

NORTHERN UTAH COMMUNITY CORRECTIONAL CENTER
ADULT PROBATION & PAROLE



FRIENDS AND FAMILY
ORIENTATION GUIDE

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Table of Contents

Page	
3	General Information
4	Introduction
5	Referral & Intake
5	Programs
6	Telephones
7	Leave Time & Visiting
14	Mail
15	Property
17	Resident Accounts/Funds
19	Disciplinary
19	Food
19	Grievance
20	Health Care
21	Religious Counseling
21	Release
22	Tips for Family & Friends

Attachments

NUCCC Sponsor – Visitor Application 2011
NUCCC Sponsor Sex Offender Secondary Address Form

GENERAL INFORMATION

The Northern Utah Correctional Center (NUCCC) is a Utah Department of Corrections facility in Ogden, Utah. It is managed under the direction of Adult Probation & Parole. All residents at NUCCC have been ordered to the center by the Courts or the Utah Board of Pardons and Parole.



Address: 2445 South Water Tower Way
Ogden, Utah 84401

Capacity: 154 male probation & parole residents

Hours of Operation: 24/7

Programs: Sex Offender
Stabilization/Transition
Substance Abuse
Environmental Structure
Parole Violator

Tours: Unavailable due to safety and security reasons

INTRODUCTION

This is an introductory guide for the people whose friends or family members are sent to the Northern Utah Community Correctional Center by the Board of Pardons & Parole or the Courts.

Upon arrival all residents are on restriction. Orientation restriction is as follows:

- 14 days - Sex Offender Program
Approval for work search privileges is based on the resident's participation in programming, therapeutic evaluations and the risk to the community.
- 2 days – All Other Programs

Activities for the first two days include:

- Search of person and property
- Room assignment
- Introduction to center rules and regulations
- Phone call to family/friends to request a property drop off
- Orientation class
- Meeting with assigned case manager

Activities within the first week include:

- Intake assessment - For those residents participating in a treatment program

Once off restriction, residents are required to work search, obtain employment and participate in treatment as ordered.

All off center activities must be pre-approved by center staff.

Please refer to the remainder of this guide for answers to commonly asked questions.

REFERRAL & INTAKE

Q. How are people selected to come to NUCCC?

A. All residents at the center must be referred by Adult Probation & Parole by order of the Courts or the Board of Pardons and Parole. When a referral is submitted the case is screened and the decision is made. Available beds are open first to parolees. If bed space is available after they have been assigned, probation referrals from the Courts fill out the remaining beds.

Q. Why is there a waiting list and how long will it take to get into the center?

A. Demand far exceeds the available bed space at the center. The wait time depends on many factors including # of offenders on the list, amount of jail time ordered and bed space availability.

Q. How is the wait list managed?

A. First in, first out. In order to be fair to the offenders, referring agents and Courts it is absolutely necessary to manage the wait list by referral date. If an offender on the wait list is not eligible to be released from jail when their turn arrives, that person will remain on the list and the next eligible offender on the list will be admitted.

Q. When is intake day?

A. Typically every Tuesday.

PROGRAMS

Q. What therapeutic opportunities are available?

A. The center's programming unit offers many therapeutic opportunities such as substance abuse therapy, sex offender therapy, mental health therapy and life skills. Residents have the responsibility to participate in therapeutic groups if it is part of their Case Action Plan and/or parole/probation agreement. Their level of participation is considered by the center for advancement decisions and when determining the resident release date.

Q. Are residents required to pay for therapy?

A. It depends on which program they are enrolled in. Currently the Environmental Structure program is self-pay.

Q. What is a Case Action Plan (CAP)?

A. Based on various assessments that are conducted a Case Action Plan (referred to as CAP) is formulated with the resident to assist them in reducing their risk for returning to prison or jail.

Q. Do the residents have access to library services?

A. A small library with reading materials is available. Legal libraries may be accessed through the public library system with permission from staff.

TELEPHONES

Q. Can I call the center and speak to a resident?

A. No. Resident phones permit calling out only. Phone calls are limited to 15 minutes. Emergency messages can be left for the resident by calling 801-627-7840.

Q. Is there a charge for the telephone calls?

A. Yes if they call collect. Calls made on the resident housing telephones can be paid by coin, calling card or made collect. The collect charge is placed on your telephone bill. The telephone company regulates this charge. When you answer a telephone call, a recorded message will tell you that the call is a collect call and is coming from the center and will ask you if you will accept the charge. The message will explain to you how to accept the charge.

Q. Are the telephone calls monitored?

A. Yes. Calls originating from the center are subject to being monitored.

Q. Are residents permitted to have mobile phones?

A. No.

Q. How can I get a resident to call me?

A. The purpose of telephone calls is to supplement written correspondence (writing a letter). The center staff will not accept personal telephone messages for residents except in cases of emergency.

Q. Is there a way not to have a resident call me?

A. You have two options:

- Have the telephone company put a voluntary block on your telephone line
- Do not accept the call.

LEAVE TIME & VISITING

Residents are encouraged to take leave time away from the center with approved sponsors when eligible. If a resident is not eligible for leave time they may have approved visitors at the center if eligible. The following questions address the most common questions regarding leave time and visiting:

Q. How do I become a sponsor/visitor for a resident?

A. Anyone wishing to visit a resident must complete an application, submit to a background check and attend an orientation class. If you wish to sponsor/visit a resident with a sex offense an additional disclosure session with the resident and his therapist or shift leader is required. If you are approved, your name will be placed on the resident's sponsor/visiting list.

Q. When is the sponsor/visiting orientation class and what do I need to bring?

A. Classes are held every Monday at 2:00 p.m. and Thursday at 8:00 p.m. at the Northern Utah Community Correctional Center. No classes are held on State or Federal holidays.

Enter through the east doors. Please come prepared with the following information and documents as incomplete applications will not be accepted.

- Your full name
- Previous names or aliases
- **Date of birth**
- **Current home street address**
- **Picture Identification.** If you are a Utah resident; you must provide a Utah ID or Utah drivers license
- **Proof of Address.** This should be a bill or statement mailed to your current address
- **Social Security Card**
- **Vehicle Information.** Registration and insurance card if planning on transporting
- **Divorce Decree.** Required if you are divorced and wish to sponsor a resident of the opposite sex
- **Consent Letter.** If you are married but are **not** married to the resident, are **not** an immediate relative and are of the opposite sex of the resident, a notarized consent to sponsor letter from your spouse is required. The letter must include a contact number for your spouse.

Q. How will I know if I am approved to be a sponsor/visitor, and when I can visit or take a resident out on leave?

A. The resident will be notified, and it is their responsibility to let you know that you have been approved and what time to visit.

Q. How long does the approval process take?

A. It usually takes two to three weeks for approval once the request has been received by the Department of Corrections, however, it may take longer.

Q. What can I do if my application has been denied?

A. You can appeal to the Center Director in writing. Once they have reviewed it you will be notified in writing if your application is approved or denied. This decision is final.

Mail appeal request to:

Center Director
Northern Utah Community Correctional Center
2445 South Water Tower Way
Ogden, Utah 84401

Q. Are children under 18 allowed to sponsor or visit residents?

A. Minor children are not permitted on center property. Please make other arrangements for children prior to coming to the center. Do not leave them in your vehicle unattended or permit them to play on center property.

LEAVE TIME

Q. What is leave time?

A. Leave time is authorized time away from the center with an approved sponsor. This time is pre-structured and must adhere to the rules and regulations governing leave time.

Q. Do residents have the right to leave time?

A. Leave time serves an important role in helping residents and their families and friends maintain their relationships and reintegrate into life outside of a correctional facility. However, leave time is a privilege, not a right, and is subject to rules, regulations, and procedures.

Q. How do residents earn leave time?

A. If a resident is not under disciplinary or administrative restriction is employed and has worked 32 hours in the previous leave period he can qualify for leave time away from the center. Time approved is based on the residents program and level in that program. Leave must be taken with an approved sponsor.

Q. How much time can residents take away from the center?

A. It can range from four to 54 hours at one time. Additional leaves may be requested on State holidays. Typical leave approval includes two weekend leaves and one, shorter, weekday leave.

Q. What do I need to do to check out and return a resident from leave?

A. Confirm the leave date, time and structure with the resident prior to the day in question. Plan on arriving a few minutes early.

- Enter the east doors at the center
- Present your identification at the control room window and state you are there to check out (resident's name)
- Review the leave form, taking note of the approved structure to ensure compliance
- Sign the leave form

- Ensure structure is followed and accountability calls are made as required throughout the leave period
- Return the resident to the center in a timely manner
- Sign the leave form prior to leaving the center

Q. What kind of activities are permitted on leave?

A. There are many things permitted on leave other than going to the house. A complete list will be discussed at the sponsor orientation meeting. A few items to be aware of are:

- Residents must check in/out from the control room when departing to and returning from leave
- Residents must contact the control room whenever they change locations while on leave
- Cell phones or blocked lines are not permitted for accountability purposes
- Residents are not permitted to associate with other residents or felons while on leave
- Residents must remain with their sponsor at all times while on leave
- Leaving the state is not permitted
- Driving a motor vehicle is not permitted
- Firearms and alcohol are not permitted at any residence/location the resident is visiting

Q. Why might a resident be denied leave time?

A. Some of the reasons a resident may be denied leave time are:

- Failure to work 32 hours in the previous leave week
- Failure to turn in leave request
- No approved sponsor
- Disciplinary restriction
- Administration restriction

Residents can lose hours of their approved leave time for:

- Failure to pass room inspection
- Failure to turn off utilities, radios etc.
- Being late for work or treatment
- Other inappropriate actions for which a warning has been given

VISITING

Q. Do residents have the right to visitation?

A. Visitation serves an important role in preserving the relationship between residents and their families and friends. However, visitation is a privilege, not a right, and is subject to rules, regulations, and procedures

Q. How do I get on a resident's visiting list?

A. Anyone wishing to visit a resident must complete an application, submit to a background check and attend an orientation class. If you wish to visit/sponsor a resident with a sex offense an additional disclosure session with the resident and his therapist or shift leader is required. If you are approved, your name will be placed on the resident's visiting/sponsor list.

Q. If I have been on resident's visiting/sponsor list at the prison or center in the past, do I have to reapply?

A. Yes. It is necessary to attend the class to obtain and get updated information on the center rules and regulations as well as to run a new background check. If you have voluntarily taken your name off a resident's visiting list, you must wait 90 days before you can reapply.

Q. Who can be visited?

A. Visiting is limited to those residents who do not qualify for off-center leave and are not on restriction. You may only visit one resident at a time.

Q. What is the visiting schedule?

A. The residents can tell you when you are approved for visiting and if you can visit. Call the center at 801-627-7840 if you have any questions. Visiting times are:

General Population	Saturday	2:00 p.m. to 4:00 p.m.
Sex Offender Population	Sunday	2:00 p.m. to 4:00 p.m.

Q. Will I be searched when I go into or out of the center?

A. As a condition of entering the center, all staff, visitors, and business contractors coming onto center property are subject to a search and inspection of their vehicles and property by officers or canine units. If you do not give consent to a search of your property, you will be denied entry and/or required to leave center property. Officers search vehicles and property to ensure everyone's safety and to look for items that are not allowed into the center. Some items such as tobacco and pepper spray, which are not illegal, are considered contraband inside the center. Some other items not allowed on center property include, but are not limited to, alcohol, explosive items, poisons, weapons, and controlled substances. Any visitor who brings controlled substances onto center property and attempts to give them to a resident may be charged with a felony.

Q. What are the visiting rules?

A. Visitors have the responsibility of reading and understanding all visiting rules as listed below:

Visiting Regulations

- Visitation is a privilege, not a right, afforded to residents/visitors under the jurisdiction of the UDC.
- Falsification of any visiting forms may result in a visiting suspension.
- Visitors who have questions regarding the rules, regulations and procedures are responsible to ask visiting staff questions in order to thoroughly understand them.
- Visitors shall comply with all UDC rules, policy and procedures.
- Visitors are subject to a search of their person, personal belongings, or vehicle upon entering center property. Visitation may be denied for failure to submit to such search request.
- All visits must be conducted in English
- Visitors not in compliance with visiting rules shall be warned and/or required to leave the center.

- Visitors must be approved sponsors
- Visiting is not permitted in the parking lot or any other location on center other than the authorized visiting area. Residents may not greet their visitors in the parking lot or walk their visitors to their cars after the visit.
- All visits begin and end at the control room
- No children (under the age of 18) are permitted
- Visits may be stopped at any time at the discretion of staff on duty
- Visitors are not allowed to bring cameras, cell phones, electronic devices, controlled substances, illegal substances, tobacco products, food items or any items considered contraband on center

General Visitor Rules

- Visitors shall access only those areas specifically designated as visiting areas.
- Visitors and residents should remain seated during their visit at all times, and they should remain three feet or more from any wall or door in the visiting area.
- The resident and visitor shall conduct themselves in a quiet, responsible manner.
- Visitors shall leave promptly when the visit is over.
- Visitors shall not be permitted to leave and re-enter the visiting area during a visit.
- Visitors' restroom facilities shall be off-limits to residents.
- Visitors are not permitted access to resident restroom facilities.
- Any visitor found in possession of nuisance or illegal contraband may have their visiting privileges suspended, restricted or revoked and their name removed from the resident's visiting list pending a review. Visitors with illegal contraband shall be referred for criminal prosecution. Tobacco products, matches, and lighters are prohibited in the center.
- Food items (gum, candy, etc.) from outside the center shall not be allowed.
- Visitors shall not be permitted to bring pets or other animals onto center property. Seeing-eye dogs are permitted.
- Visitors shall not be permitted to bring cameras or audio/video recording devices, cell phones or pagers into the center.
- Visitors shall visit with only the resident they are approved to visit; residents and visitors shall not visit with other visitors or other residents during their visiting time.
- Those visitors who have approval to be on more than one resident's visiting list shall only visit with one resident per visiting session. The Center Director/designee shall make exceptions in writing, on a case-by-case basis.

Visitor Conduct

- Sexual conduct between residents and visitors such as petting, fondling, prolonged kissing or bodily contact is prohibited.
- Any visitor/resident who displays inappropriate or abusive behavior, foul and/or abusive language, or refuses to comply with UDC rules, policies or procedures shall be denied entry into the visiting room or, if already in the visiting room, shall be required to leave the center immediately.

- Any visitor who exhibits characteristics that would indicate that they might be under the influence of drugs or intoxicants shall be detained and the matter referred to the Officer of the Day.

Visitor/Sponsor Dress Standard

All attire must be conservative to enhance a family atmosphere. All visitors/sponsors entering the center shall adhere to the following visitor dress standard:

- Visitors must be fully clothed;
- Visitors must wear shoes or sandals;
- Dresses and/or skirts, including slits in the garments, shall cover the kneecap when standing;
- Capri pants are allowed but they are defined as mid-calf in length;
- Buttons and zippers must remain fastened; and
- female visitors must wear a bra and undergarments.

The following types of clothing shall **not** be allowed:

- Transparent, sheer clothing;
- Shorts, culottes;
- Dresses and skirts that have slits that expose the knee when standing;
- Open weave sweaters or blouses (i.e. lace);
- Medical clothing (i.e. scrubs);
- Strapless, tube tops, halter, low cut/backless, spaghetti straps or tops that expose the midriff;
- Sleeveless tops/dresses, tank tops that expose the chest, shoulder and back.
- Wrap-around dresses/shirts;
- Layered clothing;
- Tight fitting clothing, i.e. spandex;
- Attire displaying obscene/offensive, derogatory language or drawings;
- Attire displaying gang association/gang-related depiction; and/or
- Hats, hoods, caps, shawls or scarves.

Personal property such as purses, wallets, paper money, coats, sweaters (used as an outer garment), blankets, writing paper, writing instruments, pictures, letters, etc. are not permitted in the visiting area.

Visitors may not be permitted to bring in more than two keys (vehicle keys only). The keys should be on a small key ring.

The Department shall not be responsible for the loss of personal items brought on UDC property.

Processing Visitors Entering Visiting Area

Visitors are subject to a search upon entering the center and/or visiting area. Visitors may be denied access for failure to submit to a search request. Visitors may refuse a search at any time, but shall immediately leave the center and shall not be allowed to visit.

Visitor access should not be permitted during any scheduled visiting session if less than 30 minutes remain in the visiting session.

A maximum number of two visitors will be allowed to visit a resident per visiting session.

General Visiting Times and Duration

Visitors shall not exceed two hours per visit per day

Q. What can I bring to a visit?

A. Visitors are not permitted to bring items of any kind to residents. When coming on Center property, you will be asked to provide identification, either a driver license or a State ID card, and to show the identification when requested while on center property. You need to leave your purses, coats and personal items in your car.

Q. What are the reasons I would not be able to visit with a resident?

A. You will not be permitted to visit for any of the following reasons:

- You are not an approved visitor
- You are attempting to visit at the wrong date or time
- You are not within dress standards
- The resident is on restriction
- The facility is locked down
- You have violated a rule during a previous visit
- You have litigation pending
- You have an extensive criminal history
- You are a crime partner or victim of the resident
- You are a former employee, volunteer, contractor, or intern
- You are under the influence of an illegal substance or intoxicated

MAIL

Q. How soon can I start sending a resident letters?

A. General population residents can start receiving mail as soon as they come to the center. Residents in the sex offender program will notify you when they are permitted to receive correspondence.

Q. How do I address the envelope?

A. The mailing address for a resident is:

Attn: (Name of Resident)
Northern Utah Community Correctional Center
2445 South Water Tower Way
Ogden, Utah 84401

Q. Can I send pictures in the mail?

A. Yes. The pictures cannot be larger than 8x10, Polaroid, or be sexually explicit in nature. If the resident is a sex offender and has Group A conditions (no contact with children under the age of 18) no pictures of anyone under the age of 18 should be sent unless prior approval from staff and treatment team has been obtained.

Q. Can residents receive greeting cards?

A. Yes.

Q. Can I send a resident a birthday or Christmas present through the mail?

A. Yes. Please check with the resident and staff to ensure the present/content is appropriate and is not considered contraband.

PROPERTY

Q. What items can I bring to a resident?

A. Residents are limited in the type and amount of property they have on center. Please refer to the matrix to determine what items/amounts are permitted. Each resident is permitted ONE initial property drop off after arriving on center. Make sure you coordinate this drop off with the residents to ensure the needed items are included. Additional drop off's require prior staff approval.

Q. What is the resident property matrix?

A. The property matrix is a list of type and quantity of items that residents can have in their possession. Any item not on the list is considered contraband.

PROPERTY MATRIX Updated December 13, 2011

Item	Quantity	
Alarm Clock	1	(no external speakers)
Bathrobe	1	
Belts	2	
Bike Light Set	1	
Books/Magazines	5	
Bus Pass	1	
Cassettes or CD's	10	
Coats/Jackets	2	
Co-axe cable	1	(up to 20', cannot extend into walk area)
Cologne/Aftershave	1	(no alcohol)
Comb/Pick	1	
Conditioner	2	
Condoms	6	
Cup/Water Bottle	1	
Deodorant	2	(no aerosol cans or gels with alcohol)
Disposable Razors	12	
Dryer Sheets	1	
Electric Razor	1	
Foot Attire	4 pairs	
Frames	3	(no larger than 8x12)
Gloves	1 pair	
Hacky Sac	1	
Hair Dryer	1	
Hair Spray	2	(no aerosol cans)
Hairbrush	1	
Handkerchiefs	1	
Hat	2	
Laundry Bag	1	

Laundry Soap	1	
Lotion	1	
Nightwear	2	
Notebooks	3	
Pants/Shorts	10	(includes uniforms)
Paperwork/Photo	multiple	(must fit and be stored in one shoe box)
Phone Card	1	
Plain Finger Ring	1	(no stones)
Portable CD/Radio player	1	
Religious Jewelry or Therapeutic item	1	(not to exceed 2")
Roll of Quarters	1	
Scarf	1	
Shampoo	2	
Shaving Cream	1	(no aerosol)
Shirts	10	(includes uniforms)
Socks	10 pairs	
Spork	1	
Suit	1	
Ties	2	
Toothbrush	1	
Toothpaste	2	
Towels	2	
TV Antenna (low profile, flat, no bigger than TV	1	(can be outside in window or on sill)
TV without DVD or VHS	1	(larger than 13" must be flat panel; 19" max)
Underwear	10	
Wallet	1	
Washcloths	2	
Watch	1	

Q. Are residents permitted to have cell phones, MP3 players, iPods, laptops?

A. No.

Q. How do I pick up a resident's property if they are removed or walkaway?

A. The resident must first designate that **you** can pick up their property. To receive information or to inquire about the availability of a resident's property please call 801-627-7840 and ask to speak with the property officer.

RESIDENT ACCOUNTS/FUNDS

Q. Should I put money on a resident's book?

A. Residents are given everything they **need** while at the center. Bear in mind that most residents have the ability to work and earn money to pay for fines, judgments or assessments such as DNA testing or buy things they **want**. By placing money on a resident's account you could be playing into a scam perpetrated by other residents. Strong-arming and gambling can be a problem inside the center. By allowing the resident to be responsible for his own finances, he learns a valuable lesson about accountability and responsibility. Placing a **small** amount on their books when they first arrive and during special occasions such as birthdays or Christmas is acceptable providing you don't do it because it was solicited. **NEVER**, under any circumstances put money on the books of another resident. If you are asked to place money on the books of another resident, we encourage you to contact staff for advice or assistance.

Q. Is there another way for a resident to get money?

A. All center residents are expected to work or have a source of retirement income. Residents are expected to budget their money with a strong focus on paying their obligations to the center, restitution and fines and other financial obligations.

Q. What happens to residents who don't have money?

A. Residents who don't have money are considered indigent. The center provides the resident's basic needs of food, clothing, personal hygiene items and mail privileges. The only need for additional money is to purchase limited amenities and commissary.

Q. How can I deposit money on a residents account?

A. Please discuss depositing money on a residents account with his assigned case manager **PRIOR** to sending money. In many cases this is discouraged to assist the resident in becoming self sufficient. If appropriate funds can be deposited in the following ways:

Drop Off

With approval from the resident's assigned shift supervisor a certified check or money order may be brought to the center for the resident.

Mail

The center accepts money orders or cashier's checks only. Money orders or cashier's checks need to have the resident's full name and offender # on them. Sender must have their full name and address on the cashier's check or money order, and envelope. Mail to:

Attention: Accounting
Northern Utah Community Correctional Center
2445 South Water Tower Way
Ogden, Utah 84401

Credit Card

Residents may receive money via the telephone and the Internet with your credit card.

TELEPHONE: 1-866-345-1884 (Mon – Fri)

INTERNET: www.residentdeposits.com

Cost is:

\$6.95 per transaction \$5.95 per transaction

\$300 per day limit \$300 per day limit

Q. Are there any deductions taken from a resident's account?

A. Money may be removed from a residents account for the following reasons:

- Center service fees
- Court Ordered Garnishments
- Assessments from the Office of Recovery Services (child support)
- Resident disciplinary fines or restitution;
- Medical co-pays and prescriptions: and
- Court filing fees.

Q. Is the resident responsible to pay victim restitution/fines?

A. Residents on parole and probation who owe restitution/fines are obligated to pay as part of the parole/probation agreement. If a resident has a victim restitution obligation they need to pay the obligation as soon as possible. Failure to quickly pay the obligation will cause it to grow beyond the original amount because of the interest rate attached to the obligation. Over time, the interest will exceed the original amount if no payments are made. If a resident has more than one victim restitution obligation, it is possible to have a different interest rate attached to each obligation. Prompt payments would reduce the amounts owed while non-payments would cause the obligations to increase.

DISCIPLINARY

Q. What happens to a resident who causes problems at the center?

A. Discipline procedures are maintained to reasonably ensure the safety of residents, staff and visitors/public. A resident's expected conduct is spelled out in the center Orientation Manual. This manual is a list of do's and don'ts for the residents while a resident at the center. When residents violate these rules, an officer may issue a violation report or a disciplinary report. A hearing is conducted by an independent Offender Disciplinary Hearing Officer (ODHO) who, while providing the resident due process, hears the allegation and decides whether the resident is guilty or not. If the decision is guilty, the ODHO will dispense an appropriate sanction. Sanctions may include a verbal reprimand, fines/restitution, room confinement, loss of leave or visiting time or other privilege restrictions. Residents who have excessive disciplinaries may have their program level reduced or be removed from the center.

FOOD

Q. What is the food like at the Center?

A. Residents are provided three meals per day. The meals at the Center are designed by a dietician to insure that daily nutritional values are met. The meals served are varied and well prepared. Vending machines are also available and residents are permitted to purchase non-perishable foods items and bring them into the center. Food items may not be delivered or dropped off.

GRIEVANCE

Q. How does a resident address a complaint?

A. A resident may submit a Resident Request Form to try to resolve any issue they wish to address. If they wish to challenge the response they may file a complaint through the center's grievance process. This process allows the resident to make an allegation of personal injury, loss or harm caused by the application or omission of a policy or practice by a staff member, resident action, or incident. Administration's intent is to resolve grievances at the lowest possible Administrative level. Residents cannot grieve parole procedures or decisions and disciplinary decisions.

HEALTH CARE

Q. Do residents receive medical and dental care?

A. All residents are responsible for their own medications, medical and dental care. Permission will be granted for them to check out of the center for verified appointments.

Q. How can residents see a doctor?

A. Residents who want to be seen by a doctor can request to seek medical attention.

Q. How do residents get their medication?

A. Residents are responsible for obtaining their own medications. Depending on the type of medication prescribed it may be required to be kept in the medical unit and dispensed from there.

Q. What can residents do if they become depressed while in Center?

A. Depression and/or anxiety can occur. Residents who feel they are suffering from depression or are having anxiety attacks, can request to see a medical professional of their own choice or choose to request to be evaluated by our contract treatment providers.

Q. What happens to a resident who has a physical disability?

A. The Center is mandated to comply with the Americans with Disabilities Act (ADA) standards. Residents are encouraged to request accommodation if they feel they have a qualifying disability.

LAUNDRY

Q. Do the residents do their own laundry at the center?

A. Yes, except for sheets and pillow cases. The laundry facilities are coin operated and each resident is responsible for paying for their own.

RELIGIOUS COUNSELING

Q. What type of religious counseling is available at the center?

A. None. Residents may request up to four hours to attend religious services of their choice if they do NOT qualify for leave time and are not on disciplinary or administrative restriction. The resident must identify an approved church sponsor who will check them out of the facility and transport them to services.

If residents qualify for leave time they are encouraged and expected to structure their leave to accommodate any religious instruction they are seeking.

RELEASE FROM THE CENTER

Q. How do residents get out of center?

A. Residents are released from the center once they meet the requirements for release for their program and are compliant with their conditions of probation/parole. Release typically requires:

- No pending disciplinary action
- Treatment/program completion and approval for release
- Current on service fees
- Regular payments towards restitution (if owed)
- Address approved by AP&P
- Approval by Center Director/designee

STAFF

Q. Is each resident assigned a Probation/Parole Agent?

A. Each resident has a case manager assigned to them. Their working title is "Shift Supervisor". The shift supervisors assist the residents with all center and Court/Board of Pardons & Parole issues in the same way an AP&P agent does. Residents who are on "Parole Violator" status will continue to be supervised by the AP&P agent who referred them to NUCCC.

Q. What kind of training do the officers employed at NUCCC receive?

A. Officers at the Northern Utah Community Correctional Center are certified Correctional Officers and have Peace Officer authority. Their training consists of a 13-week Peace Officer Standard and Training course. Officers are required to complete an additional forty hours of training every year throughout their career.

TIPS FOR FAMILY & FRIENDS

Our mission is to provide maximum opportunities for the residents of NUCCC to make lasting changes which will ultimately help them lead productive and law abiding lives. Staff and family working together as a team can have a much greater impact so we encourage open communication and coordination. Some of the things you as a family member or friend can do are:

Do

- Provide support and encouragement, especially when desire to change is expressed and observed
- Provide some basic support and guidance to the resident in order to help them get on the road to becoming self sufficient
- Hold the resident accountable for their actions. Ask the resident for a copy of their probation/parole agreement so you understand what is expected of them
- Come to sponsor/visitor class and ask questions
- Notify staff if you have concerns or questions if something is or isn't permitted
- Recognize commitment to change needs to come from within
- Permit the resident to be responsible for their actions