



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

GENERAL SERVICES

Plumbing Work/Repair Requests

For timely processing of work/repair requests for plumbing in your housing cell or at your work location, please follow the procedure outlined below:

For housing cell:

Notify your tier officer or block sergeant as soon as an issue arises. Provide a brief but detailed explanation.

An electronic work order request will be submitted to the Physical Plant Office for processing.

For work location (i.e., OCE, Food Services, Yard):

Notify your staff supervisor as soon as an issue arises. Provide a brief but detailed explanation. An electronic work order request will be submitted to the Physical Plant Office for processing.

All work order requests are prioritized based on the nature of the request and the current workload of the Plumbing Shop. Lower priority items such as a dripping cell faucet will be addressed as the workload allows.

/s/ J. Ellertson, Physical Plant Manager

GROUP LIVING

Returning to C-Block/Relocation of A3

On Monday, August 21, and Tuesday, August 22, 2023, we moved the AICs that were displaced from C-3/C-4 back to the block. All applicable AICs should have received a memo stating which day and what cell you are moving to. If you were missed in error or have any questions regarding why you did or did not get moved, please send an AIC Communication form to Group Living.

If you do not have a cellmate when you return to C-Block, you will have seven (7) days to find one or one will be assigned to you.

Once this is complete, we will begin the relocation of AICs assigned to A3. During the week of August 28, 2023, some AICs assigned to A3 will receive a memo indicating when and where they will be moving. Notifications for additional moves will arrive at a later date.

You should begin downsizing/packing up your belongings and remember to be cognizant regarding the amount of property you have. Should you have any questions regarding the amount of property you are allowed to have, please refer to the AIC Handbook, pages 16 and 17.

/s/ C. Porter, Group Living Captain

HOUSING NEWS

C-BLOCK

As you may have noticed, there are many complete open cells in C-Block; those cells will not be filled at this time.

The only moves to C-Block that will be honored are those wanting to move to a cell that already has someone in it and has an open bunk.

/s/ R. Holmes, Group Living Corporal



COMMISSARY

New Ice Cream Flavors Available

Attention OSP Shoppers

Value Novelties: \$1.70 (available now)

It's-It Mint Ice Cream Sandwich
Super Sundae

All New Deluxe Novelties: \$3.30 (available August 28, 2023)

Magnum Double Carmel
Mrs. Fields Ice Cream Sandwich
Giant King Cone, choc/vanilla

/s/ J. Rude, Canteen Supply Specialist



JOB ANNOUNCEMENT

OSCI Print Shop Programing Specialist

The OCE Print Shop is recruiting to fill multiple open positions for a Programing Specialist to support the OCE Print Shop. Applicants must be able to adhere to a high standard of quality in a fast paced environment while meeting deadlines. The OCE Print Shop is located at OSCI in Salem. This position awards 10 -16 PRAS points, with the opportunity to earn a matching Team Goal Award.

Duties include:

- Identify, document, and provide training to use software that supports industrial print shop workflows.

Preferred knowledge, skills, and abilities include:

- Implementation and support of web based interfaces.
- Practical experience in MS Office Suite, HTML, Javascript, SQL, XML, Adobe Suite and Xpath.
- Development experience using Python is a plus.

Please list previous experience as a programing specialist in a production environment. Please include the software used and previous employers.

Applicants must meet the following qualifications:

- Must have a valid social security number or equivalent.
- Have at least six (6) months time incarcerated with clear conduct.
- Have no program failures in the past six (6) months.
- Must have a release date after September, 2027 (four [4] years).
- Cannot be in any programs/activities which would conflict with the assigned shift.

- Be willing to sign an eighteen (18) month retention agreement – anyone leaving the assignment either by termination or resignation before serving the full retention period will be returned to the sending institution and receive a program failure.

Essential functions of the position include:

- Move and/or lift up to 40 pounds with or without assistive devices.
- Communicate respectfully with staff, AICs and clients.
- Ability to read, write, and communicate proficiently in English.
- Work in a production setting subject to potential interruptions and background noises.
- Receive training and quality-control advice and corrections from other AICs and staff.

If you are interested in becoming highly marketable upon release, utilizing modern software, and making a difference within OCE, DOC, and the community, this position may be what you have been looking for. All applicants will need to pass a DOC/OCE security screening and interview before being considered for the position.

Application submission process:

If interested in applying, please complete a DOC AIC Work Application referencing OSCI Print Shop Program Specialist position.

Submit application no later than September 29, 2023 to:

Jerry James, Production Manager
 OSCI Print Shop
 3405 Deer Park Dr. SE
 Salem, OR 97301



NOTE: Any transfer is subject to safety protocols and may delay the process. Applications will be reviewed and screened as they are received. Any applications received after the September 29, 2023 deadline will not be considered for this position.

/s/ C. Dorigan, Oregon Corrections Enterprises

A Point to Ponder

“The best view comes after the hardest climb.”

~ Unknown

RELIGIOUS SERVICES

Weekly Chapel Schedule

Saturday, August 26

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

Sunday, August 27

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

Monday, August 28

6:00 pm Pentecostal Service

Tuesday, August 29

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

Wednesday, August 30

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

Thursday, August 31

1:00 pm TUMI
 6:00 pm Gospel Service

Friday, September 1

1:00 pm Nation of Islam
 Sunni Jumma Prayer





Mainline

Week at a Glance

	Monday 8/28/2023	Tuesday 8/29/2023	Wednesday 8/30/2023	Thursday 8/31/2023	Friday 9/1/2023	Saturday 9/2/2023	Sunday 9/3/2023	
Week 1	BREAKFAST Oatmeal - 1.00 CP Canned Fruit - 1.00 EA *Pork Ham (Sod,Chl) - 2.00 OZCKD (Chi,Sta) - 0.66 CP Sliced Cheese (Sta) - 1.00 SLC English Muffin (Sta,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 Veggie & Cheese Scramble (Chi,Sta) - 0.66 CP Wheat Toast - 2.00 SLC Margarine (Sta) - 1.00 TBS 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 Fried Egg (Sta,Chl) - 2.00 EA Ranchero Sauce - 0.25 CP Refried Beans - 0.50 CP Flour Tortilla - 1.00 EA Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Dry Cereal - 1.00 CP Fresh Fruit - 1.00 EA French Toast (Sod,Chi,Sta) - 4.00 SLC Maple Syrup - 2.00 FLOZ Margarine (Sta) - 1.00 TBS Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Farina - 1.00 CP Canned Fruit - 0.50 CP Scrambled Eggs (Sta,Chl) - 0.50 CP Shredded Cheese (Sta,Chl) - 2.00 TBS Wheat Toast - 2.00 SLC Margarine (Sta) - 1.00 TBS Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Cornmeal Hot Cereal (Sta,Sod) - 1.00 CP Canned Fruit - 0.50 CP Scrambled Eggs (Sta,Chl) - 0.33 CP Poultry Sausage (Chi) - 1.00 EA Wheat Toast - 2.00 SLC Margarine (Sta) - 1.00 TBS Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Oatmeal - 1.00 CP Fresh Fruit - 1.00 EA Hard Boiled Egg (Sta,Chi) - 1.00 EA Breakfast Pastry (Sta,Chi) - 1.00 EA Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	
Week 1	LUNCH Tomato Soup (Sod) - 10.00 FLOZ Grilled Cheese Sandwich on Wheat (Sod,Sta) - 2.00 EA Green Beans - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Coleslaw (Sod) - 0.75 CP *Barbeque Pork (Chi,Sta) - 0.50 CP Wheat Hoagie Roll - 1.00 EA Macaroni & Cheese (Sta,Sod,Chi) - 0.75 CP Broccoli - 0.75 CP Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	*Soup of the Day (Sod,Chi) - 10.00 FLOZ Tuna Salad (Chi) - 0.50 CP Shredded Lettuce - 0.25 CP Wheat Hoagie Roll - 1.00 EA Blended Vegetables - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Lentil Soup - 10.00 FLOZ Chicken-Lettuce Salad (Chi) - 1.00 SV Sliced Onions - 2.00 TBS Shredded Cheese (Sta,Chi) - 2.00 TBS Salad Dressing (Sta,Sod) - 2.00 FLOZ Carrots - 0.75 CP Breadstick - 1.00 EA Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Taco Meat Blend (Sta,Chi) - 0.50 CP Shredded Cheese (Sta,Chl) - 2.00 TBS Seasoned Beans - 0.75 CP Lettuce Salad - 1.00 CP Salsa (Sod) - 0.25 CP Wheat Tortillas (Sta,Sod) - 2.00 EA Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	*Soup of the Day (Sod,Chi) - 10.00 FLOZ Peanut Butter & Jelly Sandwich on Wheat (Sod,Sta) - 2.00 EA Blended Vegetables - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Chicken Quarter (Chi,Sta) - 1.00 EA Poultry Gravy - 2.00 FLOZ Mashed Potatoes - 0.75 CP Peas - 0.75 CP Wheat Dinner Roll - 1.00 EA Margarine (Sta) - 1.00 TBS Ice Cream Cup - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	
Week 1	DINNER Lettuce Salad - 1.00 CP Salad Dressing (Sod) - 1.00 FLOZ Salsbury Steak (Chi,Sta) - 1.00 EA Mashed Potatoes - 0.75 CP Beef Gravy - 2.00 FLOZ Peas - 0.75 CP Wheat Dinner Roll - 1.00 EA Margarine (Sta) - 1.00 TBS Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Turkey Ala King (Sod,Chi) - 0.75 CP Carrots - 0.75 CP Brown Rice - 0.75 CP French Bread - 1.00 SLC Margarine (Sta) - 1.00 TBS Pudding - 0.50 CP Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Ranch Style Chili (Chi,Sta) - 1.00 FLOZ Baked Potato - 1.00 EA Shredded Cheese (Sta,Chi) - 2.00 TBS Green Beans - 0.75 CP Cornbread (Sod,Chi) - 1.00 TBS Margarine (Sta) - 1.00 TBS Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ *Pizza (choice) (Sod,Chi,Sta) - 1.00 EA Blended Vegetables - 0.75 CP Choice Dessert (Sta,Chi) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Chicken Pot Pie (Chi) - 0.75 CP Biscuits (Sta,Sod) - 2.00 EA Broccoli - 0.75 CP Choice Cookie (Sta,Chi) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing (Sod) - 1.00 FLOZ Beef Stew (Sod,Chi,Sta) - 10.00 FLOZ Brown Rice - 0.75 CP Cauliflower - 0.75 CP Breadstick - 1.00 EA Tea - 8.00 FLOZ	Texas Slaw - 0.75 CP Burrito Beans - 0.75 CP Shredded Cheese (Sta,Chi) - 2.00 TBS Spanish Rice - 0.75 CP Salsa (Sod) - 0.25 CP Wheat Tortillas (Sta,Sod) - 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.

Sod = High Sodium Sfa = High Saturated Fat Chi = High Cholesterol Sug = High Sugar

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