



Virginia Department of Corrections

Offender Management and Programs

Operating Procedure 801.6

Inmate and CCAP Probationer/Parolee Services

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REVIEW

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

COMPLIANCE

This operating procedure applies to all units operated by the Virginia Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

The content owner reviewed this operating procedure in January 2023 and determined that no changes are needed.

The content owner reviewed this operating procedure in January 2024 and determined that no changes are needed.

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DEFINITIONS

Community Corrections Alternative Program (CCAP) - A system of residential facilities operated by the Department of Corrections to provide evidence-based programming as a diversionary alternative to incarceration in accordance with COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*.

Health Care Practitioner - A clinician trained to diagnose and treat patients, such as Physician, Psychiatrist, Dentist, Optometrist, Nurse Practitioner, Physician Assistant, and Psychologist.

Indigent Inmate and CCAP Probationer/Parolee - An inmate or CCAP probationer/parolee who during the previous month had less than \$5.00 in their trust account for discretionary spending and had no job or other source of income that provided as much as \$5.00, or an inmate or CCAP probationer/parolee newly received into a facility with no available funds and no hygiene items. An inmate's or CCAP probationer's/parolee's access to facility Court appointed attorneys or local magistrates are excluded from this definition.

Inmate - A person who is incarcerated in a Virginia Department of Corrections facility or who is Virginia Department of Corrections responsible to serve a state sentence.

Institution - A prison facility operated by the Department of Corrections; includes major institutions, field units, and work centers.

Prison Rape Elimination Act (PREA) - Federal law, 34 U.S.C. Chapter 303, *Prison Rape Elimination*, and regulatory standards, 28 CFR Part 115, *Prison Rape Elimination Act National Standards*, proscribing background checks, training, reporting, and response requirements designed to eliminate sexual abuse and sexual harassment of inmates and CCAP probationers/parolees.

Probationer/Parolee - A person who is on community supervision as the result of the commission of a criminal offense and released to the community under the jurisdiction of courts, paroling authorities, the Virginia Department of Corrections, or other release authority; this includes post release supervision and Community Corrections Alternative Programs.



PURPOSE

This operating procedure provides guidelines for the provision of services to inmates and probationers/parolees housed in Department of Corrections (DOC) facilities. Each facility, to maintain humane living conditions, must provide access to services such as laundry and clothing exchange, barber and hair care services, commissary, and library.

PROCEDURE

I. Facility Requests (2-CO-3C-01)

- A. Facility staff will provide inmates and Community Corrections Alternative Program (CCAP) probationers/parolees with information on the services available at the facility and the process for an inmate or CCAP probationer/parolee to access facility services. This information should be provided during orientation and in writing through the *Orientation Manual or Packet* at institutions or other written materials at CCAP facilities.
- B. Inmates and CCAP probationers/parolees should use the *Facility Request* 801_F3 to communicate with facility staff and request or provide information, resolve issues, and request access to facility services and activities.
- C. The Facility Unit Head or designee should address other facility services not specifically covered in this operating procedure, in inmate and CCAP probationer/parolee orientation, and/or an Implementation Memorandum to this operating procedure.
- D. Inmates in a Restorative Housing Unit will receive laundry, barber, and hair care services and will be issued and provided access to the exchange of clothing, bedding, and linen on the same basis as inmates in the general population. The Shift Commander only, may make an exception when found necessary and must document and justify this exception in writing; see Operating Procedure 425.4, *Management of Bed and Cell Assignments* (Restricted). (5-ACI-4A-17, 5-ACI-4B-17)

II. Laundry Services

- A. Each Facility Unit Head will ensure that adequate laundry services are available to all inmates or CCAP probationers/parolees assigned to the facility. (4-ACRS-4B-02)
- B. Facility staff will post a schedule for laundry services in each housing unit or this information will be included in the institution *Orientation Manual or Packet* or other written materials at CCAP facilities.
- C. Facility laundry services must provide inmates and CCAP probationers/parolees with the following:
 - 1. Access to three complete sets of clean clothing per week. (5-ACI-5D-10; 4-ACRS-4B-02)
 - a. The facility may provide inmate and CCAP probationer/parolee access through central laundry services and clothing exchange, self-serve washing machines, or a combination of the two.
 - b. Inmate and CCAP probationer/parolee use of washbasins in cells or rooms is not compliant.
 - 2. Access to clean towels, clothes, sheets, and pillowcases at least once per week. (5-ACI-5D-12; 2-CO-4D-01)
 - 3. Access to coat cleaning or exchange and, at a minimum, access to quarterly blanket cleaning or exchange. Facility staff should post a schedule for cleaning or exchange in each housing unit or this information should be included in the institution *Orientation Manual or Packet* or other written materials at CCAP facilities. (5-ACI-5D-12; 2-CO-4D-01)
- D. Facility staff will ensure that inmate and CCAP probationer/parolee personal clothing is thoroughly cleaned, and when necessary, disinfected before storage or prior to permitting the inmate or CCAP probationer/parolee to keep and wear the personal clothing. (5-ACI-5D-11)



- E. Facilities may provide washers and dryers, purchased with commissary profits for inmates and CCAP probationers/parolees to use to launder their personal clothing.

III. Barbering and Hair Care Services

- A. The Facility Unit Head or designee will ensure that all inmates and CCAP probationers/parolees have sufficient access to adequate barbering and hair care services that comply with applicable DOC requirements and health regulations; see Operating Procedure 864.1, *Offender Grooming and Hygiene*. (5-ACI-5D-14, 5-ACI-5D-15; 2-CO-4D-01)
 - 1. Inmates and CCAP probationers/parolees with inflamed or infectious conditions of the scalp, face, or neck will not be able to access barbering and hair services.
 - 2. All equipment must be cleaned thoroughly with the currently approved disinfectant after each use and prior to storage.
 - 3. The area used for the provision of barbering and hair care services must be kept clean.
 - 4. All instruments must be properly stored when not in use.
 - 5. All barber equipment must be properly stored and accounted for at the end of the day.
- B. The institution *Orientation Manual or Packet* or other written materials at CCAP facilities will include information on the frequency of services and instructions on how an inmate or CCAP probationer/parolee can request barber and hair care services.
- C. Facility staff must post a schedule for barber and hair care services in each housing unit or include this information in the institution *Orientation Manual or Packet* or other written materials at CCAP facilities.

IV. Commissary Services

- A. The Facility Unit Head or designee will ensure that all inmates and CCAP probationers/parolees at the facility have access to commissary services to purchase approved items not furnished by the facility. (5-ACI-1B-18, 5-ACI-2E-12; 2-CO-1B-12)
 - 1. The Commissary Products Review Committee approves all inmate and CCAP probationer/parolee personal property items available for sale through the commissary vendor contract.
 - 2. The commissary contract vendor is responsible for procuring all approved personal property items except publications and designated property items available for purchase from other DOC contract vendors; see Operating Procedure 802.1, *Inmate and CCAP Probationer/Parolee Property*.
 - 3. The facility administration will select appropriate items from the commissary vendor contract to be available in the facility based on facility population and mission.
 - 4. An inmate's weekly spend limit to purchase consumable items from the commissary is based on their security level and, when applicable, the inmate's housing status; see Operating Procedure 801.4, *Privileges by Security Level*.
 - 5. A CCAP probationer's/parolee's spend limit will be in accordance with Operating Procedure 940.4, *Community Corrections Alternative Program*.
- B. Personal property items not regularly stocked by the contract vendor such as DOC approved religious items and unique sizes for inmate and CCAP probationer/parolee clothing will be made available for purchase through a special ordering process.
 - 1. Inmates and CCAP probationers/parolees can request any authorized item by completing the *Commissary Special Order* 801_F6 for submission to the Facility Unit Head or designee, Assistant Facility Unit Head, Chief of Security, or Chief of Housing and Programs, for review and approval or disapproval.
 - a. All requested religious items must be authorized for the inmate's or CCAP probationer's/parolee's possession in accordance with the *Approved Religious Items* attachment to Operating Procedure



841.3, *Offender Religious Programs.*

- i. The Facility Unit Head or designee will not approve a religious item for inmate or CCAP probationer/parolee possession not authorized on the *Approved Religious Items*.
 - ii. The inmate or CCAP probationer/parolee must request that the *Faith Review Committee* review and approve the religious item as provided in Operating Procedure 841.3, *Offender Religious Programs*.
 - b. All requested personal property items must be authorized for the inmate's or CCAP probationer's/parolee's possession in accordance with the property matrices attached to Operating Procedure 802.1, *Inmate and CCAP Probationer/Parolee Property* and as shown below:
 - i. Attachment 2, *Institutional Property Matrix - Males*
 - ii. Attachment 3, *Institutional Property Matrix - Females*
 - iii. Attachment 4, *Community Corrections Alternative Programs Property Matrix - Males*
 - iv. Attachment 5, *Community Corrections Alternative Programs Property Matrix - Females*
 - c. All requested arts and crafts items must also be authorized for the inmate's or CCAP probationer's/parolee's possession on the *Approved Arts and Crafts Items* attachment to Operating Procedure 841.6, *Recreation Programs*
2. The Facility Unit Head or designee will review the inmate's or CCAP probationer's/parolee's request to determine whether the inmate or CCAP probationer is authorized to purchase the requested item through the special ordering process and will document their decision on the *Commissary Special Order* 801_F6.
 - a. The Facility Unit Head must consult the facility Medical Department prior to approving a *Commissary Special Order* for a property item requested by an inmate or CCAP probationer/parolee as a medical accommodation.
 - b. The special order process does not include items determined to be medically necessary; the Health Care Practitioner will order these property items through a separate process.
 - c. Items purchased for a medical accommodation should match as closely as possible the color and appearance of items regularly sold in the Commissary.
 3. Once the contract vendor has sourced the property item, the commissary manager will provide the requesting inmate or CCAP probationer/parolee with a description of the item and will notify them of the purchase price.
 - a. The inmate or CCAP probationer/parolee must agree to purchase the item at the cost provided and will document their agreement on the *Commissary Special Order* 801_F6.
 - b. Staff will forward the complete original *Commissary Special Order* 801_F6 to the Business Office for processing of payment.
 - c. Staff will provide a copy of the *Commissary Special Order* to the facility Personal Property Officer who will review all special order items to ensure compliance with the security restrictions for the facility and will issue all approved items to the inmate or CCAP probationer/parolee; see Operating Procedure 802.1, *Inmate and CCAP Probationer/Parolee Property*.
 4. Inmates and CCAP probationers/parolees will not select the specific item purchased; items designed to serve the same general purpose regardless of quality or other personal preferences is considered the same item.
- C. Personal Hygiene (5-ACI-5D-14; 4-ACRS-4B-01; 2-CO-4D-01)**
1. Articles necessary for maintaining proper hygiene, i.e. soap, shampoo, comb, toilet paper, toothbrush, toothpaste, denture cleaner and adhesives, and shaving supplies, are available to all inmates and CCAP probationers/parolees to purchase from the commissary.
 2. Staff will provide indigent inmates and CCAP probationers/parolees who are unable to purchase these items through the commissary with necessary items.

D. The Facility Unit Head and the Health Authority will jointly approve all over-the counter medications sold through the Commissary. (5-ACI-6A-44)

E. Commissary Funds (4-ACRS-7D-29; 2-CO-1B-13)

1. The commissary's operations are strictly controlled using standard accounting procedures. (5-ACI-1B-18)
2. Headquarters Financial Reporting Unit staff will audit each facility's commissary funds by following standard accounting procedures; a current financial status report *Commissary Balance Sheet*, is publicly posted and available for inmate and CCAP probationer/parolee viewing. (5-ACI-1B-19)
3. All commissary profits earned from the sale of commissary items will be used for inmate and CCAP probationer/parolee benefit in accordance with Operating Procedure 802.2, *Offender Finances*.

V. Indigent Services

A. Each facility will include information on how to apply for and receive indigent services in the institution's *Orientation Manual or Packet* or other written materials at CCAP facilities.

1. When entering a Reception Center, or CCAP facility, inmates and CCAP probationers/parolees with no available funds and no hygiene items will qualify as indigent. (5-ACI-5D-14; 4-ACRS-7D-31)
 - a. Inmates and CCAP Probationers can request indigent services by submitting a *Request for Indigent Services* to receive the following; see Attachment 1, *Request for Indigent Services-Sample*.
 - i. Needed Hygiene items to include:
 - (a) Bar Soap
 - (b) Denture Adhesive
 - (c) Denture Cleaner
 - (d) Deodorant
 - (e) Shampoo
 - (f) Toothpaste or
 - (g) Toothbrush
 - (h) Comb
 - (i) Disposable Razor; except in restorative housing units, see Attachment 1, *Approved Razors* to Operating Procedure 425.4, *Management of Bed and Cell Assignments*
 - ii. Correspondence package that includes paper, pen, envelopes
 - iii. Legal package that includes paper, pen, manila envelope.
 - iv. Free letter postage; see Operating Procedure 803.1, *Offender Correspondence*.
 - b. The Facility Unit Head or designee may modify the *Request for Indigent Services-Sample* to meet facility needs.
 - c. The Facility Unit Head will establish appropriate items and quantities of consumable items for distribution based on the facility population and security level, when applicable.
 - d. Non-consumable items, such as toothbrushes and combs, should be exchanged when the item is worn out or damaged.
2. When transferring between facilities, staff will provide inmates and CCAP probationers/parolees with access to indigent services until the inmate or CCAP probationer/parolee receives their funds or their personal property from their previous facility. (5-ACI-5D-14; 4-ACRS-7D-31)
3. If an inmate or CCAP probationer/parolee has no personal hygiene items in their possession and cannot make a commissary purchase, staff may provide the inmate or CCAP probationer/parolee such hygiene items as are necessary until access to the commissary is available.

B. CCAP probationers/parolees without sufficient funds to start work may request a loan against their Trust Account; see Operating Procedure 802.2, *Inmate and CCAP Probationer/Parolee Finances*.



VI. Library Services (2-CO-5F-01)

- A. Each facility should maintain and/or provide access to comprehensive library services that include, but are not limited to, a reference collection containing general and specialized materials, and planned and continuous acquisition of materials to meet the needs of the facility staff and inmates. (5-ACI-7E-01)
- B. Each facility should include information on how to access library services in the institution's *Orientation Manual or Packet* or other written materials at CCAP facilities.
 - 1. As appropriate to the facility mission, library services should be available daily, including evenings and weekends. (5-ACI-7E-06)
 - 2. Access to reading materials should be provided to inmates in a Restorative Housing Unit or other housing statuses where physical access is not feasible. (5-ACI-4A-23, 5-ACI-4B-23)
- C. Each facility should have a qualified staff member to serve as the facility librarian responsible for coordinating and supervising library services for the facility. (5-ACI-7E-02)
- D. A staff member with a master of library science, information resources, media services, or related degree should be available to the facility librarian to assist with coordinating and supervising library services and training of all library staff. (5-ACI-7E-03)
- E. As appropriate to the facility mission, the facility librarian should select, train, and use inmates and CCAP probationers/parolees as library assistants. (5-ACI-7E-07)
- F. Materials selected for the facility library should meet the following principles, purposes, and criteria: (5-ACI-7E-04)
 - 1. All library materials must comply with the *Specific Criteria for Publication Disapproval* section of Operating Procedure 803.2, *Incoming Publications*.
 - 2. Reference materials should address general interest as well as any technical skills taught or utilized in the facility.
 - 3. Reading materials should be of interest to the inmate or CCAP probationer/parolee population while being appropriate to the correctional setting.
 - 4. There should be a balanced selection of non-fiction and fiction reading materials.
 - 5. Materials should be available for inmates and CCAP probationers/parolees with various levels of reading skills.
 - 6. Appropriate periodicals on current events should be available for the inmate and CCAP probationer/parolee population.
 - 7. Non-book media should be available to the extent consistent with the facility mission and population.
- G. The facility librarian should consult with educational and treatment staff for suggestions on materials to add to the library collection.
 - 1. The facility librarian should review usage of library materials as an indicator of inmate and CCAP probationer/parolee interest for guidance in selecting new acquisitions.
 - 2. The facility librarian should consider inmate and CCAP probationer/parolee suggestions for materials to add to the library collection.
- H. Staff must search all reading materials for contraband and screen all incoming reading materials for compliance with the *Specific Criteria for Publication Disapproval* section of Operating Procedure 803.2, *Incoming Publications*, before placement in the library.
- I. The Facility Unit Head or designee may accept donated reading materials that fit the selection criteria, and which in the librarian's judgment are materials of value to the library or educational programs.
 - 1. The librarian, after consulting with the Facility Unit Head or designee, will examine, select, and accept

- donations in accordance with Operating Procedure 220.1, *Gifts and Donations*.
- a. The librarian must refuse any donation that is inconsistent with the selection criteria and accepted library practice.
 - b. The librarian must avoid “doorstep” donations and the acceptance of whole donations, unless most of the donation is of value.
2. The librarian will not attempt to assign a monetary value, in part or in whole, to any donation.
 - a. If it appears that the donation is of significant value, and the donor insists on the assignment of a monetary figure to the donation, the librarian must advise the donor to seek antiquarian or book dealer appraisal.
 - b. A letter thanking the donor and noting the whole quantity of a donation, without a valuation, will serve as a substitute for an appraisal when the donor opts not to have the donation appraised.
 3. The librarian must accept only those donations without conditions for acceptance; donations are used and may be destroyed at the librarian’s discretion.
 - a. The donor must resign all claims to the material.
 - i. Staff, citizens, and inmates or CCAP probationers/parolee donating over twelve items will be required to sign a dated statement resigning all claims to the material before the material is accepted.
 - ii. The statement must include a brief description of the material donated. The description of the material may be worded as “50 paperbacks, 50 hardbacks, or 50 periodicals”.
 - b. The librarian will file all donation records separately under “DONATIONS”.
 4. Donations that enter the library collection will follow the same record-keeping documentation as other collection material.
- J. The library participates in interlibrary loan programs. (5-ACI-7E-05)
1. The librarian will identify the loaning libraries through professional publication and will use the standard *Interlibrary Loan Request* 801_F4.
 2. The borrower signs a document of responsibility which clearly indicates the replacement value of the borrowed material and the per day late fine.
 3. In the event of loss or damage, the librarian may access the replacement costs issued by the loaning library against an inmate’s or CCAP probationer’s/parolee’s account per Operating Procedure 802.2, *Offender Finances*.
 - a. The librarian may suspend an inmate’s or CCAP probationer’s/parolee’s inter-library loans and library privileges until the debt is paid.
 - b. Staff will pay the replacement costs directly to the loaning library.
 4. If the librarian cannot recover the debt from a borrower, the facility library is responsible for payment. The librarian should contact the facility Business Office to obtain funds for repayment.
- K. The librarian according to good professional judgment should maintain a program to “weed” or remove identified library materials based on the material's condition, the currency of its content, the activity level of its use, and its place in the collection's overall balance.
1. Materials to be weeded include:
 - a. Materials that contain useful data but are in irreparable condition.
 - b. Materials that are in good condition but are a duplicate copy, or materials that are determined useless as a part of the library collection.
 2. The librarian will ensure that weeded titles are deleted from the library’s automated catalog system.
 - a. If the catalog is kept manually, the weeded titles are noted in the library’s inventory record, with a narrow line drawn through the title and the word “**Weeded**” or the letter “**W**” written next to the

- title along with the date of the weeding.
 - b. Titles given to another facility library are noted with the name of the recipient facility.
 - c. If inventory records are not used, then a dated title/author list must be prepared under the banner “Weeded Materials.”
 - 3. All of the weeded materials are to be marked “**DISCARD**” in a prominent fashion.
 - a. Books are marked across the head.
 - b. Weeded materials selected for another facility library are to be marked “**DISCARD**” across all property markings, but not on the book’s head unless a property mark is there.
- L. The librarian must dispose of all materials removed from the facility in accordance with Operating Procedure 260.2, *Surplus Property*.
 - 1. Whenever possible, the librarian should transfer usable materials to another facility’s library.
 - 2. If not suitable for recycling, the librarian may send these materials to a landfill ensuring that neither staff, inmates, nor CCAP probationers/parolees can recover the items from the trash.
 - a. The librarian must note the date, types and quantities of materials, the method of destruction and the name(s) of individuals participating in the destruction.
 - b. The librarian must document all destroyed weeded materials in a record labeled “**LIBRARY MATERIAL DESTRUCTION**” maintained in the library filing system.

VII. Sexual Abuse and Sexual Harassment Services

- A. The *Facility Request* is one internal way that inmates and CCAP probationers/parolees can privately report sexual abuse and sexual harassment, retaliation by other inmates, CCAP probationers/parolees or staff for reporting sexual abuse and sexual harassment, and staff neglect or violation of responsibilities that may have contributed to such incidents. (§115.51[a], §115.251[a])
- B. Staff must accept all Prison Rape Elimination Act (PREA) related reports submitted by an inmate or CCAP probationer/parolee on a *Facility Request*. (§115.51[c], §115.251[c])
 - 1. Staff must immediately report any knowledge, suspicion, or information regarding an incident of sexual abuse or sexual harassment to the Facility Unit Head and facility PREA Compliance Manager.
 - 2. If applicable, Staff must submit an *Internal Incident Report* checked PREA in accordance with Operating Procedure 038.1, *Reporting Serious or Unusual Incidents*.
- C. Staff must not reveal any information related to a sexual abuse report to anyone other than to the extent necessary, as specified in operating procedures, to make treatment, investigation, and other security and management decisions. (§115.61[b], §115.261[b])

REFERENCES

28 CFR Part 115, *Prison Rape Elimination Act National Standards*

34 U.S.C. Chapter 303, *Prison Rape Elimination*

COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*

Operating Procedure 038.1, *Reporting Serious or Unusual Incidents*

Operating Procedure 220.1, *Gifts and Donations*

Operating Procedure 260.2, *Surplus Property*

Operating Procedure 425.4, *Management of Bed and Cell Assignments* (Restricted)

Operating Procedure 801.4, *Privileges by Security Level*

Operating Procedure 802.1, *Inmate and CCAP Probationer/Parolee Property*

Operating Procedure 802.2, *Inmate and CCAP Probationer/Parolee Finances*



Operating Procedure 803.1, *Offender Correspondence*

Operating Procedure 803.2, *Incoming Publications*

Operating Procedure 841.3, *Offender Religious Programs*

Operating Procedure 841.6, *Recreation Programs*

Operating Procedure 864.1, *Offender Grooming and Hygiene*

Operating Procedure 940.4, *Community Corrections Alternative Program*

ATTACHMENTS

Attachment 1, *Request for Indigent Services-Sample*

FORM CITATIONS

Facility Request 801_F3

Interlibrary Loan Request 801_F4

Commissary Special Order 801_F6

