

**SANTA CLARA COUNTY SHERIFF'S  
OFFICE CUSTODY BUREAU  
INMATE ORIENTATION & RULEBOOK**



This rulebook is available in English, Spanish and Vietnamese



**Main Jail North  
150 W. Hedding St.  
San Jose, CA 95110**



**Elmwood Correctional  
Facility for Women  
701 S. Abel St.  
Milpitas, CA 95035**



**Elmwood  
Correctional Facility  
for Men  
701 S. Abel St.  
Milpitas, CA 95035**

Revision 3, 1/23



**SANTA CLARA COUNTY SHERIFF'S OFFICE CUSTODY BUREAU**  
**INMATE RULEBOOK**



**ENGLISH VERSION**

I have a copy of the Sheriff's Office Inmate Rulebook. I must read, and follow the rules in this book. If I have questions, I know that I may ask a Deputy for help. I have read my PREA rights and/or viewed the PREA/Welcome Video.

The rulebook may be updated and changed from time to time.

INMATE'S NAME: \_\_\_\_\_ PFN#: \_\_\_\_\_

INMATE'S SIGNATURE: \_\_\_\_\_

WITNESSING DEPUTY: \_\_\_\_\_ DATE: \_\_\_\_\_

**Custody Staff:**

**AFTER SIGNATURE, REMOVE THIS PAGE FROM RULEBOOK. FILE IN THE INMATE'S CUSTODY JACKET. WRITE "REFUSED" IF INMATE REFUSES TO SIGN.**





## **A MESSAGE TO INMATES**

This orientation and rulebook is your guide to the many programs and services offered by this facility. It is also your guide to the rules that apply to you while you are in custody. It explains some of your rights. It is important for you to read and understand the contents of this rulebook. Ask a Deputy if you are unsure about the rules or have a concern.

It is our job to keep you safe and secure. It is your job to follow the rules and directions given to you by jail staff members. You will make your stay here more pleasant if you follow the rules. We expect positive, adult behavior from you. You can expect fair and equal treatment from us. We will respect your rights.

You can have a new start while you are here by holding yourself accountable for your actions. Our goal is to give you a chance to work on personal growth, programs, and job skills that will prepare you for release back into the community. We want you to be ready to live a law-abiding life. This new journey begins with you.

***If a conflict or question arises, current jail policies and procedures are the controlling documents, not this manual.***

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## **YOUR RESPONSIBILITIES**

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**You are responsible for knowing and following the rules and procedures in the Inmate Orientation and Rule Book.** The rules are the same for everyone. You are expected to know and follow them. Please ask a Deputy to help you if you do not understand a rule or procedure. Any changes to a rule or procedure will be posted on the bulletin board in your housing unit. Please check the bulletin board regularly for updates.

**You are responsible for controlling your actions and behavior.** You are expected to respect jail property and the property of others. Do not touch items that do not belong to you without permission. You are expected to treat items that you touch with care.

**You are responsible for treating others with courtesy and respect.** You are expected to be kind to others in your words and actions. You may think certain actions or comments are okay. Others may find them offensive or threatening. Cursing, sexually suggestive, or other crude language or gestures is not acceptable. Please remember this as you meet others in the jail.

**You are responsible for keeping the jail and yourself neat and clean.** You are expected to keep your cell, dorm bunk and housing unit neat and clean. You are expected to take a shower and brush your teeth regularly. You should wash your hands often. You should regularly exchange your dirty clothes for clean ones.

## **YOUR RIGHTS AND PRIVILEGES**

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### **Rights in Custody**

You have rights while you are in custody. They are rights you have by law through Title 15 and the Constitution.

You have the right to:

- three meals each day that follow nutritional rules,
- clean clothing at least twice a week,
- clean bedding, and
- time to shower (you will be given basic hygiene items if you cannot afford them)
- a safe and secure facility.

You have the right to:

- get medical, dental, and mental health care,
- get legal materials,
- get accommodations for a disability (if needed),
- practice your religion,

You can:

- have social visits,
- use a pay telephone
- use the exercise area,
- send and receive mail,
- receive newspapers,
- vote (if eligible),
- participate in voluntary jail programs (if you meet the eligibility requirements or you have been mandated by court order),

You will

- have access to legal counsel and the courts, and
- be able to contact with your consulate if you are a foreign national.

## **Privileges**

You may get extra activities when you follow the rules. Some examples of the extra activities are listed below.

1. Use of television,
2. Use of a tablet,
3. Use of library services (Elmwood only),
4. Make commissary purchases,
5. Become an inmate worker, if you meet eligibility requirements and there is an opening.

**Jail staff may limit or stop these activities at any time for the safety, security, or good order of the jail.**

You have the right to a safe space while you are in jail. Santa Clara County has no tolerance for physical abuse, sexual abuse, or sexual harassment. Notify a deputy or other jail staff person if you feel that your safety or the safety of another person is at risk. We will take action to protect you from harm.

### **PREA – PRISON RAPE ELIMINATION ACT**

The Prison Rape Elimination Act (PREA) is a law with rules to find, prevent, and stop sexual harassment, sexual abuse and sexual assault of inmates in custody. Santa Clara County has no tolerance for sexual assault or rape. This includes inmate-on-inmate abuse and staff sexual misconduct.

A Deputy asked you questions during booking. Some of the questions may have made you uncomfortable. The questions you were asked are important. The Deputy used your answers to help keep you safe in jail.

Your answers helped the Deputy find out if you are in danger of being sexually abused by other inmates. Your answers also helped the Deputy to find out if you may be sexually abusive to other inmates.

### **How can I learn more about PREA?**

You should have seen a PREA video during booking. You can watch the PREA video on the TV in your housing unit and on your tablet.

You should have gotten handouts on sexual assault and sexual harassment during booking. There are posters with PREA information on the bulletin board in your housing unit.

### **How do I report an assault?**

You can speak with a Deputy if you have questions about PREA or want to report an assault. You can also call Internal Affairs to report an assault by dialing #39 on the phone. Your privacy will be protected during an investigation to the fullest extent possible.

You can also call one of the numbers below to ask questions or talk to someone

about PREA or an assault:

Agency	Contact Phone Number
Rape Crisis Center YWCA	Speed dial *99 (These calls are not recorded and you do not need your pin number.)
Adult Custody Office of the Ombuds (ACOO)	Dial # 37 (Confidential, safe Space to explore needs and options. This line is not recorded.)

## **SEXUAL HARASSMENT / MISCONDUCT**

Santa Clara County is committed to having its jails be safe spaces for every person in custody. You have the right to be free from sexual abuse and harassment. You have the right to be safe after you report sexual abuse or harassment.

### **What is sexual misconduct?**

Sexual misconduct is when someone uses power, control, threats, or scare tactics to hurt another person in a sexual way. Sexual assault and sexual harassment are both types of sexual misconduct. Sexual misconduct **WILL NOT** be allowed by anyone in the Santa Clara County jails. This includes inmates, staff, and visitors.

Some examples of sexual misconduct are listed below:

- Any sexual advance,
- Asking others for sexual favors,
- Threatening or punishing a person for saying no to sexual advances,
- Speaking to or touching another person in sexual way,
- Probing into your business more than is needed for safety and security.

### **What is sexual harassment?**

Sexual harassment is like bullying. Sometimes, it can be easy to spot, like when someone touches or rubs up against another person. Sometimes, it can be hard to spot, like if a person comments about the way another person looks or their private parts. The touching or comments can make the other person feel confused, bad, embarrassed, scared, or mad. There are a lot of different ways a person might feel. These feelings are ok.

Some examples of sexual harassment are listed below:

- When a person makes comments about another person's sex, gender identity or sexual orientation;
- When a person makes comments about a person's body, clothing, or how they look;
- When a person makes sexual gestures to another person;
- When a person gives unwanted attention to or touches another person;
- When a person flirts with or gives unwanted personal gifts or letters to another person.

### **Should I report sexual harassment misconduct?**

Unwelcome sexual comments or touching is not okay. It is not your fault. You should report it immediately if it happens to you or someone else. We will take action right away to keep you safe. All reports of sexual misconduct and sexual harassment are confidential. We take these reports seriously and investigate them.

### **What do I do if I am the victim of sexual assault?**

You should report the incident to a staff member right away. Do not shower, wash areas of your body, use the toilet, brush your teeth, wash clothes or underwear. This could wash away hair or other bodily fluids that are important evidence. Also, save anything that touched the person who assaulted you or anything the person left behind.

We will protect you from further abuse, gather evidence of the assault, and make sure you receive medical attention and treatment right away.

### **How do I report sexual harassment or misconduct?**

There are different ways that you can report sexual misconduct or assault. Use the method below that makes you feel most comfortable.

#### *Verbally*

You can report it in person by telling a Deputy or member of the medical or mental health staff. You can also report it by telling a chaplain or volunteer support person.

You can report it by phone.

- You can call the Rape Crisis Center YWCA using speed dial \*99 or #99. This line is not recorded and does not require your pin.

- You can call the Adult Custody Office of the Ombuds using speed dial #37. Confidential, safe Space to explore needs and options. This line is not recorded.
- You can call Internal Affairs using speed dial #39. You can report anonymously.

*In writing*

You can report it by writing a note to the unit Deputy or filling out a Grievance Form, or White Card.

Confidential letters can be sent to the Facility Captain at the address below.

Elmwood Complex  
701 South Abel Street  
Milpitas, CA 95035

Main Jail Complex  
150 W. Hedding Street  
San Jose, CA 95110

Confidential letters can be sent to Internal Affairs or the Custody Assistant Sheriff at the address below.

Custody Assistant Sheriff  
55 W. Younger Avenue  
San Jose, CA 95110

Sheriff's Office Internal Affairs  
2460 N. First Street  
San Jose, CA 95131

**Is any sexual conduct allowed in jails?**

Sexual conduct between any people in the jails is not allowed even if both people agree to it. It is a felony and could lead to formal discipline and/or criminal charges.

**EMERGENCY PROCEDURES**

Sometimes emergency situations occur. **In case of emergency - follow instructions.** The Deputy will tell you where to go and what to do. When you are told to report to a certain area, please report immediately. **Do not question this command. Do not hesitate to go to your cell or bunk area.**

Treat any emergency drill as if it is real. Jail Staff is trained in emergency procedures and know how to handle these situations. Try to stay calm during an emergency. The chances of injury are higher when people panic. Staff will help you during the evacuation if you have a disability or need assistance.

## **Earthquake Procedures**

Remain calm and stay where you are. If you are indoors, take cover under counters, tables, desks, doorways or beds. Cover your head with your arms. Stand against a wall near the center of the building or doorway. Stay away from windows. If you are outdoors, stay in the open as much as possible to prevent building materials from falling on you. Proceed to the center of an exercise area. Be aware of overhead electric wires.

## **Electrical Power Failures**

Occasionally a power failure will occur. When this happens, please remain where you are. Power failures usually only last for a few seconds before emergency power generators start. All non-essential items (television, etc.) should be turned off while on generator power. A Deputy will instruct you to move to another area if necessary.

## **Fire and Emergency Evacuation**

Leave the area as quickly as possible unless otherwise directed. Whenever possible, proceed to an exercise area. Notify staff right away. Use the fire extinguisher only if staff is not available. Do not pour water on an electrical fire.

## **Medical Emergencies**

When a medical or dental emergency arises, notify the staff immediately. Until help arrives, reassure the individual that help is on the way. Try to remain calm. This will help the patient.

- If an individual is having a seizure, remove any chairs, tables, etc. that he/she might bump against, causing injury. **Do not attempt to restrain the person or put anything in his/her mouth.**
- If an individual has fainted, slipped or fallen, **do not attempt to move him/her.**
- If an individual gets burned, it is best to soak the injury in cool water and contact staff for first aid. **Do not apply butter, salt, etc. on the injured area.**

- If an injury occurs where there is a large loss of blood, it is okay to apply pressure to the injured area in order to decrease the loss of blood until help arrives. **Do not apply a tourniquet.**

## ***INFORMATION FOR THOSE WITH A DISABILITY***

### **AMERICANS WITH DISABILITIES ACT**

The Americans with Disabilities Act (ADA) gives all inmates with disabilities the right to reasonable accommodations for their disabilities. The information below is very important.

1. You cannot be discriminated against because of your disability.
2. You cannot be excluded or denied from participating in programs, services, or activities because of your disability.
3. Assistive devices and accessible housing are available if you need them.
4. You have equal access to the Jails' programs, services, and activities that are offered for your classification and security level.

### **What is a disability?**

A disability is a condition that limits your movement, senses, or activities. Disabilities can include chronic illnesses or physical limitations. Psychiatric conditions and intellectual or developmental limitations are also covered by the ADA. The list below gives some examples of physical limitations.

- |                                   |                            |
|-----------------------------------|----------------------------|
| - walking short or long distances | - holding objects          |
| - going up or down stairs         | - climbing into a top bunk |
| - walking on slopes               | - lifting your arms        |
| - balancing                       | - hearing what people say  |
|                                   | - seeing                   |

If your disability substantially limits you in one or more major life activities you are covered by the ADA. Below is a list of some major life activities.

- |           |            |                 |
|-----------|------------|-----------------|
| - Seeing  | - Lifting  | - Concentrating |
| - Hearing | - Bending  | - Thinking      |
| - Eating  | - Speaking | - Communicating |

- Sleeping
- Walking
- Standing
- Breathing
- Learning
- Reading
- Working
- Caring for yourself
- Performing everyday tasks

There are other major life activities not on this list that are still covered by the ADA.

### **Why was I asked so many questions by medical staff at booking?**

Medical staff asked you questions during booking to learn about your medical history. The questions signaled to medical staff if you have a disability that will make it hard for you be a part of jail activities.

Your answers to the questions let the medical staff know you if you need an assistive device, accessible housing or other help while you are in the jail. The medical staff may have given you a device, such as a wheelchair or walker, to help you.

The medical staff should have scheduled you for an appointment with a medical provider if you were given a device or if the questions signaled that you have a disability. You have the right to request a follow-up appointment with a medical provider if you do not agree with what you were provided with at booking.

### **Do you have a disability and/or need accommodations?**

The Sheriff's Office needs to know if you have a disability. We can provide you with tools, devices, or more to assist you during your stay. These are called accommodations. There are two ways you can get accommodations for a disability:

1. **Contact the ADA Compliance Unit:** The Sheriff's Office has an ADA Compliance Unit that takes care of ADA matters in the jails. They can help you with requests and problems related to disabilities or help you get accommodations. That includes helping you join programs and activities. The ADA Compliance Unit may refer you to a medical provider for an evaluation. They may provide you with a temporary accommodation until

your medical appointment.

You can let the ADA Compliance Unit know that you have a disability or need accommodations by filling out an Inmate Request Form and checking the ADA box. Someone should review your request within 7 days.

2. **Contact the Medical Staff:** You can make an appointment to meet with a medical provider about a disability by filling out a White Card. The nurses may give you an accommodation until you can see the medical provider. The medical provider will decide what accommodations you need during your stay. The nurse will respond to your White Card quickly.

### **What accommodations are available for disabilities?**

- **Mobility Disability:** If you have trouble moving around, the Jail has equipment that may help you so you can join in programs and activities. Some of the equipment available is in the list below.
  - Wheelchairs
  - Walkers
  - Crutches
  - Canes
  - Braces
  - Splints
  - Orthotics
  - Prosthetics
  - Shower chairs
- **Vision Disability:** You can get an eye exam and you may receive glasses if you have trouble seeing. If you are blind, the jail has tapping canes for you to use. The jail also has other devices that may help you join in programs and activities. These devices are listed below.
  - Page magnifiers
  - Large print materials
  - Talking books
- **Hearing or Speech Disability:** The jail has devices or services that may help you if you are deaf or have trouble hearing. These devices may also help if you have difficulty speaking or communicating with others. Please let the ADA Compliance Unit know if your main language is sign language. The

ADA Compliance Unit can help you get sign language services and other helpful devices. Some of the devices or services available to you are in the list below.

- Assistive Listening Devices
- Sign language interpreters
- Phones with adjustable volume
- Voice to text devices
- TTY phones
- Video Relay Service
- Video Remote Interpreting
- Text to text devices

You may receive a sign language interpreter or other devices if you have trouble with hearing or speech during these events.

- Disciplinary hearings
- Medical appointments
- Dental appointments
- Mental health appointments
- Grievances
- Classification meetings
- Education programs
- Other programs

Jail staff will be sure that you know about all directions and announcements. The jail will help you during your health appointments and visiting if you are deaf or have trouble hearing.

- **Trouble with Reading and/or Writing:** Please let the ADA Compliance Unit or a nurse know if you need help with reading or writing. A staff member will help you with paperwork, filling out requests, White Cards, and/or grievances, and during important jail events like a disciplinary hearing.
- **Housing Accommodation:** The Sheriff's Office will put you in ADA accessible housing if you need it for a disability. Housing accommodations may include items in the list below.

- Lower bunk assignment
- Lower tier assignment
- ADA Accessible cell/dorm
- Accessible dining tables
- Accessible shower and toilet
- Tapping cane friendly dorm

### **What if I came to jail with my own device?**

You may get a County-owned device or be allowed to keep your personal device. You may ask to keep your personal device that you brought to the jail rather than use the County-owned device. Contact the ADA Compliance Unit if either

- a. you did not get a County-owned device in place of one you brought to Jail with you; or
- b. you want to ask to keep the device you brought with you instead of using a County-owned device.

The County will store your personal device at the Jail at no cost to you if you do not keep it.

### **What happens to a County-owned device when I leave the Jail?**

You will be allowed to keep your County-owned device if you need it to safely leave the jail and you do not have a similar personal device stored in property.

### **Can I participate in programs even with a disability?**

The Jail has education classes, religious services, therapy programs, work assignments, and other programs. You may participate in programs based on your classification and security level. Medical care, mental health care, visiting, commissary, and recreation are open to all inmates. Please complete an Inmate Request form and check the ADA box if you need help to participate in programs or services.

### **What if I do not like a decision that was made about my disability?**

You can submit a grievance if you do not like a decision that was made about your disability. Check the ADA box on the Inmate Grievance Form. Some examples of when you might consider submitting a grievance are:

- if you asked for an assistive device, accessible housing, or other accommodation but were told “no;”
- if you asked for an assistive device, accessible housing, or other accommodation but never got an answer; or
- if you think that you were not treated fairly by staff because you have a disability.

### **What do I do if something related to my disability puts me at risk?**

Notify the deputy or nursing staff on the unit who will help you get the problem fixed. Some examples of situations where your health or safety may be at risk are below.

- if you have a wheelchair and you are housed in a unit that is not wheelchair accessible; or
- if your wheelchair is broken.

If the deputy or nursing staff does not help you, you can complete a Grievance or Inmate Request Form and check the ADA box.

## ***REQUESTING SERVICES WHILE IN JAIL***

### **INMATE REQUEST FORM**

There are a few different forms that you may need to use while you are in custody. The **Inmate Request Form** is your way of getting information or services. You can also use this form to get answers to questions you may have while in custody.

**DO** use an Inmate Request Form to—

1. Ask jail staff for something that your unit Deputy cannot answer or do for you.
2. Ask for Classification information.
3. Ask for Booking and Release information.
4. Contact Inmate Services regarding commissary, lost property, clothing, mail, or money account information.
5. Contact Programs regarding AA/NA, Catholic Charities, CASU, Reentry Services, or educational/vocational programs.

**DO NOT** use an Inmate Request Form to—

1. Contact your attorney (Call or send a letter).
2. Contact the courts (Send them a letter or have your attorney do it).
3. Contact your probation or Parole Officer. (Call or send a letter).
4. Communicate with any other outside agency.
5. Ask for health care.
6. Ask for a medical special diet.

You may fill out an Inmate Request Form either on the tablet or on paper. The table below has more information about these methods.

<p><b><u>Tablet:</u></b></p> <ul style="list-style-type: none"> <li>• You must sign-in to your account on the tablet.</li> <li>• You <u>do not need</u> to put in your name or booking number.</li> <li>• You <u>do not</u> need to have the unit Deputy approve your request.</li> <li>• Request Forms are forwarded electronically to the appropriate unit for response.</li> </ul>	<p><b><u>Paper:</u></b></p> <ul style="list-style-type: none"> <li>• You must fill out requests properly and completely using name, PFN and booking number.</li> <li>• The unit Deputy <u>must</u> sign your request and return a copy.</li> <li>• We must be able to read your writing.</li> <li>• Use one Request Form for each issue or request.</li> <li>• Request Forms will be picked up daily and reviewed for response by the appropriate unit.</li> </ul>
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**MEDICAL REQUEST FORM (WHITE CARD)**

A medical request form or White Card is used to report medical, mental health or dental problems. It is also used to request an appointment for routine or non-urgent care. This form is available in your housing unit. Put it in the White Card box or give it to a nurse during Pill Call. There is an iPad in some units where you can ask for these services electronically.

**Immediately report medical, mental health, or dental emergencies to the Unit Deputy or a nurse.**

**CATHOLIC CHARITIES**

Catholic Charities is an organization that assists inmates who need help from an outside source. You may send an Inmate Request Form to Catholic Charities for many reasons. You may request reading glasses, books, including easy read and large print books, notary services, copies and many other items. If you would like to contact Catholic Charities, submit an Inmate Request Form to the unit Deputy or write to the address below. Your friends or family (not in custody) may contact Catholic Charities Inmate Services Program at the following address:

Catholic Charities Inmate  
Services Program 2625 Zanker Rd,

Suite 210  
San Jose, CA 95134

Elmwood Specialist (408) 325-5232  
Main Jail Specialist (408) 325-5144

## **ADULT CUSTODY OFFICE OF THE OMBUDS**

The County's organizational ombuds for the jails is ACOO. ACOO offers a safe space and confidential resource for inmates, detainees, families, and County public safety and justice partners to speak freely about what happens in County jails. People tend to ask ACOO for help when feeling unheard or unseen, when feeling uncertain about jail services or jail forms, or when experiencing indignities or poor treatment and wanting support to help things get better. ACOO practice explores options, surfaces unmet needs, and builds dialogues where everyone's voice matters. ACOO also works with public safety and justice leaders to look at system issues differently for improved operations. ACOO staff can work with you in Spanish or English. Calling ACOO at #37 is free of cost from jail wall phones or tablets in any jail housing unit. Calls using # 37 are not monitored or recorded by the Sheriff. When outside the jails, families, staff and others can learn more about ACOO services by calling 408-993-4140 or by exploring the main office's website at [omos.sccgov.org/home](http://omos.sccgov.org/home). Or you may write a confidential letter to:

Adult Custody Office of Ombuds  
2310 N. First St., Suite 100  
San José, CA 95131

## ***CLASSIFICATION AND ADMINISTRATIVE INFORMATION***

### **CLASSIFICATION**

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You should have talked to the Classification Unit when you arrived at the jail. The Classification Deputy asked you a lot of questions. These questions are important. They help the Classification Unit put you in the right “Classification Level” and housing unit.

#### **What is a “Classification Level?”**

All inmates are assigned a Classification Level as part of the booking process. There are three Classification Levels: high, medium, and low. Some of the factors used to help decide your Classification Level are your:

- behavior,
- risk factors,
- special housing needs,
- criminal history.

Your Classification Level can affect your housing assignment. The Classification Deputy should have told you about your Classification level and housing assignment. The Classification Unit will put you in the least restrictive housing possible.

#### **Can my Classification Level or housing be changed?**

The Classification Unit checks on the classification level and housing of all inmates every 60 days. Your file will be reviewed using the same factors as before. You will be given the results of the review by the Classification Deputy. You may ask the Deputy questions about what factors affected the decision about your housing assignment and Classification Level.

You will get an award when you reach the lowest level of Classification. Your Classification won't be reviewed every 60-days once you get to the lowest level.

You may ask the Classification Unit to check on your level by filling out an Inmate Request Form. You may also submit a grievance if you feel that your housing is not right.

#### **What if I need help during the Classification process?**

Some inmates have trouble communicating with the Deputy during the Classification process. Some reasons for this are listed below.

- Language differences;
- Inmate has trouble seeing;
- Inmate has trouble reading;
- Inmate has trouble hearing;

It is very important to us that you participate in the Classification process. You will get help if you have trouble communicating with the Deputy.

## **YOUR WRISTBAND**

You were given a wristband during the booking process. Your wristband is very important. We use this to identify you. There are four rules regarding your wristband you must follow:

1. You must wear your wristband at all times.
2. You must not remove or tamper with your wristband.
3. You must show your wristband to staff whenever they ask.
4. You must notify your unit Deputy if it becomes too loose, too tight, or if it can't be read.

Failure to follow the rules regarding your wristband can result in a rule violation.

Some examples of times when we use your wristband to identify you are listed below:

- as you move throughout the jail,
- in case of an emergency,
- for a court appearance, and
- for pill call.

### **Will I need the information on my wristband?**

You will need the information on your wristband to make requests or file grievances on paper.

- You must write your full name exactly as it appears on your wristband. Write your last name first, then your first and middle names (example: Thatcher, Terry Lynn). Do not use nicknames or aliases.
- You must also write your jail identification PFN, booking number, and housing unit number. You can find your PFN and booking numbers on your wristband (see the picture below).

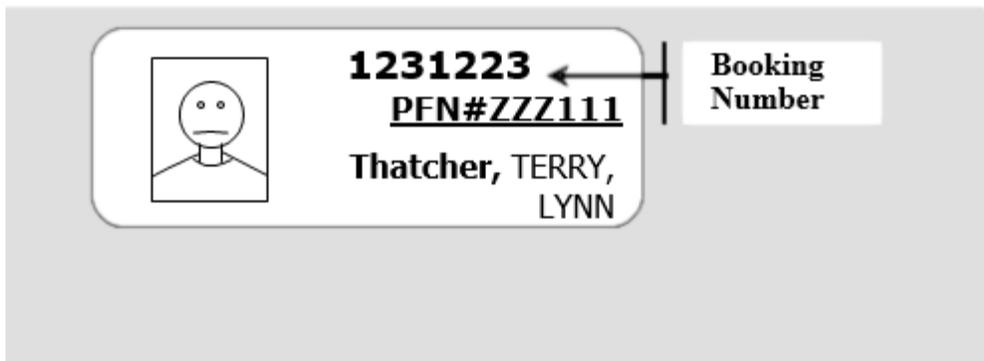


Figure 1: Location of PFN and Booking Number on Wristband

## **INMATE MOVEMENT**

Do not take any messages or personal items with you when you leave the unit. This includes items such as combs, pencils, mail, or any other item. You may take court papers or a medical chrono with you.

### **Self-Escort – Without Deputy**

Some lower level inmates may go to scheduled appointments, classes, or inmate work areas without a Deputy escort.

When leaving the unit on a self-escort, **do not** press the button in the unit. Wait patiently.

Staff will open the door and instruct you where to go. There may be times that you will need to press the intercom button for entry at your final destination, such as at the Elmwood Clinic. Pay attention to any signs that may have further instructions.

Walk directly to your destination staying on the right side of the hallway. Do not stop except to wait for a security door to open. Do not talk, gesture, pass notes, or otherwise try to communicate with other inmates. Do not take detours to other areas (laundry, programs, etc.), if that is not the purpose for which you are out of the unit. When returning to your unit, check in with the Deputy.

### **Escorted Movement**

If you are in a housing unit that requires you be escorted by a Deputy when out of your living unit, wait patiently for that Deputy to arrive. **Do not** press the door

or panic button. You may sit while you wait.

### **Inmate Worker Movement**

If you are an inmate worker, you must follow the instructions of your supervisor or other jail staff for your work-related movement within the jail.

**Do not tap on doors at any time to gain the Deputy's attention.**

### **SEARCHES**

Deputies are required to perform unannounced planned and random security searches of your person, items in your possession, or any other location in the jail. Searches may include body pat searches or strip searches which may be authorized by the Sergeant. We may search your personal property or living area for security of the jail. Your property will be treated with respect during the searches.

## ***SEXUAL ORIENTATION AND GENDER IDENTITY***

Individuals who are lesbian, gay, bi-sexual, transgender, queer, or intersex (LGBTQ+) may need additional support. We provide affirming care to individuals of all sexual orientation and gender identities. We have staff who can help LGBTQ+ individuals.

### **What is the Statement of Preference?**

You were asked many questions during the booking process. These questions are asked of everyone. We learn important information like:

- what name you want to be called;
- which pronoun (he, she, they) you would like us to use when we talk with you;
- if there is a housing unit where you would like to be placed; and
- if you have search preferences.

You may fill out an Inmate Request Form to update the information you shared.

### **How do I get help as an LGBTQ+ person?**

You may fill out an Inmate Request Form to talk with the LGBTQ+ Deputy at any time. The Deputy will come to talk with you within seven days of getting the form. You may ask the Deputy about your housing, services or other jail related questions. The Deputy may also ask you questions about any safety concerns you may have.

You can also fill out a white card to speak to mental health. Please let us know what you want to talk about so we can send the right person to speak with you.

Please talk to the Unit Deputy if you have immediate safety concerns.

### **What extra support can I get as a transgender person?**

Transgender individuals can request to wear gender specific undergarments. Fill out an Inmate Request Form to make this request. You may ask the Unit Deputy about showering separately from other inmates or to use the items in the self-care box or clipper box. You may also purchase items from the Gender-Neutral Commissary List.

**How do I get gender affirming medical care like hormone replacement therapy?**

We will generally continue your hormone replacement therapy if you have a prescription. Your custody doctor can give you more information. You can put in a white card to speak to a medical provider about treatment options.

**GRIEVANCE PROCEDURE**

A complaint that you have about the jail is called a grievance. A system has been set up for jail staff to collect your grievance, review it, and respond to you about your complaint.

**What things can I file a grievance about?**

The jail's grievance system can be used to complain about things that are in its control. You may file a grievance about a jail policy, rule or condition that directly affects you. You may also write a grievance about a condition of confinement. This might include things like policies, decisions, actions, conditions, or errors that affect your health, safety, or well-being. It might also include things that prevent you from participating in jail programs.

**How do I file a grievance?**

You can file a written grievance by either of the following steps.

1. Write your grievance on an Inmate Grievance Form that can be found in your housing unit near the Grievance Lock Box. You can also ask a staff member for an Inmate Grievance Form. Place your Inmate Grievance Form in a Grievance Lock Box in your housing unit or other areas of the jail. You can also hand the Inmate Grievance Form to a supervisor.
2. Write your grievance on the tablet. Press the "Grievance" button on the home screen of the tablet to find the electronic version of the Grievance Form.

You can also discuss the details of your grievance with a supervisor if you are more comfortable talking with someone, directly. The supervisor will file the grievance on your behalf and make sure the Grievance Unit knows about your concern.

A grievance must be filed within thirty (30) days of the action or incident discussed in the grievance.

**What information should I include when writing my paper grievance?**

The Inmate Grievance Form has four sections for you to fill out.

- The top section is for you to write your name, booking number and housing unit. This information is needed for the Grievance Unit to resolve your

concern and respond back to you. Failure to complete this section may delay the Grievance Unit from being able to properly identify you and provide you a grievance tracking number and response.

- The second section is for more specific requests or comments. Check the ADA box if you need help getting an accommodation for a disability. Check the Eye Exam box if you have trouble seeing or need to see the eye doctor. Check the Positive Feedback box if you have a positive comment to make about staff.
- The third section has lines where you can write down your issue, concern, or complaint. You should include as much detail as you can about the problem. You should also write down what you think should be done to fix the problem. This will help the Grievance Unit to solve the problem if they can.
- The fourth section is for you to sign, write your PFN, and the date you are filing the grievance.

### **What if I have more than one grievance?**

You can file more than one grievance at a time so long as they are about different issues or problems. You should write down only one issue or problem on each Inmate Grievance Form. This will help the Grievance Unit to track the grievances and fix the problems.

### **What will happen with my grievance once I file it?**

Grievances are picked up by a supervisor from the Grievances Lock Boxes at least twice a day. The supervisor will try to resolve the problem immediately. If the supervisor cannot resolve the problem the grievance will be given to the Grievance Unit. The Grievance Unit will assign it a tracking number. The Grievance Unit staff will have the complaint investigated and will do everything they can to resolve the problem.

### **How soon will I get a response about my grievance?**

The goal of the Sheriff's Office is to provide you with a response within 30 days from the date your grievance was received. It can take up to 30 days for the Grievance Unit to review, investigate, and respond to your grievance. Please do not put in another grievance about the same problem or concern while you are waiting for your response. Doing so will result in a duplicate grievance and the Grievance Unit will return it back to you.

### **What if my grievance needs immediate attention?**

A grievance that describes an immediate threat of harm to an inmate, inmates, staff or the facility will be handled promptly. A grievance that is about sexual harassment, sexual abuse, or sexual misconduct by staff or inmates will also be handled promptly.

A grievance that points out abuse or misconduct by staff or any form of sexual abuse will be given to the Internal Affairs Unit and/or the Jail Crimes Unit for investigation.

### **Can I file a grievance for a problem with the Courts or other agencies?**

The jail's grievance system can only be used to grieve things that are in its control. The jail has no control over agencies like the Courts, Probation Department or other law enforcement agencies. The jail's grievance system cannot be used to complain about these other agencies. You must contact outside agencies yourself to file a complaint.

### **Can my right to file a grievance be taken away?**

Please be kind and courteous when you write out a grievance. Please be patient when waiting for your response. Your right to file a grievance may be taken away for thirty (30) days for any of the reasons below:

- filing too many grievances about the same issue without waiting for 30 days for a response;
- filing too many grievances on issues that have already been considered and responded to; or
- filing too many grievances or appeals that are rude or that use rude or foul language.

### **GRIEVANCE APPEAL PROCESS**

You may file an appeal if you feel the response from the Grievance Unit was incorrect. Filing an appeal is like filing a grievance. You may file an appeal either electronically through the tablet or by paper appeal.

To file an appeal electronically, press the "Escalate" button on the bottom right. A box will come up for you to write out your appeal. Press the "Submit" button to send in your appeal.

To file an appeal with the paper system, follow the steps below.

1. Write your appeal on an Inmate Grievance Appeal Form. An Inmate Grievance Appeal Form can be found in your housing unit near the Grievance Lock Box.
2. Place your Inmate Grievance Appeal Form in the Grievance Lock Box in your housing unit or hand it to a supervisor.

You may only file one (1) appeal per grievance. You must file your appeal within thirty (30) days of receiving the written result of your original grievance.

### **What information should I include when writing my grievance appeal?**

The Inmate Grievance Appeal Form has four sections for you to fill out.

- The top section is for you to write your name, booking number and housing unit.
- The second section is for you write down the Grievance Number of the grievance you are appealing. The Grievance Number was given to you by the Grievance Unit. You can find it at the top of the Inmate Grievance Disposition Form. This is the same page that has the response from the Grievance Unit.
- The third section is for you to write down the reason you disagree with the decision that was made. You should also write down what you think should be done to fix the problem.
- The fourth section is for you to sign, write your Personal File Number (PFN), and the date you are filing the appeal.

### **What will happen with my grievance appeal once I file it?**

The Inmate Grievance Appeal Form will be given to the Facility Captain or the proper Business Unit Manager for review and response. You will receive an appeal response and the appeal decision made by the Facility Captain or Business Unit Manager is final.

#### **I.A.– Internal Affairs**

Every person has the right to lodge a complaint against either the Sheriff's Office or any individual member employed by the department. If you need to contact I.A, use speed dial #39.

#### **I.A.C.– Inmate Advisory Committee**

This is a program which allows dialog between inmates and the Jail

Administration to voice and resolve custody issues that affect groups of inmates and the inmate population in general. There is an IAC representative in various housing units. The representatives are chosen by their peers to represent them and their needs. If you need information, contact your unit Deputy.

**HOUSING ASSIGNMENTS**

There are different types of housing in the jails. You are put in housing based on your Classification Level. There is also housing for inmates with special needs. You cannot change your housing assignment without approval from Classification staff.

You can be in the same programs, services, or activities even if you have a disability. You will be given an assistive device(s) or other ADA accommodation(s) if you need them.

Fill out an Inmate Request Form if you need more details about your housing.

**Inmate Worker**

Inmate workers will be housed in various units according to their work assignment and Classification Level.

**UNIT RULES AND CELL RULES**

The housing units have rules to help them to operate while keeping the unit safe and secure. You must follow these rules. You may get a write-up if you do not follow these rules. This write-up may affect your Classification Level.

**What are the Unit Rules?**

1. Approach the officer workstation only from the front.
  - Do not reach or step across the line on the floor by the workstation. See figure 2.
  - Do not lean on the workstation.
  - Do not touch, take, or read anything on the workstation.



Figure 2:  
Workstation Photo

2. Do not shout or yell at anyone. Keep talk and laughter at a low noise level.
3. Do not go to the upper tier of a unit if you are not housed there – unless you have permission from the Unit Deputy.

4. Do not go to the visiting area or exam room without staff permission.
5. Do not run inside the unit at any time.
6. Do not sit on the stairs, climb the stairs over and over, or use them to do pull-ups.
7. Do not remove, write on, tear, or damage any item on the bulletin boards or in other areas.
8. Do not talk, gesture, or communicate in any other way with another inmate's visitor.
9. Do not use sign language to communicate with inmates in another dorm.

### **What are the Cell Rules**

1. Do not go into another person's cell or bunk area.
2. Do not stand at another inmate's cell door to talk to them.
3. Do not change your cell or bunk assignment without permission from the unit Deputy.
4. Do not cover or block vents.
5. Do not cover or place objects in the cell door window or the window above the bed.
6. Do not cover the lights in your cell or bunk area with any items.
7. Do not hang anything from any object in your cell or bunk area.
8. Do not tape or stick anything to the walls, lights, doors, mirrors or anywhere else in your cell.
9. Do not hang or drape clothing, sheets, towels or washcloths from any object in your cell or bunk area, except the towel hook near your sink.
10. Do not alter any item in your cell to use for anything other than its original purpose.
11. Do not flush garbage down your toilet.
12. Do not use items issued or accessible to you (i.e. chair, towels, garbage bags, mop bucket, etc.) as exercise equipment.

### **INMATE COUNTS AND CELL INSPECTIONS**

The Unit Deputies will count each inmate several times a day. During counts, you must—

1. Stay on your bed or stand in a manner that allows the Deputy to see your face.
2. Stay silent.
3. Follow staff instructions.

Your cell will be inspected, regularly. Please tell the Deputy about any damage to the cell, graffiti, broken or missing items, immediately. You will be held responsible if you damage any county property. You may be disciplined and/or charged criminally if you cause any damage to county property.

### **LOCKDOWN RULES**

There may be times when a Deputy will call for you to go to your cell or bunk. This is for your safety and the safety of others. This is called “lockdown” **When a Deputy yells “lockdown” you must STOP what you are doing immediately and do the following:**

- **Cell** – walk directly into your cell, and securely close your door. If your door is locked, stand in front of your door until a Deputy opens the door.
- **Dorm** – Go and sit on your bunk.

**Do not stop to question this command or delay going to your cell or bunk area.**

**Do not talk or gesture to other inmates while waiting for the door to unlock.**

You will get a write-up if you do not follow the rules during lockdown. The write-up may affect your classification level.

**SCHEDULE**

We will wake you each day for breakfast. You may go back to sleep after breakfast. The lights will be turned on each day for the Deputies to do a unit count and at 8:00 a.m. You must get out of bed and get dressed if you have a scheduled court appearance. Inmate workers must be at their assignment area on time.

Lights out is at 11:00 p.m. each night. The televisions and phones are turned off and inmates must return to their cells or beds and remain quiet during lights out.

**MEALS**

You will be provided three meals each day. Meals are provided on a regular schedule. A Deputy will announce meal times. Meal times are listed in the table below.

Housing Unit	Breakfast	Lunch	Dinner
Most Housing Units	7:00 AM	11:00 AM	7:00 PM
Main Jail North 8A	7:00 AM	11:00 AM	7:00 PM

**Where will I be eating?**

You may be assigned to eat in your housing area day room, your cell or in a dining room. Do not take food and drinks out of the assigned eating area. All food must be eaten in the assigned eating area. It must be eaten within 30 minutes of being served. This is to prevent foodborne illness, bugs in the unit, etc.

**What if I need a special diet?**

You may ask for a special diet for medical or religious reasons only.

- To ask for a special diet because of a food allergy or another medical reason, fill out a Medical Request Form (White Card). Give it to medical staff during pill call or put it in the box in the unit. The medical staff will approve the request if it is required to meet your medical needs.
- To ask for a special diet for religious reasons, fill out an Inmate Request Form. Tell us your religion and describe the type of religious diet you need. A jail chaplain will decide whether to approve your request.

You may only request a special diet change once every 6 months.

**The kitchen staff does not assign or modify special diets.**

## **CLOTHING AND TOWELS**

We will make every effort to be sure clothing and towels are in good repair. You must help keep it that way. You are responsible for all clothing and towels that staff give to you. Do not trade clothing, bedding items, or towels with another inmate. Do not tie knots in or change these items in any way.

Report any missing or damaged items to your unit Deputy, immediately. You will be subject to disciplinary action if you are missing items, have damaged items, or have extra items.

### **What clothing and towels will I be given?**

Jail staff will provide you with all your clothing while you are in custody. We will issue you one complete set of clothing, one towel, and one pair of shower sandals when we house you.

The color and type of clothing you receive will vary based on your Classification, preferred gender, and inmate worker status.

### **What is the Dress Code?**

You must wear proper fitting shoes, pants or shorts, and a t-shirt or thermal shirt when outside of sleeping and bathroom areas. Some housing units let inmates go shirtless while in the exercise area. Check the clothing rules or with a Deputy in your housing unit for more information. Inmates will not wear any type of headgear, except as authorized by jail staff.

If you leave your housing unit for interviews, court, programs or other out of unit activities, you must wear your full issued clothing and wristband. This includes an undershirt, canvas color top and long pants. Workout shorts may not be worn outside of the housing unit. Tennis shoes may not be worn to court, unless approved by Medical staff and the inmate is issued and is wearing a medical wristband.

### **Dress Code “Do’s”**

You may do the following when wearing your clothing:

1. Wear your outer shirt loose or tucked in your pants.
2. For safety reasons, roll your pant legs up if they are too long, but not above the ankles.
3. Wear a t-shirt under your cover shirt when going to court; but, you must tuck the t-shirt into your pants.
4. You must have a t-shirt on if you remove your outer shirt within the dayroom.

### **Dress Code “Don’ts”**

You may not do the following with clothing:

1. Have your t-shirt hang down past your outer shirt while out of your housing unit.
2. Mark on or alter the appearance of your clothes.
3. Add any items to your clothing.
4. Tuck your pants into your socks.
5. Wear your shorts outside of the housing unit.
6. Wear your pants with the waistband below the waist.
7. Wear clothes that are too large or too small.

### **BEDDING**

We will make every effort to be sure bedding is in good repair. You must help keep it that way. You are responsible for all bedding that staff gives to you. Do not trade bedding items, or towels with another inmate. Do not tie knots in or change these items in any way.

Report any missing or damaged items to your unit Deputy, immediately. You will be subject to disciplinary action if you are missing items, have damaged items, or have extra items.

#### **What bedding item will I be given?**

You will be given two sheets, two blankets, and a mattress for bedding. You may not take any piece of this bedding out of your cell or bunk area, nor may you place it on the floor. Only use your bedding for sleeping on your bed.

#### **What are the rules about making my bed?**

You must have your bed made by 8:00 a.m. each morning and keep it made throughout the day. You must remake your bed before leaving your cell for meals,

exercise, or other reasons.

## **LAUNDRY EXCHANGE**

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Each unit will have laundry exchange once a week. Your unit Deputy can tell you which days. You will get clean clothing, towels and sheets once a week, and blankets every 12 weeks.

We exchange the mattress when it is needed. You must turn in all of your soiled items during laundry exchange. Inspect your clean laundry at the point of exchange and immediately report any tears, damage, graffiti, or items of the wrong size to the unit Deputy. Do not wash clothing in your cell.

**PERSONAL HYGIENE**

How we keep our bodies clean is called hygiene. Good hygiene is important because it helps to cut down on germs and keep us free of tooth decay, skin infections, or other preventable illnesses.

You will be given a hygiene kit when you are housed. The hygiene kit has items that will help you to keep yourself clean. The kit has the following items in it:

- a cup
- a “spork”
- two (2) bars of soap
- a pencil
- a comb
- a toothbrush and toothpaste

These items may be purchased through Commissary. You may order free hygiene kits and stationary kits from the Commissary once per week if you have two dollars (\$2.00) or less in your account. Do not touch one another or share any personal or jail- issued items to help prevent the spread of bugs (such as lice) and disease.

**Hand Washing**

Keeping hands clean through proper hand-washing improves hygiene and is one of the most important steps we can take to avoid getting sick and spreading germs to others. During these key times, when cold or flu germs are likely to get on your hands, washing your hands with soap and water is a simple and easy way to help you and others stay healthy. Wash before and after you:

- Prepare or eat food
- Handle things others have handled, playing cards/board games
- Touch any cuts, scrapes, or open wounds
- Cut your own or another inmate's hair
- Use the toilet
- Handle garbage or take out the trash
- Touch your eyes, nose, mouth, or other part of your body
- Sneeze, cough or blow your nose
- Handle dirty laundry
- Clean your cell or other area
- Touch uncooked meat, eggs, other potentially hazardous foods (kitchen workers)

- Have been interrupted while working with food, such as opening a drawer or door (kitchen worker)
- Remove gloves (inmate workers)
- Use nail clipper

## How to Wash Your Hands



1. Use warm water to wet your hands.
2. Use soap, working it into a lather by rubbing vigorously. The soap and scrubbing action dislodges the germs so they can be rinsed away.
3. Wash between your fingers, up to the wrists, under your fingernails, and by your cuticles for at least 15–20 seconds.
4. Rinse the soap off your hands.
5. Dry your hands thoroughly with a clean towel.
6. Turn off faucet with the towel.

## Showering

It is important that you shower regularly. You may shower anytime during out-of-cell time in the unit, except during meals. Keep your showers to a minimum. Take your soap, hair-care bottles, towel and shower sandals with you when leave the shower. Mop up water on the floor. Staff availability, space limitations, or safety concerns may limit showering opportunities in your unit.

***Frequent showering using soap is important for reducing your chances of getting skin-transmitted infections and disease***

## Brushing Your Teeth

For good oral hygiene brush your teeth after each meal or at least twice a day. After the last brushing of the day, rinse thoroughly. Then, do not eat or drink anything

except water so your teeth and gums are clean when you go to sleep. Floss once per day if you are able to get dental floss.

Below are the steps you should follow when you brush your teeth.

Step 1:



Brush the outside of the front teeth. Place the brush at a 45-degree angle where the teeth meet the gums. Use a gentle back-and-forth motion while moving the brush in small circles.

Step 2:



Brush the outside back teeth, steering along the gum line. Make sure you get the very back teeth.

Step 3:



Brush the inside of the back teeth. Use short, angled brush strokes to brush the inside of these teeth.

Step 4:



Brush the inside of the front teeth. Tilt the brush and use an up-and-down motion to brush the teeth.

Step 5:



Brush the chewing surface. Hold the brush flat. Use a gentle scrubbing motion.

Step 6



Scrub your tongue gently. This helps to remove decay-causing bacteria.

Other things to remember about brushing your teeth are:

- Reach every tooth. The toothbrush can clean only one or two teeth at a time.
- Move the toothbrush around frequently to cover all surfaces.

- Spend at least two minutes brushing your teeth (if you have most or all of your teeth).
- Change your toothbrush every three months or when the bristles are bent or frayed.

## **GROOMING**

Regular showering and grooming can help you stay in a routine while you are in jail. Grooming can include things like shaving, cutting your hair, and clipping your nails. Tools may be available for you to keep up with these tasks.

Do not draw on, tattoo, or pierce yourself or others. Tattooing and piercing devices can cause infections and spread diseases like HIV-AIDS and Hepatitis-C. Tattoo making devices or piercing devices are contraband items. Do not use items to keep your piercings open.

### **Shaving**

Razors will be exchanged on a one-for-one basis depending on your housing unit. The Unit Deputy will be able to help you exchange your razor as often as is allowed in your housing unit.

### **Haircut**

There are three options for getting a haircut.

1. You may request a schedule for barber services from your Unit Deputy.
2. You may ask to use the items in the clipper box. Clipper boxes are available to all housing units. These items are security items and must be accounted for at all times. Contact your unit Deputy for use of these items.
3. Another inmate may give you a haircut. The unit Deputy will tell you where haircutting is allowed.

Do not style or cut designs into hair that could be considered a gang symbols or affiliated with a security threat group. Do not bleach or color your hair.

### **Fingernail and Toenail Care**

Keep your fingernails and toenails neatly trimmed, clean, and short. Nail clippers are available for checkout from the unit Deputy.

## **PERIOD PRODUCTS**

Tampons or sanitary napkins are available to you in any unit in the jail. These items are also available for purchase through Commissary. These items are not to be used for any reason other than their intended purpose.

## **FACILITY CLEANLINESS**

You are responsible for the cleanliness and order of your own area. Keep your sink and toilet area clean. Do not flush anything down a toilet except bodily waste and toilet paper. Do not attempt to clog your sink or toilet in any way. Do not flush sanitary napkins or tampons. Do not flush the toilet repeatedly.

Toilets, urinals, sinks, basins and showers will be cleaned daily. Windows, windowsills, bars and vents must be clean and free of clutter. Trash bins will be emptied and cleaned daily. Litter will not be permitted to pile up on floors in any area.

Cleaning supplies will be provided. Ask a Deputy if you are unsure how to use a cleaning product.

***Inmates are not required to clean up bodily fluids. If someone is sick, notify a Deputy to request a Biohazard Team to clean up the area. Bodily fluids can carry disease, including HIV/AIDS.***

### **Rules to follow for a clean living space:**

1. Clean your sink, toilet, desk, mirror, and floors each day.
2. Keep the floors and walls clean and free of marks and unauthorized materials.
3. Place all garbage in a trashcan, recycling container, or approved bag.
4. Keep all property items stored neatly.
5. Keep commissary food items sealed in their packaging until you consume them.
6. Exchange soiled clothing and bedding.
7. Practice good personal hygiene as described in pages 22-24.
8. Keep the showers clean and free of soap scum, shampoo bottles, and soap wrappers.
9. Do not spit in the jail, outside exercise area, any outside area, or in vehicles.
10. Keep vents clean and free of debris. Good airflow inside this jail is essential

to your good health and to maintain proper cell temperature.

Contact a jail staff member immediately if you find any bugs, rodents, rodent droppings. Also contact jail staff if you think you have an insect or a spider bite.

Being in jail can cause a great deal of stress. This section talks about ways to help reduce this stress. Sometimes, the stress is overwhelming. Some signs of stress are:

- changes in behavior,
- feeling anxious,
- pacing,
- crying,
- refusing medical treatment,
- writing a will,
- looking sad or tired,
- not sleeping or eating,
- feeling hopeless or worthless,
- withdrawing,
- giving things away,
- suddenly “improving” from depression.

Remember, there is always someone here to help you. Fill out a Medical Request Form (White Card) if you want to speak with a mental health professional.

**Tell a Deputy or nurse immediately if you or someone else is thinking about suicide.**

## **EXERCISE**

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A regular exercise program can help you deal with the stress of being in jail. It can also be good for your health. You may do your exercises in your cell, open dorm exercise area, or sundeck. Stop immediately if you experience pain while doing any exercise and contact your unit Deputy.

Only one inmate in a bunk area may exercise at a time. You may walk around the inside perimeter of the unit. The Deputy must give you permission to do any exercises in a dayroom area. You should wear deck shoes when exercising. You must avoid disturbing other inmates when exercising.

A sample exercise program is in appendix 1 of this manual. You may do your own exercises; but, you must follow these rules:

- ◆ Do not turn any item into a piece of exercise equipment.

- ◆ Do not repetitively climb stairs.
- ◆ Do not grab any part of the facility to use while exercising (such as grabbing unit stairs or a doorframe to do “chin-ups”).
- ◆ Do not use chairs or other items to do “dips” or “step-ups.”
- ◆ Do not perform weight training using an item to act as a barbell or other piece of weight training equipment.

Stop immediately if you experience pain while doing any exercise and contact your unit Deputy.

### **What rules must I follow in the outdoor exercise area?**

Follow the rules below when in the outdoor exercise area:

1. Do not yell or attempt to communicate in any way with the people outside the exercise area, except jail staff.
2. Do not engage in “horseplay.” We do not want you to be injured and others may interpret such “play” as a fight and respond accordingly.
3. Follow dress code requirements while in the exercise area.
4. Do not spit
5. Do not take cups of water or coffee into the exercise area.
6. Do not sit or lie down. Either keep moving while in the exercise area or stand, but not to the point of loitering.
7. Do not restrict others from using the exercise yard.
8. Do not call out cadence.
9. Do not tamper with the walls, doors, windows, caulking, or any parts of the exercise area.
10. Do not take anything into the exercise area without the unit Deputy’s permission.

### **DAYROOM ACTIVITIES**

Staying busy can help you deal with the stress of incarceration. You may watch television, read, write, draw, play cards and board games quietly in the dayroom. Games are available for check out from your unit Deputy. You may also use a tablet if it is available to you.

### **BOOKS**

Books are available in all areas of the facility. There are also books available on the inmate tablet. You may choose to read one of these books.

### **What if I want a specific book?**

You can fill out an Inmate Request Form to request Catholic Charities bring a specific book for you. Your family or friends may also purchase books for you. These books must be shipped directly from the store to Catholic Charities. Catholic Charities will deliver the shipped books to you .

### **Is there a library in the jail?**

At the Elmwood Complex, Minimum Camp inmates and W2 building inmates may use the Inmate Library during program time, or as scheduled.

If you check out a book and it becomes damaged, tell your unit Deputy. We do not allow you to keep damaged books. Return them so we can get them repaired.

### **INMATE TABLET**

You will be assigned a tablet when you get to your housing unit if it's available. Each housing unit has rules about when the tablets will be available for you to use. The tablet must be returned to the Unit Deputy each night for charging and storage.

It is important that you take care of the tablet. Please try not to drop it on the ground, spill any liquid on it, or step on it. You could lose access to your tablet if you use it in a way that could damage it or harm others.

### **What can I do with the tablet?**

The tablet is a great tool for you to learn new skills, communicate with jail units, and communicate with loved ones. It has a lot of content that will keep your mind active and engaged. It will allow you to:

- Submit Request Forms;
- Submit Grievance Forms;
- Order items from the Commissary;
- View and sign for the Inmate Orientation and Rulebook;
- Access educational programs;
- Access games and entertainment programs; and
- Make telephone calls.

### **How do I make telephone calls on the tablet?**

The telephone dialer on the tablet is like using the wall phone. The same rules and fees for the wall phone apply to the tablet phone. You will use your booking number along with your PIN to use the telephone.

**How do I get a copy of a certificate that I earned through the tablet program?**

You can send a message through to the tablet to the vendor to request to have your certificate sent to family or friend.

**FACILITY PROGRAMS**

Jail programs can help you make good use of your time and make positive changes in your life. Various programs are available to inmates, based on their housing assignment. The Program Unit offers:

- Re-entry Corrections Program
- General Education Diploma (GED)
- Occupational Training
- Computer Skills
- Literacy (reading and writing skills)
- Stress reduction
- Nutrition
- Personal Hygiene
- Anger Management
- Trauma Recovery
- Parenting
- Religious services
- Narcotics Anonymous (NA) groups
- Alcoholics Anonymous (AA) groups
- Religious-based life skills classes
- Other programs are also available

You may be able to take part in one or more types depending on your—

- Sentencing status
- Length of stay
- Assessment results
- Classification

- In Custody Behavior and attitude

## **RELEASE PROGRAMS**

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### **Public Service Programs (PSP)**

An alternative sentencing fee-based program administered by the Santa Clara County Office of the Sheriff Custody Bureau. This program allows participants to work in assigned sites throughout the County and receive credit for one jail day per each 8-10 hour day worked on the program. Each participant is individually screened by the Inmate Services Unit (ISU) Rehabilitation Officer and supervised by Program Correctional Deputies. All sentenced inmates are automatically screened for PSP. Do not request the PSP program on an Inmate Request Form. You will be contacted if you are eligible.

### **Weekend Work Program (WWP) SWP?**

WWP is a mandated fee-based program designed to allow convicted low risk misdemeanants to serve their sentence by completing community work projects for state and local governments and non-profit agencies. Participants are required to work 8 hours per day to gain credit for one day of jail time. WWP participants can complete their jail sentences without entering the jail environment while also providing a valuable public service to the community. WWP is by court order only. Do not request the WWP program on an Inmate Request Form.

### **Custodial Alternative Supervision Program (CASP)**

Qualified inmates sentenced under PC 1170(h) may be placed into a community based program instead of jail. Inmates placed into community programs will be required to complete their sentence as ordered by the court, and shall follow the terms and conditions of their release from jail.

### **Inmate Worker Activities**

We will select some inmates to work in the kitchen, laundry, serve meals in the housing units, and do various tasks in the jail. Being an inmate worker is a privilege that may be revoked at any time with or without cause.

Fill out an Inmate Worker Request if you want to be an inmate worker. We will notify you if you are approved and are placed on the waiting list. Do not send in

another request if you are on the waiting list. When there is an opening, the Inmate Worker Coordinator will contact you for a job interview. If you turn down the job offered, you will not be considered for any other jobs. If you fail to complete a work assignment, worktime credits may be removed.

The inmate worker coordinator will ask for a referral from classifications staff before selecting you. Medical staff will examine you and confirm you have had a tuberculosis (TB) test. You must pass these before you can start work.

Inmates with disabilities are not excluded from being an inmate worker solely because of their disability. If you are disabled, and wish to be an inmate worker, fill out an Inmate Worker Request and you will be considered in the same way non-disabled inmates are considered.

Your work schedule will vary as an inmate worker. We still want you to take part in recommended programs and activities.

It is your responsibility to follow work safety rules and practices. You also must show you are reliable, have a good work ethic and can follow instructions.

## **RELIGIOUS SERVICES**

The services of a Chaplain are available to all inmates of all religions. If a religious leader of your religion is not on staff with the Jail Chaplain Program, the Jail Chaplain will make sure your religious needs are met including any religious items that may be permitted in the facility. Submit an Inmate Request Form if you wish to see the Jail Chaplain for help with religious, personal or family matters. Religious services are held according to schedules posted in your housing unit. Religious diets are available subject to verification by the Chaplain.

Jail Chaplains DO NOT perform marriages. They can provide information on how to get married in jail. Marriages are conducted during a regular scheduled visit. To contact the Chaplain via regular mail, friends and family may write to:

Correctional Institutions Chaplaincy CIC  
Ministries  
P.O. Box 360068  
Milpitas, CA 95036-0068

The facility WILL NOT accept personal telephone calls for you. However, if an emergency should arise the facility will forward an emergency message to you via the Chaplain.

## **LEGAL RESEARCH**

Legal information will be provided to inmates through a contract service. Ask staff for a Legal Research Request form and give it to a Deputy if you need their help. Instructions for filling out the form are on the reverse side of the form. Staff is available to help you fill it out if you need it. Jail staff cannot give you legal help or advice. If you have any legal questions, you must talk to your attorney or ask for help from the court.

## **VOTING**

You may register to vote in an election while in custody if you meet all of the following conditions:

- You are a citizen of the United States.
- You are a resident of the State of California.
- You are at least eighteen (18) years of age as of Election Day.
- You are not currently imprisoned or on parole for a felony.
- You have not been judged by a court to be mentally incompetent to register to vote and;
- You have registered at least fifteen (15) days prior to Election Day.

You are eligible to register and vote if you are:

- In county jail serving a misdemeanor sentence. A misdemeanor never affects your right to vote.
- In county jail because jail time is a condition of Probation.
- On Probation
- On Mandatory supervision
- On post-release community supervision
- **If you have completed your parole**, your right to vote is automatically restored when you complete your parole.

If you expect to be in custody during the next election and wish to vote, the Inmate Services Unit will conduct voter registration applications and

eligibility in all housing units prior to an election.

**INMATE ACCOUNT**

Any cash that was brought in when you were booked was deposited into your inmate account. The money in your inmate account may be used for commissary, phone calls, self-cash bail, and third party withdrawals.

A negative balance from a prior incarceration will be deducted from your inmate account at the time of your current booking. Do not share your balance with other inmates. If there are problems with your inmate account fill out an Inmate Request Form.

**Can I have money put into my inmate account?**

Money can be put into your account by phone, online, through the lobby kiosk, or by mailing a Cashier's Check or Money Order. A Cashier's Check or Money Order should be made payable to "SANTA CLARA COUNTY DEPARTMENT OF CORRECTION" or "SCCDOC." The sender must write your name, booking number and PFN on the Cashier's Check or Money Order.

You will get a receipt for any money sent by mail that is deposited into your account.

**Releasing Money**

If you were booked into jail with more than the maximum amount of cash (\$500.00), you have the option of either:

- A. Keeping the full amount in the account until you are released from custody.
- B. Releasing money to a relative or friend within the first 48 hours to 2 weeks of being booked into jail.

You may be able to release the entire balance of your commissary account to a third party once every 6 months. You must release the entire balance in your inmate trust account minus \$10.00 (which will remain on the account at all times) or your request will be denied.

The processing employee will check to see that funds have not been released within the last 6 months.

You may withdraw the entire balance if you choose to post a self-cash bail. Funds released for the purposes of a self-cash bail shall be approved by a Watch Commander and processed by using the Property Release Form.

## **PROPERTY RELEASES**

When you are booked, your money, personal property and clothing are taken for safekeeping. You should keep your receipt. The Sheriff's Office will not be responsible for any personal property not surrendered at the time of booking.

You may release your stored property to an eligible person by signing a Property Release Form. You may not release your clothing or just a few selected items. You must release all of your property (except clothing) to one adult person.

The person picking up the property must show the same type of official (government-issued) picture ID that is referenced on the Property Release Form. The service hours are:

Elmwood: 7:00 a.m. to 2:00 p.m. on any day of the week.

Main Jail: 7:00 a.m. to 10:00 a.m. and 7:00 p.m. to 10:00 p.m. Tuesday/Thursday  
7:00 a.m. to 2:00 p.m. Saturday/Sunday

### **Property release when sentenced to State Prison (CDCR)**

Once you are sentenced to State Prison, you must make arrangements prior to your transfer to have your property picked up. All property will be released or transferred with you to CDCR. Any property left beyond 120 days will be donated or disposed of.

### **Housing Property Storage Bins**

You will be given a storage bin to hold your personal property in your housing unit or cell. You must store all of your personal property in your bin. Personal property includes: commissary, mail, hygiene products and books/magazines. Clothing or open food containers must not be stored in your bin. You are only allowed to have one bin.



Any in-custody property that is taken from you by Jail Staff will be placed in storage with your personal property. You will get a receipt for these items. Contraband is NOT treated like in-custody property, though. It will be discarded.

Talk to your unit officer if you need to transfer property from your cell or bunk area to your personal property. You may donate your personal books to the jail library while you are in custody or before you are released.

## ***STAYING CONNECTED WITH FAMILY AND FRIENDS***

The Santa Clara County Jails has many ways for you to stay connected with family and friends. We understand that family and friends can be a strong support system for you while you are in jail. You can have visitors, send mail, and make phone calls. This section gives you more information about these actions.

### **VISITING**

A strong family relationship is key to both good physical and mental health. It is important to remember that family and friends are your main source of support and guidance during periods of stress.

Visiting schedules will be posted in the units and family can locate visiting information on-line.

You may visit with all of your children under the age of eighteen and up to two adults at one time at Elmwood; one adult at a time at Main Jail. Underage children must be your child or be accompanied by their parent. The original birth certificate must be provided at the time of the visit. Prospective visitors are subject to an approval inquiry before visiting is allowed.

If a visit has been scheduled and you are reassigned to a different housing unit, visits will automatically be cancelled and your visitor must re-schedule the visit based on your current housing assignment.

There may be times when visits will need to be cancelled without notification due to unexpected circumstances.

### **Main Jail Complex**

Approved visitors may schedule a visit in person or online. Same day visits may be made provided they register in person at the Main Jail Visiting Desk, thirty (30) minutes prior to the visit. Space is allocated on a first come, first serve basis. Online visits must be scheduled/cancelled at least 24 hours in advance.

Each inmate is allowed two 60-minute visits per week. You may refuse any visitor scheduled to visit you. All visits are non-contact.

### Elmwood Complex

Approved visitors may schedule visits by phone or online. Minimum Security inmates and those participating in R.C.P. may be eligible to receive contact visits. All other inmates receive non-contact visits. Each inmate may have two half-hour visits per week based on their housing unit visiting schedule.

Visitors must sign in no later than thirty (30) minutes prior to your scheduled visit.

### Visiting Registration

Your visitor must have a government issued, valid picture identification such as:

1. A current California or Out of State Driver's License
2. A current California Department of Motor Vehicles Identification Card
3. A valid U.S. Passport or foreign passport, if it is constructed as an I.D. and contains a picture.
4. A current Military ID Card
5. An Immigration and Naturalization Service Alien Identification (Green Card)
6. A Mexican Consulate Identification (not Electoral Voter I.D.)

All visitors are subject to search while in the facility. All facilities have a “NO HOSTAGE” policy. Visitors must adhere to the basic dress standards listed on the Visitor’s Website and posted in the facilities.

For more visiting information, visitors may contact the facility, or visit the Sheriff’s Office website, [www.sccgov.org/sites/sheriff](http://www.sccgov.org/sites/sheriff).

Hospitalized inmate visiting periods will be consistent with hospital visiting times. Visitors must present themselves to the Main Jail Information Desk and request permission from the Main Jail Captain prior to visiting at the hospital.

## **Attorney and Clergy Visits**

We do not schedule attorney and clergy visits. All attorneys must present their Bar Card prior to legal visits. Clergy visitors must schedule an appointment with the Senior Chaplain to confirm their credentials prior to being approved for a visit.

## **Monitoring Visits**

We monitor and record all visits except those with an attorney.

## **MAIL**

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You may send and receive mail while you are in jail. There is no limit on the number of letters that you may send or receive. All mail that is sent to you is opened and searched for contraband.

### **How can people send mail to me?**

Your family and friends may send letters to you through the US Postal Service to the jail based on your current housing. The addresses of the jail facilities are listed below.

Main Jail Complex  
150 W. Hedding Street, San Jose, CA 95110-1718

Elmwood Complex  
701 S. Abel Street, Milpitas, CA 95035-5243

All mail that is sent to you must have the following identifying information on it.

- Inmate's name;
- Inmate's Booking Number; and
- Inmates Personal File Number (PFN).

Any mail that does not have the identifying information will be returned to the sender. It will be thrown away if it cannot be returned to the sender.

### **Are there rules on what people can or cannot send to me?**

All photographs must have your name and Personal File Number (PFN) written on the back or they will be returned to the sender. You will be notified when your mail is returned if your identifying information is written on it legibly. Below is a list of things that you are not allowed to receive through the mail.

1. Cardboard;
2. Plastics or anything laminated;
3. Anything GANG related (photos, colors, writing, symbols);
4. Drugs;
5. Two-ply cards, cards with applique, or a music device;
6. Cards larger than 5" x 7";
7. Blank paper, cards, envelopes, stamps;
8. Magazines, books, and newspapers (not sent by the publisher);
9. Staples, paper clips, and glitter;
10. Items that have stains, markings, lipstick or white out;
11. Letters or envelopes having stickers, including address labels on them;
12. Hard bound books;
13. Padded envelopes, certified and tracked mail including legal or Priority Mail;
14. Artwork done with wax, water colors or heavy crayons, markers, felt-tip pens, or glitter;
15. Flowers;
16. Envelopes or items with tape;
17. Instant camera photos (i.e. Polaroid photos);
18. Photographs or photocopies of photographs larger than 4"x 6" or not marked with name and Personal File Number (PFN);
19. Posters;
20. Food items;
21. Packages;
22. Photographs that have sexually explicit, suggestive images, or graphic nudity.
23. Cash or personal checks.

### **Can I get magazines or books while I am in jail?**

You may receive newspapers, magazines, and periodicals if they are mailed directly from the publisher. These items should be mailed through the US Postal Service to one of the following addresses based on your current housing.

Main Jail Complex  
150 W. Hedding Street, San Jose, CA 95110-1718

Elmwood Complex  
701 S. Abel Street, Milpitas, CA 95035-5243

The address label on the item must be clearly marked with your identifying information: name and Personal File Number (PFN) or Booking Number. The item will be returned to the sender if any identifying information is missing. Any subscription received after your release will either be thrown away or placed in the library for use by all inmates.

Books cannot be sent directly to you. They must be sent to Catholic Charities. Catholic Charities will deliver the books to you. The address for Catholic Charities is below:

Catholic Charities Inmate  
Services Program 2625 Zanker Rd,  
Suite 210  
San Jose, CA 95134

You will receive a receipt if any item is withheld and placed with your property. You may appeal this decision to the Facility Captain by filling out a Grievance Form.

### **How do I send mail to my family or friends?**

You must use the U.S. Postal Service approved envelopes purchased through the Commissary to send letters to your family or friends. You may get two sheets of writing paper and stamped envelopes per week for writing to your family or friends if you have less than \$2.00 on your Commissary account. You may not send packages or boxes from jail, only paper letters may be sent out.

To send a letter, fold the paper and put into the envelope and seal the envelope. Write the name and address of the person to whom you are sending the letter (recipient) in the center of the front of the envelope. Write your full name, the facility's address, your Booking Number, and Personal File Number (PFN) in the top left hand corner of the front of the envelope. Below is an example of how to fill out the envelope to mail a letter. Mail with no return address will be disposed of.

NAME *Your Full Name*

Santa Clara County Jail  
Address of your jail housing facility

BOOKING NO. *Your Booking Number*

PFN NO. *Your PFN Number*

Recipient's Full Name  
Street Address, Apartment Number  
*or* P.O. Box Number  
City, State, Zip Code

Place the sealed and filled out envelope into a mail bin in the unit.

The Postmaster General has ruled that inmate mail is not U.S. mail until it reaches a U.S. Postal Service Facility. Outgoing mail may be opened, read, or searched if there is a valid security reason with the Facility Captain's approval.

### **How can I write to my attorney or the court?**

You may request paper and envelopes to write to your attorney or the court by submitting an Inmate Request Form.

### **What are "legal mail" and "official mail?"**

Legal mail is mail addressed to or from an attorney, American Civil Liberties Union, or Disability Rights Advocates. It is clearly marked on the outside of the envelope as "legal mail." Mail from your attorney not marked as "legal mail" on the envelope will be treated as personal mail.

### **Can I send receive or send legal mail or official mail?**

Legal mail that is sent to you will be opened and inspected in front of you by a Deputy. Staff will not read your legal or official mail. You will be asked to sign for legal mail.

You may send legal mail (to your attorney, American Civil Liberties Union, or Disability Rights Advocates) using an envelope from the Commissary. You must write the words "legal mail" or "official mail" on the front of the envelope along with the other required information for sending mail.

## **What happens if I label my personal mail as legal or official mail?**

You must not send personal letters in envelopes marked as legal mail or official mail. You are subject to disciplinary action and criminal prosecution for labeling an envelope as legal or official mail that is in fact personal mail. This is a type of fraud.

## **TELEPHONE CALLS**

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You may use the telephones that are located throughout the jail housing units to place outgoing calls. You may also make phone calls using your tablet. Each housing unit has rules about the hours of use and the length of calls you are allowed.

### **How do I use the telephone?**

Telephones are available for outgoing calls. You may only use the telephones in your assigned housing areas and only during regular dayroom time. You should have been given a card with a 4-digit Personal Identification Number (PIN) during booking. You will use your booking number along with your PIN to use the telephone. The first time you use the phone, you will be asked to change your PIN.



**For your security, do not share your PIN with others.**

### **What if I lose my PIN?**

You must remember your PIN. Your account will be locked if you enter the PIN incorrectly three (3) times. Notify your Unit Deputy if you cannot remember your PIN. The Unit Deputy will contact the phone provider to have it reset. It will take approximately 30 minutes to reset.

### **Is there a limit to how long a phone call can be?**

Personal calls are limited to 15 minutes each. The system will warn you before the 15 minutes are up.

### **How do I pay for my telephone calls?**

The inmate telephone services provider has a pre-paid account plan. Your family

members and friends can sign up for an account online through the inmate service provider's web page. This will allow them to receive and accept collect calls from you. It prevents their telephone number from being restricted - as long as there are funds available in the pre-paid account.

### **How can I be notified of emergencies by telephone?**

Incoming emergency calls will be accepted by the facility if the caller is a member of the criminal justice system (after verification by the facility). Inmates will be contacted and allowed access to a county telephone for completion of the emergency call. Family emergency calls will be directed to the Chaplain.

### **What if the party I want to call has a blocked number?**

The called party must contact their local phone service provider to remove the block. Once the block is removed, the called party may contact the inmate telephone services provider to arrange to receive calls.

### **How do I report a problem with my telephone service?**

Please report telephone service issues to the Unit Deputy. You can also file a Grievance or Inmate Request Form for reporting issues with the inmate telephones.

### **What if I have trouble hearing and want to use the telephone?**

A Telecommunications Device for the Deaf (TDD) is available if you are hearing-impaired. Hearing-impaired inmates are asked to provide phone numbers that they may call while incarcerated during the booking process. The Unit Deputy can help you to use the TDD devices. Instructions are also posted next to the TDD phone.

**As a reminder, phones are monitored and recorded,** subject to screening, may be shared with law enforcement, and may be used as evidence in a criminal or civil proceeding.

### **Speed Dial Services**

The jail provides direct calling to county and community offices, departments

and services. **These calls are FREE.** You can use the Directory Speed Dial on all unit phones. Select the *contact* you wish to call, and the number assigned to the contact. The list below is also posted at each telephone station.

## Inmate Telephone System Speed Dial Number List

SPEED DIAL	DESCRIPTION
#10	Dependency Advocacy Center Conflicts Office 4
#11	Dependency Advocacy Center Conflicts Office 3
#12	Dependency Advocacy Center Conflicts Office 2
#13	Dependency Advocacy Center Conflicts Office 1
#14	Dependency Advocacy Center Main Office
#15	DAC Office of Dependency Counsel
#16	DAC Family Legal Advocates
#17	Independent Defense Counsel's Office 2
#21	Public Defender – San Jose Office
#22	Public Defender – San Jose Office
#23	Child Protective Services
#25	Alternate Public Defender
#26	Probation Department
#27	CDCR Parole
#28	Mexican Consulate
#33	Silicon Valley United Way
#34	Silicon Valley United Way - TDD
#35	Veterans Affairs Office
#36	Veterans Affairs Office
#37	Adult Custody of the Ombuds – Confidential, safe space to explore needs and options. <b>Not monitored or recorded</b>
#38	Public Interest Law Firm / Mental Health Advocacy Project
#39	Internal Affairs – IA Sheriff's Department
#40	Independent Police Auditor - call to San Jose Police Dept. complaints only
#41	SJPD Internal Affairs - call to San Jose Police Dept. complaints only

## Inmate Telephone System Speed Dial Number List continued

SPEED DIAL #	DESCRIPTION
#42	Federal Public Defender
#45	DADS Assessment Line
#50	CDCR Parole – Lewis Road
#51	INS Pro Bono
#53	Public Defender – Palo Alto Office
#54	Public Defender – South County Office
#55	Public Defender – Proposition 47 Eligibility or Status
#67	Independent Defense Counsel’s Office
#77	CDCR Parole – West Taylor Office
#80	Pre-Trial Services
#97	Next Door Domestic Violence Hot Line
#98	Santa Clara County Breastfeeding Support Line
*99	Rape Crisis Center YWCA - <b>Is confidential and non-recorded by Custody Staff (does not require your PIN )</b>

**All calls listed as Speed Dial numbers are free**

The County of Santa Clara has a vendor for Commissary. This is a store with jail approved items that you can buy. You place an order for the items you want and the items will be delivered to you. The items will be paid using funds in your inmate account.

**How do I order items through the Commissary?**

You may place an order for Commissary on the tablet or on a paper Commissary slip. Staff can help you fill out the Commissary slip if you need help reading, writing, or understanding the forms. The table below has more information about these methods.

<p><b><u>Tablet:</u></b></p> <ul style="list-style-type: none"><li>• You must sign-in to your account on the tablet.</li><li>• You <u>do not</u> need to put in your name, booking number or housing number.</li><li>• You will need to confirm your order at the end of the transaction.</li></ul>	<p><b><u>Paper:</u></b></p> <ul style="list-style-type: none"><li>• You must fill out order properly and completely using your last name, first name, middle initial booking #, housing unit and signature.</li><li>• Orders must be printed clearly.</li><li>• Commissary slips must be (how are these collected for pick-up?)</li><li>• All Commissary slips are picked up on Sunday night and scanned Monday morning.</li></ul>
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**Is there a limit as to how much I can order?**

You may purchase Commissary once per week - unless your Commissary privilege has been taken away because of an infraction. A \$100.00 limit is placed on any Commissary order. Family members or friends may purchase an “ICare” package of up to \$100.00 to be delivered to you. The link for this online purchase can be found on the Sheriff’s Office website

All of your possessions must fit into your jail issued property bins. This includes Commissary items that you purchase and “ICare” package items.



Once you are sentenced to State Prison, Commissary items in your possession will not be allowed to go with you.

### **When will my Commissary items be delivered?**

The delivery days for each facility (jail) are as follows:

#### Elmwood Facility:

Minimum Camp and M8 housing:	Tuesday evening
Medium Security housing:	Thursday evening
Women's Facility:	Thursday evening

#### Main Jail:

Main Jail North:	Friday evening
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### **What do I do if something is missing from my order?**

Commissary sales are considered final at the time of delivery. You should check the accuracy of your order at the time you receive it - before you sign for it. You can file a Grievance Form if there is an item missing from your Commissary delivery. The Sheriff's Office will follow up with the vendor to resolve the problem.

## **HEALTH CARE SERVICES**

You can get health care while you are in jail if you need it. Santa Clara County Custody Health Services is a full-service health center. It is connected with Santa Clara Valley Medical Center. Custody Health Services provides medical care, dental care, and mental health care for inmates.

You should have met with a member of the medical team during booking. The medical team member likely asked you questions about your health and health care needs. The information you shared is very important. It will help the medical team treat you while you are in jail. A member of the medical team should meet with you in your housing unit if you did not speak with them during the booking process.

### **How do I get health care services while I am in jail?**

Medical and mental health services are always available in the jail. Tell a Deputy or fill out a White Card to get medical, dental, or mental health services.

- Tell a Deputy right away if you have ...
  - a medical emergency,
  - thoughts about hurting or killing yourself, or
  - a mental health emergency.
  
- Fill out a White Card if you have ...
  - a medical problem,
  - a mental health problem,
  - a problem with your teeth or gums,
  - a question about your medications, or
  - a medical, dental, or mental health question.
  
- Fill out a White Card if you need ...
  - an ADA accommodation or
  - to make an appointment with a doctor, dentist, or psychiatrist.

### **Can I get medication while I am in jail?**

You will get prescription medication if your doctor or the Custody Health Services

staff decides you need it. You may get an appointment to meet with a Custody Health Services team member to talk about your medications. Please fill out a White Card if you have questions about your medication.

You may buy some over-the-counter medications, like Ibuprofen and Acetaminophen, from the Commissary.

### **How do I get my prescription medication while I am in jail?**

Medication that was prescribed for you is given out during pill call. A Deputy will announce when pill call starts in your housing unit. You must get your medication during the scheduled pill call in your housing unit so you don't miss that dose of medication. Fill out a White Card to talk with medical staff if you have a problem with taking your medication on the pill call schedule for your housing unit.

### **Can I see my own doctor while I am in jail?**

You may be able to see your own doctor while you are in jail. You may need to get a medical clearance, temporary release, or court order to see your doctor at his or her office. You will have to pay for the costs for treatment including security, transportation, and medical costs. [Possibly add in steps to apply/arrange for it/qualifications/limitations, etc. if legally required]

### **Can I get care in my current housing?**

You may stay in your regular housing unit while getting medical or mental health care in most cases. The jail does have special housing for ill or disabled inmates who need around-the-clock medical or mental health care or need accessible housing. A medical or mental health provider will arrange to have your housing changed if it is needed for your care or for you to live independently.

### **What if I do not like a decision that was made about my medical care?**

You can submit a grievance if you do not like a decision that was made about your medical care.

## **EYE CARE AND EYE GLASSES**

If you are wearing prescription glasses at the time you are booked, you are allowed to keep them unless they are not dark tinted.

Reading or prescription glasses may be delivered by friends or relatives to Catholic

Charities or the Medical Unit. The glasses will be given to you. Glasses must be non-wire frames.

Inmates who have been in custody for more than 30 days, who require eyeglasses, may request an eye examination. Prescription glasses are not provided by the Medical Unit unless your eyesight is 20/100 or worse; An onsite Optometrist is available with an appointment. Standard reading glasses can be purchased through Commissary.

## **DENTAL CARE**

You will receive a dental screening by a health professional within 14 days of booking. The health professional will find emergency and urgent care conditions. If you complain of an urgent condition, you will be checked by a dentist within 5 days. You can buy ibuprofen through the Commissary if you have a painful tooth or gums.

If you need dental care, submit a Medical Request Form (White Card) to the nurse during morning pill call. You will be checked by a medical professional within 24 hours. If it is an emergency that can't wait 24 hours, notify a Deputy right away. If you are put on the list to see the dentist, you may receive ibuprofen, acetaminophen, or other pain medication that is ordered by medical or dental staff.

If you refuse your scheduled appointment, it will not be rescheduled automatically. You must request a new dental appointment by submitting a Medical Request Form (White Card).

If you are missing teeth and have trouble chewing food, you may request a soft diet by submitting a Medical Request Form (White Card).

If you are in custody for more than four months (120 days), you may request a dental exam to see if you are eligible for denture(s).

If you are in custody for more than one year (12 months) you may request routine dental care. Routine dental care includes teeth cleaning and a check-up with x-rays. You may request routine dental care every year after as long as you are in custody.

**What if I need special housing?**

We provide special housing for ill or injured inmates who need around-the-clock medical care. All jail rules apply to inmates housed in the medical housing.

### **What if I have a complaint about my health care?**

If you have a problem with medical, you must follow the grievance procedures in this manual.

## **ILLNESS AND DISEASE PREVENTION**

There are several things you can do to keep yourself from getting sick or contracting diseases while in jail. The first thing is to help your body stay strong so it can fight off germs that can make you sick. To help do this:

- Eat a balanced diet (Jail meals meet dietary requirements for this.)
- Do not skip breakfast.
- Drink plenty of liquids.
- Exercise regularly.
- Get plenty of rest.

### **Precautions**

People leave germs on the things they touch. Germs most often enter the body through the mouth, nose, eyes, and breaks in the skin. Doing the things listed below will help prevent that from happening and making you sick:

- Do not share cups, eating utensils, towels, soap, razors, toothbrushes, or other personal items.
- Avoid physical or close contact with others. Do not touch other inmates.
- Keep your fingernails short and clean
- Keep cuts, scrapes, and open wounds covered with clean, dry bandages.
- Keep your personal items and cell or bunk area clean.
- Keep yourself clean. Shower regularly. Wear sandals in the shower.
- Always exchange your dirty clothing and bedding for clean items each week.
- Avoid touching your eyes, nose, or mouth.

- Use tissue to cover your nose and mouth area when sneezing or coughing. You may carry about an arm's length of toilet paper with you for this. If you sneeze or cough into your hands; wash them immediately.

 ***Wash your hands often and thoroughly! Hand washing is the single most important thing you can do to prevent yourself and others from getting sick!***

## **HIV-AIDS**

HIV is a virus. It destroys the ability of a person's immune system to defend against infections and diseases. AIDS is the final stage of the infection or disease caused by the immune system not being able to defend itself. Once a person has HIV the person is infected for life. A person can be infected with the virus and not know for a long time. The infected person can infect others without showing any symptoms of being sick.

HIV is spread by direct contact with bodily fluids like semen, vaginal fluids, and blood. Often, HIV is contracted by having unprotected vaginal, oral, or anal sex with an infected person; sharing tainted blood by sharing needles used for injecting drugs, tattooing, or body piercing; or blood transfusions. A mother can give HIV to a nursing baby through her breast milk.

You cannot get HIV from toilet seats, objects handled by people who have HIV/AIDS, or being near a person with HIV/AIDS. HIV dies very quickly once it is outside of the body.

## **Hepatitis B and C**

Hepatitis B and C viruses affect the liver and can lead to death. Hepatitis B can spread the same way as HIV by direct contact with bodily fluids like semen, vaginal fluids, and blood or needle sharing. You can also get it by contact with bodily fluids such as sharing razors or toothbrushes or having another person's blood come into contact with cuts or other skin openings you have. Hepatitis C is usually spread through contact with blood or contaminated needles.

Hepatitis B nor C is spread through food, water, hugging, or ordinary social contact. Like HIV, a person can be infected with a hepatitis virus and not know it

for years. The person can infect others without showing any symptoms of being sick.

### **STERILIZATION – YOUR RIGHTS – PC 3440**

As an inmate in the jail under Penal Code section 3440, you have certain rights regarding sterilization. While you are an inmate in the jail, you may not be sterilized for the purpose of birth control.

While you are an inmate in the jail, you may only be sterilized when:

1. It's required to save your life right away in an emergency, or
2. It's required to treat your medical need, and all the rules below are followed:
  - a. Other, less drastic measures to address your medical need don't exist; or you refuse them; or you try them and decide while consulting with your provider that they don't work, don't exist or you refuse them, or you try them and decide while consulting with your provider, that they don't work.
  - b. A second doctor who is separate from, and doesn't work for the Custody Bureau, meets with you in person to discuss and confirms that a medical treatment that causes you to be sterilized is required to treat your medical need.
  - c. You consent to being sterilized after you are made aware of (1) the final and complete effect being sterilized would have on your ability to have children; (2) that even if you refuse to be sterilized, you would still be given medical care; and (3) the side affects you could experience if you are sterilized.

If this subject comes up with your doctor while you are in custody, you should request additional information regarding your rights, and it will be provided to you.

If you are sterilized as allowed under these rules, you will have access to Mental Health, Medical, and any required medication.

## **FAMILY PLANNING AND REPRODUCTIVE CARE**

Per Penal Code Section 4023.5, every female confined in any local detention facility shall be furnished by the County with information and education regarding the availability of family planning services. Inmates with problems or questions regarding their personal hygiene, menstrual cycle, and reproductive system or birth control measures should see the nurse during pill call. Catholic Charities also provides information, and referrals regarding family planning services.

Any female inmate in any local detention facility shall have the right to receive the services of any physician and surgeon of her choice in order to determine whether she is pregnant. If the inmate is found to be pregnant, she is entitled to needed services from the physician and surgeon of her choice. Inmates who wish to be seen by their own physician and surgeon should submit their request to the nurse.

You must get a court order so you can be transported to the examination and/or treatment if your doctor requires that you be seen in their office.

Any cost associated with the transportation, security, and services of a physician, surgeon, and/or hospital whose services are **not** provided by the County are the sole responsibility of the inmate.

Per Penal Code Section 4028, a female detained in any local detention facility found to be pregnant and wants an abortion shall be permitted to obtain an abortion, if medically eligible. Any female inmate choosing to have an abortion should contact the nurse during pill call or make arrangements to see their own physician and surgeon at their own expense.

## **COURT APPEARANCES**

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You may take court papers with you to court if they directly relate to your court appearance. All other items are contraband unless they are approved by jail staff.

### **Arraignment**

If you are an arrestee with on-view charges, you will be arraigned on your charges within 72 hours after your arrest not including weekends and holidays. **There are other types of arraignments which take longer to receive a court date. For example, Superior Court Warrants can take up to 14 days, Probation Violations can take up to 30 days.**

During arraignment, a judge will tell you why you are in jail and may appoint an attorney to represent you if you qualify. The judge will also set a date for your next court appearance.

### **Conduct in Court**

During a court appearance, you may not have contact with anyone other than court officials, your attorney, and Deputy. Contact includes talking, signaling, or passing notes. If you want to talk to a court official or your attorney, you must ask the escorting Deputy for permission.

### **Court Clothes – Jury Trial**

You may wear civilian clothing in court if you have a jury trial. ALL Court Ordered dress-out (men's and women's) will only be accepted or exchanged at the Main Jail Information Desk. Your attorney or another person may bring you court clothes 24 hours a day, 7 days a week.

Jail staff will store up to two sets of court clothes at a time depending on the expected length of your trial. Each acceptable set of clothing is defined as:

- (1) Dress Shirt/Blouse
- (1) Pair of Trouser
- (1) Suit Jacket/Sport Coat

Your attorney or the person who brought in the clothes can arrange for the exchange of soiled court clothes for clean ones.

## **RELEASE**

There are several ways you can be released before you go to trial, including, but not limited to: Own Recognizance (OR)/Supervised OR, Bail, Citation or Court Release. If you are released through any of these methods, you will physically be released as soon as all the necessary paperwork can be processed. You will be required to complete release paperwork and your personal property will be returned to you.

### **No Cost Release**

You may be eligible for no cost release. After the booking process and before you are housed, ask to speak to Pretrial Services. “Just ask”. You may also ask during your arraignment.

### **Elmwood Temporary Release**

Penal Code section 4018.6 P.C. allows for a Temporary Release for sentenced inmates for family emergencies or preparation for return to the community. Any such release may not be for a period of more than three days.

To qualify for a Temporary Release you must be sentenced on all matters for which you are being held. To request a Temporary release, you must submit a P.C. 4018.6 Request Form to a Sergeant. You may be required to pay the County, in whole or in part, for any expenses incurred pursuant to a Temporary Release prior to being released. If your request is denied, you may try to obtain a court ordered release.

Inmates who have not been sentenced must obtain a court order for Temporary Release. Your attorney may assist you in obtaining a court order.

Penal Code section 3081 (County Parole) provides for early release of certain eligible inmates. Among other conditions, you must not have been denied parole by the court, must have received a total sentence of at least sixty days, must have served at least one-half of your sentence by the date of the parole hearing and must not have any pending out - of- county matters.

If you believe that you qualify for release on County Parole, you may obtain an application from the Housing Unit Deputy. Complete the entire application as thoroughly as possible, as this is your opportunity to explain why your request should be granted. Custody staff may submit a statement regarding your conduct, including infractions, to the County Parole Board. If you are requesting a release due to medical problems, attach a doctor's statement to the application. If you are requesting a release due to other circumstances, it will be to your advantage to verify as much information as possible through additional letters or records.

Your application for County Parole must be submitted fifteen (15) days prior to the next scheduled meeting of the Parole Board. You are entitled to make a personal appearance before the Board. A Probation Deputy will meet with you prior to the hearing in order to verify your eligibility, discuss your reasons for requesting Parole and assist you with your post-release plans.

### **Release Time of Day**

If you have completed your County Jail time, you will be released after 8:00 a.m. on the morning of your release date.

## **PAROLE AND PROBATION ISSUES**

If you have a Parole or Post-Prison Supervision (PPS) violation, you will be scheduled for a "Morrissey Hearing" to determine your status. If your Parole Officer is in another county, we will transport you to that county after any local charge issues are complete. If you receive a sanction, the length of sanction may not exceed the total time remaining on Parole or PPS. If your PPS is revoked, any time spent in custody will be added to the total length of supervision. Time spent on "Absconding" will also be added to the total length of supervision.

If you have a Probation Violation, the arraignment judge will set a time for a Probation Violation Hearing. This can take up to 30 days. The hearing is to determine if your Probation will be amended or revoked. Revocation ends all supervision on this case or specific count and you may serve a substantial jail sentence.

If you need to contact your County Parole or Probation Officer you can write to

the office at:

Probation Department, Adult Division 2314  
N. 1st Street  
San Jose, CA 95131

To call Santa Clara County Parole speed dial # 27; for Probation dial speed dial number # 26.

See Government Contacts, on page 88 for the addresses of Parole and Probation services for Santa Clara County.

***DISCIPLINE PROCESS***

While you are in custody, there are rules of conduct you must follow. If you do not follow these rules while you are in custody, you will be subject to jail discipline, criminal prosecution or both. Any rule violation may affect your Classification status and/or release date.

**MAJOR RULE VIOLATIONS**

Items listed indicate only some of the possible rule violations. Other violations may also be included, according to their nature. These are for reference only.

**2-1 Fighting****2-2 Threatening or Challenging Badge Staff , Civilian Staff, or another Inmate****2-3 Disobeying a Written or Verbal Order from Staff**

Inmates shall obey all lawful orders, both written and verbal, from custody staff.

2-3a Inmates shall submit to a urinalysis or breathalyzer test when requested to do so by custody staff.

2-3b Inmates shall submit to a planned and/or random security search of your person at any time upon the direction of any Deputy. Presenting False Information or Lying to Staff

**2-4 Failure to Treat Deputies, Staff and/or Visitors with Courtesy and Respect**

Inmates shall not address Deputies by their first names or use profane and/or demeaning language toward any staff and/or visitors.

**2-5 Lockdown Instructions**

Inmates will go directly to their assigned bunk/cell and immediately lock their door upon being told to lockdown by a Deputy.

**2-6 Failure to Remain on Assigned Bunk during Lockdown**

Inmates will remain on their assigned bunks during lights out and/or lockdown, with the exception of being allowed to use the bathroom. Inmates instructed to lockdown shall return to their barracks, module or cell immediately. Televisions will be turned off during “lights out” and during lockdown periods if a Deputy so directs.

### **2-7 Cell Assignments and Unauthorized Movement**

Any inmate assigned a bottom tier is not allowed on the top tier for any reason. Inmates are not to change their cell or bunk assignment without authorization from the Deputy in charge of their area.

### **2-8 Unauthorized Communication during Count**

During count, inmates will remain quiet, not distract nor talk with any Deputy (unless there is an emergency) and shall not move from their bed. Inmates shall remain on their bunks during count until it has cleared.

### **2-9 Failure to Wear Identification Band**

Inmates must wear their issued identification band at all times. If it comes off, the inmate must contact a Deputy immediately and have it replaced. Inmates removing, destroying, altering or taking the picture from their wristband without authorization may face disciplinary action. In addition, minimum-security inmates will show their identification card when requested.

### **2-10 Under the Influence of Alcohol or Drugs in a jail facility**

2-11a Possession or manufacturing of unauthorized beverages including “Pruno”

2-11b Possession or under the influence of **any illegal** drug while in custody may result in a **criminal charge**

2-11c Unauthorized use of prescription medication not prescribed to you (trading, selling, checking or hoarding.)

### **2-11 Possession of Cigarettes, Matches, Lighters or Tobacco**

Inmates shall not smoke, or be in possession of smoking materials (including, but not limited to, cigarettes, matches, tobacco, lighters or

lighting instruments).

**2-12 Inmates will not occupy the same Single Use Shower Stall at the same time. (Single shower stalls are for individual use only).**

**2-13 Sexual Activity**

Inmates will not engage in sexual activity. No inmate shall engage in or force/pressure any other person to engage in any kind of sexual conduct.

**2-14 Pornographic Material**

Inmates shall not possess any sexually expressive pornographic material in plain view (i.e. walls, desks, mirrors, cups, etc.) This includes, but not limited to, photos and magazine cut outs.

**2-15 Sexual Harassment**

Sexual Harassment is prohibited. It can include verbal, physical or environmental conduct. Examples include, but are not limited to: unwelcome sexual advances, displaying sexually suggestive material or objects, leering or making sexual gestures, sexually-oriented “kidding” or abuse, sexual jokes, comments about a person’s body, sexual prowess, or sexual deficiencies, subtle pressure for sexual activity, physical contact such as patting, pinching or constant brushing against another person’s body, demands for sexual favors.

**2-16 Destruction or Damage of Government Property, Including clothing and Bedding**

Inmates shall not use bedding, clothing or towels in any manner other than for which they were designed. Inmates will not possess pieces of previously torn clothing. Inmates will be responsible for all clothing and bedding issued to them. Inmates destroying clothing or bedding may be charged replacement costs, in addition to disciplinary action.

**2-17 Flooding**

Intentionally clogging up toilet or sink to create and overflow in the cell or unit.

**2-18 Tampering with a Light Fixture, Vent, Electrical outlet (wire) or T.V. Cable connection/Remote Control**

Inmates will not tamper with or destroy any door, lock, security devices, window caulking, night-lights, air vents, electrical wires or televisions. Tampering with life support (fire extinguishers, AED, etc.), scam alarms, fire control or HVAC systems is not permitted. This includes covering vents and lights with any item.

**2-19 Tampering with Cell Door Locking Mechanism**

2-20a Tampering with windows or bars.

**2-20 Tampering with Facility Mounted Cameras**

Inmates will not tamper with, cover, obstruct or destroy any facility mounted camera.

**2-21 Unauthorized Absence from Work Assignment**

If unable to work, a medical note or approval from a deputy is required.

2-22a Failure to report to work or assigned location on time 2-22b  
Failure to remain at assigned work area - Inmates will remain in their assigned duty area unless given permission to leave by a Deputy or C.S.A. in charge.

**2-22 Refusal to Work**

A refusal to work may result in the loss of work time credit from the date of refusal until the inmate notifies the Facility Captain in writing that they are willing to work (4019 PC).

**2-23 Unauthorized Communication with Visitors/Other Inmates (to include Letters/"Kites", is prohibited per PC 4570 and PC 4571.1)**

**2-24 Sitting and/or Climbing in an Unauthorized Area; Walking; Standing or Lying on Facility Grass Areas (except the Recreational Grass Area)**

Inmates are not to sit or lie on any table or trash container. Inmates shall not climb on walls, bars, equipment, or building structures in or around the exercise area.

## **2-25 Misuse of Postage and Improper Marking as Legal Mail**

Any outgoing mail which appears to have been tampered with for the purpose of avoiding payment of the required US postage, or marking regular mail as Legal Mail.

## **2-26 Failure to Comply with the Disciplinary Process**

Inmates shall not communicate in any way with inmates who are confined to his/her cell as a result of a Custody Input Report or Inmate Infraction.

## **2-28 Impeding an investigation involving K9 Deputies/Dogs**

2-28a Inmates will not impede or obstruct a K9 team during a search by feeding and/or putting harmful chemicals or substances in the search path.

2-28b Inmates will not verbally impede or obstruct a K9 team during a search by barking, howling, kicking doors or yelling while ANY search is being conducted in a housing unit or individual cell.

## **MINOR RULE VIOLATIONS**

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Items listed indicate only some of the possible rule violations. Other violations may also be included, according to their nature. These are for reference only.

### **3-1 Failure to Make Bed and/or Clean Personal Areas and Cell/Bunk**

Inmates shall make their beds, and clean the surrounding area by 8:00 a.m. each day. The bed is to be made up until after 8:00 p.m. Inmates may use one blanket or sheet as a cover for daylight hours. Inmate workers must make their beds prior to going to work each day. Inmates may not sit or lay on another inmate's bed. Blankets and/or clothing may not be hung up as curtains.

3-1a There will be nothing placed on, attached to, hung on, or covering any of the following: bed frames, interior lights, cell/door vents, furniture, doors, door windows, windows, window sills, walls, vents, showers or any other area.

### **3-2 Failure to Follow Sanitation Regulations**

Inmates will dispose of all trash by placing it in the trash container and not

on the ground.

3-2a Inmates shall keep their living areas clean. Personal items shall be stored neatly in the bins provided.

3-2b Inmates assigned to Food Service duties shall wash and scrub their hands and nails prior to handling food and wear plastic gloves, hairnets, food service hats and shoes at all times while working.

### **3-3 Personal Appearance**

Inmates must maintain personal hygiene.

3-3a Inmates may not dye or attempt to change their hair color while in custody.

3-3b Hairpieces/Weaves - Inmates may not sell, trade, or give away hair strands, hairpieces, hair weaves or wigs to other inmates.

### **3-4 Use of Hygiene Products**

Inmates will not use any hygiene product(s) for something other than it's intended use.

### **3-5 Inmate Workers are only allowed to Possess One Additional Clothing Issue in their cell.**

### **3-6 Failure to meet Dress Code**

Inmates will wear proper fitting shoes, pants and T-shirts when outside of sleeping and bathroom areas. (Exception: Male inmates may be shirtless while in the exercise area). Tennis shoes will not be worn to court, unless approved by Medical staff and the inmate is issued and wearing a medical wristband. Inmates will not wear any type of headgear, except as authorized by jail staff.

Inmates who leave their housing units for interviews, court, programs or other out of unit activities must wear their full issued clothing and wristband to include an undershirt, canvas color top and long pants. Workout shorts WILL NOT be worn outside of the housing unit.

3-6a Inmates will not wear oversized clothing, roll up their pants, or roll up their shirts/blouses.

3-6b Female inmates must wear a brassiere and undershirt (t-shirt or thermal) along with their cover shirt and pants when being transported out of the facility.

**3-7 You may only have the amount of clothing allocated to you based on your gender:**

- Two outer shirts,
- Two pair of pants,
- Two T-shirts,
- One thermal (year-round),
- One work out short,
- Seven pairs of underwear (male gender clothing),
- Seven pairs of panties (female gender clothing),
- Two bras (female gender clothing),
- One nightgown (female gender clothing),
- Seven pair of socks,
- One pair of shower shoes,
- Two towels, and
- One wash cloth.

**3-8 Inmates will not be Loud, Boisterous or Offensive**

**3-9 Pushing, Shoving or Line Jumping**

**3-10 Unauthorized Running or Throwing of Objects in the Facility** Inmates shall be allowed to run and throw authorized recreational equipment only, such as handball, volleyball, basketball and softball, in the recreation areas only. Inmates shall not throw rocks, food or other non-recreational items at any time.

**3-11 Removing Chairs from the Multi-Purpose Room or Dayroom** Inmates will not remove any chair from the Multi-Purpose room or dayroom.

Chairs are not allowed in the cells, upper floors, or on the sundeck (unless authorized by a Deputy).

### **3-12 Visits outside the Cell**

If an inmate is confined to his/her cell as a result of a Custody Input or Inmate Infraction, no other inmate will be allowed to gather outside the cell to visit, communicate or converse with that inmate.

3-12a Inmates housed in a two-tiered/multi-group module cannot gather outside the cell or communicate with an inmate from another group.

### **3-13 Entering Unauthorized Areas**

3-13a Inmates will not enter any unauthorized area, barracks, or cell, except the one to which they are assigned.

3-13b Inmates shall not loiter near the Deputy's Station.

3-13c Inmates assigned to a cell on the lower tier / top tier shall not visit, congregate or loiter on the opposite tier.

3-13d No loitering in an entrance/exit area

3-13e Inmates shall not move to a different bunk or cell without authorization.

### **3-14 Possession of Contraband, excessive items and/or Unauthorized Government Property**

3-14a Inmates will not wear any jewelry, except religious items authorized by the Jail Chaplain or a solid wedding band, without stones.

3-14b Inmates are responsible for the contents of their cells, bunks and bins.

3-14c Inmates shall not remove any food or property from the chow hall, dining area or work area without approval from custody staff.

3-14d Inmates shall have in their possession only those items issued by the jail, purchased from commissary or approved by custody staff. Alteration of these items will be considered "contraband".

3-14e Inmates may not possess more than one newspaper, two magazines, two dictionaries, five books and a reasonable number of clippings and photographs. In accordance with Fire Marshal standards, an inmate may not have more than three pounds of flammable material (excluding bedding and clothing). This is approximately one ream of

paper, 2-1/2 inches thick. No hardbound books will be allowed in the facilities.

- 3-14f Inmates shall not possess any item(s) that, by design or use, constitute a “tattoo kit”.
- 3-14g Unauthorized possession of a razor.
- 3-14h Meals shall not be allowed in cells unless authorized by staff. When authorized, all food from meals served in cells shall be consumed within 30 minutes from the time the meal was served.
- 3-14j Inmates will not display any gang affiliation while in custody (colors, yarn, thread, jewelry, etc.).

### **3-15 Program / Classroom Attendance**

Any inmate assigned to a program dorm, or on an instructor’s roster must attend class promptly. If the inmate does not attend at the start of class, he/she will be subject to an infraction and removal from the class.

- 3-15a Inmates will not disrupt class by talking, or sleeping.
- 3-15b Art supplies not purchased from Commissary or authorized by the facility will be considered contraband.

### **3-16 Inmates Transported to and/or from Court may possess relevant court papers only. Books, Combs, Food or Other items will not be allowed.**

### **3-17 No Television or Telephone use during Meals**

### **3-18 Telephone Usage**

Each individual telephone call is limited to 15 minutes. Use of TDY phones are only available to “hearing impaired” inmates.

## **CRIMINAL OFFENSE LISTING**

Items listed indicate only some of the possible rule violations. Other violations may also be included, according to their nature. These are for reference only.

- 1-1 Murder or Attempted**
- 1-2 Assault and/or Battery**
- 1-3 Rape**
- 1-4 Assault to Commit Sex Acts**
- 1-5 Indecent Exposure**
- 1-6 Extortion, Blackmail for Protection**
- 1-7 Escape, Attempted Escape or Planning**
- 1-8 Possession of Escape Paraphernalia**
- 1-9 Tampering with any Locking Device or Life-Safety System/Equipment including Fire Extinguishers and S.C.B.A.'S**
- 1-10 Arson**
- 1-11 Possession of Explosives or Ammunition**
- 1-12 Possession of a Gun, Mace, Firearm, Knife or Any other Weapon described in the California Penal Code**
- 1-13 Participation in Riots, Work Strikes or Disturbances**
- 1-14 Inciting To Riot**
- 1-15 Possession of any Illicit Drugs or Drug Paraphernalia**
- 1-16 Under the Influence of Drugs**
- 1-17 Theft of Property**

**1-18 Possession of Stolen Property**

**1-19 Bribery or Attempted Bribery of any Official or Staff Member**

**1-20 Willful Destruction of any County, State, Or Federal Property, including Legal and General Library Books purchased by the Inmate Welfare Fund.**

**1-21 Counterfeit of any Government Document, Money or Official Paper**

**1-22 Gambling**

**1-23 Cruelty to Animals**

**1-24 Violation of any Condition of Furlough – CASU, Parole / Probation and Early Release**

**1-25 Attempt to commit, or Assist another to Commit any of the above Offenses**

**1-26 Violation of any Law or Ordinance of the United States, State of California or County of Santa Clara**

**1-27 Gassing - Intentionally placing or throwing, or causing to be thrown, upon the person of another, any mixture of human excrement or other bodily fluids or substances.**

**1-28 Possession of Wireless Device**

**1-29 Possession of Tobacco**

## **DISCIPLINARY PROCEDURES**

### **Minor Rule Violation**

For Minor Rule violations, informal resolution is encouraged. Minor rule violations may be handled informally through counseling. A Custody Input

Report may also be used to document positive or negative behavior. You will be asked to sign and date the CI. It is not an admission of guilt. It is an acknowledgement of the rule violation(s). A copy of the final CI will be given to you. Guilt or innocence is determined by a review of a Sergeant. Minor rule infractions may also be handled formally by completing an Inmate Infraction Report. The CI will be part of your Classification review process.

### **Disciplinary Process**

A Deputy may impose *informal* discipline sanctions, for up to 24 hours, for the least serious of violations.

1. The Deputy prepares and submits an infraction form.
2. The Sergeant will interview the inmate and explain the nature of the charge.
3. If there is a relevant factual conflict, the Sergeant will make an independent investigation.
4. The Sergeant shall determine innocence or guilt and verbally inform the inmate of the decision.
5. The Sergeant shall record all relevant information and provide a completed copy of the Infraction Form, including the disposition, to the inmate.

### **Major Rule Violation / Infractions / Disciplinary Process**

When an inmate is accused of committing a major rule violation, the procedure below will be followed.

1. Infractions must be initiated within 10 days of the rule violation occurring. A copy of the Infraction Form will be given to the involved inmate, which serves as notice to the inmate that he or she has been infringed.
2. A Sergeant's interview must take place no more than 72 hours after the notification of charges. The inmate shall have the opportunity to plead innocent or guilty. At this time, the infraction may be reduced to a minor, at the discretion of the interviewing sergeant.
3. If the inmate pleads guilty, he/she will receive notice of imposed discipline.
4. If the inmate pleads not guilty, the hearing shall be conducted by a Hearing Deputy.
5. Scheduled hearings may be postponed or continued for a reasonable time for a good cause, approved by the Hearing Deputy or Watch Commander.

All attempts will be made to remain within Title 15 guidelines.

6. The inmate is entitled to be present at the hearing concerning his or her conduct, unless a legitimate institutional concern for the safety and security of the facility exists preventing the inmate's presence.
7. Inmates are not entitled to representation at disciplinary hearings, and no representation is provided by the County/Department. Inmates can contact community-based help organizations (CBO) as recognized by the County Department (e.g. Catholic Charities) to inquire about available services in connection with disciplinary hearings such as copying and help gathering evidence and witnesses.
8. The inmate shall be given an opportunity to make a statement, present relevant evidence and is entitled to a limited opportunity to call witnesses, at no expense to the county, except when it jeopardizes the safety or security of any person or the facility.
9. At the conclusion of the hearing, the Hearing Deputy will verbally notify the inmate of the findings and advise him/her of their right to appeal the decision to the Facility Captain, within three days.
10. The Facility Captain may affirm, reduce or reverse the decision of the Hearing Deputy.
11. If no appeal is received by the Facility Captain within the three-day period (72 hours), the inmate shall be advised, in writing, of any penalty or sentence imposed.
12. If the inmate is found not guilty, the Hearing Deputy will verbally notify the inmate and all reports will be marked "Found Not Guilty".
13. The consequences of a major infraction hearing resulting in a guilty verdict and disciplinary housing shall include the loss and/or restrictions of the following inmate services:
  - Loss of social visits – except legal or official visits.
  - Loss of Commissary - except personal care items.
  - Loss of television .
  - Loss of telephone use for social calls – except legal calls to attorneys, courts or verified family emergencies with Sergeant approval.
  - Loss of inmate worker status.
  - Loss of books/magazines – except one religious book.
  - Loss of out of cell time.
  - Loss of good time/work time.
14. The Penal Code and the State Constitution expressly prohibit a cruel or

unusual punishment. Additionally, the following limitations on disciplinary actions are as listed.

- No inmate shall be held in disciplinary isolation for a period of no more than 10 consecutive days without a finding on a new charge for a violation of facility rules and regulations.
- If an inmate is on disciplinary isolation status for 30 consecutive days, there shall be a review by the Facility Captain before the disciplinary isolation status is continued.
- In no case shall a safety cell be used for disciplinary purposes.
- Food shall not be withheld as a disciplinary measure.

### **Criminal Offense Sanctions**

Inmates violating this type of rule may have a may have criminal charges filed against them and be subject to prosecution in the courts. Criminal Prosecution will not delay the infraction process.

## ***APPENDIX A - INMATE EXERCISE PROGRAM***

You can easily do most of the warm-up and workout exercises suggested in this appendix within the space of your cell or bunk area. You do not have to have out-of-cell time to stay physically fit.

***You should consult jail medical staff before beginning any exercise program.*** Stop immediately if you experience pain while doing any exercise and contact your unit Deputy.

### **WARM-UP EXERCISES**

Warm-up exercises help you prepare mentally and physically for a more active workout and can help prevent injury. For a person not used to exercising or otherwise not in good physical condition, the warm-up exercises should be adequate as an exercise program for the first few weeks before moving on to other workouts.

You should begin warm-up exercises gently and gradually progress to activity that is more vigorous. For all stretching movements, gradually increase the degree of stretch with each repetition and be sure to do them slowly and gently, not abruptly or forcefully. A “count” in an exercise should be about a second long. Do the exercises in the order listed.

#### **1. Jumping Jacks**

Stand with your arms at your sides. Jump and spread your feet to your sides and at the same time swing your arms overhead. Then, swing your arms down and jump back to the starting position. Use a rhythmical and comfortable count. Repeat 15 times.

#### **2. Side Stretcher**

Stand with your feet slightly apart, with one arm extended straight upward and the other at your side. Slowly bend to the side of the down arm as far as you can go and hold for five counts. (Do not bounce in an effort to lean further down.) Come up, switch arm positions and repeat on the other side. Repeat five times on each side.

#### **3. Trunk Twister**

Stand with your feet comfortably apart, with your arms extended out from your sides, palms down. Slowly twist to one side as far as you can go, hold for five counts, and repeat on the other side. Repeat five times on each side.

**4. Forward Bend and Reach**

Stand with your feet about 18 inches apart, knees slightly bent, arms hanging loosely at your sides. Bend forward, extend your arms between your legs, and gently reach to touch the ground at about heel level. Hold for five counts, and then come up to the standing position. Repeat five times.

**5. Shoulder Stretcher**

Stand with your feet comfortably apart, with your arms bent, hands in front of your chest and your elbows out to your sides. Without arching your back, rhythmically thrust your elbows backwards and return to the starting position. Repeat 10 times.

**6. Shoulder Roll**

Stand with your feet comfortably apart, with your fingers of each hand touching the shoulders. Slowly rotate your elbows in a full circle—forward, up, back, and down. Repeat 5 times, then reverse the rotation.

**7. Neck Stretchers**

Stand with your feet comfortably apart, with your hands on your hips. (A) Slowly tuck your chin into your chest. Keeping your chin tucked, slowly turn your head toward one shoulder until you feel a gentle stretch in the neck muscles. Hold 10 counts then relax. Do 10 times on each side. (B) Keeping your head in line with your shoulders, slowly bend your neck to one side until you feel a gentle stretch along the side of your neck. Hold 10 counts, then relax. Do 10 times on each side.

**8. Knee Lifts**

Stand with your feet comfortably apart with your arms at your sides. Raise one knee to your chest, grasp and gently pull it to your chest, return and repeat with other leg. Keep your back straight. Repeat five times with each leg.

**9. Half-Knee Bend**

Stand with your feet comfortably apart with your hands on your hips. Bend your legs to just short of a 90-degree angle (squat), extending your arms forward for balance as you go down, then return, and repeat in a slow moderate pace. (Repeat

10 times.)

#### **10. Toe Touches**

Stand with your feet together with your arms at your sides. Keeping your knees slightly bent, lean forward and gently stretch your hands toward your toes or floor. Return and repeat in a slow rhythm. (Caution: Do not bob or jerk down to toes.) Repeat 10 times.

#### **11. Sitting Stretcher**

Sit on the floor with your knees extended, your legs spread at approximately a 45-degree angle. Bend forward slowly at the waist. Reach out to your left and try to touch your head to your left knee until you feel stretching in the back of your leg. Hold this position for two or three counts, then return to starting position. Reach out to your right side and do the same. Repeat five times to each side.

#### **12. Slow Jog**

Stand in place with your arms in a running position. Slowly jog in place or in a small circle for 60 counts or 60 seconds. Count each time the left foot strikes the floor. Begin slowly and pick up the pace gradually every 15 counts or 15 seconds. You can increase the speed as conditioning improves.

#### **13. Deep Breathing**

Stand with your feet comfortably apart. Slowly swing your arms forward and upward, rise up on your toes and inhale deeply until your arms are in an overhead position. Swing your arms down, drop to your heels, and exhale.

### **WORKOUT (BAKER'S DOZEN EXERCISES)**

This workout uses a set of 13 graduated exercises called the Baker's Dozen. This set of exercises is designed to advance a person through three levels of fitness conditioning. You should do the warm-up exercises before doing the Baker's Dozen exercises.

Start with exercise 1 at Level I. Gradually increase the number of repetitions of each exercise until your conditioning allows you to complete all exercises at the Level I repetition rate without undue stress. Gradually progress to Level II and finally Level III. (The number in parentheses right after a level number indicates how many times you should repeat the exercise for that level of fitness.)

1. **Toe Touch Series** — I (5), II (10), III (15)

There are four standing positions for this exercise. Starting with your feet at shoulder width, then together, then cross one foot over the other, and finally reverse foot positions. Rhythmically and gently stretch and touch your toes in each of the four positions. Then return to the starting position.

2. **Quad Stretcher** — I (5), II (10), III (15)

Stand with a normal curve in the low back, mid-back, and neck. Grab your foot and pull it behind your back until you feel a gentle stretch along the front of your thigh (quadriceps). Do not pull the foot toward your seat or twist it to the side. Hold 10 counts, then relax. Use a support for balance if you need it.

3. **Squat Jumps** — I (10), II (20), III (30)

Stand with your feet comfortably apart with one foot slightly ahead of the other and put your hands behind your head with your fingers interlocked. Drop down to a half squat position and keep your back as straight as possible. Jump to an upright position with body straight and feet leaving floor. Reverse position of feet before landing and return to half squat position.

4. **Sprinters Drive** — I (10), II (20), III (30)

Place your hands on the floor shoulder-width apart and lean forward with one leg well up under the chest and the other fully extended to the rear. Shift leg positions in a two-count rhythm.

5. **Push-Ups** — I (10), II (15), III (20)

Lie face down on the floor with your hands directly under your shoulder joints with your fingers pointing straight ahead. Extend your arms and raise your body in a straight line from head to heels to a fully extended position supported by your arms and toes. Lower your body in a straight line by bending your arms until your chest just touches or comes within an inch of the floor. Repeat in moderate rhythm. To reduce lifting load by about 50%, you can do the same exercise, except keep your knees in contact with the floor throughout the movement.

**Static Stretcher** — I (5), II (10), III (15)

Sit on the floor with your feet together and your hands at your sides. Without bending your legs, bend your trunk forward, tuck your head, reach forward as far as possible, and grasp firmly around your legs, ankles, or feet according to the

extent of your reach. Hold for six counts. Relax and return to starting position.

6. **Squat Thrusts** — I (10), II (15), III (20)

You will perform four distinct motions in rapid succession. Stand with your hands at your sides, then bend your knees, and place your hands on the floor in front of your feet. Thrust your legs back to a fully extended position; return to the squat position; then return to the upright position.

8. **Curl-Ups** — I (10), II (15), III (20)

Lie on your back with your knees bent and feet flat on the floor. Cross your arms and lay them on your chest. Slowly curl your chin toward your chest and continue to roll upward until your shoulder blades have cleared the floor. Hold three to five counts then slowly lower yourself back to the floor.

9. **Low-Back Stretcher** — I (10), II (15), III (20)

Lie on your back with your knees bent slightly and feet resting on the floor. Stretch your arms sideward at shoulder level, palms down. Keeping your shoulders on the floor, slowly drop your knees to one side until you feel a gentle stretch in the lower back. Hold 10 counts, then bring your knees back to the center. Repeat for the other side. As the stretch becomes easier, try to bend the knees more when stretching.

10. **Side-Leg Lifts** — I (10), II (15), III (20)

Lie on one side with your legs together; support your head with your elbow and hand with your other hand on the floor in front of your body for balance. With one leg straight, lift it as far as possible and return it to the starting position. Repeat on the other side.

11. **Straight-Leg Raise** — I (10), II (15), III (20)

Lie on your back with one leg resting on the floor and the other leg pointed toward the ceiling with the knee bent slightly. Holding the thigh of your raised leg with both hands, slowly straighten your knee until you feel a gentle stretch along the back of your thigh (hamstrings). Hold 10 counts.

12. **Extensions** — I (10), II (15), III (20)

Lie face down with your arm extended over your head and your legs extended. Slowly lift your right arm and left leg at the same time and keep them extended for three to five counts, then slowly return to the starting position. Now lift your

left arm and right leg at the same time for three to five counts. Repeat. Do not jerk your legs or arms.

13. **Cardio-respiratory Jogging Exercise** — (In minutes): I (1–2), II (4–6), III (8–10) Jog in place.

## **COOL-DOWN EXERCISES**

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You can best accomplish the cool-down period by a continuation of activity at a lowered intensity. You should keep moving for about three to four minutes. Walking, slow jogging, or repeating the stretching exercises are excellent ways to return to your normal state. When your heart rate and breathing return to near normal, you should finish the workout with a sponge bath or a shower.

**APPENDIX B - GOVERNMENT CONTACTS LOCAL, STATE, AND  
FEDERAL**

<p>District Attorney 70 West Hedding Street – West Wing San Jose, CA 95110 (408) 299-7400</p>	<p>Pre-trial Services 2310 N. 1st Street # 104 San Jose, CA 95131 (408)-918-7900</p>
<p>Public Defender – Main Office 120 W. Mission Street San Jose, CA 95110 (408) 299-7700</p>	<p>Public Defender - South Co. Office 17275 Butterfield Blvd., Suite B Morgan Hill, CA 95037 Phone: (408) 201-0500</p>
<p>Public Defender – Palo Alto 231 Grant Ave. Palo Alto, CA 94306 (408)-918-7740</p>	<p>Alternate Defender - Main Office 701 Miller Street San Jose, CA 95110 (408) 299-2700</p>
<p>Alternate Defender - Palo Alto 270 Grant Avenue Palo Alto, CA 94306 (650) 324-6442</p>	<p>Alternate Defender – South Co. 80 Highland Ave. San Martin, CA 95046 (408) 686-3628</p>
<p>Probation Department, Adult Div. 2314 N. 1st Street San Jose, CA 95131 (408) 435-2200</p>	<p>San Jose Police Department 210 W. Mission Street San Jose, CA 95110 (408) 277-8900</p>
<p>Santa Clara County Sheriff 55 W. Younger Street San Jose, CA 95110 (408) 808-4400</p>	<p>Santa Clara County Reentry 151 W. Mission Street San Jose, CA 95110</p>
<p>Santa Clara County Social Services 1867 Senter Road San Jose, C 95112</p>	<p>Santa Clara County Office of Veterans Services 68 North Winchester Blvd, Santa Clara, CA (408) 9918-4980</p>

<p>California Department of Justice Investigation and Enforcement 2025 Gateway Place, Suite #474 San Jose, CA 95110 (408) 452-7360</p>	<p>Federal Public Defender 55 S. Market St., Suite 820 San Jose, CA 95113 (408) 291-7753</p>
<p>Franchise Tax Board 121 Spear St., Suite 400 San Francisco, CA 94105-1584 1-800-852-5711</p>	<p>Federal Bureau of Investigation 1919 S. Bascom Ave. # 400 Campbell, CA 95008 (408) 369-8900</p>
<p>Adult Parole 1, 2 &amp; South Bay GPS 909 Coleman Avenue San Jose, CA 95110 (408) 277 1821</p>	<p>Internal Revenue Service 55 S. Market A Street San Jose, CA 95113 (408) 283-1569</p>