

NORTHERN UTAH COMMUNITY CORRECTIONAL  
CENTER ADULT PROBATION & PAROLE



FRIENDS AND FAMILY  
ORIENTATION GUIDE

## 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:

\*Up to 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.

\*Typically 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 ext 2.

**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.** Yes. But this is a privilege, not a right, and is subject to rules, regulations, and procedures. They must be registered with NUCCC staff. All accessories must have prior NUCCC staff approval.

**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**

Residents are encouraged to take leave time away from the center with approved sponsors when eligible. To fill out a sponsor application please visit- [Electronic Visiting Application - Utah Department of Corrections](#)

**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 will I know if I am approved to be a sponsor, and when can I 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 or denied.

**Q. How long does the approval process take?**

**A.** Sponsor applications are processed every Friday at 9:00 a.m. Any application received after that time will be processed the following Friday. It usually takes two

to three weeks for approval once a fully completed application has been received by the Department of Corrections, however, it may take longer. Incomplete applications can not be processed.

**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 residents?**

**A. No.** Minor children are not permitted to be a sponsor or to be 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.

**Q. What kind of activities are permitted on leave?**

**A.** There are many things permitted on leave other than going to the house. 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
- 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, ammunition 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

## **MAIL**

### **Q. How soon can I start sending resident letters?**

**A.** Residents can start receiving mail as soon as they come to the center.

### **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

**PLEASE NOTE:** we can not give a resident mail if it is delivered under a different name. Any mail delivered to NUCCC under a different name will be returned to the sender.

### **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. **PLEASE NOTE:** When making a property drop off, minor children are not permitted to be 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.

### **Q. How do I pick up a resident's property?**

**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 ext. 2 and ask to speak with the property officer.

**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

# Permitted	Item	Item Description
1	Alarm Clock	Radio (6"x6"x6") maximum
1	Backpack	Clear or mesh
1	Bathrobe	
2	Belt	Belt chains, large belt buckles or belt buckles with lettering and engraving are prohibited.
1	Bike Light	Set
10	Body Piercings	Studs only
1	Book Light	Must fit in book
5	Books / Magazines	
1	Bowl	
1	Bus Pass	
2	Coats / Jackets	
1	Coax Cable	(up to 20', not to extend into walk area)
24	Coffee / Tea / Hot Chocolate	Single use, individual packets. No liquid.
1	Comb / Pick	
2	Conditioner	
10	Condiments (ketchup, mustard, barbecue sauce, taco sauce, hot sauce, etc.)	Single use, individual packets
24	Creamer	Single use, individual packets. No liquid.



1	Cup / Water Bottle	Must be clear
1	Deodorant	no aerosol, gels with no alcohol
1	Dryer Sheets	Box (up to 240 sheets)
1	Earbuds / Headphones	Must have prior NUCCC staff approval
1	Electronics (Ipod / Radio player / MP3)	No video screen, no streaming devices
2	Eyeglasses	Prescription only. No sunglasses
5	Food Items	Food from center vending machine
1	Gloves	One pair
1	Hair Dryer	
1	Hair Spray	no aerosol cans
1	Hairbrush	
10	Hair Elastic / Ties	ponytail holder
1	Handkerchiefs	
2	Hat	
1	Laundry Bag	No laundry baskets
1	Laundry Soap	
1	Lotion	
as approved	Medical devices	As approved
as needed	Medication - Over-the-Counter	Original container. Unopened. Cannot contain alcohol. Any medicine containing dextromethorphan must be dispensed through the pill line.
as prescribed	Medication - Prescription	Original container. Medications must be able to be dispensed from pill line. Vaping and vape materials are not permitted in the center.
1	Nail Clipper (small)	May not exceed 0.79 x 1.77 x 4.53 Inches

1 package up to 20 pouches	Nicotine Pouches (tobacco free)	Only factory sealed packages may be brought into the center
144	Nicotine replacement lozenges	Packages are typically 72 and 144 count
14	Nicotine replacement patches (Two week kit)	Packages are typically 14. One per day for two weeks
3	Notebooks	
2	Pajamas / Nightwear	
10	Pants / Shorts	Includes uniforms
1	Paperwork / Photos	Must fit into one desk drawer
1	Phone Card	
1	Phone, Mobile w/ charger	Requires shift supervisor approval and be properly registered with the center. Type and capability of phone contingent on program. All accessories including SD/ SIM cards must be approved by NUCCC staff.
3	Pictures	No larger than 8 x 12. No frame or glass. Pictures of immediate family members only. Pictures of minors may not be displayed where others may see them. Residents with Group A conditions must have treatment team approval for pictures of minors.
1	Pillow (standard size)	Standard size. New. Due to hygiene concerns in bringing the pillow on center, the resident agrees the pillow will be discarded without compensation if the resident is removed or abandons their property.

2	Pillow Case	Standard size.
2	Quarters (roll)	
12	Razor - Disposable Only	
1	Razor - Electric	
1	Religious Jewelry or Therapeutic Item	Not to exceed 2". No chains.
1	Ring	Finger, no stones
1	Scarf	
1	Shampoo	
1	Shaving Cream	
10	Shirts	Includes uniforms. Tank tops and midriff shirts are not allowed
4	Shoes / Sandals / Boots / Slippers / Foot Attire	Pair
10	Socks	Pair
1	Spork	
24	Sugar or Sugar Substitute	Single use, individual packets. No honey or liquid.
1	Suit	
2	Ties	
2	Toilet Paper	Rolls. Per bathroom
1	Toothbrush	
1	Toothpaste	
2	Towels	
1	T.V.	19" TV or smaller without DVD or VHS 1. TV's larger than 13" must be flat panel. <i>Not permitted for those in transition or stabilization program</i>
10	Underwear	
1	Wallet	

2	Washcloths	
1	Watch	

## **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 Agent and Supervisor

**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
- 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