NorthEast Ohio Community Alternative Program

Female Resident Handbook

Approved
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Mission Statement:

NEOCAP is committed to excellence in the treatment of criminal behavior.

NEOCAP is dedicated to reducing offenders' recidivism, while enhancing public safety. NEOCAP strives to serve as a viable sentencing option for the Common Pleas Judges of the NEOCAP region.

NEOCAP is committed to performing its duties with integrity, quality, and professionalism.

NEOCAP is committed to utilizing evidence-based practices to address offenders' criminogenic needs.

Introduction:

The following handbook is designed to provide you with the information necessary to achieve a successful program at NEOCAP. It is very important that you understand the information in this book. You should discuss your questions and concerns with a staff member.

The information within this handbook will demonstrate what you may expect from the program as well as what will be expected from you. These guidelines are subject to change with facility needs.

Remember, you are here to begin taking responsibility for changing your life. You are in this facility by court order.

Personalized Program Plan:

One of your most important responsibilities while at the NorthEast Ohio Community Alternative Program will be the development of a Personalized Program Plan. You have been assigned a Case Manager who will coordinate your orientation to the facility, review with you your goals, problems and needs, and assist you with completing evaluation and assessment exercises. Your Case Manager and you will complete your initial Personalized Program Plan together, but you must accept responsibility to carry out your plan.

The program plan will consist of specific treatment goals that you are to complete during your residency here. They combine to form a comprehensive plan that will enable you to achieve success after release.

Your Personalized Program Plan will be used to evaluate your progress. It will be periodically reviewed by staff with you.

Each goal listed in your program plan will be attainable by you, but will require your fullest effort and cooperation. **This is expected from you!**

Behavior Expectations:

Rules of conduct apply to all residents of the NorthEast Ohio Community Alternative Program. You are responsible for knowing and following the rules of the facility.

Any criminal conduct while in residency shall be reported to the appropriate law enforcement agency.

As you successfully progress through the program and achieve higher levels of residency, additional behavior expectations will also be required from you.

Behavior Expectations - Level 1 (RED):

1. Ask a staff member when you do not understand something
2. Follow directions from all staff
3. Remain quiet when others are talking
4. Keep your hands to yourself
5. Follow daily schedule and be on time
6. Complete all assigned tasks
7. Learn the resident handbook
8. Maintain appropriate noise level
9. Work independently
10. Maintain good hygiene and appearance
11. Treat others' property with respect, leave others' property alone
12. Do not damage property
13. Stay in approved areas
14. Follow emergency procedures
15. Follow phone and visitation rules/procedures
16. Complete intake assessments
17. Meet with case manager frequently
18. Follow dress code
19. Wear nametag as instructed
20. Follow property procedures
21. Use lock on locker to protect personal property
22. Stay sober
23. Follow group expectations
24. Follow pass instructions

Behavior Expectations - Level 2 (Orange):

1. Follow all expectations from Level 1
2. Use Functional Analyses, Cost Benefit Analyses, Behavior Chains, Reflection Diaries and Thinking reports to make positive behavior changes
3. Apply Basic Social Skills
4. Improve choice of associates
5. Actively works toward case plan objectives
6. Receive feedback
7. Increase in responsibility; decrease defensiveness
8. Recognize risk in thinking, change it to improve behavior

9. Increase compliance; decrease challenging, arguing, aggressiveness
10. Be considerate of others' feelings
11. Decrease severity/amount of rule violations
12. Communicate respectfully
13. Increase self-disclosure
14. Seek out feedback from Staff
15. Report for case management sessions prepared
16. Participate in structured activities
17. Get along with others

Behavior Expectations - Level 3 (Yellow):

1. Follow all expectations from Levels 1 and 2
2. Use & Apply Skills learned
3. Utilize conflict resolution
4. Develop/Improve relationships with outside support
5. Decrease impulsivity; Increase self-control
6. Expressing commitment to change & pro-social attitudes/beliefs
7. Accept responsibility for own choices
8. Using staff as support system

Behavior Expectations - Level 4 (Green):

1. Continue with expectations from Levels 1, 2, and 3
2. Few to no rule violations / Follow all rules and procedures
3. Consistent application of Problem Solving and other skills to daily living
4. Continue/Increase pro-social interactions with others
5. Identify & change risky thoughts and beliefs
6. Use internal & external support systems
7. Take an active role in planning reintegration (budget, housing, work, aftercare)
8. Develop/maintain daily structured schedule
9. Accomplish Case Plan objectives and goals
10. Maintain open communication with support systems
11. Show empathy, care, and concern for others / Develop community responsibility
12. Lead by responsible example / Be a positive role model
13. Understand the ripple effect and how your choices impact others
14. Take initiative to get involved in pro-social activities (i.e. CSP)
15. Avoid regression to old, harmful behaviors
16. Seek out and make connections to community resources
17. Develop plans to obtain and maintain a sober peer support network
18. Develop relapse and recidivism prevention plans
19. Share R&R prevention plans with support system
20. Commit to sobriety and living a pro-social lifestyle
21. Address pending legal matters
22. Commit to following all Probation guidelines
23. Consistently remain open to feedback & give objective feedback to others
24. Remove yourself from risky situations
25. Apply coping skills to risky situations consistently

Treatment Group Expectations

- Report on time for group.
- Remain drug and alcohol free.
- Respect instructor and other group participants.
- Do all assigned homework.
- Respect confidentiality of group process.
- Participate in group assignments and activities.
- Use Basic Social Skills in group.
- Remain open in self-disclosure.
- Hold self and others responsible to make positive behavior changes.
- Ask for help from facilitator when needed.

Case Management Session Expectations

- Be on time
- Be prepared (list of questions)
- Maintain a positive attitude
- Use active listening and asking questions
- Accept feedback
- Accept responsibility
- Use self-control
- Complete treatment assignments
- Remain open in self-disclosure
- Apply the social skills

Incentives:

Your behavior is evaluated on a daily basis in the following areas:

1. Your behavior on the floor.
2. In your case management sessions.
3. In each individual treatment group.

You can earn a maximum of 5 points per week in each of the above categories. You will earn points according to your participation and behavior according to the following scale:

1 Point = Seldom meets expectations
2 Points = Sometimes meets expectations
3 Points = Usually meets expectations
4 Points = Almost always meets expectations
5 Points = Always meets expectations

Level Advancement:

- **Red to Orange**: Three (3) consecutive weeks of earning 10 points or more makes a resident eligible to move from Level 1 (Red) to Level 2 (Orange) within the program and on the incentives menu.
- **Orange to Yellow**: Three (3) consecutive weeks in Level 2 earning 11 points or more makes a resident eligible to move from Level 2 (Orange) to Level 3 (Yellow) within the program and the incentives menu.
- **Yellow to Green**: Three (3) consecutive weeks in Level 3 earning 13 points or more makes a resident eligible to move from Level 3 (Yellow) to Level 4 (Green) within the program and the incentives menu.

The points you earn every week will determine if you are eligible for any incentives, the grade of incentive (low, moderate, or high), and your level of residency.

Your Case Manager will review the incentive program with you in more detail.

Program Successful Completion:

Residents who meet the following conditions will be recommended for successful program completion:

1. Earn Level IV status
2. Complete all case plan goals specific to NEOCAP internal programming (as outlined in resident case plan).
3. Have an aftercare plan that has been completed with the assistance of the resident's treatment House and approved by the treatment team.

Disciplinary Process:

NEOCAP's disciplinary process shall include:

1. Report of incident and charge
2. Notice
3. Time to prepare for hearing
4. Assistance as needed
5. Timely hearing
6. Opportunity to present evidence
7. Fair Decision
8. Written notice of decision
9. Opportunity to appeal

Rule Infractions and Sanctions:

You will be informed of the rules of conduct upon entering the facility through this handbook and Orientation Class.

Staff members will provide immediate effective disapproval or effective use of authority to rule-breaking, anti-social, or disruptive behavior. This affords you the opportunity to immediately correct your behavior on the spot with no further repercussions.

Staff who observes a low-level rule infraction may provide an immediate low-level sanction as outlined in this handbook. The staff issuing the sanction will document this occurrence on a Behavior Report. The report is then forwarded to the Sanction Committee for review and quality assurance. Should no further action be warranted, the report will be placed in your case file. If the Committee determines that an additional sanction is warranted, you will be informed of such and told of the next time Sanction Committee meets. (See below for additional information for Sanction Committee)

Should you engage in a moderate or a high-level infraction, staff will confront, stop, or redirect the rule breaking behavior and document it with a written Behavior Report (incident report). The staff writing the report will notify you that you have been written up and the infraction you are being written up for, unless it is not in the best interest of you due to your current mental or emotional state. In these situations, your Case Manager, Shift Supervisor, or a member of your House will inform you of the write up once you have had adequate time to regain your composure. Except in the instances where you are not immediately informed of the write up, the staff issuing the report will inform you when you will meet with Sanction Committee; therefore, providing you time to prepare for your meeting with the Committee.

Sanction Committee meets at least three times weekly. You will be summoned to the office where Sanction Committee is held. A member of the Committee will process with you the circumstances outlined in the Behavior Report. You will be given the opportunity to respond, which may include presenting evidence supporting why you do not agree you committed the rule infraction.

Should you present information that is in direct conflict with the Behavior Report, the new information will be fully investigated to ensure all elements are taken into consideration prior to delivering the sanction.

The conclusion and actions of the Sanction Committee will be processed with you and entered on the Behavior Report, dated and entered into your case file. You may request, for your personal record, a hard copy of the Behavior Report that includes the written final decision of the Committee. All corrective disciplinary sanctions will correspond with the infraction/sanction list as outlined in this handbook.

You have the opportunity to seek the assistance from your assigned Case Manager or "House" members to assist you throughout the disciplinary process.

Should you want to appeal the final decision or refuse to carry out the issued corrective disciplinary sanction, the Sanction Committee will seek the assistance of the Deputy Director, Clinical Director, or the Executive Director who will serve as the mediator and his/her decision will be final.

Low Level Rule Infractions:

- Possession of Contraband (i.e. pornography, stamps, candy, stamped envelopes, jewelry, make-up, money, gambling articles, extra property).
- Being out of assigned activity area within the facility. (i.e. being late or found in your room at unassigned time)
- Demeaning others, judging, name-calling, or gossiping that is harmful to others.
- Poor personal hygiene or dirty living quarters.
- Exchange of property or favors (i.e. giving or receiving property, cutting another's hair, trading or bartering, or possessing property that does not belong to you).
- Disruptive behavior (i.e. humming, singing, disruptive volume or tone of voice).
- Violation of phone, video visitation or chirping rules.
- Disobedience of a direct order (i.e. refusing to leave restrooms, group rooms, dorm room when ordered.)
- Unauthorized use of facility property. (changing radio, TV, thermostat …)

Low Level Sanctions:

- Loss of contraband and/or property.
- Corrective cleaning assignment.
- Removed from area for up to the remainder of the day.
- Immediate termination of phone call or video visit; restricted privileges for up to the remainder of the day.
- Review resident handbook.
- Revoke incentive.
- Restrictive movement for up to 3 hours.
- Loss of chirping device

Moderate Level Rule Infractions:

- Violation of approved pass activities.
- Gambling (i.e. exchange of money, favors, or other items deemed as currency).
- Possession or consumption of tobacco.
- Theft.
- Gang affiliation.
- Verbal altercations or threats to cause physical harm.
- Vandalism.
- Manipulation (deliberately misrepresenting the facts).
- Violation of mail procedures.
- Self-mutilation (not life-threatening).
- Entering unauthorized areas within the facility (staff post or unassigned bedroom)
- Violation of in person visitation rules.
- Possession of drug paraphernalia

Moderate Level Sanctions:

- Loss of approved leave / passes; evaluation of future passes.
- Loss of Leisure for up to the remainder of the day with a referral to the Sanction Committee for up to three (3) additional days.
- Loss of gang-related article or material.
- Restitution.
- Monitor incoming and outgoing mail for up to one (1) month.
- End visit immediately; future visits may be restricted for up to the duration of residency.
- Extra house assignment for up to three (3) days.
- Property restrictions for one (1) to four (4) weeks.
- Clean for two (2) hours.
- Restricted Movement for up to the remainder of the day with a referral to the Sanction Committee for up to three (3) additional days.
- Revoke privileges for up to one (1) week.
- Restricted phone immediately for up to twenty-four (24) hours.
- Revoke incentive.

High Level Rule Infractions:

- Possession or consumption of illicit drugs or alcohol.
- Manufacturing or dealing of contraband.
- Misuse of Medications (i.e. cheek medications)
- Engaging in sex acts (including sexual harassment).
- Physical assault.
- Bullying or use of intimidation tactics.
- Destruction of property (resulting in repairs or replacement)
- Self-mutilation (life-threatening).
- Undermining the intent and purpose of the program.
- Unaccounted time out of the facility while on pass.
- Unapproved leave from the facility. (Absconding)
- Circumventing established NEOCAP procedures including but not limited to: Mail, Property, Phones, Commissary, and Medical.

High Level Sanctions:

- Restricted Movement until meeting with Sanction Committee.
- Removal of any privileges for up to the duration of residency.
- Contact medical provider to change, alter, or discontinue medication.
- Cleaning assignments when not in treatment groups for up to one (1) week.
- Loss of approved leave passes.
- Move or remove release date for up to seven (7) days.
- Phone / visit restrictions.
- Revoke incentives.
- Restitution.
- Termination.

Medical/Dental Care and Medications:

Upon entering the NorthEast Ohio Community Alternative Program, you shall have a medical exam within fourteen (14) days of your admission, unless one was conducted in the previous one hundred twenty (120) days. This exam will be conducted by NEOCAP medical personnel at no cost to you. Once the initial exam has been completed, your medical/dental needs should be brought to medical staffs' attention by filling out a medical/dental request form. You will refer your request to the medical personnel for review by placing your completed medical request in the secure medical mailbox. Medical staff may recommend consultation with your personal physician or provide over-the-counter medications for appropriate complaints.

The cost of all medical/dental services and associated prescription medications shall be your responsibility.

A list of physicians, dentists, and clinics shall be made available to you if you do not have a personal physician/dentist.

Over-the-counter and prescription medication will be stored and distributed by staff.

You must consume your medication in the presence of staff. Due to the nature of our facility, residents are to have their physician prescribe non-narcotic/non-habit forming medication only.

Meals:

You will receive meals at designated times (may be changed by management staff). No meals will be served before or after these times. If you do not wish to eat at the designated times, you must advise a facility staff member of such and sign a meal waiver. Working hours are an exception to this rule.

Breakfast	Lunch	Dinner	Snack	Brunch (Sat. & Sun.)
7:30am-8:30am	12pm-1pm	5pm-6pm	9pm	10:30am-11:30am

Food is not permitted outside of the dining hall nor is it permitted to be brought into the facility. Jackets and sweatshirts with pockets and/or hoods are not permitted to be worn in the dining hall.

Special Diets:

During orientation to the facility, you will be questioned as to your need for a special (religious/medical) diet. After orientation, if a need for a special diet arises, you are directed to consult with your assigned Case Manager.

Visitation*:

In Person Visitation Times:	
Saturday & Sunday:	1:00PM, 2:00PM, 3:00PM
Visitor Orientation Classes:	12:30 PM, 1:30 PM, & 2:30 PM

Approved visitors will be limited to immediate family and up to two (2) significant others. During your orientation you will need to identify the individuals you wish to have approved on your visitor list. You must provide the name, address, telephone number, and your relationship to each prospective visitor. The list shall then be checked against all available information to assure the individuals do not present an immediate risk to the facility and that they have a significant relationship with you.

When you sign up for visitation you must identify which approved visitors will arrive for your scheduled visit. Unscheduled visits will not be permitted.

In Person Visitation Sign-up System:

You are permitted one visit per week (may be modified by management). The sign-up occurs Monday through Wednesday according to the following schedule:

- Residents who are in level 4 will sign up beginning Mon. between 9am-10:30 pm.
- Residents who are in level 3 will sign up beginning Tues. between 9am-10:30 pm.
- All other residents will sign up on Wednesdays between 9am-10:30 pm.
- All sign-ups will occur at the Staff Post. Once signed up, changes cannot be made to the time that you originally scheduled.

In Person Visitation Procedure:

1. Residents are permitted one (1) 45-minute visit per week. Visitation times can be adjusted based on staff availability.

2. Residents are responsible for scheduling their visit prior to visitation day.

3. No unscheduled visit will be permitted.

4. Only two (2) visitors at a time per resident.

5. Approved minor children can visit during Family Night.

6. Only persons who have completed the NEOCAP Visitors Orientation Class, and have been approved, may visit.

7. Visitors must have a photo ID (Driver's License, State ID, or any valid ID) with the visitor's picture on it.

8. All visitors will be searched prior to entering the visitation area.

9. Noise levels and interactions are to be appropriate to a public setting and not be obtrusive in nature.

10. Visitors must dress appropriately (no bare midriffs, short shorts, low necks, muscle shirts, sleeveless shirts, sheer clothing, or skirts/dresses more than 3 inches above the knee).

11. Cell phones, purses, bags, etc. are not permitted and must be kept locked in your vehicle.

12. Visitors are prohibited from wearing coats or hats during visit.

13. Visitors are prohibited from giving residents ANY items, including money, food, candy, etc.

14. Visitors are prohibited from visiting under the influence of drugs and/or alcohol.

15. Any visitor conveying illegal substances into the facility will be prosecuted.

16. Visitors dropping off items must leave items with Staff.

17. Visitors are prohibited from engaging in any intimate touching with residents.

18. Visitors are permitted only one (1) visit per day.

19. All visitors must use the restroom, if necessary, before visitation begins and not during the visit.

20. Visitors who do not follow these general requirements will be instructed to leave by staff on duty.

21. You are held responsible for the actions of your visitors.
    REMEMBER: Visitation is a privilege that can be revoked!

FAMILY NIGHT VISITATION:

1. Residents are permitted one (1) 45-minute visit with minor children on Monday evenings.
2. Residents are responsible for scheduling their visit prior to Family Night.
3. No unscheduled visits will be permitted.
4. Only two (2) children at a time per resident.
5. Only children who have been approved may visit.
6. Minor children must be accompanied by an adult visitor that has been approved for visitation. Children must remain with the approved visitor at all times.
7. All children and visitors will be searched prior to entry into the visitation area.
8. All visitors must use the restroom, if necessary, before visitation begins, and not during the visit.
9. If a child or visitor leaves the visitation area, they will be prohibited from reentering the visitation area.
10. Cell Phones, purses, bags, etc. are not permitted and must be kept locked in your vehicle.
11. Visitors are prohibited from visiting under the influence of drugs and/or alcohol.
12. Any visitor introducing illegal substances into the facility will be prosecuted.
13. Visitors dropping off items must leave items with Staff.
14. Visitors must dress appropriately (no bare midriffs, short shorts, low necks, muscle shirts, sleeveless shirts, sheer clothing, or skirts/dresses more than 3 inches above the knee).
15. Maintain appropriate noise level so as not to be disruptive to others.

Video Visitation Procedure:

Video Visitation Times:	
Daily:	9:00 AM to 8:00 PM
Last scheduled visit:	7:30 PM

Only approved visitors may participate in video visits. Visitor requests for approval will occur within 72 hours by the Business Office. Visitors must schedule and pay for visits via inmatesales.com between 24 and 48 hours in advance.

Video Visitation Rules:

1. You are allowed one (1) video visit per day.
2. Video visits must be scheduled by your visitor. You are responsible for making sure they know when you are available.
3. You cannot attend a video visit during meals or any scheduled activity, including groups or assigned duties.
4. A scheduled video visit will still occur if an unexpected conflict arises, and it is the resident's responsibility to notify staff if they are unable to attend.
5. You must arrive on time for your scheduled visit. If you are late, your visit will not be extended.
6. All visits are limited to 20 minutes.
7. You must use earbuds at all times during the video visit.
    - You will receive one free pair at your first visit while supplies last.
    - Any subsequent need for ear buds is your responsibility to replace through commissary.
8. You must keep noise levels appropriate during your visit.
9. Tablets must remain on the stand and handled appropriately at all times.
10. You must sign out and return the device as directed.
11. Visitors are not permitted to record any part of the video visit.
12. All video visits are monitored, and misuse may result in loss of privileges or other sanctions.
13. Residents are responsible for the actions of their visitors.
14. Residents and visitors are prohibited from engaging in or displaying inappropriate behavior during video visits, including but not limited to argumentative behavior, sexual gestures, profanity, nudity, the use or display of smoking, drugs or alcohol (or related paraphernalia), weapons, or gang signs.
15. Only one resident is permitted at the video visitation area.
16. If a visitor is younger than 18 years old, an adult, parent, or legal guardian must accompany him/her during the video visit.
17. Residents or visitors that do not follow these rules may face a suspension of video and/or in person visits.
18. Resident dress code is based on facility dress code rules. Visitors must be fully dressed (tops, shirts, pants).

Religious Officials/Attorneys of Record:

A minister with whom you have a direct personal relationship, or an attorney of record who is representing you in a legal matter, will be given access to confer with you should a request be made.

Ministers and attorneys not directly associated with you will not be permitted to visit.

Requests need to be scheduled through your Case Manager and visitation may occur at times other than the scheduled visitation times.

Mail:

There will be no limitations imposed on the amount of first-class mail sent or received by you. **All stamps shall be turned into a facility staff member and will be held in a personal file for you by staff.**

> Receiving Mail: Incoming mail will be inspected for contraband prior to delivery to you (without opening the mail). You will be instructed to open the mail or package in the presence of a staff member and return the empty envelope to staff. You may write the return address on a sheet of paper if you need it.
>
> Sending Mail: Take the letter you want to mail to a staff member. He/she will give you an envelope and you must legibly print the full name and address of the person whom the mail is being sent. Also, you must print your first and last name in the return address area of the envelope. Turn the envelope, with the letter inserted, back into a staff member for delivery. Your envelope will be stamped and mailed the next business day.

If you are indigent, your Case Manager will provide postage for two (2) letters a week. You will not be considered indigent if you have a minimum of$5.00 in your resident account or in your possession.

Telephone:

There is a resident telephone system for personal calls. Phone numbers must be approved. Once approved, your Case Manager will give you a PIN number to access the phone system.

Calls will be "collect" or your family can place money on your resident account by:

- Web site deposit - at www.jailatm.com
- ATM deposit - located in the secured lobby of NEOCAP
- Mail funds directly into the facility (money order/cash)
- Drop funds off during business hours of 8:30 am to 4:30 pm Monday through Friday. (money orders/cash)
- Photo ID required.

NOTICE: Only money orders or cash can be mailed or dropped off. NO PERSONAL CHECKS WILL BE ACCEPTED.

Once there are funds in your resident account you can use the phone system to move money from your resident account onto your phone account. All calls are charged at .11 per minute, not including taxes and fees charged by the phone company.

Residents are permitted to use the resident phone system between the hours of 9 a.m. and 9:30 p.m. (phones automatically turn on and off). Times may be adjusted by management.

No incoming calls are permitted. Approved program calls can be made at a facility phone and may be monitored by staff.

Phone Behavior Expectations:

- Voices must be kept low so as not to disrupt the milieu of the facility.
- Three-way calling is not permitted.
- Phone receivers are to be treated with care and correctly replaced on hanger when call is completed.
- Residents are permitted to call only those numbers which have been approved through facility procedures.
- Disruptive behavior including yelling, swearing, threatening, arguing and other forms of harassment will not be tolerated.

Residents who violate the rules listed above will be redirected for their inappropriate behavior and may be instructed to end the call. The inappropriate behavior will be documented and sent to Sanction Committee for review.

Chirping Devices:

Residents are permitted to send chirps (text messages) to any individual who accepts their communication request. There is no approved contact list or pre-approval process for chirping. Residents are eligible to a chirping device once you have reached Level 2 of your program. When you receive your assigned device, you will be provided with five (5) prewritten messages per day for three (3) days to request funding for your account. If your account is not funded within 72 hours, you will be required to turn your device in to staff. If your account is funded at a later date, you may request to have your device reissued.

Chirping Device Rules:

1. You may only use your assigned device between 7:00 a.m. and 10:30 p.m.
2. You have 72 hours after you are issued the chirping device to have money in your chirping account. If it is not funded, the device will no longer work and you must return the device to staff.
3. You are not permitted to have or use your device in the kitchen or dining hall at any time.
4. You may not use your device during group sessions or case management sessions.
5. You must always keep your device in your possession and under your control.
6. You are not allowed to share, trade, or let another resident use your device.
7. You must store and charge your device in the designated location.
8. All messages are monitored. You have no expectation of privacy when using the device.
9. You may message individuals who accept your request, but all communication must follow facility rules.
10. Misuse of the device may result in disciplinary action, including suspension or loss of privileges.
11. You are financially responsible for any intentional damage or destruction of your device.
12. Chirping devices are a privilege that can be terminated by staff at any time.
13. You may retrieve your assigned device between 7:00am and 9:00am each day. Failure to get your device during these times means you will not have access to it the entire day.
14. Your assigned device must be returned to the charging station each night between 9:00pm and 10:30pm. If you fail to turn it in staff will not charge it for you the next day.

Linen Exchange and Laundry:

Linen Exchange:

- Facility linen exchange will be conducted weekly. All residents must use facility pillow, blankets, and linens, unless you have your own linens added to your property inventory.
- You will be required to turn in your facility linens weekly for laundering. You will be held accountable for all linens assigned to you.
- You are responsible for laundering your own personal linens.

Laundry:

- You are responsible for keeping your clothes clean.
- You will be allowed two (2) pods of laundry soap per week to launder clothes. Accommodations can be made for special circumstances.
- There are no time restrictions of when you can launder your clothing with the exception of when you are scheduled to be sleeping, in class, or performing a house assignment.

House Assignments:

In order to keep the whole facility in a clean sanitary condition; you will be required to complete regular "house cleaning" assignments. You may also be assigned special cleaning details by staff. House assignments are mandatory and posted weekly.

Community Service (CSP):

We have special projects that are outside of the normal house assignments. Being assigned to work on a CSP is a privilege that is tied to days in residency and overall performance and behavior. All time worked on CSP is recorded on a CSP card that you will receive from your case manager when you become eligible for CSP. At the end of your residency all your CSP hours will be totaled and forward to your Probation Officer.

There are two types of community service projects, supervised and unsupervised:

- ***Supervised CSP*** – Is conducted under staff supervision and includes projects such as, buffing, painting, unloading food and supply trucks, and other projects. To earn this privilege, you must be in Level 2 of residency and earn at least twelve (12) points for the week.
    - **Kitchen Crew** – The weekly points earned will also be used to choose the residents who will be on the Kitchen Crew. In order to be eligible for the Kitchen Crew a resident must be in Level 2 with a minimum of 13 points in a week.
- ***Unsupervised CSP*** – Takes place on the facility grounds or in the community at public county and city agencies and departments as well as community charitable agencies and functions. Activities such as lawn cutting & landscaping, litter pick-up, unloading trucks, and painting are all part of the external projects. To earn this privilege, you must be in Level 3 of residency and earn at least thirteen (13) points for the week.

Dorm Rooms*:

You will be assigned a bunk by staff. You are not permitted to be in any dorm room, bunk, or locker other than that assigned to you. You are responsible for keeping your living quarters neat and orderly, which includes neatly storing all clothes in your assigned locker and dirty clothes in the basket/bag underneath your bunk. Upon

waking up, you are to make your bed and get dressed and ready for the day. You are only permitted to sleep during leisure time. Sleeping during programming hours is prohibited. Lights out is at 10:30 pm daily.

Facility Movement:

Your Case Manager will provide a detailed schedule of events in which you will participate during your residency. Such events will include Treatment Groups, Case Management Sessions and House Assignments. You are responsible for being on time to all scheduled events and completing assigned tasks.

- Monday through Friday 9 A.M – 5 P.M. You must work on program related materials.
- You must shower before 9 A.M. or after dinner. Monday through Friday.
- Leisure/recreation time begins after dinner. Monday through Friday and all day on the weekends. You will not be required to be working on program related material during these times.
- You are permitted outside if your phase level and weekly points permit, and/or the area is opened by staff.
- You are not permitted to congregate in the restrooms or at the staff post.

Exercise:

During recreation/leisure time dedicated workout space will be available. The privilege to workout will be earned weekly.

- All Levels:
    - Less than 10 points = No Workout
    - 10-13 points = Weekend Only
    - 14+ points = Daily

Personal Property:

You are required to provide your clothing. You will be assigned a staff person to assist you in getting the appropriate amount of clothing permitted. If you are indigent, the assigned staff will work with you to get clothing and toiletries. Footwear is limited to (2) pairs of shoes and (1) pair of shower shoes.

You are responsible for any personal property that you bring into the facility. The lending, borrowing, or purchasing of other residents' clothes or property is prohibited. You are responsible for providing your own personal hygiene items, including towels, wash cloths, and soap. All hygiene items are to be in their original packaging and all bottled items are to be in clear bottles. If you are indigent, the facility will provide a temporary packet of hygiene items.

Hats may not be worn within the facility.

You are prohibited from bringing the following items into the facility:

- Televisions/radios
- Electronic Devices (cellphones/CD players/mp3 players/ IPod …)
- Jewelry, (except religious medallions and wedding rings)
- Weapons
- Food and drink
- Electronic games
- Other items as determined by staff

Dress Code:

- NEOCAP residents must wear clothing that is appropriate in appearance, clean, neat and worn in an acceptable manner at all times.
- Clothes that are too big, baggy, or tight fitting and clothing with holes are not acceptable.
- Undergarments must be worn at all times.
- Pants must be worn at the hip line, not below. (Your underwear is not allowed to be showing.)

***During the treatment hours (9 A.M. until after you eat dinner Monday through Friday) and during resident scheduled activities (i.e. visitation, AA/NA etc.) the following dress code will be enforced*:**

1. Acceptable pants: jeans, khakis, cargo, dress pants
   - No shorts, sweats, capris, or jogging pants

2. Acceptable shirts: button up, crew neck t-shirts, sweat shirts, sweaters
   - No coats or other outerwear
   - No plain white t-shirts

3. Shoes must be worn at all times.

4. Name Tags must be worn in the front and must be visible. Nothing is to be hanging from the lanyard. (i.e. pens or hair ties)

5. Hair must be clean, neat, and combed/brushed.

6. Finger nails must be neat, clean, and trimmed.

Employment/Work Release:

Your employment history and employment needs will be assessed and a program plan will be developed to address this area. To address your needs, you may be required to complete classroom training to develop your job seeking and retention skills. You may also be required to job search for viable employment in your home county prior to release.

In certain circumstances residents are granted work release privileges. If you are granted work release you must adhere strictly to your work release schedule. Your employer will be notified of your residence at the facility.

Commissary:

Residents can order food and non-food items through the NEOCAP Commissary Program. Food items consist of coffee, pop, chips, snacks, soup, etc. and must be consumed in the dining hall during approved commissary time.

The Commissary days and times are as follows:

DAYS	**TIMES** (Choose one time slot)
Monday-Friday	8:30am, 2:30pm, 7:00pm, 7:30pm*
Saturday, Sunday, non-programming days	9am, 9:30am, 7pm, 7:30pm*

*These times are subject to change based on facility needs.

Residents must sign up for the commissary time slot on Thursdays and Fridays according to the following schedule:

- Residents who are in levels 3 and 4 can sign up beginning Thursday between 9am-10pm.
- All other levels sign up on Friday between 9am-10pm.

To redeem a commissary food item, residents must fill out a Commissary Request Form the night prior to redeeming the food item. Residents can consume up to two (2) food items and one (1) beverage per day.

Non-food items consist of hygiene items, school supplies, word searches, greeting cards, etc. and must be approved on the Residents' Property Sheets.

Residents are permitted to spend up to $50 of commissary items per week; however, food and beverage items cannot exceed $30 per week (for example $30 on food and $20 on non-food items). The commissary orders are placed on Tuesdays at 12:00 PM and arrive at the facility within two (2) business days.

Commissary is a privilege and can be restricted or revoked by the Sanction Committee for rule breaking behavior.

Family members can place funds directly on a Residents account using the following methods:

- Web site deposit: JailATM.com
- ATM Deposit located in the secured lobby of NEOCAP
- Mail funds directly into the facility (money order/cash)
- Drop funds off during normal business hours (money orders/cash)
- Photo ID required.

Resident Accounts/Budget Process:

As a general rule of this facility, you are not permitted to have money in your possession, therefore a Resident Account System has been set up. All monies must be turned over to be placed in an account set up in your name. As noted on page 20, there are four (4) ways in which monies may be received into your Resident Account. Monies being sent in must be in the form of cash or money order.

Monies in your Resident Account may be used to purchase commissary items, including phone time, or pay for legitimate expenses approved by your Treatment Team. Your Resident Account will be managed in cooperation with the Treatment Team.

Resident Account balances may not exceed $150.00. Should your account go over the $150.00 limit without prior approval from the Treatment Team, you will be notified and will work with your Treatment Team to become compliant with the $150.00 limit by doing one of the following:

- Identify the name and address of a loved one or support person to whom a check will be mailed.
- A check will be created and made payable to you and secured until your release from the program.
- Locking your account to prevent any further deposits.

You and your Case Manager will develop a budget that will identify how the funds will be used. In certain situations, your Treatment Team may approve your support system to add a fixed amount of money to your Resident Account to pay for expenses. Your budget may include paying your court ordered financial obligations (fines, child support etc.), contribute to your family household expenses, and paying other bills and personal expenses.

Account withdrawals must have the prior written approval of the Case Manager. Upon release, the balance in your account will be given to you.

Authorized Leave:

As a resident of NEOCAP, you may become eligible to move unsupervised within the community for the purpose of addressing: business, family, legal, religious, and other program related matters. When eligible, you will be granted passes by your Case Manager.

Authorization for you to be granted leave will be determined by the House (consisting of facility staff). The house will determine actual hours of your leave based on your custody level, need, performance, progress on program plan, length of residency, and overall suitability for release into the community. The four levels of custody and corresponding leave eligibility are as follows:

- Level 1 (Red) – Ineligible for unsupervised community leave.
- Level 2 (Orange) – Eligible for passes.
- Level 3 (Yellow) – Eligible for passes.
- Level 4 (Green) – Eligible for passes.

You will be searched and may be given a urine test upon returning from business leave.

Transportation:

Facility provided transportation for scheduled appointments will be arranged by facility staff. Public or private transportation, when approved, will be arranged by you and coordinated with facility staff. Once given permission to arrange for private transportation, you must provide facility staff with the name and relationship of the individual supplying the transportation, make and model of the vehicle to be used, registration (license plate number) displayed on the vehicle, and proof of liability insurance before final approval will be given.

Facility provided employment transportation will be arranged initially with assistance by facility staff. However, when at all possible, this arrangement must be replaced within the time frame determined by your Case Manager by suitable alternatives, either public or private.

If you own or wish to make use of a vehicle, you must provide the following before approval will be considered: (1) Proof that you hold a valid Ohio motor vehicle operator's license (2) Proper registration of your motor vehicle (3) Proof of liability insurance, as determined by State of Ohio on the vehicle in question (4) written consent for you to use the vehicle if it is owned by someone else.
Driving privileges will be granted only if a valid need exists.

Search Procedure:

You are subject to being searched at any time. Unannounced searches of living quarters and/or other areas of the facility will also be conducted periodically by facility staff.

Any contraband found in your possession or quarters will be seized and will result in disciplinary action being taken. Refusal to cooperate with facility staff will result in further disciplinary action.

Smoke Free Facility:

Smoking in the facility is strictly prohibited and is in violation of Ohio State Law 3794.01.

Conflict Resolution:

If you have a conflict with another resident or your participation in the program, you are to discuss it with your Case Manager to arrive at a solution. Your Case Manager will determine what solution may occur.

Prison Rape Elimination Act (PREA):

NEOCAP has a **zero-tolerance** policy against sexual abuse and sexual harassment. Your program shall be free from sexual abuse, sexual harassment and free from retaliation for reporting such incidents. All residents are encouraged to report such acts to any staff member. All incidents shall be investigated and should findings conclude a violation of the zero-tolerance policy, a perpetrator will face program sanction(s) up to program termination and may include further criminal charges.

There will be **NO** retaliation for reporting incidents of sexual abuse or harassment.

Ways you can report sexual harassment or abuse:

- Verbally to any staff member
- In writing to any staff member
- Outside Agency Hotline 1-1-*75 on the resident phone system
- Friends and Family can call the PREA Coordinator at (330) 675-7466

NEOCAP has established policies and procedures to respond to instances of sexual harassment and sexual abuse. If a claim of sexual abuse or sexual harassment is substantiated, Lake County will be contacted to conduct a criminal investigation.

Sign-off:

I have received a copy of the Resident Handbook.

I have read the handbook and will comply with NEOCAP's expectations while a resident.

If I have any questions regarding what is expected of me while at NEOCAP, I will not ask a fellow resident but seek out clarification from a staff member.

_____
Print name

_____ _____
Resident Signature Date