

RESIDENT SUPPORT FAQ'S

1. What is a resident's day like?

Residents are encouraged and have plenty of opportunities to stay busy. Residents daily routines vary depending on their housing unit. Housing units determine programming, work and recreational time.

2. What if the resident does not speak English?

Per MDOC Policy 01.10 people with limited English proficiency are provided qualified interpreter services as needed. Please refer to Policy 01.10 to read in its entirety.

1.10	STAFF COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY
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3. Do residents have access to medical and mental health treatment?

Yes, medical and mental health services are on site. As part of the intake process each inmate is assessed by medical and mental health providers. Residents may request medical and mental health services as needed.

18.03	ACCESS TO HEALTH CARE SERVICES
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29.02	RESIDENT GRIEVANCE PROCESS, MEDICAL & MENTAL HEALTH CARE
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4. How do I encourage resident(s) to advocate for themselves?

Encouraging inmates to communicate through the appropriate channels is teaching them to advocate for themselves. To address non-emergency issues, they will need to complete a request slip. Emergency situations can be addressed by communicating with the corrections officer(s) in their housing unit.

5. Under what circumstances should I contact a resident case manager?

Prior to any information being shared about a resident a release of information needs to be signed by the inmate. Case managers can be contacted in the event of a family emergency. Prior to a case manager informing an inmate about a death

in the family, staff will need to confirm the information with a professional source (funeral director, hospital or law enforcement).

6. What do I do if there is a no contact or Protection from Abuse (PFA) order in place and a resident contacts me via phone, mail, third party, etc.?

If there is a court ordered no contact order, Protection from Abuse (PFA) in place or if you are being harassed by an inmate please contact the facility where they are located as well as local law enforcement.

6.03	CONTACT WITH VICTIMS
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7. What community resources are available to help support family members?

The Maine Prisoner Re-Entry Network (MPRN) offers a support group across the state of Maine called Rose's Room. Rose's Room is a support group for anyone who has incarcerated family and friends.

Rose's Room is held in various locations across Maine. Contact a location below for more information:

Auburn: St. Michael's Church. 78 Pleasant St. 7:00-8:30pm/ 3rd Wednesday of every month (207) 330-1446

Bangor: Colombia Street Project. 51 Columbia St. 7:00-8:30pm/ 3rd Tuesday of every month (207) 330-1446

Rockland: First Universalist Church. 345 Broadway, 7:00-8:30pm/ 3rd Tuesday of every month (207) 542-1496

Westbrook: The Transformation Project. 907 Main Street. 7:00-8:30pm/ 3rd Tuesday of every month (207) 854-2226

****Please call if you need a ride. Someone will pick you up and bring you home.**

8. How do I or my children have/create a healthy relationship with a resident while they are incarcerated?

Creating and maintaining healthy relationships is important. Written communication is a cost effective and efficient way to establish and maintain relationships. Additionally, you can contact your primary care physician, counselor, school social worker or school guidance counselor to obtain information surrounding healthy relationships.

9. Can I mail birthday/holiday cards?

Yes. If you are planning on mailing in birthday or holiday cards please keep in mind that per MDOC policy 21.02 Resident Mail:

17. Incoming envelopes and correspondence must be on white paper only. Greeting cards must be on single card stock with one-fold that is white on the back and inside, except for the printed message, and 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.

18. Any incoming mail that includes a drawing or writing that uses unreasonable amounts of ink or pencil, contains shaded areas, or otherwise masks portions of the mail in ink or pencil is prohibited.

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.

21.02	RESIDENT MAIL
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Please use the following format when addressing the envelope to your resident: Resident Name, MDOC Number
Facility Name
PO Box or Street address
City, State, Zip code