



# ADMINISTRATION



## Contacting Customer Service From Phones

For customer service from the phones, dial 4. You may have to enter password and complete voice verification first. Use this option to report any issues you are having, including dropped phone calls, poor connection, inability to dial out, etc. Report as soon as it happens so Customer Service can review the call and find out what happened.

The phone number for Customer Service is 888-506-8407. They are available every day, 24 hours a day.

Here is some other helpful information:

### Phone

#### ▼ Who does an AIC contact if you are having problems completing calls?

AICs can file a complaint by leaving a voicemail through the AIC telephone system. ICS Corrections staff will work to resolve the issue and provide feedback to AICs by leaving them a voicemail you can listen to through the AIC phone system.

#### ▼ My phone call was inaudible or was disconnected prematurely. How can I get a refund?

For Prepaid customers, please call 888-506-8407. Our representatives can investigate technical problems with your phone call, including listening to the call recording to determine the cause. If it is determined that the problem was not caused by another external factor (for example, a bad cell phone connection), our Customer Care Representative can credit phone services back to the account that was used for the call.

#### ▼ Why was my call disconnected?

Calls can disconnect for a variety of reasons including

- Accepting call waiting
- Dropped calls from a cell phone or VoIP number (phone service over the internet) due to poor coverage
- Placing a call on hold
- Security reasons within the facilities

/s/ S. Lane, OSP Superintendent's Office

## T-Mobile and Boost Mobile Phone Problem

Problem:

Calls made to Friends and Family members with T-Mobile and Boost Mobile phones are not allowing the Friend or Family Member to answer or know that the call is occurring.

Cause:

Calls being placed to T-Mobile and Boost Mobile numbers from ODOC are being sent directly to the T-Mobile or Boost Mobile customer's voicemail.

T-Mobile has stated that they believe this is part of their SPAM blocking service and recent policy change to not allow collect phone calls or prison phone calls. This is a nationwide issue.

ODOC is aware that this is impacting both collect calls and prepaid calls. We have shared this information with T-Mobile.

Possible Solutions:

1. T-Mobile is conducting a review of their current policy and impact to all AIC phone calls to determine if they will alter their policy going forward.
2. The T-Mobile customer can call customer service and request the number associated with their prison is removed from the spam blocked list.
3. The T-Mobile customer downloads the "Scam Shield App" which should be a T-Mobile application. From the application, they can add the number themselves to be allowed.
  - a. If you have the scam shield app, turn it off and/ or manually add the phone number to the list of approved callers. Double check that your phone does not have "filter unknown callers" enabled.

Below are the numbers your friend or family member should see when you call from the facility.

Oregon State Penitentiary (OSP), OR 1-971-273-1993

/s/ S. Lane, OSP Superintendent's Office

# SECURITY



## Notice of a Single Change to the OSP General Population Shower and Morning Yard Schedule

Because of a planned event scheduled for Friday, August 18, 2023, I will move general population showers to Thursday, August 17, 2023, and we will not have a morning yard on Friday. We will resume normal operations after the 11:00 am count clears. I am doing this to minimize the impact of the event on showers. The event will not affect regularly scheduled callouts

and visits for the general population. The event will not impact the daily operations of SMH.

/s/ C. Borden, OSP EP Captain

### Work Programs Announcement **REMINDER**

Please note that volunteering for extra shifts in the dining room or culinary does not have PRAS points connected to it.

/s/ B. Roach, Work Programs Coordinator

## **GENERAL SERVICES**

### Food Theft

Food theft from Culinary is a major problem for the Institution. It impacts our ability to ensure adequate portions of the published menu are available, jeopardizes the health of individuals taking perishable food that is not being properly stored or cooked. It also has a significant effect on our ability to work within our food service budget.

This notice constitutes a direct order that you are not to take any food items from the Kitchen other than uncut fruit in the quantity served (per your AIC Handbook). The following plan was designed to address this issue in a reasonable, consistent way.

1. If an AIC is caught stealing, or attempting to steal food, the food will be confiscated and disposed of accordingly. If the value of the food is less than \$20, the AIC will be issued a minor misconduct report. The minor misconduct report will be for disobedience of an Order III and will include the cost of all food items that must be disposed of due to the theft/attempted theft or misuse. If the value of the food is \$20 or more, the AIC will receive a major misconduct for Contraband II, and will also be charged for the cost of food that must be disposed of.
2. If the AIC stealing the food is assigned to the Kitchen or Dining Room, they will receive a program failure along with the Misconduct Report.
3. This process will be used for foodstuff found outside the Culinary Section (for example cell searches, etc.) if the items can reasonably be determined to have been taken from the Food Services.

Note: This does not prevent a staff member from issuing a misconduct report for a higher level charge (Contraband II) in the event the AIC has received a recent minor misconduct previously for the same conduct.

/s/ C. Wagner, Asst. Supt. General Services

## **GROUP LIVING**

### AIC Property and Clothing Allowed Past Security Gate



Effective August 7, 2023, AICs will no longer be allowed to take any clothing or personal items with them in or out of the security gate that exceeds the following:

- On Mondays, AICs will be allowed to take canteen items to their designated work area for their use the following week. No items are allowed to come back out. This may include a cup, Tupperware dish, pitcher, food items, condiments, and hygiene items.
- One clear cup or clear pitcher of ice may be taken out with the AIC at the end of their shift, and they may bring the empty clear cup/pitcher back the following day.
- No additional clothing items will be going in or out. AICs that work in the laundry are provided with an opportunity to shower and change out the clothes that they wore to work that day. After their shower, they should wear their clean clothes out. If they need clothing exchanged or replaced beyond this, they will need to go through the clothing room. AICs assigned to other areas, are on a call out for evening showers at which time they can exchange their clothing.
- No bags, backpacks or any other items are allowed through the security gate. AICs should only have their ID, any medication that they are required to always carry with them, and any appropriate paperwork.
- AICs that are in educational programs beyond the security gates will be allowed to take the appropriate books and papers. These will be scanned going in and out of the security gate and they should be able to carry them without utilizing a bag or backpack.
- AICs that attempt to bring things with them will be returned to their housing units/work site, risk having items confiscated in accordance with the property rule and subject to progressive discipline.
- All AICs are REQUIRED to scan in and out using the schedule track. AICs failing to do so will be subject to disciplinary action for Unauthorized Area and Disobedience of an Order.
- AICs not authorized to go through the security gate will not be allowed to be overridden

without authorization of the OIC. Unauthorized AICs attempting to pass through the security gate or assisting others to pass through the security gate will be subject to disciplinary actions that may include segregation placement.

/s/ C. Porter, Group Living Captain



**Excessive and Altered Clothing**

We are currently spending between \$2,500 and \$4,000 weekly on replacement clothing items. We are asking for your assistance by not having more items than you are authorized to have and to be responsible for the items you are issued. Please turn in excess clothing items to the bins on your unit or to the clothing room during your shower time. Also, blankets, sheets and towels are to be used for their intended purpose. They are not to be used on the floor of your cell or to block view into the cell or bunk area.

AICs are issued the following clothing:

- 5 t-shirts, 5 underwear, 5 pair of socks
- 3 pair of pants
- 1 belt, 1 coat, 1 long-sleeve sweatshirt, 1 pair of red shorts, 1 stocking cap, and 1 pair of tennis shoes, and, depending on work assignment, 1 pair of work boots (to be returned if job changes)



AICs are also issued:

- 2 blankets (3 in the winter)
- 2 sheets
- 1 towel



On page 16 of the January 2023 revision of the AIC Handbook it states:

When items wear out, return them to the clothing room on Tuesday or Friday during mainline shower time or your assigned shower time. **No alterations are allowed. You are responsible for your clothing. When an item is lost or intentionally damaged, you may be issued a disciplinary report and charged the replacement cost (this includes towels, sheets, and blankets).**

/s/ C. Porter, Group Living Captain

**HEALTH SERVICES**



**Exercising with Lower Back Pain**

Increase Strength and Flexibility to Decrease Pain -- by Holly Little, Certified Personal Trainer, SparkPeople.com.

It is a common problem for many who exercise. It makes everyday activity difficult, and scares a lot of

people away from any physical activity. It is lower back pain. For those of you who suffer from it, there is hope. While there are a multitude of things that can cause back pain, from genetic malformations to injury, a number of recent studies show that a lack of core strength contributes to pain and stiffness in the lower back.

So what is the best way to deal with lower back pain that your health care provider has attributed to a lack of core strength? Exercise. This might cause a little more pain in the beginning, but under the care of your health provider, it can reduce your pain in the long run. And for many people, the long-term solution for back pain lies in abdominal, hip and lower back strengthening and stretching exercises.

Some pain or aches in your lower back might be the result of weak abdominal muscles. When you have weak abs, you are more likely to have poor posture and your lower back muscles are forced to take over, which can strain them in a way that becomes uncomfortable or painful over time. You can minimize back pain by doing exercises that make the muscles in your abs stronger, while also training to increase the strength and flexibility level in your lower back, hips and thighs.

Everyone's back pain is different, so it is a good idea to check with your health care provider about what is best for you. If core strength is your problem, the following exercises can help.

Leg Raises to strengthen stomach and hip muscles

How to: Lie on your back with your arms at your sides. Lift one leg off the floor to about a 45° angle. Hold your leg up for a count of 10 and return it to the floor. Do the same with the other leg. Repeat five (5) times with each leg. If that is too difficult, keep one knee bent and the foot flat on the ground while raising the opposite leg.

Leg Raises to strengthen back and hip muscles

How to: Lie on your stomach. Tighten the muscles in one leg and raise it from the floor. Raise it as high as you can (approximately 30°) without causing any discomfort to your lower back or lifting your hip off the floor. Hold your leg up for a count of 10 and return it to the floor. Do the same with the other leg. Repeat (five) 5 times with each leg.

Wall Slides to strengthen your back, hip and leg muscles



How to: Stand with your back against a wall and feet shoulder-width apart. Slide down into a crouch until the knees bend to about 90°. Count to five (5) and slide back up the wall. Repeat five (5) times.

Partial Sit-Up to strengthen stomach muscles

How to: Lie on your back with knees bent and feet flat on floor. Slowly raise your head and shoulders off the



floor and reach with both hands toward your knees. Count to 10. Repeat 5 times.

**Back Leg Swing** to strengthen hip and back muscles  
 How to: Stand behind a chair with your hands on the back of the chair. Lift one leg back and up while keeping the knee straight. Return slowly. Raise the other leg and return. Repeat five (5) times with each leg.

**Exercises to increase flexibility and stretch out the back**

How to: Lie on your back with your knees bent and feet flat on your bed or floor. Raise your knees toward your chest. Place both hands under your knees and gently pull your knees as close to your chest as possible. Do not raise your head. Do not straighten your legs as you lower them. Start with five (5) repetitions, several times a day.

Remember to never exercise to the point of sharp pain or discomfort, and gradually progress to more repetitions or sets of an exercise. Although it can be uncomfortable or slightly painful to strengthen the areas of your body that are causing your back pain, the benefit will be there in the long run. Say so long to the pain in your back!

/s/ C. Coffey, Medical Services Manager

## JOB ANNOUNCEMENTS

### Visiting Orderly/Photographer



Visiting is looking for a new orderly/photographer. Send your application to the Visiting Sergeant to be considered.

- Work during visiting hours with Monday and Tuesday days off
- 14 points
- Level 3 preferred, but will accept level 2s
- Must be polite and appropriate when interacting with the public
- Cannot be on basic visiting sanction

/s/ B. Roach, AIC Work Programs Coordinator

### Physical Plant Paint Shop



Physical Plant is accepting applications in the Paint Shop for one position:

Paint Crew – 14 points – 6:30 am–4:00 pm Monday-Thursdays

The selected candidate will have the closest matching skills to those listed below.

Desired skills:

- Self-motivated individual with a desire to learn skills for the outside.
- Willingness to take direction, criticism, and work with others to accomplish tasks.
- Experience using hand tools, paint brushes, and rollers.  
 Able to lift 50-75 pounds frequently
- Reliable individual who maintains regular attendance.

Non-negotiable requirements:

- 12 months at this facility with clear conduct; no exceptions!

Send a completed AIC job application with attached resume to Physical Plant J. Trevino.

/s/ J. Trevino, Physical Plant



## A Point to Ponder

*“Concentrate all your thoughts on the work at hand. The sun’s rays do not burn until brought to focus.”*

*~ Alexander Graham Bell*

# RELIGIOUS SERVICES

Religious Services will be having a memorial for Michael Long on August 23, 2023 at 1:00 pm. If you would like to attend, send an AIC communication to the OSP Chapel requesting to be placed on a call pass for the memorial.

/s/ I. Witcraft, Chaplain

## Weekly Chapel Schedule



### Saturday, August 12

8:00 am LDS  
Sweat Lodge  
Jehovah's Witness  
1:00 pm Jewish Service  
Seventh Day Adventist  
6:00 pm Calvary Chapel  
Siddha Yoga (2<sup>nd</sup> and 4<sup>th</sup> Saturdays)

### Sunday, August 13

8:00 am Spanish Protestant  
Spanish Jehovah's Witness  
1:00 pm Catholic Service  
6:00 pm Lutheran Service

### Monday, August 14

6:00 pm Pentecostal Service

### Tuesday, August 15

1:00 pm Agape  
Orthodox Christianity (1<sup>st</sup> and 3<sup>rd</sup>  
Tuesdays)  
Art of Living (Meditate) (2<sup>nd</sup> and 4<sup>th</sup>  
Tuesdays)  
6:00 pm Buddhist (1<sup>st</sup> and 3<sup>rd</sup> Tuesdays)

### Wednesday, August 16

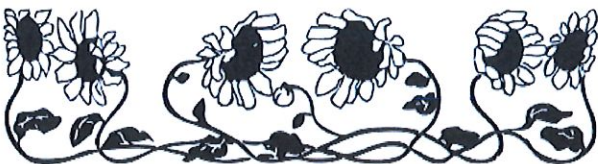
1:00 pm Justice Issues  
6:00 pm Most Excellent Way Chapel

### Thursday, August 17

1:00 pm TUMI  
6:00 pm Gospel Service

### Friday, August 18

1:00 pm Nation of Islam  
Sunni Jumma Prayer





Mainline

Week at a Glance

Week	Monday 8/14/2023	Tuesday 8/15/2023	Wednesday 8/16/2023	Thursday 8/17/2023	Friday 8/18/2023	Saturday 8/19/2023	Sunday 8/20/2023
<b>Week 4</b>	<b>BREAKFAST</b> Oatmeal - 1.00 CP Canned Fruit - 0.50 CP *Pork Ham (Sof,Chl) - 2.00 OZCKD Sliced Cheese (Sfa) - 1.00 SLC English Muffin (Sfa,Chl) - 1.00 EA Fried Potatoes - 0.75 CP Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Dry Cereal - 1.00 CP Fresh Fruit - 1.00 EA Scrambled Eggs (Sfa,Chl) - 0.33 CP Refried Beans - 0.50 CP Shredded Cheese (Sfa,Chl) - 2.00 TBS Salsa (Sof) - 0.25 CP Flour Tortilla - 1.00 EA Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Multigrain Hot Cereal - 1.00 CP Canned Fruit - 0.50 CP Sausage Gravy (Chl) - 0.75 CP Biscuit (Sfa,Sof) - 1.00 EA Fried Potatoes - 0.75 CP Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Dry Cereal - 1.00 CP Fresh Fruit - 1.00 EA Scrambled Eggs (Sfa,Chl) - 0.50 CP Shredded Cheese (Sfa,Chl) - 2.00 TBS Wheat Toast - 2.00 SLC Margarine (Sfa) - 1.00 TBS Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Oatmeal - 1.00 CP Canned Fruit - 0.50 CP Waffles (Sof) - 2.00 EA Peanut Butter (Sfa) - 3.00 TBS Maple Syrup - 2.00 FLOZ Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Commeal Hot Cereal (Sfa,Sof) - 1.00 CP Canned Fruit - 0.50 CP Scrambled Eggs (Sfa,Chl) - 0.33 CP *Pork Bacon (Sfa,Sof,Chl) - 3.00 SLC Wheat Toast - 2.00 SLC Jelly - 2.00 TBS Margarine (Sfa) - 1.00 TBS Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Farina - 1.00 CP Fresh Fruit - 1.00 EA Hard Boiled Egg (Sfa,Chl) - 1.00 EA Breakfast Pastry (Sfa,Chl) - 1.00 EA Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA
<b>Week 4</b>	<b>LUNCH</b> Potato Soup - 10.00 FLOZ Chicken Salad (Chl) - 0.50 CP Shredded Lettuce - 0.25 CP Wheat Hoagie Roll - 1.00 EA Green Beans - 0.75 CP Chips - 1.00 BAG Mustard - 1.00 CP Peas - 0.75 CP Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	*Soup of the Day (Sof,Chl) - 10.00 FLOZ Hot Dog (Sof,Chl) - 2.00 EA Wheat Hoagie Roll - 1.00 EA Ketchup - 1.00 TBS Mustard - 1.00 CP Peas - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Minestrone Soup - 10.00 FLOZ *Meat & Cheese Sandwich on Sliced Onions - 2.00 TBS Shredded Lettuce - 0.25 CP Mayo & Mustard (Sof) - 2.00 TBS Blended Vegetables - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Taco Salad with Meat (Chl,Sfa) - 1.00 SV Seasoned Beans - 0.75 CP Shredded Cheese (Sfa,Chl) - 2.00 TBS Salsa (Sof) - 0.25 CP Salad Dressing (Sfa,Sof) - 2.00 FLOZ Spanish Rice - 0.75 CP Tortilla Chips - 2.00 OZ Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Tomato Soup (Sof) - 10.00 FLOZ Grilled Cheese Sandwich on Wheat (Sof,Sfa) - 2.00 EA Peas - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	*Soup of the Day (Sof,Chl) - 10.00 FLOZ Fish Sticks (Chl) - 4.00 EA Tartar Sauce (Sof) - 2.00 FLOZ Macaroni Salad (Sof) - 0.75 CP Carrots - 0.75 CP Breadstick - 1.00 EA Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing (Sof) - 1.00 FLOZ Roast Pork Loin (Chl) - 3.00 OZCKD Poultry Gravy - 2.00 FLOZ Mashed Potatoes - 0.75 CP Blended Vegetables - 0.75 CP Wheat Bread - 2.00 SLC Margarine (Sfa) - 1.00 TBS Chocolate Cupcake (Chl) - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ
<b>Week 4</b>	<b>DINNER</b> Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Cajun Meat Loaf (Chl,Sfa) - 1.00 EA Brown Rice - 0.75 CP Cauliflower - 0.75 CP Wheat Bread - 2.00 SLC Margarine (Sfa) - 1.00 TBS Tea - 8.00 FLOZ	Chicken-Bacon-Ranch Salad (Chl) - 1.00 SV Sliced Onions - 2.00 TBS Shredded Cheese (Sfa,Chl) - 2.00 TBS Salad Dressing (Sfa,Sof) - 2.00 FLOZ Carrots - 0.75 CP Wheat Dinner Roll - 1.00 EA Margarine (Sfa) - 1.00 TBS Fruit Bar (Sfa,Sof,Chl) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Meat Sauce (Chl,Sfa) - 0.75 CP Rotini - 0.75 CP Broccoli - 0.75 CP French Bread - 1.00 SLC Garlic Margarine (Sfa) - 1.00 TBS Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Cheese Pizza (Sof,Chl,Sfa) - 1.00 EA Blended Vegetables - 0.75 CP Choice Dessert (Sfa,Chl) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Chicken Teriyaki (Chl) - 0.50 CP Brown Rice - 0.75 CP Stir-Fry Vegetables - 0.75 CP Japanese Milk Roll - 1.00 EA Choice Cookie (Sfa,Chl) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Beef Patty (Chl,Sfa) - 1.00 EA Onions & Pickles (Sof) - 0.25 CP Wheat Burger Bun (Sfa,Chl) - 1.00 EA Green Beans - 0.75 CP Waffle Fries (Sfa) - 5.00 OZCKD Ketchup (Sof) - 2.00 TBS Tea - 8.00 FLOZ	Burrito Meat (Chl,Sfa) - 0.50 CP Refried Beans - 0.50 CP Shredded Cheese (Sfa,Chl) - 2.00 TBS Lettuce Salad - 1.00 CP Spanish Rice - 0.75 CP Salsa (Sof) - 0.25 CP Wheat Tortillas (Sfa,Sof) - 2.00 EA Fresh Fruit - 1.00 EA Tea - 8.00 FLOZ

Menu is subject to change without notice. Appropriate food substitutions are approved by a Dietitian.  
\*Items contain or may contain pork. Meat-Alternative Trays are available at lunch and dinner only.

Sof = High Sodium Sfa = High Saturated Fat Chl = High Cholesterol Sug = High Sugar