



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

GROUP LIVING



Excessive and Altered Clothing

From January 2023 to August 2023, we have ordered 645 dozen towels. That is 7,740 towels for a population of 1,726 people. We should have enough towels in stock to be able to accommodate everyone (4.85 towels per person). However, we are still struggling with being able to have enough towels for everyone on shower days.

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 the 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, 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

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



HEALTH SERVICES



Take the Time to Complete an Advance Directive

It is important for family members and health care providers to know what kind of medical care a patient wants at the end of life. Advance directives are legal documents that record the patient's wishes for end-of-life care.

Advance directives should be filled out while people are healthy, because doing so gives you time to think about the end-of-life care that you would choose if you were unable to communicate your own wishes. It also allows time to discuss these wishes with loved ones.

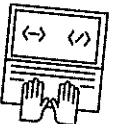
Everyone has the right to make decisions about their own treatment. Filling out advance directives gives you a way to do so. Choices about end-of-life care can be difficult to make even when you are healthy, but if you are already seriously ill such decisions can seem overwhelming.

If you would like more information on completing an Advance Directive, please send an AIC communication to Sick Call. We will send you a handout to help you better understand the process and what it means to you.

To obtain Advance Directive forms, please send an AIC communication to Medical Services. Legal Library can also provide assistance by witnessing your form; to have this occur you can schedule an appointment for Legal Library. Once your forms are witnessed, attend Triage so your completed Advance Directive can be added to your Medical Record.

/s/ C. Coffey, Medical Services Manager

JOB ANNOUNCEMENTS



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 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

OSCI Graphic Design Team–Certification Position



OCE Marketing is recruiting for open certification positions on the Graphic Design Team (OSCI). Graphic Design positions support OCE Marketing. Successful program participants have the opportunity to join as permanent team members upon successful completion of the Graphic Design/Video Editing certifications. Applicants must adhere to high quality standards and professionalism in a fast-paced environment while meeting deadlines. Position awards 10 PRAS points, with the opportunity to earn a matching Team Goal Award (TGA). Includes opportunities for reviews, promotions (12 pts), and advancement, including promotion to the Graphic Design, Video Editing, and Web Design teams (12-17 pts and TGA). Qualified applicants will move forward in the process after initial screening.

Projects include:

- Self-study and exams on Illustrator, Photoshop, InDesign, Premiere Pro, Audition, and Animate
- Creating a range of marketing materials, photo and video editing, and participation in the creation of the materials templates for OCE Marketing (catalogs, brochures, flyers, more)

Skills that enhance the experience of successful applicants (not required):

- Personal experience – intuitive ability to see, create, and design visual components; willingness to seek resources and train individually and collaboratively with other members of the team; previous successful graphic design work; previous successful work in an OCE shop; humble and inquisitive work mindset with a willingness to learn from others and share your own experiences; ability to make presentations
- Software experience – Adobe Creative Cloud (Photoshop, Illustrator, InDesign, Acrobat, After Effects, Audition, Premiere Pro, Animate), Blender, Microsoft Office Suite (Word, Excel, PowerPoint, Project, Outlook)

Applicants must meet the following qualifications:

- Must have a valid social security number
- Have at least six (6) months' time incarcerated with clear conduct and no program failures in the past six (6) months
- Must have no convictions for ID theft, fraud and/or computer-related crimes
- Not involved in conflicting programs or activities during the assigned shift
- Be willing to sign a 12-month retention agreement
- Current OCE workers must have fulfilled at least one year in current position to be eligible to apply



Essential functions include ability to:

- Remain seated at a monitor and operate a computer for extended periods of time throughout the work day
- Communicate respectfully at all times with staff and AICs
- Work in an office setting subject to potential interruptions and background noises
- Receive training and quality-control advice and corrections from other AICs and staff
- Balance multiple time-sensitive projects with deadlines at the same time
- Stay on task while working in a team setting and independently, depending on the project

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 OCE interview before being considered for the position.

Application submission process:

This is a new recruitment. Previous candidates may reapply if desired. If you are interested in applying, please complete a DOC AIC Work Application referencing OCE Graphic Designer as the position, and a cover letter describing you and your experience and interest in the position.

- Artwork submissions are welcomed, not required, and must be professional and appropriate.
- Submit application by September 8, 2023: OCE Admin, Marketing Department, 3691 State St Salem, OR 97301.
- NOTE: All institution transfers are subject to DOC protocols and may delay the process.

/s/ C. Dorigan, Oregon Corrections Enterprises

RELIGIOUS SERVICES

Weekly Chapel Schedule

Saturday, September 2

- 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, September 3

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

Monday, September 4

- 6:00 pm Pentecostal Service



Tuesday, September 5

- 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, September 6

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

Thursday, September 7

- 1:00 pm TUMI
- 6:00 pm Gospel Service



Friday, September 8

- 1:00 pm Nation of Islam
Sunni Jumma Prayer



A Point to Ponder

"All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence."

~ Martin Luther King Jr.



Mainline

Week at a Glance

Week	Monday 9/4/2023	Tuesday 9/5/2023	Wednesday 9/6/2023	Thursday 9/7/2023	Friday 9/8/2023	Saturday 9/9/2023	Sunday 9/10/2023
Week 2	BREAKFAST Oatmeal - 1.00 CP Canned Fruit - 0.50 CP Pancakes (Sod,Chl) - 3.00 EA Maple Syrup - 2.00 FLOZ Margarine (Sta) - 1.00 TBS 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 (Sta,Chl) - 0.33 CP Refried Beans - 0.50 CP Shredded Cheese (Sta,Chl) - 2.00 TBS Salsa (Sod) - 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 Waffles (Sod) - 2.00 EA Peanut Butter (Sta) - 3.00 TBS Maple Syrup - 2.00 FLOZ Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Dry Cereal - 1.00 CP Fresh Fruit - 1.00 EA Fried Egg (Sta,Chl) - 1.00 EA 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	Farina - 1.00 CP Canned Fruit - 0.50 CP Sausage Gravy (Chl) - 0.75 CP Biscuit (Sta,Sod) - 1.00 EA Fried Potatoes - 0.75 CP Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA	Commeal Hot Cereal (Sta,Sod) - 1.00 CP Canned Fruit - 0.50 CP Scrambled Eggs (Sta,Chl) - 0.33 CP *Pork Bacon (Sta,Sod,Chl) - 3.00 SLC Wheat Toast - 2.00 SLC Jelly - 2.00 TBS 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,Chl) - 1.00 EA Breakfast Pastry (Sta,Chl) - 1.00 EA Skim Milk - 16.00 FLOZ Coffee - 8.00 FLOZ Sugar PC - 2.00 EA
Week 2	LUNCH Labor Day Potato Salad - 0.75 CP Cheeseburger w/Bun - 1.00 EA Hot Dog w/Bun - 1.00 EA Tomato Slice - 1 EA Onion & Pickle - .25 CUP Ketchup/Mustard/Mayo - 2 TBS EA Baked Beans - .75 CUP Watermelon - 1 EA Fortified Fruit Drink - 8.00 FLOZ	*Soup of the Day (Sod,Chl) - 10.00 FLOZ Chicken-Bacon-Ranch Salad (Chl) - 1.00 SV Sliced Onions - 2.00 TBS Shredded Cheese (Sta,Chl) - 2.00 TBS Salad Dressing (Sta,Sod) - 2.00 FLOZ Blended Vegetables - 0.75 CP Breadstick - 1.00 EA Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Minestrone Soup - 10.00 FLOZ Tuna Salad (Chl) - 0.50 CP Shredded Lettuce - 0.25 CP Wheat Hoagie Roll - 1.00 EA Broccoli - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Lentil Soup - 10.00 FLOZ *Meat & Cheese Sandwich on Wheat (Sod,Chl) - 1.00 EA Sliced Onions - 2.00 TBS Shredded Lettuce - 0.25 CP Mayo & Mustard (Sod) - 2.00 TBS Carrots - 0.75 CP Chips - 1.00 BAG Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Texas Slaw - 0.75 CP Mexican Picadillo (Chl,Sta) - 1.25 CP Brown Rice - 0.75 CP Broccoli - 0.75 CP Wheat Tortilla (Sta,Sod) - 2.00 EA Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	*Soup of the Day (Sod,Chl) - 10.00 FLOZ Chicken & Rice Casserole (Chl) - 1.25 CP Blended Vegetables - 0.75 CP Wheat Dinner Roll - 1.00 EA Margarine (Sta) - 1.00 TBS Fresh Fruit - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing (Sod) - 1.00 FLOZ Roast Pork Loin (Chl) - 3.00 OZCKD Poultry Gravy - 2.00 FLOZ Mashed Potatoes - 0.75 CP Green Beans - 0.75 CP Wheat Bread - 2.00 SLC Margarine (Sta) - 1.00 TBS Cupcake (Chl) - 1.00 EA Fortified Fruit Drink - 8.00 FLOZ
Week 2	DINNER Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Chicken Stir-Fry (Chl) - 0.50 CP Brown Rice - 0.75 CP Stir-Fry Vegetables - 0.75 CP Wheat Bread - 2.00 SLC Margarine (Sta) - 1.00 TBS Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Creole Chicken (Chl) - 1.00 CP Brown Rice Platf - 0.75 CP Peas - 0.75 CP Wheat Dinner Roll - 1.00 EA Margarine (Sta) - 1.00 TBS Fruit Bar (Sta,Sod,Chl) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Chili Mac (Chl,Sta) - 1.25 CP Green Beans - 0.75 CP Cornbread (Sod,Chl) - 1.00 EA Margarine (Sta) - 1.00 TBS Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Cheese Pizza (Sod,Chl,Sta) - 1.00 EA Blended Vegetables - 0.75 CP Choice Dessert (Sta,Chl) - 1.00 EA Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Hot Roast Beef Sandwich (Sod,Chl,Sta) - 1.00 SV Beef Gravy - 2.00 FLOZ Mashed Potatoes - 0.75 CP Peas & Carrots - 0.75 CP Gelatin & Whip Topping (Sta) - 0.50 CP Tea - 8.00 FLOZ	Taco Salad with Meat (Chl,Sta) - 1.00 SV Seasoned Beans - 0.75 CP Shredded Cheese (Sta,Chl) - 2.00 TBS Salsa (Sod) - 0.25 CP Salad Dressing (Sta,Sod) - 2.00 FLOZ Spanish Rice - 0.75 CP Tortilla Chips - 2.00 OZ Tea - 8.00 FLOZ	Lettuce Salad - 1.00 CP Salad Dressing - 1.00 FLOZ Meat Sauce (Chl,Sta) - 0.75 CP Rotini - 0.75 CP Cauliflower - 0.75 CP French Bread - 1.00 SLC Margarine (Sta) - 1.00 TBS 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 Chl = High Cholesterol Sug = High Sugar

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