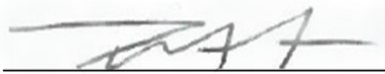
	<p>STATE of MAINE MAINE DEPARTMENT of CORRECTIONS COMMISSIONER'S DIRECTIVE</p> <p>Approved by Commissioner:</p> 
<p>To: Adult Facility Administrators, Adult Facility Staff, and Adult Residents</p>	<p>Effective Date: May 2, 2022</p>
<p>Directive: #050222 – General Mail</p>	<p>Title Area: Mail</p>

THIS DIRECTIVE DOES NOT APPLY TO PRIVILEGED MAIL/LEGAL MAIL (such as, official mail from attorneys, courts, legislators, and legal advocacy organizations in an official envelope with a pre-printed verifiable return address), WHICH SHALL CONTINUE TO BE GOVERNED BY DEPARTMENT POLICY (AF) 21.2, PRISONER MAIL IN ALL RESPECTS.

1. Approved Third Party Mail Services

- a. Resident correspondence received through an approved third party mail service shall be screened for:
 - 1) prohibited contacts;
 - 2) prohibited content; and
 - 3) verification that the mail has been sent through an approved third party mail service, i.e., the company's name or logo is displayed on the envelope.
- b. Mail received from a prohibited contact or with prohibited content shall be handled in accordance with Department Policy (AF) 21.2, Resident Mail.
- c. Mail sent through an unapproved mail service shall be returned to the sender, if the return address can be determined from the mail itself. If the return address cannot be determined from the mail itself, the letter shall be immediately disposed of. The resident shall be promptly notified in writing of the action taken with respect to the mail, whether it is returned or disposed of, using Notification – Non-Delivery of Incoming Mail, Attachment B to Department Policy (AF) 21.2, Resident Mail.
- d. Correspondence and other papers in the envelope, such as allowable downloaded materials, photocopies, and drawings, greeting cards, post cards, photographs, etc. sent by approved third party services, such as Ameelio or Shutterfly, are exempt from the requirements below.

2. Other Incoming General Mail

Except as allowed as above, the following requirements shall apply to all adult facilities

- a. All incoming general correspondence (letters, notes, or similar written communication) for adult residents must be:
 - 1) on 8 ½" x 11" white paper; and
 - 2) written or printed in black or dark blue ink.
- b. All incoming downloaded and photocopied materials must be:
 - 1) on 8 ½" x 11" white paper; and
 - 2) reproduced using black ink, except that photocopies of paintings or drawings by a resident's minor children may be in color.

NOTE: Original paintings and original color drawings are not allowed.

- c. All incoming original drawings must be:
 - 1) on 8 ½" x 11" white paper; and
 - 2) drawn using black or dark blue ink.
- d. All incoming original articles from newspapers, newsletters, magazines, etc. must be on full length pages (no partial pages).

Adult residents are responsible for notifying their correspondents of the requirements.

3. Alternative General Mail Processing

At the discretion of an adult facility Chief Administrative Officer, an alternative method for processing general mail may be implemented, in whole or in part, as set out below.

- a. Incoming General Mail for Adult Residents
 - 1) Incoming general mail including envelopes shall be scanned by mail or other designated staff and an electronic copy shall be made. This shall include correspondence and other papers in the envelope, such as allowable downloaded materials, photocopies, and drawings.
 - 2) Allowable photographs shall not be scanned, but they shall be delivered in their original form.
 - 3) Designated staff shall print the scanned materials in black and white, except for greeting cards, post cards, or photocopies of paintings or drawings by a resident's minor children that contain color, which shall be printed in color.
 - 4) If the mail is allowable, designated staff shall deliver it to the resident to whom the mail is addressed within forty-eight (48) hours excluding weekends, holidays, and government shutdown days or as otherwise provided in Department Policy (AF) 21.2, Resident Mail in Procedure A.41.
 - 5) In addition, scanned greeting cards are exempt from the Department Policy (AF) 21.2, Resident Mail, Procedure A.17 requirement: "the front of the card must have a white background so that the picture on the card does not totally cover the front of the card. Ink must be black or blue only and pencil must be black only."

However, the following procedures still apply:

- Procedure A.19: No foreign substance is to be put in or on any incoming or outgoing mail, whether by spraying, soaking, affixing, or otherwise. This prohibition includes, but is not limited to, any discoloration or stain, perfume, cologne, lipstick, powder, paint, finger-paint, crayon, colored pencil, chalk, charcoal, marker, glue, glitter-glue, adhesive, stickers, tape, body fluids, etc. It does not include the postage used to send the mail or a single return name and address label affixed to the upper left corner of the envelope that has only the required adhesive; and
 - Procedure A.22: Greeting cards that are padded, laminated, multilayered, contain plastic or metal, or have recorded music, messages, or sound effects are not allowed.
- 6) The resident shall not receive the original mail. The original mail, including everything described above as requiring scanning, shall be destroyed and disposed of after thirty (30) days, unless the resident files a grievance, in which case the original mail shall be held pending the resolution of the grievance, or unless the original mail is being maintained in connection with an investigation by a facility law enforcement officer or otherwise as required by Department policy.
 - 7) Electronic copies of the scanned materials shall be deleted within thirty (30) days.

b. Intakes and Transfers of Adult Residents

- 1) General mail brought in with an adult resident upon intake or transfer shall also be scanned and printed and the scanned copy delivered to the resident within ten (10) business days.

c. Outgoing General Mail from Adult Residents

- 1) The Chief Administrative Officer, or designee, may require that a resident not seal envelopes for outgoing general mail and that the unsealed outgoing general mail be inspected and/or read by designated staff, if it is determined by the Chief Administrative Officer, or designee, that there is reasonable suspicion that mail from that resident contains information related to criminal activity, violation of the facility's rules, or a risk to safety, security, or orderly management of the facility. The mail shall then be sealed and mailed, unless the mail is being maintained in connection with an investigation by a facility law enforcement officer or otherwise as required by Department policy.
- 2) If the resident attempts to send mail out sealed, the Chief Administrative Officer, or designee, may require that the mail be returned to the resident unopened or may determine to have the mail opened, inspected, and/or read. If opened, the mail shall be returned to the resident, unless the mail is being maintained in connection with an investigation by a facility law enforcement officer or otherwise as required by Department policy.
- 3) In all other respects, Department Policy (AF) 21.2, Resident Mail is still in effect as regards general mail.
- 4) This directive supersedes Directive: #020422 – General Mail Processing, which is hereby rescinded.