



Volunteers of America[®]

There are no limits to caring.®

Casa Alborada

1606 Fernández Juncos Avenue, San Juan, Puerto Rico 00909

RESIDENT'S HANDBOOK

NAME: _____

CASE MANAGER: _____

Welcome to Casa Alborada!

Casa Alborada Residential Reentry Center, also known as Volunteers of America Puerto Rico Residential Reentry Center (VOAPRRRC) is operated by Volunteers of America (VOA), one of the nation's largest and most comprehensive non-profit, faith based human service organizations. VOA provides an array of community-based programs and services through thirty-nine (39) independently managed, local affiliates (offices) nation-wide. VOA is a pioneer in providing correctional services and has been providing services to offenders for almost 120 years. VOA has championed the humane treatment of prisoners and the disenfranchised and provides services to assist offenders successfully transition from prison to productive lives in the communities of Puerto Rico.

VOAPRRRC programs, services, and opportunities are available to residents without discrimination based on race, color, religion, gender, nationality, mental or physical disability, age, retaliation and sexual orientation.

VOAPRRRC is certified by the Prison Rape Elimination Act (PREA) since 2015. VOAPRRRC has zero tolerance toward all forms of sexual abuse and sexual harassment. All residents have the right to live in an environment free of sexual abuse/harassment. Residents are encouraged to report instances of sexual abuse/harassment to the Facility Director, PREA Coordinator, any employee at the RRC, through a third person, by writing at prea@voapr.org or by placing a note in the PREA mailbox by the snack and soda machines.

Casa Alborada believes every resident is or has the potential to be a responsible person focused in their *individual transition*. The rules, regulations, and expectations will be discussed with you during your orientation and again with your assigned Case Manager within a few days of your arrival. If you do not understand something, ask for an explanation or a clarification. *You will be held responsible for knowing and following all program rules. Failure to abide by facility rules and regulations can result in disciplinary actions.*

CONFIDENTIALITY DISCLAIMER: The information contained in this manual and any attachment to it is covered by the Electronic Communications Privacy Act, 18 U.S.C. §§ 2510-2521 and is legally privileged. It is intended for

the sole use of the intended recipient(s). If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this transmission in error, please immediately reply to the sender that you have received this communication in error and then delete it.

If upon your arrival to Casa Alborada you need basic essentials, such as hygiene products (soap, deodorant, toothpaste, laundry detergent, feminine products, or articles of clothing) staff will assist you in obtaining these items. *This assistance is primarily for indigent residents and those residents without the support of family or friends.*

You are responsible to inform staff members of your needs as soon as possible, ideally during the intake procedure which will occur upon your arrival to the facility. If the need for hygiene products arises later during your stay you can discuss your needs with your assigned Case Manager.

If you have any difficulties reading or understanding any materials provided to you, please ask for assistance from your Case Manager or other staff.

At your arrival at Casa Alborada during the intake process you will be provided with an identification card. This ID card has your information, floor, bed and Case Manager assigned. You are responsible of having the ID card on you at all moments.

FACILITY RULES AND REGULATIONS

SIGN IN/SIGN OUT PROCEDURE: Residents must sign in upon entering the building and sign out before leaving the building. All sign in/out entries are completed electronically. You will only be authorized to leave the facility after receiving authorization from your Case Manager or the Director. You may not leave the building until a Resident Monitor at the Control Center has completed the electronic signature.

BED AND LOCKER ASSIGNMENT: Bunk and locker assignments are made by VOAORRRC staff. No resident is permitted to change beds without approval staff. All bed change requests must be submitted in writing to the Senior Resident Monitor. Consideration for bed changes will be for residents with medical disabilities (first priority), employed residents and by seniority (length of residence at the facility). Each resident is entitled to one (1) locker and one (1) drawer. All lockers have a combination padlock. The combination will be provided to you upon your arrival. If for some reason you do not receive or lose your combination after it has been assigned to you, you can request the combination from staff in the Control Center on the first floor. *All residents will be held responsible for safely securing all of their belongings at all times.*

LIVING AREA DECORATIONS: The residents may decorate their inside locker with personal possessions, family photos, and calendars. *Photos containing sexual, pornographic, gang, drugs and alcohol material are strictly prohibited.*

LINEN: Upon arrival, each resident will be provided with necessary linens (sheets, a bedspread, and a pillow case). Linens are exchanged on a weekly basis. The linen exchange takes place every Thursday or Friday no later than 9:30 AM. The soiled linen is collected on the first floor

outside the Control Center. An exception will be made for residents who work night shifts. In this case, the resident will return soiled linens later in the day. In exchange for their soiled linens, each resident will be given a numbered card which will be provided to staff to exchange for clean linens.

Safety standards prohibit residents from bringing in their own pillows, blankets, bed linen or towels. It is prohibited to cover the sides of the bed or the windows. Residents who do so are subject to VOAPRRRC and Federal Bureau of Prisons disciplinary sanctions. The day of release, the resident will take their clothes, personal belongings and medications including the medications in control. All linen will be turned in to VOAPRRRC before they leave the center.

LAUNDRY: Residents are responsible for the cost of doing their own laundry. A DEBIT CARD system has been established for the use of washers and dryers. Instructions for using the Debit Cards are posted on the first floor by the Control Center. Indigent residents (those with no documented funds) or defendants being supervised by the U.S. Probation Office, District of Puerto Rico, can request and receive credit and laundry detergent through their assigned Case Manager. If there is damage to the center's linen, the resident will be responsible for the damage and can be sanctioned. The debit card machine only accepts \$5.00, \$10.00 and \$20.00 bills.

BULLETIN BOARD: Bulletin boards are posted throughout Case Alborada and are used to convey information to all the residents. The main bulletin board is located in the lobby (first floor) and smaller bulletin boards are located on each floor. It is the residents' responsibility to check the bulletin boards on a daily basis for updated notices or announcements.

MEDICAL SERVICES: As you acknowledged when you signed the agreement to participate in the RRC program you will be responsible for the cost of your own medical and dental care. If a resident is unable or refuse to assume the cost of their medical care may be transferred by the Federal Bureau of Prisons to another facility to ensure access to medical treatment.

Upon admission you will be instructed and assisted in applying for the State sponsored Health Insurance. If your health insurance application appointment conflicts with your work schedule, ensure you provide your employer adequate notice of your appointment (at least two days in advance) or attempt to have the appointment rescheduled to your non-working hours.

Residents transferring from a BOP facility should bring a **30 day supply** of the medications prescribed by the health services staff. All medications, prescribed as well as over-the-counter medications can be kept in your personal locker. All controlled medications, mental health related medications, including medications that need refrigeration, will stay in the control center.

Each resident will be responsible for taking their medication as prescribed. The resident must provide a list of their medications to their assigned Case Manager. The costs for over-the-counter medications are the responsibility of the resident. Vitamins or **non-powder** supplements must be in its original packaging.

VOAPRRRC staff is trained in first aid and CPR and will immediately address any medical emergency that occurs. Additional emergency medical treatment will be provided through local-community emergency medical services (staff calling 9-1-1).

Should at any time during your stay at VOAPRRRC you observe or hear another resident or staff member experiencing a medical emergency or emergency situation of any other type, immediately inform any available staff member or the Resident Monitor in the Control Center.

DRIVING: Residents are not allowed to drive an automobile/motorcycle unless they receive authorization from the Facility Director. To receive authorization, you must provide a copy of the following documents and request to your Case Manager:

- Resident's valid driver's license,
- Vehicle registration under the resident's name or the registered owner's written permission which must be completed in the presence of a staff member;
- Cars permit "marbete" and
- a current valid car insurance policy.

Residents with previous convictions for "driving under the influence of alcohol" (DUI) or other serious traffic violations will not be allowed to drive while residing at VOAPRRRC. If approved to drive, securing parking for their vehicle is the responsibility of the resident. Casa Alborada does not provide parking spaces. Driving without authorization may result in disciplinary sanctions.

PROGRAMS: While residing at Casa Alborada residents may be required to participate in various programs to enhance their skills and increase the likelihood of them living crime free lives once they reenter the community.

All residents who are not participating in the Transitional Drug Abuse Treatment program will participate in the Transitional Skills Program. Participation in this program is required and if a resident chooses not to participate they will be restricted to the Community Corrections Component (no pass or social privileges) until release. Participation in the Community Treatment Service (CTS) Program, including mental health and sex offender treatment will be determined and approved by Bureau of Prisons staff.

Additional programming may be identified by Case Management staff and included in the residents Individualized Program Plan (IPP).

Case Reviews: During the first two (2) weeks, the resident will meet with their assigned Case Manager. During the first two weeks several assessments will be completed to establish the individualized program plan. The plan will include an action plan based on the needs identified. After the second week, residents will meet with case management staff bi-weekly. During each case review the Case Manager will do a PREA re-assessment. The case reviews and meetings with the case managers are mandatory. If you do not attend the case review or meetings, you will be sanctioned and restricted from leaving the RRC.

Once a month, a multi-disciplinary team will participate in the Program Review Team (PRT). The team members will include the Facility Director, Deputy Director, Case Manager, Case Management/PREA Coordinator, Employment Placement Specialist, CST Psychologists, Business Manager, USPO liaison and other guests.

Family Orientation: Part of the resident's success is having the family involved in the re-integration process. At a minimum, RRC sponsors an orientation for the family members of the new residents. Different case managers facilitate the orientation. The Initial Orientations are once a month on Saturdays from 9:00 am – 11:00 am on the first floor of the RRC.

EMPLOYMENT: The VOAPRRRC Employment Placement Specialists will provide employment oriented workshops that include: basic orientation, exploring employment opportunities, writing a resume, establishing an electronic mail address, job interview techniques, job retention, and basic use of a computer. These workshops will be Monday thru Thursday in the morning for the first two weeks after their arrival at RRC. All residents are expected to begin searching for viable employment following the orientation and are to secure a job within 30 calendar days after the orientation is complete.

The residents will use a *community pass* to search for employment and upon return to the facility must provide evidence of their job search. Failure to return without completed documentation will result in sanctions and possible disciplinary sanctions.

Appropriate dress code is required for seeking employment. The use of shorts, hats, caps, and sport shoes for seeking employment is not authorized. RRC staff can prohibit you from seeking employment if you are not properly dressed for the occasion.

All job offers must be approved by VOAPRRRC staff after an on-site visit to the place of employment. All employers will be informed of the resident's legal status. If the job is for *less than 15 hours per week* or earning less than the approved federal minimum wage it is subject to special review and approval procedures. All employment opportunities must accommodate VOAPRRRC accountability practices and the resident must be able to be contacted throughout the work day by staff.

Changes in work schedules and places of employment must be approved in advance. All overtime requests must be previously verified with your supervisor and approved by the Employment Placement Specialist or Case Manager. Resident Monitors are not authorized to approve overtime requests. If an Employment Placement Specialist or Case Manager is not available, provide the Resident Monitor all necessary information and wait for VOAPRRRC staff to call you back with either an approval or denial for overtime or changes in hours.

The Employment Placement Specialists have specific schedules to interview and meet with residents and each resident is responsible to coordinate these interviews within the established schedule.

EMPLOYMENT WORKSHOPS: All unemployed residents are required to attend the employment workshops conducted each morning, Monday through Thursday. The workshop is conducted by the Employment Placement Specialists and it is provided to assist in developing residents' job seeking skills. Employment workshops **will be mandatory** for residents who will not complete a community pass the day after, as required.

SUBSISTENCE: All employed residents must comply with the 25% subsistence payment agreement required by the Federal Bureau of Prisons. Failure to pay accurate subsistence payments to include underpayment will result in an immediate disciplinary report being issued.

In cases of underpayment, a disciplinary report will be issued but will be held for twenty-four (24) hours pending receipt of the remainder of the subsistence payment. If the remaining subsistence is paid, the disciplinary report will be informally resolved. If the remaining subsistence is not received the disciplinary report will be processed.

In all cases refusal to pay subsistence will result in a disciplinary report and notification of the Federal Bureau of Prisons. Receipts will be issued for all subsistence payments, including: the amount collected, gross income, and the time period covered.

Subsistence payments will coincide with the resident's pay schedule and payment is required within forty-eight hours (48) of the scheduled pay day. The Federal Bureau of Prisons contract has established the subsistence amount to be 25% of the gross income (calculated for one week), not to exceed the total amount of the per diem rate (calculated for one week) and the rounded down to the nearest dollar.

In cases of hardship, a waiver or modification of the subsistence amount may be requested from the Federal Bureau of Prisons. The Individual Progress Plan (IPP) Reentry Plan for all residents will include the opening of a savings account which is to be accomplished after the residents receive their first paycheck. The Case Manager will provide information to assist the resident on how open a savings account. Resident Monitors in the Control Center or the Business Manager (BM) accept subsistence payments daily and provide receipts for all payments.

The Case Managers or the Business Manager will issue passes to residents for the purpose of cashing their pay checks. The passes will occur within forty-eight hours of the resident's pay day. ***Residents on weekend passes will continue paying subsistence and residents on Home Detention DO NOT have to pay subsistence.***

Residents are not allowed to change jobs without the authorization of the Employment Placement Specialist, Facility Director or designee. Each resident is required to submit all pay stubs along with a corresponding money order to the Control Center staff within two (2) days of their payday.

If the resident is paid in cash, Control Center staff will provide a payment slip to be completed and signed by the employer. Neither cash payments nor personal checks will be accepted by VOAPRRRC. **Money orders must be addressed to Volunteers of America of P.R., Inc. RRC.**

In order to qualify for weekend passes and/or any other privileges, residents must comply with the subsistence payment requirement. Failure to comply with this rule can result in disciplinary sanctions.

VOAPRRRC staff (Case Manager and Employment Placement Specialists) can assist residents in determining the proper payment amount.

HOME DETENTION: All residents will be considered for placement on home detention and VOAPRRRC will work closely with BOP staff to determine appropriate residents to place on home detention.

Prior to being placed on home detention, the resident must meet their statutory eligibility date (Home Detention Date). By law, no resident can be placed on home detention until this date has been reached.

Ordinarily, prior to placement on home detention it is expected that the residents meet the following requirements:

- A family member or an individual of their support system must attend the family orientation.
- The resident has to have employment.
- The resident has to have a good adjustment and clear conduct.
- A U.S. Probation Officer (USPO) has to go and inspect the household suggested by the resident.
- After approval by the USPO, a Field Verification Officer from RRC has to inspect the household and verify with the support system if they are accepting the resident.
- The resident has to be up-to-date with subsistence payments.
- The resident has to have two successful weekend passes.
- After complying with the expectations above, RRC staff will submit the Home Confinement paperwork for BOP approval.

Residents with a subsistence debt will not be recommended for a weekend pass or the Home Confinement Program.

ELDERLY PROGRAM: A resident, who is over 60 years old, will be part of the “Elderly Program”. The resident will receive an individual orientation with their respective Case Manager before placing the resident under the home confinement program. The resident will have to report to the RRC once a week. During the visit, the resident will see the Case Manager; provide a sample for a urine drug test and a breathalyzer test. All the residents in Home Confinement will wear electronic monitoring equipment (ankle bracelet).

SMOKE FREE POLICY: Casa Alborada is a smoke free facility. There is no smoking allowed anywhere on the premises. Smoking will be considered a violation of facility rules and residents observed smoking will be subject to disciplinary actions. Introduction of cigarettes, lighters and/or matches will be considered contraband, and these items will be confiscated and properly disposed of.

URINE SURVEILLANCE AND BREATHALYZER TESTING: Alcohol and drug use is strictly prohibited while in this program. Each resident will be required to participate in urine screenings and breathalyzer tests. Any resident on medication must report this to their Case Manager and submit the medication and prescription information to staff. The ingestion of products containing “poppy seeds” is prohibited as it could produce positive drug results.

At the initial arrival of a resident, a drug test will be performed. If the resident has used “suboxone” or synthetic marihuana it can provide a preliminary positive result. If the resident did not have a *one on one talk with their respective Case Manager* and did not admit the use of an illegal substance before arriving at RRC, the resident will be referred to the Federal Bureau of Prisons for removal of the RRC program. If the resident informs the Case Manager of the illegal use before arriving at the RRC, the Case Manager will refer the resident for a drug treatment program.

Additionally, smoking illegal synthetic drugs, using, introducing or consuming aromatic incenses (commonly known as Mr. Nice Guy, Mr. Kwik-E Herbal Smoke Blend, Dragon Fire, K-2, or others) is also forbidden and residents testing positive for their use will be subject to disciplinary action. The introduction or possession of these types of products is considered contraband and will be confiscated and used as evidence during disciplinary proceedings.

All residents returning to the facility from all unsupervised activities in the community will be given a breathalyzer test.

SMART/CELL PHONE POLICY AND CELL PHONE AUTHORIZATION FORM

VOAPRRRC has in place effective resident cellphone-use agreement and procedures. Authorizing residents to use and possess smart phone/cell phones (S/C phones) has the potential to improve resident communications and connectivity with significant others, social service agencies, local community resource providers and employers. Prior to possessing an S/C phone in VOAPRRRC each resident must agree to, and document their acknowledgement of the VOAPRRRC SMART PHONE/CELL PHONE AGREEMENT.

VOAPRRRC considers the use of an S/C phone a privilege while residing in the RRC. Any violation of the VOAPRRRC S/C Phone Agreement will result in confiscation of the resident’s S/C phone potentially for the resident’s remaining time in the VOAPRRRC program and possible disciplinary action depending upon the gravity of the violation.

Residents are only permitted to obtain through purchase or donation a S/C phone that does not have a contractual commitment (e.g. allowed are pre-paid phones, government subsidized program phones, etc.).

Residents are not permitted to use their S/C phones to communicate (text, email or call) with other residents or former residents.

Residents are not permitted to use their S/C phones to communicate (text, email or call) with a staff member for any non-program related reason, concern or personal use.

Residents are not permitted to possess images (photographs) on their S/C phones of other residents (male or female), former residents, staff, former staff, of the VOAPRRRC facility (any interior or exterior images), or any pornographic images (including spouses or significant

others). The determination of whether an image is of a pornographic nature will be made by the Facility Director or their designee.

S/C phone use is only authorized in the resident dormitory areas, the 6th Floor recreation area and while outside of the facility on approved community passes or activities.

Residents are specifically prohibited from using their S/C phones in the following areas:

- Stairwells and the elevator lobby areas on each floor
- In any class room setting (orientation, counseling and/or group meetings, etc.)
- 1st floor dining area
- All staff offices
- All bathroom areas within the facility

Use of a Bluetooth device on any resident S/C must adhere to all established VOAPRRRC rules and regulations, including times of use and locations of use.

S/C phones possessed by residents in any of these prohibited areas will be turned OFF. Setting the S/C phone to vibrate is not acceptable the S/C phone must be turned OFF.

S/C phones are only authorized for resident use during the hours of 06:00 am through 11:00 pm on Sunday through Thursday. On Friday and Saturday, S/C use is authorized from 06:00 am until 02:00 am.

Residents using their S/C phones in violation of the established time frames are subject to disciplinary action and confiscation of their S/C phone.

All S/C phones possessed by residents within the facility must be set to vibrate or mute.

Any unattended S/C phones, chargers and/or accessories will be confiscated.

All resident S/C phones are subject to inspection at any time when requested by staff. When requested by staff, residents must surrender their S/C phone immediately and provide any pass code necessary to open the S/C phone. Failure to allow staff full access to all S/C phone applications, including call and text histories will result in confiscation of the S/C phone, rescinding of S/C phone privileges and initiation of disciplinary action.

Any time staff take possession of a resident S/C phone the staff will issue the resident a confiscation receipt.

Each resident is only authorized to possess one (1) S/C phone at a time while in the VOAPRRRC program.

Possession or use of a cellular SIM card, other than the card directly associated with the approved S/C phone will result in confiscation of the approved S/C phone, the SIM card and initiation of disciplinary action.

Residents will provide the make, serial number and telephone number of the S/C phone they are requesting to be authorized to possess while in the VOAPRRRC program. Staff will enter this information into SecurManage (Intake Tab, Basic Info section).

Any resident possessing a S/C phone other than the S/C authorized for their retention is subject to disciplinary action and the S/C phone will be confiscated.

Neither VOAPRRRC nor the Federal Bureau of Prisons is responsible for any loss or damage of a resident's S/C phone.

Staff will randomly inspect the S/C phones (concentrating on the call and text histories and photographs) of at least 20 percent of the in-house residents each month as part of the facility wide search process. The S/C phone inspections will be documented and maintained with the facility-wide search documentation. Failure to allow staff full access to all S/C phone applications, including call and text histories will result in confiscation of the S/C phone and rescinding of phone privileges for up to the remainder of their residence in the facility or the resident will only be allowed to use a basic cell phone with no camera or internet functions.

S/C phones will not be the sole means of resident accountability but will supplement random telephone contacts, in-person observations, approved itineraries, etc.

If a resident does not have a cell phone, they can use the phones available in the Case Manager's offices, administration, etc.

Telephone conversations must remain at a normal volume that is not disruptive or that can be easily overheard by others.

VOAPRRRC staff will not accept personal messages unless there is a specific emergency. If any cell phone is seized, Casa Alborada will return the item only in your release date.

MAIL: All mail can be delivered to the following address:
Volunteers of America – Casa Alborada
Resident's Name and Number
1606 Manuel Fernández Juncos Avenue
San Juan, Puerto Rico 00909

All mail will be opened and logged upon its arrival by a VOAPRRRC staff member. Mail addressed to residents, will be held in the resident's Sign In/Out folders for delivery. Any mail lacking appropriate sender's information or coming from a correctional facility or institutions will not be accepted unless authorized by VOAPRRRC management staff. At the time of your release or transfer from Casa Alborada it is your responsibility to notify staff of your forwarding address.

WEAPONS/TOOLS: No knives, guns, barber razor blades or any kind of weapons or tools are allowed.

A resident needs permission from their Case Manger or the Facility Director to bring their tools into the facility for **short term storage**. VOAPRRRC is not responsible for any lost or stolen items brought into the facility.

VISITATION: Visitation is scheduled on: Tuesdays, Wednesdays, Saturdays and Sundays.

- Tuesdays, 6:45 pm – 8:00 pm, residents with last names from A to L
- Wednesdays, 6:45 pm – 8:00 pm, residents with last names from M to Z
- Saturdays and Sundays, 1:00 pm - 2:45 pm, residents with last names from A to L
- Saturdays and Sundays, 3:00 pm - 4:45 pm, residents with last names from M to Z

Residents that are eligible may have no more than six (6) visitors in the facility each day. Eligible visitors consist of immediate family members (children, parents, grandparents, brothers, sisters, spouses or significant others (the relationship must be specified)). Children twelve years old and younger will not be counted as one of the six visitors. Visitors of the opposite gender must sit across from the resident.

All visitors must sign the Visitation Log located in the Control Room and provide valid identification with photo. A pre-approved Visitor Registration form must be on file for a visitor before they will be admitted to the building.

Purses, bags, photo or video cameras, cell phones, pagers, weapons, firearms, alcohol, drugs or food will not be allowed inside the facility. All articles and/or persons will be subject to searches. No visitors in shorts, flip flops, body tight clothing, and shirts without sleeves, necklines, or clothing with messages of a sexual nature will be allowed.

Physical contact of an excessive nature is grounds for termination of the visit.

IN-HOUSE DUTIES: All living areas will be inspected daily. Each resident is expected to make their own bed neatly and to store personal belongings in their locker. Each resident is expected to do at least one in-house duty assignment each day to aid in keeping the facility clean.

All in-house duties must be completed every day from 7:00 am to 9:00 am. If the resident's work schedule conflicts with the time for completing the in-house duty they will complete their in-house duty from 6:30 pm to 8:30 pm. The in-house duty assignments will be updated every 15 days; therefore, all residents should be aware of the changes in duty assignments.

Residents may be asked to complete extra work assignments within the facility, in addition to normal duties. All unemployed residents will assist in doing extra in-house duties every morning from 6:00 am to 9:00 am.

Proper procedures for the use of cleaning agents must be followed and cleaning chemicals should not be combined or mixed together. Staff is available to assist the residents in the proper use of cleaning agents and the use of required safety equipment (gloves, masks and goggles). Safety Data Sheets (SDS) are available for all chemicals used in the facility and the SDS are located in

the control Center, the maintenance area, the kitchen, and on the 3rd floor in the maintenance room. Consult the SDS in case of an emergency, accidental ingestion or spill/splash.

EXTRA DUTY: Extra housekeeping duties may be assigned for violations of facility rules including, but not limited to, refusing to obey staff orders, using foul language, speaking to persons on the street from dorm floors or smoking in restricted areas, etc.

Extra duty assignments may only be completed in blocks of 1 to 4 hours a day (i.e. if you are given a total of 10 hours, you will not be able to complete this sanction in less than 3 days). You will also not be able to take any personal pass time or other privileges, until your extra duty sanction has been completed.

Extra duty work assignments may also be assigned to unemployed residents who are not participating in job seeking activities. Refusing to perform a duty will result in disciplinary sanctions.

SEARCHES: VOAPRRRC staff will conduct searches of all bags and resident personal property coming into the center. Searches of the residents' property (including vehicles if a resident is approved to drive) and the entire facility will also be conducted to prevent the introduction and possession of contraband. VOAPRRRC staff will also conduct physical pat searches of residents as necessary and when residents are returning to the facility from activities in the community. Failure to comply with a search will be considered a major violation of the program rules and will result in disciplinary sanctions.

LIGHTS ON: During the week, all lights in the dormitory areas must be turned on at 5:30 am. All residents are required to wake-up on time and fix their beds. Unless specifically authorized (working evening shifts or medical excuse) no residents are permitted in their beds during the daytime working hours. The dormitory areas, including the bathrooms must be maintained clean according to facility standards.

LIGHTS OFF: During weekdays lights are turned off in all dormitory areas at **11:30 pm**. All televisions on the employed resident floors will be turned off at **11:30 pm** and all activities will be suspended.

During weekends and holidays this schedule may be modified but only with the approval of the VOAPRRRC administration and when the orderly running of the facility is not affected.

PERSONAL PROPERTY: VOAPRRRC or any agency that contracts with VOAPRRRC will not be liable for lost or stolen items a resident chooses to bring in to and/or leave behind in its facilities. Residents should not bring any item of significant value into VOAPRRRC.

The following items are prohibited; jewelry (except what is reasonable for personal use and employment related activities), sum of money in excess of \$100.00 and expensive clothing not required for employment. A complete listing of allowable and prohibited items is attached.

Exceptions to the personal property rules can only be approved by the Facility Director or their

designee. Any personal property left upon departure, either from a successful or unsuccessful termination must be claimed within 30 days or it will be discarded. It is your responsibility to notify the person you have designated to pick up your property. Pick-up hours are by appointment ONLY and between 8:00 am and 4:00 pm, Monday through Friday.

RESIDENT MOVEMENT INSIDE THE FACILITY: Residents are not authorized to leave their respective floors unless they have permission from the staff on duty. Any movement from one floor to another requires permission from the Resident Monitor. This includes going upstairs for meetings, counseling, etc., and includes going downstairs for meals and vending breaks. Residents are not allowed in any dormitory areas other than their assigned dormitory area. The only exception to this is when a resident is going to see the Case Manager on the unit and/or performing a work detail.

AUDIO DEVICES: The only electronic devices that are allowed within the facilities are AM/FM radio, MP3, IPOD and CD player. Only devices that can be connected to a headphone can be used in the facility. The use of speakers is not allowed. The resident **must** use headphones for approved audio devices at all times. Do not wear your headphones to the dining area or in first floor offices. Any charger left in the living area will be confiscated. Personal DVD players are strictly prohibited.

RELIGIOUS PASSES: Passes to attend religious services will be granted but require approval of VOAPRRRC Case Manager. Ordinarily only three (3) hour passes are allowed once per week and will be granted depending on the denomination and the duration of the religious service plus travel time. Only the Facility Director can authorize extra time. Residents at Casa Alborada can attend religious services within the vicinities of the center. These passes must be submitted to the Case Manager on Fridays before noon. Each resident will be provided with an attendance card for a representative of the church to sign and acknowledge your attendance.

COMMUNITY PASSES: All activities outside the Facility require a community pass. All passes submitted must be approved by VOAPRRRC administrative (Facility Director, Assistant Facility Director, Case Manager, Employment Placement Specialist) staff.

The residents need to place their community passes by Fridays at noon in their respective Case Manager's mailbox. Do not expect to put in a pass on a Monday night and have it approved for early Tuesday morning. All passes require the authorization and placement by the Case Manager or the Employment Placement Specialist.

The maximum time to be granted will be five (5) hours dependent upon the activity to be performed, the location, and the transportation method which will be used.

Passes for employment search may be extended for no more than eight (8) hours a day. CCC residents are limited to five (5) hours. While on a community pass you must call the facility upon your arrival to the destination, every two (2) hours if your stay in that place is prolonged, to request extensions, to change destination and prior to returning to the RRC. You must contact VOAPRRRC with each change of location while you are on all passes. Upon your arrival, you will be required to submit **evidence** from the places you visited.

Specific questions regarding these procedures can be addressed with your Case Manager or the Employment Placement Specialist. If your activity is taking longer than expected or in case of an emergency, you must contact VOPRRRC to request an extension thirty (30) minutes before your authorized time expire. Administrative staff will decide if the extension will be granted based on the information collected.

The control center phone number is **787-919-0470.**

Residents will be held responsible to communicate any approved changes to Resident Monitors in the Control Center at least the day before the change in the approved itinerary. Job search passes may be granted on weekends if the job interview is confirmed by Case Manager and/ or Employment Placemen Specialist.

SCHEDULE FOR APPROVAL OF COMMUNITY PASSES:

All residents must submit the community passes to their Case Manager by no later than 12:00 pm. the Friday before the requested activity.

Religious passes and requests for weekend passes must be submitted to the Case Manager the Friday corresponding to the pass week.

PERSONAL HYGIENE SHOPPING AND HAIR CUT PASSES: Shopping passes will be approved during the second or fourth week of the month.

If you use this privilege at the beginning of the month, you will not be allowed to request the same privilege at the end of the month. Passes for hair cuts will be approved during the second and fourth week of the month for two hours and thirty minutes.

Residents who are employed will be allowed to use these privileges during their non-working days. Upon returning from all activities you will need to submit valid evidence of your whereabouts.

PASSES (SOCIAL VISITS AND WEEKEND PASSES): APPLY ONLY TO RESIDENTS IN THE PRE-RELEASE COMPONENT:

A PASS IS A PRIVILEGE NOT A RIGHT.

The VOAPRRRC and BOP Prohibited Acts also apply while on pass. *Residents must have completed a minimum of two weeks placement, 40 hours work and subsistence payment or approved documentation prior to being eligible for a weekend pass.*

No weekend passes or social activity passes will be granted until these requirements have been met. It is required that VOAPRRRC staff and an assigned United States Probation Officer visit your proposed residence, approve the residence, and that those living at the residence agree with

you taking passes at that location, and that there is a working telephone. A family member may be interviewed at the RRC prior to authorizing a weekend pass.

The telephone at the proposed residence may not have the following features or equipment: wireless phones, answering machines, dial-up internet connections, call transfers or caller ID. Prior to pass approval a copy of the first and second pages of the residence telephone bill must be provided. To continue taking passes at that location, telephone bills must be submitted on a monthly basis. All passes must be submitted for approval by the Facility Director or his/her designee.

For special passes, you need to provide in writing an itinerary for any activity to be performed during your pass, example birthday parties, social and school events and/or graduations. Evidence of your current subsistence payment must be available prior approval of the special pass.

Residents are responsible of verifying if the pass was approved prior to leaving the RRC. All residents on weekend passes must submit an alternate telephone number (family members, neighbors, etc.) which can be used to establish contact with you while on pass in case of a telephone line failure or emergency.

Your community pass request must be completed and turned in no later than Friday at noon. Pass requests submitted after this day will not be approved. Passes are granted exclusively to the approved place of residence.

Any absence from your approved location requires notification and approval by VOAPRRRC administrative staff. Reasons for change in locations, the address of the destination and a contact telephone number are required. If a telephone number is not available, as in medical emergencies, a contact number must be provided upon your arrival at the location.

During any change in location while on pass, residents must contact VOAPRRRC and additional contacts are required every two hours during the activity. Upon return from pass, documentation of your itinerary activities is required. Authorization to extend itinerary activities will not exceed 4 hours and extensions will require justification.

Any violation of pass requirements may result in disciplinary action. Return time for weekend passes is 9:00 p.m. While on pass staff will make random contact calls to verify your whereabouts. Staff members may also make unannounced visits to your approved pass residence in order to verify you compliance with the accountability procedures.

In case of a medical or other type of emergency while on pass VOAPRRRC must be notified immediately. When notifying VOAPRRRC of an emergency the resident must provide information including the nature of the emergency and the location they are at. Additionally during the emergency the resident will be required to call VOAPRRRC every two (2) hours reporting on the status of the emergency.

Written evidence/documentation of the emergency has to be submitted upon the resident's return from pass. Failure to comply with these conditions may result in the imposition of disciplinary measures and/or cancellation of pass privileges.

If a resident cannot be contacted during a pass, once contact has been re-established the resident will be instructed to return to VOAPRRRC immediately.

Failing to remain in contact with VOAPRRRC while on pass will be considered as an ESCAPE and the resident is subject to disciplinary actions up to and including return to secure custody.

MEALS AND FOOD SERVICE: VOAPRRRC provides three hot meals a day for all residents. All meals are served according to the posted meal schedule. All residents must have finished their meal and exited the dining area by the posted time for meals to end. **Employed** residents will be called first to the dining area. Residents will not be allowed to wait for meal service in the stairwell or in front of the elevators.

All food must be eaten in the dining room. No food is allowed in the dormitory or recreation areas, and no food is permitted to be stored in lockers or dressers. Food (sack lunches, etc.) taken out of the facility **cannot** be brought back in.

Residents that require sack lunch bags must sign the Lunch Log Request located in the Control Center before 10:00 am. for the next day. Lunches cannot be requested for the same day. All sack lunches must be picked up by 3:30 pm.

Beverages will only be served during meal hours. Requests for Special Diets (medical, dental and religious) must be made with your assigned Case Manager and documentation of your need for a special diet will be required.

Vending machines (Coffee, snack and soda) are available on the first floor. Items purchased from the vending machines will only be consumed in the dining area. Delivery of food is a privilege that will only be allowed during the weekends or holidays as authorized by VOAPRRRC administrative staff. Orders for delivery food should arrive at the center no later than **10:00 pm.**, and any food purchased must be consumed in the dining area. Food ordered must be delivered by a restaurant or food service location.

Family, friends or former residents are not permitted to bring food into VOAPRRRC at any time.

MEAL HOURS:

Breakfast: 5:30 am to 6:30 am, Monday through Friday
8:00 am to 9:00 am, Saturday, Sunday & Holidays

Lunch: 11:30 am to 12:30 pm, Monday through Sunday

Dinner: 5:00 pm to 6:00 pm, Monday through Sunday

*Meals will be kept in the kitchen area if you come in from work or community pass after designated meal hour.

GRIEVANCE PROCEDURE: Residents, who believe they may have a valid complaint or grievance, are required to complete an Offender Grievance Report. The form is available from any Case Manager or administrative staff member. All filed grievance will be thoroughly investigated and responded to in a timely fashion and the resident will be informed of the status and decisions at all stages. If the resident is not satisfied with the response to their grievance received from VAOPRRRC staff they may choose to submit their grievance to the Federal Bureau of Prisons, Residential Reentry Manager.

HAIR POLICY: Residents are not allowed to cut (head or facial hair), style, color, or perm another resident's hair. No hemp products or products containing hemp are to be used.

USE OF PASSENGER ELEVATOR: The passenger elevator is for use by all residents and staff. *No more than 4 residents should be in the elevator. MALE AND FEMALE RESIDENTS MAY NOT RIDE AT ANYTIME WITH EACH OTHER IN THE ELEVATOR.* Male residents will be responsible for waiting until the female resident(s) have left the elevator before entering. Since the female residents live on the second floor, they are required to use the stairs unless they have a medical condition or need to use the 6th floor.

FRATERNIZATION: Residents of the opposite gender are prohibited from having more than passing contact with each other. The prohibition on male/female resident fraternization includes within the facility (lobby area, common areas, during programming), or while out in the community.

The use of the recreational area on the 6th floor by residents of the opposite gender, at the same time is prohibited. If fraternization is detected, the 6th floor recreational area will be closed, until an investigation is completed. Note passing, phone calls, conversations, or mail between male and female residents is not allowed, including exchange of information using a smartphone. Violating the fraternization rules can result in disciplinary action.

PERSONAL APPEARANCE / HYGIENE: All the residents are encouraged to shower daily and maintain a good hygiene. Residents must be fully clothed anytime outside of the restroom. Clothing or any item with vulgarity, sexual innuendo, advertising of illicit drugs or alcohol, violence or weapons are not allowed. Sagging pants, spandex shorts, daisy dukes, biker shorts or legging pants are not allowed.

Women must wear a bra at all times and must not wear revealing clothing. All shirts must have sleeves, enclosed shoes must be worn or socks must be worn with sandals. All residents must maintain good personal hygiene. Staff will require that residents take showers on a daily basis.

DORM SANITATION: A high level of sanitation must be maintained in the dormitory areas at all times. No items are allowed to be stored or placed on top of lockers. Only water may be brought onto upper floors. Water is permitted in clear drink containers only. No personal items are allowed to be left on or around bed area or places around in dorm. All personal items are to remain in locker once room is left, except up to three (3) pair of shoes per resident which may left neatly aligned under your assigned bunk.

Your bed must be made at all times except when you are authorized to be in the bed. Standards for maintaining your bed and bunk area are posted on the wall of each dormitory and on the bulletin board in the main lobby.

EMERGENCY PROCEDURES: When the emergency alarm is on all residents will leave the building and will meet on the first floor or at the VOAPRRRC parking lot located in the Víctor López Street using the most accessible way out. Residents cannot wait to complete their shower or collect their belongings. Once at the meeting area, an official resident count will be taken. During an emergency all residents will use the outside emergency stairwells. As part of the Security Protocol and Fire Prevention Procedures, routine emergency drills will be conducted. All residents present in the facility will participate fully in emergency drills. If a resident does not participate, they can be given a disciplinary sanction.

RECREATION: All living areas have a common room where television and board games are available for recreation purposes. Additionally, the sixth has strengthening exercise equipment that can be used according to a schedule. All the residents are encouraged to work on a wellness program.

Residents using the recreation area on the sixth floor must behave according to the rules at all times. Improper behavior such as shouting to people in the street or violating any other facility stipulation will result in disciplinary measures. During the weekends and holidays, residents will be allowed to use the DVD player located on the first floor until **1:00 am**. Residents can bring in movies to watch and sit all together, as long as order is maintained. Extremely violent or sexually explicit movies are not allowed. The use of the DVD is a privilege, failing to use it appropriately or failing to comply with the VOAPRRRC rules, can result in cancellation of this privilege.

MARRIAGE: If a resident is interested in getting married you should see your Case Manager. The facility Director and the Federal Bureau of Prisons will be responsible for the final authorization.

DISCIPLINE: Casa Alborada has a gradual discipline process. It is the intention of discipline to modify behavior. The Federal Bureau of Prisons decides what residents will remain at Casa Alborada after they commit a center violation.

- Threat- referral to Federal Bureau of Prisons for removal from the program.
- Disobeyed Staff's Order /Instructions 3 to 20 extra duty hours
- Destruction of Property, 3 to 20 extra duty hours, depending on the amount of violations
- Insolence Toward Staff Member (low to moderate) 3 to 20 extra duty hours

- Violated Accountability Procedures (low to moderate) 3 to 20 extra duty hours
- Use or Possession of cell phone/ device of another resident 3 to 20 extra duty hours
- Absence or Tardiness to any Program’s activity/ Violating a Community Program condition 3 to 20 extra duty hours
- Use of cigarettes/ cigars or products derived 3 to 20 extra duty hours
- Possession of cigarettes/ cigars or products derived 3 to 20 extra duty hours
- Failed to perform assigned duty/extra duty 3 to 20 extra duty hours
- Failed to follow safety rules (fire drills, head counts, awnings, etc.) 3 to 20 extra duty hours
- Failed to follow sanity/dorm rules (beds, lockers, etc.) 3 to 20 extra duty hours
- Possession of items not allowed 3 to 20 extra duty hours
- Failed to follow dress code 3 to 20 extra duty hours
- Sexual abuse or sexual harassment (REMOVAL FROM RRC)
- Interfere with staff member duties (low to severe) 3 to 20 extra duty hours
- Fraternalization 3 to 20 extra duty hours
- Disrupts or interferes with the security or orderly running 3 to 20 extra duty hours
- Unauthorized physical contact 3 to 20 extra duty hours
- Conducting a business 3 to 20 extra duty hours
- Driving vehicle without RRC authorization 3 to 20 extra duty hours
- Driving vehicle without RRC authorization and no diving license 3 to 20 extra duty hours
- Driving vehicle without RRC authorization (alcohol history or reckless history) 3 to 20 extra duty hours

RESPONSIBILITY OF THE RESIDENT

In order for a successful transition, it is very important that you comply with the program rules and regulations. You assume your role and are responsible for your re-integration back to the local communities of Puerto Rico. It is important that you think in the decisions you make and the possible consequences of those decisions. Know how to manage the daily challenges that might be presented at Casa Alborada. That if you need help, you can seek assistance by any staff member at the RRC. That you understand the consequences if you escape and leave the RRC program. Remember to always sign in and out of the center. To follow the rules and instructions of the weekend pass and home detention program. That you understand the component you have been assigned and that you maintain a positive attitude during your stay at Casa Alborada.

The TEAM at Casa Alborada wishes much success in your Reintegration Plan!

Notes:

