosk System. The cost is withdrawn directly from your account. The commissary form or entry on the Kiosk system must be turned in according to the schedule posted in your housing area. Commissary is delivered once each week. Holidays Commissary will be posted**. If your account has a negative balance, when monies are deposited 50% will go toward your negative balance and 50% will be available for you to order**

commissary/fresh favorites. Any additional charges that are incurred to your account after the deposit will be deducted as received from your account.

Inmates may be restricted from ordering certain items due to medical or disciplinary restrictions.

Items may be restricted based on medical/ACR housing status of the inmate.

If you are indigent, you are required to fill out a request form on the kiosk system to Programs letting them know you are indigent. Once you have claimed to be indigent and notified Programs you will not be able to get commissary, ICare or Fresh Favorites.

You may remove yourself from the indigent list by completing the request form on the kiosk system to be removed from indigent status.

ICARE-

Care packages may be ordered, via the internet, by family or friends and sent to an inmate. Care packages are limited to one per week and are contingent upon any restrictions the inmate may have due to medical or disciplinary restrictions.

ICARE Website Link

PERSONAL ACCOUNT CHECKS:

Inmates who request a check should submit a request to Aramark with the amount and the name of the person/business they want it made out to. There will be a $10.00 fee taken from your account for each one. These requests are for emergencies and to pay bills. If you decide you do not want the check after it has been printed and request an Aramark staff member to void the transaction without good cause, you will pay a $5.00 cancellation fee and your check requesting privileges will be revoked up to 90 days.

RECREATION:

Each inmate will be offered exercise or recreation time three times a week for an hour each day as weather permits. The exception to this rule is all inmates classified as uncontrollable and violent inmates. Inmates may remain in their cell s if they desire. If an inmate in the dorm is not ready on time, the inmate will forfeit recreation for that day. A schedule of recreation will be arranged to coincide with normal operations.

Rules governing recreation time is as follows:

a. Each scheduled housing area will be given at least (5) minutes to prepare for recreation time. If an inmate in the pod is not ready on time, the inmate will forfeit recreation time for that day.

a. If an inmate is called away from recreation time, i.e. for visits, attorney, etc. the inmate will not be returned to the recreation area.

b. Inmates will conduct themselves in an orderly fashion during recreation and while en route to and from the recreation area.

LAW LIBRARY:

You will be afforded reasonable access to the courts. This is accomplished by way of your attorney or Public Defender. If you have an attorney, you are not eligible for the use of the law library unless you are filing a suit in reference to a Civil Rights violation that occurred while incarcerated at this facility. You must complete the grievance procedure, exhausting all administrative remedies, and provide the Transition Coordinator with the grievance number(s) when filing a 42 USC 1983 civil rights action suit against Santa Rosa County Jail If you are pro se, you must produce the court order that deems you pro se and then you may request information from the Transition Coordinator to prepare your case. The resources of the Law library are available to you in reference to the charges you are currently incarcerated on, pertaining to this county. Your attorney is responsible for civil matters, divorce, child custody etc.

If you are pro se and need information from the Law Library, you must submit a request, via the kiosk, to the Transition Coordinator stating the information that you want, such as specific cases, specific statutes, or other material related to your charges. Only one (1) request for information will be accepted per inmate request. The Transition Coordinator CANNOT prepare legal documents, nor can they suggest areas of research. However, the Transition Coordinator will provide you a copy of requested information, such as specific statutes and specific cases, which you request. Specific materials will be provided only once.

Pursuant to Florida Administrative Code: Chapter 33-501.301 Law Libraries

Inmates who are temporarily transferred to correctional or medical facilities outside the department may secure legal assistance and access to legal research materials by submitting a written request to the library services administrator in the central office or the law library supervisor at the institution from which they were transferred. Inmates who are serving sentences imposed by the Florida courts by virtue of the interstate Corrections Compact may secure legal assistance and access to legal research materials by writing to the library services administrator in the central office. Correspondence should be directed to the Florida Department of Corrections, Attention: Library Services, 501 South Calhoun Street, Tallahassee, Florida 32399 -2500.

Addresses to individual institutions are listed in the back of this handbook. If you need an address that is not in the handbook, you may request such by submitting a request via the inmate kiosk to the Transition Coordinator.

Court ordered, statute, rule or other legally imposed time limits are your responsibility, not the Transition Coordinator or the Department of Detention's. You are responsible for notifying the Transition Coordinator of deadlines, in a timely manner. You must submit your inmate request to the Transition Coordinator in sufficient time, so they can provide equitable research for ALL inmates requesting information from the Law Library.

The Administration reserves the right to limit the accumulation of research material(s) or other written materials, when the possession of the same in an inmate's cell creates a safety, sanitation, or security hazard. Accumulation of information over 100 sheets of standard bond paper must be sent to your box in the property room for storage. The Sheriff's Office reserves the right to amend this provision as circumstances warrant.

ACCESS TO BOOKS:

Inmates have access to library books via the Inmate tablet system. Inmates will need to submit a request to the Chaplain for any physical holy books *(Bible, Quran, etc.)* that will be provided by the Chaplain.

NOTARY SERVICES:

Notary services will be available to inmates for Special Power of Attorney, Durable Power of Attorney, and Temporary Guardianship (Child Custody). All forms are supplied by Santa Rosa Detention (Programs Department) only. All paperwork will be filled out in its entirety in the presence of the Principle and Attorney-in-Fact while the notary is present. Forms requiring notary service from other states/counties will be mailed to the inmate through the United States Postal Service (with suggested postage paid envelope included) in ample time for designated Programs staff providing notary services to research and provide applicable service, if possible. Notary hours are 0900 – 1130 and 1230 – 1400 Tuesday and Thursday (excluding holidays).

Submit requests for notary services to the Programs Department using the Kiosk system, explaining which form you have to be notarized. There will be a charge of $10.00 each for the use of the notary. The notary reserves the right to refuse service. Copies of these documents will be at the rate of .15 cents per page. No inmate will be approved to sign Power of Attorney over to another incarcerated inmate.

GED CLASSES/GED TESTING:

GED classes or testing is offered on a regular basis by the Santa Rosa County Sheriff's Office and School Board. Inmates desiring to attend classes should indicate so by request to the Programs unit by using the Kiosk system. All graduates will receive an actual high school diploma. An inmate's classification will dictate if participation is possible. Reference page.11 for costs.

SUBSTANCE ABUSE EDUCATION:

Inmates that have a drug or alcohol related charge can attend these classes, or inmates desiring to attend classes. Substance Abuse Education is offered during Most Excellent Way. Signing up is not required and is offered through the Jail Chaplain. Inmates who have repeated documentation of violence within a correctional facility may not attend the class, or the facilitator may request that an inmate not attend. An inmate's classification will dictate if participation is possible.

RELIGIOUS SERVICES:

Inmates are offered an opportunity to practice their religious beliefs; services are scheduled weekly for both male and female prisoners. See the schedule on the inmate kiosk. The Santa Rosa County Jail has a chaplain who coordinates these services as well as schedules Bible studies and individual counseling. There will be Catholic services upon request to the Chaplain by submitting your request through the Kiosk system. An inmate's classification will dictate if participation is possible for classes/services.

- Requests for religious diets shall be made by Inmate Request to the facility Chaplain. The Chaplain will provide the inmate A "Request for Religious Diet / Religious Item" form to be completed and submitted to the Chaplain. The request shall be specific and complete. Upon approval, food service will be provided an updated meal report with the approved diet the next day.
- Requests for religious items shall be made by Inmate Request to the facility Chaplain. The Chaplain will provide the inmate with a "Request for Religious Diet / Religious Item" form to be completed and submitted to the Chaplain. The request shall be specific and complete. Upon approval, if the requested item is available to the Chaplain, it will be provided. If the item is not available through the Chaplain, it will be the inmate's responsibility to have the item donated through the appropriate religious center.
- Inmates in segregated housing, who have keep aways, or other restrictions, and cannot attend scheduled services, can submit a request to the Chaplain for a one-on-one session.

In accordance with The Americans with Disabilities Act, deaf, hard-of-hearing, or speech impaired inmates are entitled to qualified interpreter services to attend programs and activities that are offered to non -handicapped inmates. Those inmates requesting to attend classes or Programs, and who need an interpreter, must submit a request to Programs, indicating what type of interpreter they are requesting. Programs staff will make contact with the appropriate interpreter and complete the Interpreter Request Form. Programs Unit personnel will advise the Support Services Supervisor of all requests for interpreters so that accommodation can be made with the class volunteers and/or Facility Chaplain.

INMATES REQUEST TO MARRY:

Inmates requesting to marry shall do so in writing to the Detention Support Supervisor through the Detention Chaplain.

1. In order to have the request considered for authorization, the following criteria must be met:
   - **a.** A statement of desire to marry from both parties must be on file.
   - **b.** Both parties must be 18 years of age- FSS 741.0405.
   - **c.** No inmate to inmate marriages will be allowed.

a. Criteria:
   - **a.** For security issues the incarceration history of the inmate will be reviewed for violent behavior, assaults, and contraband charges.
   - **b.** The State Attorney's Office must be contacted in order to determine if the inmate and proposed spouse are co -defendants in any pending criminal case or for any other obstructions of prosecution. The marriage request will not be granted if the proposed spouse is the inmate's victim or witness in a pending case.
   - **c.** The proposed spouse will be checked for outstanding warrants.

d. A change in the inmate's status prior to finalizing the marriage, may impact the request determination. SRSO will not be held liable in these cases.

e. There will be no physical contact between the proposed spouse and the inmate. The inmate marriage ceremony will be conducted over video visitation system between. Once the ceremony is completed the process will end. The married couple will not be allowed a special visit.

f. For inmates housed as a USM, prior written authorization must be obtained from the appropriate agency.

g. Marriages will not be allowed if there is opposition indicated by the State Attorney's Office or the Federal Agency.

h. All fees associated with the marriage will be paid for by the persons requesting to marry.

3. The proposed spouse is responsible for making the initial application for the marriage license and making arrangements for the necessary forms to be sent to the inmate for application.

4. The Detention Chaplain is responsible for the following:

a. Arranging for the inmate to finalize the marriage application in keeping with the statutes governing marriage in the State of Florida.

b. Forward all request and completed information to the Operations Support Supervisor for review.

c. All documentation will be forwarded to the Operations Support Supervisor for filing

d. The marriage will take place over the inmate video visitation system.

e. The parties are responsible for acquiring the marriage license, arranging a notary or minister coordinating dates with Detention Administration to minimize interference with jail operations.

f. Inmate will not be allowed special clothing or accessories for wedding.

g. Guest will be limited and per the regular visitation policy.

5. All denials will be documented in memorandum form and a copy provided to the inmate(s) for their signature; to document they were informed of the reasons for the denial.

INMATES REQUESTING TO VOTE

Inmates who wish to register to vote must:

1. Write to the Supervisor of Elections

2. Once the inmate receives the Voter Registration Application they must complete all the required blocks per the instructions. If registering for the first time in Florida by mail they must submit a copy of a valid, current ID. If the inmate has a valid, current ID in their property they can submit a request to the Transition Coordinator. No ID's will be allowed to be brought in from outside sources.

3. When the inmate has completed the registration, they may mail it and a copy of their ID back to the Supervisor of Elections.

4. Once registered an inmate may vote by absentee ballot.
   - **a.** The inmate must request by mail an absentee ballot for a specific election from the Supervisor of Elections.
   - **b.** The request must include the name of the voter, the voter's address, the voter's date of birth, and the voter's signature (if written request).
   - **c.** The inmate may designate an immediate family member of legal guardian to request an absentee ballot for the voter (immediate family is voter's parent, child, grandparent, or sibling of the voter or of the voter's spouse).
   - **d.** If the voter has designated an immediate family member to request the ballot for him/her, the designee must also provide his/her own name, address, relationship to the voter, and signature (written request only).
   - **e.** Absentee ballots must be received in the Supervisor of Elections office no later than 7:00PM on Election Day.
   - **f.** Brochure and additional instructions will be posted on the inmate kiosk.

INDIGENT PACKAGES:

Every other week indigent inmates with less than $1.00 in their account for seven (7) working days) will receive an indigent package from the Programs Unit. Inmates, who are indigent, are required to submit a kiosk request to Programs, informing them of their indigent status. The status of each inmate that reports being indigent will be checked by staff. If an inmate does not submit their request for indigent status, they will not receive an indigent packet. No Exceptions. Indigent packages consist of soap, toothbrush, toothpaste, pencil, 4 postcards, 4 pieces' paper, and 2 envelopes. Indigent inmate workers will receive deodorant monthly. This is automatic; there is no need to submit a request.

YOU WILL NOT BE DENIED HYGIENE ITEMS IF YOU DO NOT HAVE ANY MONEY. If disposable panties are needed, you must submit a request to Programs. They will then be distributed along with indigent packages. To receive materials to send legal mail, submit a request on the kiosk to programs. Your Indigent status will be checked.

TRANSITION COORDINATOR:

Assists with planning for after your release from jail. The coordinator is able to supply information on employment, medical assistance, veteran's benefits, social security benefits, housing, education and more. To contact the Coordinator, send a request from the Kiosk system located in your housing unit or send in a "hard copy" to the Transition Coordinator and he/she will come to speak with you prior to your release from jail. The Transition Coordinator also posts information on the inmate kiosk to assist with post release housing and other services offered in the community.

TELEPHONES:

There is access to a phone in each pod, except when the pod is locked down. All calls are collect and are recorded or monitored. Calls have a time- limit and will shut off after a brief silence in conversation. Attempts to place three way calls will result in an immediate disconnect. The telephones are turned on at 0800 AM in those dorms classified as "Lockdown" and 0900 AM in all other housing areas, unless the dorm area isn't clean to pass inspection by the Pod Deputy and are turned off at 2300 (lockdown). Telephones may be turned off at the discretion of the Shift OIC in the event of emergency situations.

To place a call, the phones require you to enter a PIN number; this number is your MNI number, (do not include the letters) which is located on your inmate ID badge; followed by 31. For setting up an account or to report trouble with call completion contact GTL Billing Customer Service at 1-877-650-4249 and persons on the "outside" must make this call. Your family members with blocked numbers or billing problems must call AdvancePay Automated System at 1-800-483-8314. Santa Rosa County Jail does not process reimbursement requests for the inmate phone service provider.

Access to the Video Relay System-(VRS)-

Known as video interpreting service (VIS), is a video-telecommunication service that allows deaf, hard-of hearing-, and speech impaired individuals to communicate over video telephones and similar technologies with hearing people in real-time, via a sign language interpreter. Deaf or hearing-impaired inmates wishing to make a call, using the VRS system, can notify Deputy or Supervisor on duty or indicate that such a call is being requested by submitting an inmate request, through the inmate kiosk or by paper request. This service is available for inmate's use between the hours of 0800-2300 (Lockdown) daily. Long-distance calls are permitted using the VRS system. These calls can be made at no charge to the inmate, the agency or the person receiving the call. Calls using the VRS system can be up to 3 times the length of those calls made by General Population inmates.

NUMI MONEY CARD –

At the time of release inmates with money on their account, will have the option to choose a NUMI money card, for a fee of $ 1.00, which provides them with immediate access to funds once they are released. Inmates will still have the option to be issued a check at no cost.

MEALS:

Soy products are a regular part of the daily meals served at this institution. If you have a medical need to avoid soy, it is your responsibility to advise Medical personnel so that the substitution can be made. Inmates will be provided the opportunity to exchange his/her plastic drinking cup each day or a means to clean the cup daily.

Mealtimes within the jail are as follows:

BREAKFAST	LUNCH	DINNER
05:00 A.M.	10:00 A.M.	4:00 P.M.

LIGHTS OUT:

The lights will be turned off each evening at 11:00 P.M. Inmates will be on their assigned bunk. **THIS IS QUIET TIME, NO TALKING, PHONES WILL BE TURNED OFF.**

WAKE-UP:

Wake-up will be when breakfast is served. Inmate Workers will be awakened as scheduled for their jobs.