

Resident
Handbook

OMEGA

Technical Violator Program

Revised 08/14/13

INTRODUCTION

The Omega Technical Violator Center is here to provide you an opportunity to become the person you were meant to be, a healthy, productive member of society. Many of you have stated over and over that you would never be incarcerated "again". As you are here at the Omega Center, it is obvious your plan didn't work. We are suggesting you take this time and decide if you are willing to do whatever it takes to change your behavior and make this your last time to be "locked-up". This is your opportunity, take advantage of it. As staff, we can only present the information. You have to put it into action.

Miracles happen, you can be one

Resident Handbook

The Omega Technical Violator Program is a highly structured, intensive treatment modality designed to encourage cognitive and behavioral change. Our goal is to provide a safe environment in which residents can begin to experience positive change, a never-ending process that will be utilized throughout their life. The residents are provided the opportunity to identify their addictive patterns, examine unhealthy life styles and put into effect new skills that will allow them to become successful, law-abiding members of society. During the course of the program, emphasis is placed on acknowledging past problems, accepting responsibility for negative behavior and learning how to make positive choices that will lead to long term change. The approaches used are: Moral Recognition Theory, Anger Management, Cognitive Intervention, 12 Step Programs, Relapse Prevention and Social Interaction.

As residents progress through the program, they are assigned jobs and have the opportunity to advance through phases that will help them develop skills useful in making long term life style changes. Advanced phases carry more responsibilities which are rewarded by increased privileges. This reinforces the concept that along with privileges come responsibilities. Residents are encouraged to practice these new concepts while in this safe environment. This allows them to become comfortable in their new behaviors before reentering society. Treatment and security personnel are involved in this process not only as staff but also as teachers and role models. Life changes are evident when residents remain drug-free, demonstrate an ability to interact in society without further criminal activity, take responsibility for their long term recovery and become contributing members of society.

LENGTH OF STAY:

- **THE FIRST THREE (3) ADMISSIONS ARE FOR A MINIMUM OF 60 DAYS BEGINNING THE DAY OF ENTRY INTO GENERAL POPULATION.**
- **FOURTH OR MORE ADMISSIONS ARE FOR 90 DAYS.**
- **The only stipulation to this will be if a Hearing Examiner specifies a length of stay on the 'Disposition of Parole Revocation Hearing' form.**
- **Also keep in mind that all residents are subject to extended length of stay due to lack of program participation and / or disciplinary issues.**

Treatment Goal: The treatment goal of OTVC is for each resident to acquire basic recovery skills which will allow him to become a successful member of society. The following are some of the cognitive/behavior changes the residents will become familiar with and practice to reach this desired goal:

1. Acknowledging that there is a problem
2. Accepting their part in the problem (Willing to Accept Responsibility)
3. Willingness to accept help and follow directions (Recovery is an Action Program)
4. Accepting that change is not always easy
5. Commitment to continue with pro-social skills when released

Recovery Concepts: The following are concepts that the residents will use daily as they practice new skills and learn to live in recovery.

1. One day at a time
2. You must give it away to keep it
3. Just do the next right thing
4. If you are not part of the solution, then you are part of the problem
5. Think before you act or react
6. If nothing changes, then nothing changes
7. Your best thinking got you here
8. Take the cotton out of your ears and put it in your mouth
9. Easy does it
10. Fake it till you make it
11. Principles before personalities
12. If it does not apply let it fly
13. Keep it simple
14. Doing the right thing does not always feel good
15. **the Horse Concept:** If one person calls you a horse, you can ignore them. If two people call you a horse, you need to check for a tail. But, if three people call you a horse, it's time to buy a saddle.

Resident's Bill of Rights: As a recipient of services from OTVC, residents are guaranteed certain basic rights. They are as follows:

1. To receive humane care and treatment.
2. To receive prompt evaluation, care and treatment in accordance with Department of Community Corrections (DCC) Policy and Procedures.
3. To have the rehabilitation plan explained.
4. To be treated with respect and dignity as a human being.
5. To have private visits from a lawyer or clergyman in accordance with DCC Policy.
6. To correspond by mail with officials of the Department of Mental Health, a lawyer or a court as permitted by DCC Policy and Procedure.
7. To medical care and treatment in accordance with DCC provisions.
8. To safe and clean housing as provided by DCC.
9. To have examinations by doctors as provided by DCC Policy and Procedures.
10. To be evaluated and cared for in the least restrictive treatment environments.
11. To have nourishing, well balanced meals as provided by DCC.
12. To work in accordance with the requirements of the program and DCC Policy and Procedures.
13. To have treatment records kept confidential.
14. To have the same rights and responsibilities as any other resident.
15. To not be denied admission or services because of color, race, sex, creed, marital status, national origin, handicap or age.
16. To be free from verbal or physical abuse.
17. To receive an impartial review of alleged violation of rights.
18. To attend religious services in accordance with DCC Policy and Procedures.

In Accordance With The Policy and Procedure of DCC, The Following Privileges May Be Limited:

1. Sending and receiving mail. (Except Legal)
2. Use of canteen or purchasing services.
3. To have visitors.
4. To use the telephone.
5. To have access to current newspapers, magazines, radio and / or television programming (Residents are not permitted to receive daily newspapers unless provided by Omega)

MAILROOM REGULATIONS

1. Correspondence with anyone who is incarcerated in a correctional facility or a county jail is limited to immediate family members ONLY. You will have to put in a request to the Warden for approval / disapproval before you can write. The relationship has to be verified. Residents are NOT to correspond with ex-residents or with the staff at the OMEGA CENTER.
2. Incoming resident mail must have the resident's full name, ADC# and Barracks # on the envelope and the SENDER must have their full name & return address on the front of the envelope or the letter will be returned back in its' entirety. You will still get mail if you are a new intake & in segregation. It will be your responsibility to let family / friends know your barracks number once you are in population. Outgoing mail from residents, must have their full name, ADC# & BARRACKS# on the envelope or it will be returned back to the resident to put the information on the envelope.
3. NO stamped / plain envelopes or postage stamps are allowed. Must buy from commissary.
4. There will be NO writing or drawing on outside of incoming or outgoing envelopes (they will be returned to you)
5. Residents are only allowed "Only 5" photos no larger than 5x7 WHILE YOU ARE IN THE OMEGA CENTER. Printed pictures on paper also count toward your 5 photos. NOTE: There cannot be any inappropriate photo's (i.e nudity, gang signs, alcohol in the background, etc.) or the letter will be sent back in its' entirety.

(MAIL ROOM REGULATIONS CONTINUED)

6. Residents are only allowed - POSTAL MONEY ORDERS ONLY – If it is not a Postal Money Order, the envelope will be sent back in its entirety. If you are expecting a money order and have not received it in due time, you need to advise the party who sent you the Money Order to trace it by the tracking number. If money orders are not filled out properly (The resident's name, ADC# and the sender's information) THE ENTIRE LETTER WITH THE MONEY ORDER WILL BE RETURNED BACK TO THE SENDER AT THE RESIDENT'S EXPENSE TO FILL OUT THE MONEY ORDER CORRECTLY.
7. NO unauthorized material (etc. writing paper, newspaper clippings, newspapers, stickers, metal in cards, cards larger than a 5x7, phone cards, internet / email printouts, lottery or power ball tickets).
8. All letters will be written in the English language unless approved by the Center Supervisor.
9. Reading material must come from publisher and must be appropriate. No Magazines.
10. NO writing on State paper – All outgoing mail that is written on white notebook paper not issued by GED, Chaplain, indigent, or purchased from the commissary will be given to the SOD to address with the resident. Drawing paper tablets must be purchased from the commissary. Manila folders made into cards will not be mailed out. - No Pornographic material.
11. Legal mail postage can be deducted from residents' account (contact ARO on this matter)
12. Policy states all general correspondence, both incoming and outgoing may be opened, inspected, and read, NO MAIL IS HELD, and if the mail is to be returned you will receive a "Return/ Heid Mail Notice" with an explanation for the return and needs to be returned to mailroom after marking response box. Mailroom Supervisor scans all incoming and outgoing mail daily and it's delivered / received daily (DO NOT SEAL ENVELOPE)

Request for Interview

1. Fill out each section of the form
2. All "Request for Interview" forms must be dropped in the Request for Interview box, next to CSC.

(Request for Interview Continued)

3. Forms are picked up each morning and issued to the person requested as soon as possible.
4. Once the person requested receives form, they will respond to resident within three (3) working days.

Grievance Policy:

Residents shall have the opportunity to initiate grievance procedure on any condition or action within the program without being subject to any adverse action. The existence of the grievance procedure does not replace the informal communication process.
Grievance Procedure:

Grievance Procedure

1. The resident grievance procedure is an administrative means for resolution of complaints and the identification of potentially problematic areas. It is designed to supplement, but not to replace the informal communication process.
2. Residents and employees shall be given written notifications of the grievance procedure upon arrival at the center.
3. In addition, residents who have difficulty in understanding the grievance procedure shall be informed on how to contact the appropriate staff for further explanation and/or assistance.
4. Residents shall be entitled to invoke the grievance procedure regardless of their classification, disciplinary status, or administrative or legislative decisions affecting the resident.

Filing a Grievance

1. A resident shall first attempt to verbally solve complaints, grievances, problems, or incidents through his line of communication.
2. If the problem cannot be resolved informally, the resident may submit a formal written grievance within (5) working days of the occurrence to the Grievance Officer/Designee.
3. Grievance forms shall be available from the Center Administrative Review Officer (ARO).

(FILING A GRIEVANCE CONTINUED)

4. The resident may receive any assistance necessary in completing the Grievance Form without unreasonable delay by contacting the Grievance Officer/Designee.
5. The Grievance Officer/Designee shall transmit within (3) working days after receipt of a grievance, an acknowledgment form to the person filing the grievance.
6. The person filing the grievance is entitled to appeal the Center Supervisor's decision within (5) working days upon receipt of the Center Supervisor's decision in writing on the Resident's Appeal Form.
7. The Deputy Director for Residential Services shall transmit, within (5) working days after receipt of an appeal, an acknowledgment form to the person filing the grievance.
8. Within (30) calendar days, the Deputy Director for Residential Services shall review the initial grievance, the Center Supervisor's investigation and response and the resident's appeal and conduct. And, if necessary, will conduct a separate investigation of the matter and respond to the person filing the grievance in writing. The Deputy Director for Residential Services shall provide a copy of his decision to the appropriate Center Supervisor for filing and notification purposes.

Emergency Situations

The person filing a grievance may declare an emergency situation if he believes that by observing the regular time limits for disposition he would be subject to a substantial risk of personal injury or other serious and irreparable harm. The person filing a grievance may indicate the existence of an emergency by marking the box provided on the grievance form and personally delivering it to any staff member.

<p>Rape Crisis Hotline 1-870-267-6533</p>
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Rules:

There are four (4) categories of rules for the OTVC that provide staff and residents a secure working environment and ensures the safety of the unit.

Cardinal Rules are the most severe and could possibly result in disciplinary action and/or dismissal from the program.

Repeated violations of Major Rules can result in non-compliance, a disciplinary and/or dismissal from the program.

Grooming/Hygiene & House Rules violations can result in community sanctions/learning experiences

CARDINAL RULES

- CR 01 Residents shall not escape and/or attempt escape or takes a hostage. Unauthorized departure from the center, failure to return from work assignments outside the Center compound and/or return from furlough. Holding an unwilling person captive, with or without threatening harm, is considered as taking a hostage.
- CR 02 Residents shall not commit or attempt arson. The willful, reckless or negligent act of attempting, causing, or starting a fire which potentially or actually damages or destroys life or property or causes disruption to the safety and security of the center and/or inhabitants.
- CR 03 Residents shall not commit an assault. Engaging in conduct that creates substantial danger of death or serious injury to another person
- CR 04 Resident shall not commit battery. Engaging in conduct that causes death or serious physical injury to another person.
- CR 05 Residents shall not possess or use weapons. The possession or concealment of a weapon (commercially manufactured or handmade) on one's person, within one's property or within one's assigned room or other area or the use of a weapon.
- CR 06 Residents shall not commit rape, sexual assault, or sexual misconduct. The attempt or use of force, threats, intimidation, bribery or coercion to engage in any act of sexual intercourse, deviant sexual activity or sexual abuse. Sexual misconduct includes consensual sex between or among residents or between residents and staff.
- CR 07 Residents shall not engage in sexual harassment. Unwelcome sexual advances or requests for sexual favors or other verbal, graphic, or physical conduct of a sexual nature.

(Cardinal Rules Continued)

- CR 08 Residents shall not possess or use controlled substances or alcohol. The possession, concealment, or use of any mind altering substances not prescribed by a physician including alcoholic beverages and unauthorized possession or use of prescription drugs.
- CR 09 Residents shall not refuse to submit to substance abuse testing. Residents shall not attempt to foil or defeat a drug or alcohol screening test. The refusal to submit to a test administered in accordance with agency guidance on substance abuse testing.
NOTE: Attempting to foil or defeat a drug or alcohol test is a Violation of Law.
- CR 10 Residents shall not violate laws. Any act or acts defined as felonies or misdemeanors by the State of Arkansas and Federal government. NOTE: Violations of law are subject to criminal prosecution, regardless of disciplinary action taken by the DCC.
- CR 11 Residents shall not engage in gang activity and/or representation. The recognized representation whether real or not, of any gang affiliation through use of known gang signs, dress, mannerisms, etc.
- CR 12 Residents shall not refuse to follow orders by staff. The refusal by a resident to follow an order given by a staff member. (See also House Rule 3)
- CR 13 Residents shall not tamper with safety or security devices. The tampering with, adjusting, modifying or attempting to modify any mechanical device used for fire safety, security or communications purposes (e.g., fire extinguishers, sprinkler system, locks, alarms, smoke detectors).
- CR 14 Residents shall not engage in repeated violations constituting non-compliance. The refusal to participate in programs, complete learning experiences and comply with treatment instructions. Obtaining numerous minor violations of major or house rules in non-compliance with community values and norms of behavior.
- CR 15 Residents shall not submit false or misleading official statements. Knowingly giving or filing statements which allege facts which are not true or failing to state the full true facts, deliberately intending to mislead staff. (See also Major Rule 2 Regarding Unofficial Statements)
- CR 16 Residents shall not threaten, intimidate, bribe, or abuse a staff member, including contract or volunteer staff. Threats, intimidation, or abuse of a staff member through actions, gestures, or language. (See also Cardinal Rule 17)
- CR 17 Residents shall not threaten, intimidate, bribe, or abuse a non-staff member. Threats, intimidation, or abuse of a non-staff member through actions, gestures, or language. (See also Cardinal Rule 16)
- CR 18 Residents shall not evade detection or actively attempt to sabotage the taking of a count. Hiding, creating a significant diversion, or disruption during the taking of a count. (See also House Rules 1c, 6, 8, and 9) (Cardinal Rules Continued)

- CR 19 Residents shall not leave his/her authorized area for the purpose of engaging in or promoting illicit activity. Being found in an unauthorized area with evidence of an illicit activity such as alcohol distilling components (See also House Rules 5, 6, and 8)
- CR 20 Residents shall not steal. Taking, controlling, receiving, concealing, or displacing others' property valued at more than \$10.00.
- CR 21 Residents shall not possess, conceal, or use contraband. Possession, concealment, or use of any item not authorized for possession by the resident.
- CR 22 Engaging in injurious behavior. Marking, rubbing, burning, scratching, or cutting ones self or the body of another person for the purpose of producing a tattoo, mark, friction burn, brand, or injury or for any other purpose. (See also Cardinal Rule 03 regarding assault)
- CR23 Damaging or destroying property. The unauthorized use of equipment or supplies or purposefully damaging, destroying, or defacing State or other property regardless of the value.
- CR 24 Residents shall not break the law or any rule while on furlough. An infraction of any law or rule while on furlough.
- CR 25 Inciting or encouraging another resident to violate a rule. Contributing in any manner which causes another resident to violate a rule.
- CR26 Residents shall not possess or use unauthorized currency or communication devices. Residents shall not possess or conceal currency. Residents shall not use any unauthorized communication device such as cell phones, pagers, or regular phones other than the "blue phones" authorized for collect calls

Major Rules

- MR 01 Residents shall not steal. The taking, controlling, receiving, concealing or displacing of others' property valued at \$10.00 or less.
- MR 02 False Accusations or Reporting. Residents will not falsely accuse others. Residents shall not give false alarms or reports including false reports of safety hazards. (See also Cardinal Rule 15 Regarding Official Statements)
- MR 03 Failure to Follow Safety Requirements. Residents shall follow safety guidance and apply common sense to ensure the safety of themselves and others. This includes using appropriate safety equipment such as safety glasses, gloves, and guards on equipment.

(Major Rules Continued)

- MR 04 Resident shall not engage in a fight. The resident will not physically attack a person or if defending him/herself, continue the fight after his/her assailant is subdued. (See Cardinal Rules 03 and 04 for fights that constitute assault or battery.)
- MR 05 Trafficking or Trading. Residents shall not sell, loan with the intent of gaining interest in any manner, or trade as in a barter system.
- MR 06 Failure to Wear Appropriate Identification. Residents are to wear their correct ID badge at all times when not in their assigned sleeping area
- MR 07 No Gambling. Residents shall not engage in any activity for the purpose of betting or gambling for money, favors, privileges, commissary products, or other rewards.
- MR 08 Failure to Follow Visitation Rules and Guidelines. Residents will follow all rules for visitation at all times
- MR 09 Giving Inappropriate Feedback To Staff. Residents shall not respond to staff direction in an inappropriate manner by using profanity, sarcasm, arrogance and/or snide remarks or making inappropriate gestures to staff. (See also Cardinal Rule CR16)
- MR 10 No Horse Play. Residents shall not participate in any action that may be considered rowdy or could possibly escalate to a level of confrontation, cause injury or unsafe conditions.

Grooming/Hygiene Rules

- GHR 1 Residents may have a neatly trimmed mustache that does not extend beyond the corner of the mouth or over lip.
- GHR 2 Residents shall not have any extreme haircuts and will follow unit policy which includes no shaved heads. Sideburns must be no lower than the middle of the ear lobe.
- GHR 3 Residents shall be clean and neatly dressed at all times.
- GHR 4 Fingernails and toenails will be clipped so as not to extend beyond the tips of the fingers or toes.
- GHR 5 Residents shall adhere to daily, adequate hygiene / grooming procedures.
- GHR 6 Barracks will be in order at all times, especially when leaving for chow, class, etc.

House Rules

- HR 01 Be Professional. Residents shall demonstrate professionalism as described below:
- A. Have Courteous, Patient, and Respectful Attitudes. Residents shall be patient, courteous, and respectful when dealing with others. Residents shall be tactful when performing duties, control his or her temper, exercise patience and not become involved in arguments, even in the face of provocation.
 - B. Use Appropriate Gestures and language. Residents shall not use gestures or language that is profane, offensive, rude, sassy, insulting, or disrespectful. (See Cardinal Rules CR 15 regarding official statements, CR 16 regarding threats/abuse directed toward staff, CR 17 regarding threats/abuse directed towards non-staff, and Major Rule 09 about responding to staff direction)
 - C. Act Appropriately. Residents shall not engage in horseplay, fighting, practical jokes or other conduct that endangers the safety of employees, offenders, or others. (See Cardinal Rules 3 regarding assault, 4 regarding fights, 22 regarding injurious behavior and Major Rule 10 distinguished from this rule by the degree of severity)
- HR 02 Be Punctual. Residents shall be on time in accordance with schedules and instructions.
- HR 03 Obey Written Rules, Policies and Procedures. Residents shall not commit or omit acts which he or she knows, or should know, would constitute a violation of any written rules, regulations, procedures, directives, memorandums, or orders of the Department of Community Correction.
- HR 04 Use Privileges Appropriately. Residents shall not partake or benefit from a privilege unless the privilege has been earned and approved by the Resident Management Team or appropriate staff.
- HR 05 Do Not Practice Slick and/or Devious Behavior. Residents shall not be involved in activities, conversations, or behaviors with the purpose of misleading or tricking another, or avoiding any rule, assignment or directive.
- HR 06 Be in an Authorized or Assigned Area. Residents shall be in their scheduled location unless they have permission from a staff member to be in another location. When not scheduled to be in a particular activity, residents may move within permitted areas. Reasonable travel to areas adjacent to an assignment, such as to a restroom or to carry out an assigned task, does not require permission.
- HR 07 No Harassing, Insulting, or Manipulating Others. Residents shall not deliberately harass, insult, or attempt to manipulate another resident, through conversation or any other interaction. Residents shall refrain from using sarcasm, making snide remarks and/or acting arrogantly. (See Major Rule 09 regarding responding to staff direction)
(House Rules Continued)

- HR 08 Comply with DCC Therapeutic Programs. Residents shall fully participate in all assigned programs by being in their assigned place, at the scheduled time, with the appropriate material and with proper preparation for scheduled activity. (See Cardinal Rule 18 regarding the taking of counts)
- HR 09 Disruptive Behavior. Residents are not to band together or congregate in a manner which is disruptive to the Center or Community's normal function or activity.

CERTIFICATE OF COMPLETION

1. The certificate is for residents who need a certificate of Completion for Drivers Control in order to obtain or reinstate Driver's license
2. Counseling Staff meet on Fridays to discuss you and your treatment progress while at Omega. Therefore, to be considered for a certificate:
 - you must submit your 'Request for Interview' at least, two (2) weeks prior to your release date.
 - If you miss the two week deadline..... you may send a SELF ADDRESSED, STAMPED ENVELOPE back to us, requesting the certificate.

YOU MUST MAKE YOUR REQUEST FOR A CERTIFICATE WITHIN ONE (1) YEAR FROM YOUR LAST RELEASE DATE OR YOUR REQUEST WILL BE DENIED!

Our Address is: Omega Center
104 Walco Lane
Malvern, Ar.
72104

3. If it is decided that you have earned a certificate for satisfactory participation in treatment; i.e., follow cardinal and house rules, no write-ups, booking slips, etc.... then one will be put in your personal belongings to take with you as you are discharging from our program.
4. DO NOT continue asking for assistance after submitting a "Request for Interview"