



Utah Department of Corrections

Newsletter

August 25, 2022

Dear Incarcerated Individual,

It's been just over a month since we moved to the new Utah State Correctional Facility.

This facility presents many amazing opportunities, and we are excited to see them rollout over the next few months.

I recognize that there have been challenges as we work out new patterns for movement, programming and other operations. I want you to know that we hear you, and we are working to actively address many of these concerns.

Please continue to use the processes we have in place that were created to give you a voice, including your case manager for needs relating to programming, the inmate care request form for medical needs, and the grievance process for concerns or issues that cannot be solved through standard methods. As always,

we encourage you to work and communicate with the officers and other staff assigned to your housing units.

With all that said, please review the other side of this document to see what we are actively working on and what has already been addressed in regards to the new facility.

Brian Nielson
Executive Director
Utah Department of Corrections



Food

With moving to the new facility, we have introduced a new pattern for meals for many incarcerated individuals. Previously, most meals were provided in the section, whereas now many eat together in a dining hall setting.

We remain positive that this is a move in the right direction in providing opportunities for individuals to prepare to successfully reenter their communities, since this will more closely mirror everyday life. We had inmates and staff training in the USCF culinary for months before it opened to learn how the new equipment operates, but we still have some kinks to work out. With the staffing shortage and time it takes to learn new equipment, we have been presented with some short term

Phones

There are two to three phones in each section that are readily available for use. We are actively exploring options for what it would require to add additional phones.

In the coming months, we also look forward to introducing significant increases in opportunities for communications

Mosquitoes

The Utah Department of Corrections is working with the SLC Mosquito Abatement District and has already begun to implement safe and effective abatement measures. In addition to facility-wide abatement approaches, we are exploring what

Medical

The Utah Department of Corrections was slated in February to migrate to a new electronic records system that will improve operations overall; however, due to delays with the contractor, the data migration began within weeks of the move to the new prison. We are now experiencing some technical challenges with that transition. Our medical team is working around the

Commissary

Due to supply-chain issues and a change in vendors, commissary has been dealing with shortages in certain items. However, officials report that basic hygiene items such as soap and toothpaste have always been available, though certain brands may have been out-of-stock. The ordering process is now conducted through phones, tablets and electronic ordering forms. This allows for a live list of items that are actually available so individuals won't have to wait to hear whether their

Other topics:

Addressed: The laundry situation is not working well

Laundry services are provided once a week. Incarcerated individuals can send both state and personal clothing as well as sheets and blankets to be laundered. Laundry Services provide offenders with two laundry bags to separate colors and whites to ensure personal clothing is not ruined. In addition to laundry services, offenders are provided a monthly Direct Exchange for sheets and blankets.

Addressed: Windows and skylights are leaking water

There have been small, unforeseen construction issues with moving into a brand new facility. Our facilities team has been responsive and nimble at addressing any concerns.

concerns, including individuals receiving meals at off hours or in too short a period of time. Our team is working to address the logistical issues, and with each day the process continues to improve. Thank you for your patience.

There have been questions about the new food trays. We assure you that you are getting the same amount of food at USCF as you were at USP. The food trays are designed differently, but they hold the same amount of food. Because the new food trays are deeper, it appears you are receiving less food. Again, we assure you that you are not.

through our tablet program and through kiosks installed in the sections where individuals can order commissary, request medical services, submit concerns through our grievance process and more.

can be done to help on a more individualized basis, including options for repellent for incarcerated individuals; however, safety and security takes precedence and many of the repellants are extremely flammable.

clock to address these concerns. Generally speaking, please continue to follow the standard process. If you have an urgent medical concern, then please notify the officer in your housing section. If you need to be seen by medical or have a prescription filled, you can submit a health care request form (available on your housing unit) to be seen.

order was able to be fulfilled. We understand that this process is different from the paper process at the former prison, and we appreciate the patience of those incarcerated in adapting.

In the coming weeks, you can anticipate that items that have been unavailable – including electronics, shoes, utensils and clothing – will be back in stock.

Addressed: Not enough outdoor time provided compared to Draper

Out-of-cell times and recreational yard times are impacted by multiple factors, including time of year. For example, as daylight hours shorten in winter months, so must access to the recreational yards based on visibility provided by daylight hours.

Each individual's experience may differ based on privilege matrix levels, punitive isolation, COVID protocols, or temporary restriction orders. However, in most cases the yard time will be comparable or more. Most inmates housed at USCF have had a significant increase in access to small yards or courtyards.