

INMATE HANDBOOK

**DALLAS COUNTY SHERIFF'S
OFFICE**

DALLAS COUNTY JAIL SYSTEM

111 COMMERCE STREET

DALLAS, TEXAS 75207-4313

Revised December 17, 2025

Approved by TCJS December 30, 2025

INMATE HANDBOOK

DALLAS COUNTY SHERIFF'S DEPARTMENT

111 COMMERCE STREET, DALLAS, TEXAS 75207

INTRODUCTION

The Dallas County Jail System of the Dallas County Sheriff's Department consists of four separate operating jail facilities:

George Allen Jail (De-Populated)
Sterrett West Tower
Sterrett North Tower
Suzanne Kays Facility

All persons placed into this system are processed at Lew Sterrett Intake/Release. You may then be transferred to one of the other facilities for housing. Your housing assignment will depend upon your past criminal record, the type of charge against you, your age, medical condition, and your behavior while you are in this system. On the following pages you will find a great deal of information which will be of help to you during your stay. We recognize that people do not want to be in jail; however, with your cooperation and respect for the rights of others, you can make your time here less uncomfortable for yourself and others.

NOTARY SERVICE

If you need notary service, submit a Notary Kite, pertaining to your housing location.

AVOID JAIL SOLICITORS

Department policy prohibits lawyers and others from soliciting legal business. If you do not have an attorney, the Dallas County Bar Association will recommend one for you. The telephone number for the Dallas Bar Association is (214) 220-7400.

INTAKE

Property and/or money taken by the Search-In officer will be safely and carefully stored and the prisoner will be

given a receipt for all property and/or money taken by the Search-In officer. Your friends or relatives may call Jail Information at (214) 761-9025 if they wish additional information regarding the posting of bonds. No member of the Sheriff's Department is permitted to recommend a bonding agency.

PRE-TRIAL RELEASE

Each person booked into the Dallas County Jail System is screened by the Pre-Trial Release personnel for possible release on a Personal Bond.

CLASSIFICATION

The Classification Unit is responsible for assigning locations of all inmates in the Dallas County Jail System. Housing assignments are based on a variety of factors. You may appeal your housing assignment, classification assessment and re-assessments, work or trusty assignments by sending a kite or a grievance to the Classification Unit. You may also appeal an Inmate Program assignment by sending a kite or grievance addressed to Inmate Programs.

VAULT

Your valuable property items that cannot be taken to the cell with you will be kept in secured storage. Large bulky items will be returned to the arresting agency and subject to that agency's policy concerning property storage. Any money that you have will be deposited to an Inmate Trust Fund Account set up under your name and book-in number. This account will allow you to receive deposits from your family and friends and allow you to purchase items from the commissary vendor.

An armband will be placed on your wrist, or an ID Card (Identification Card) will be issued to you. The armband must remain on your wrist for the duration of your stay in the Dallas County Jail. The ID Card must be kept attached to your chest pocket, with the picture facing outward and

visible for the duration of your stay in the Dallas County Jail. On the armband and on the ID Card is a bar code. This bar code acts as a "debit" card to your Inmate Trust Fund Account and documents all activities such as feeding, recreation, laundry, tablet issuance, etc. Do not lose or damage the armband, ID Card, and bar code. This bar code works like your ATM card. If someone else gets your bar code, they will have access to your account.

You must have the armband on your wrist or the ID Card with the bar code at the time of your release. If you do not have your armband on your wrist or the ID Card with the bar code at the book-out window, your account will be placed into reserve for 24 hours. This means that you will have to come to the Lobby Information Window in the Lew Sterrett Building after 24 hours and pick up the balance of your Inmate Trust Fund Account.

If your armband or ID Card is lost or stolen, contact a Detention Service Officer immediately so he/she can have your account frozen. If your bar code is damaged or stops working, contact a Detention Service Officer. He/she can arrange a time for you to get a new armband or ID Card with the bar code. Any questions that you have concerning your account should be addressed to the Vault Supervisor. Any questions concerning the purchases you make from the commissary vendor must be brought to the attention of the vendor at the time of the sale.

Loss of the ID Card or damage requiring replacement of the ID Card or bar code may result in deduction of up to \$10.00 from your Inmate Trust Fund Account.

CHANGE TO JAIL CLOTHING

You will be taken to the shakedown room after you have been assigned to a jail facility and cell location. All your personal clothing will be taken from you.

COUNTY ISSUE CLOTHING & PROPERTY

When you are to be housed in one of the units of the Dallas County Jail System, you receive:

Male Inmate:

shirt/pant	towel	shoes	socks
sheets	mattress	washcloth	underwear
blanket	spoon	cup	

Female Inmate:

shirt/pant	towel	shoes	socks
sheets	mattress	spoon	cup
washcloth	blanket	underwear	bra

It is your responsibility to make certain that you retain the property issued to you.

Jail grade religious head coverings will be provided in lieu of those worn when arrested. Other coverings can be requested by inmate request to religious services or law library. Requests will be vetted in the same manner as requests for religious meals.

PERSONAL CLOTHING & PROPERTY

You are allowed to store only one set of personal clothing in the jail property room. (Exceptions are made for inmates on Work Release.) If someone brings clothing for you to wear to court, those items will be accepted only in exchange for clothing in the property room. Clothing and tennis shoes cannot be mailed to the inmate. These items will be returned. The only items, other than court clothes, which will be accepted, are as follows:

Prescription eyeglasses or contact lenses.

Prescription medications (subject to approval & distribution by the medical staff)

Dentures

VISITATION

Visiting hours at all jail facilities are as follows:

Mon. and Thurs. (Last name starting with A-L)

7:00 PM – 9:00 PM

Tues. and Fri. (Last name starting with M-Z)

7:00 PM—9:00 PM

Saturday and Sunday (All Inmates) 8:00 AM - 2:00 PM

Children under the age of 17 may only visit on Sat. and Sun.

No visitation on Wednesdays.

Visitation hours are subject to change. Please check the Smart Communication Jail Visitation Kiosk and/or Smart Communication Tablets for up-to-date information regarding visitation hours and procedures.

JAIL VISITATION RULES

1. All inmates will be required to fill out an inmate visitor authorization card. The card must be filled out completely and limited to five (5) adults. The card will require full name, race, sex, date of birth (or approximate age) and address.
2. Children under the age of 17 do not count as one of the approved visitors. Persons under seventeen (17) years of age will not be allowed to visit unless accompanied by a parent or legal guardian. No more than a total of four (4) people can visit one (1) inmate at a time. No more than two (2) adults and two (2) minor children can visit

one (1) inmate at a time. If you are the legal guardian, documentation showing proof will be required. All children shall visit the same inmate being visited by the accompanying parent or guardian and shall be kept under the supervision of the accompanying adult. Visitors under the age of 17 who are married to an inmate shall show proof of marriage before visits shall be allowed.

3. Persons not listed on the card will not be allowed to visit. **Inmates will be allowed to make revisions on their visitor's card once every 90 days.**
4. No one may visit those who were book-in and housed in the Dallas County Jail within the preceding six (6) months before a visit, except for those with proof of marriage.
5. **Inmates will be allowed two visitors per calendar week.** The week begins on Sunday and ends on Saturday. **If you have only one person listed on the visitor card that person may visit two (2) times per week.**
6. Visitors must present a valid picture state driver's license or identification card. Paper license or identification card renewal (must be accompanied by another picture identification) or one of the following:
 - Jail Identification Card
 - Official Government Issued Passport
 - Military Identification Card
 - Alien Registration Card or other valid picture identification card from the United States

Government.

7. Purses, baby carriages, baby blankets and bottles, packages, umbrellas, handbags, paper sacks or other items, which may be used as containers, cell phones, pagers, any sharp instrument, mace, cigarette lighters, and matches, are not allowed within the jail facility.
8. No items of any kind may be left unattended in the lobby area.
9. Physical searches of visitors may be conducted with probable cause.
10. Visitors shall not give any items directly to inmates.
11. Visitors are required to successfully clear the metal detector before being allowed to enter the secure area of the jail.

Any visitor who becomes disruptive, allows their children to be disruptive, or does not follow visiting guidelines, shall be asked to leave and the visit shall be terminated. The Commander of the facility shall review the situation and shall determine the length of time for restricting the visitor. Children are not allowed to disrupt visitation. Any child running or playing anywhere on the premises will have to leave.

VIDEO VISITATION

Participation in video visitation is a privilege, not a right. Both visitors and inmate are expected to conduct themselves in an appropriate fashion at all times during a visit.

Dallas County Sheriff's Department reserves the right to deny, cancel, or terminate a video visit prior to or during a session based upon visitor or resident inmate misconduct. Dallas County Sheriff's Department also reserves the

right to restrict visitors from participating in all future video visits.

All video visits are recorded and subject to electronic monitoring by DALLAS COUNTY personnel. Your participation in video visitation constitutes consent to this recording and monitoring.

No NUDITY, provocative clothing, or tight-fitting clothing will be allowed during the video visit. First violation of this rule will result in being barred from off-site and on-site video visitations for 30 days, second violation- 60 days, third violation- barred permanently.

Visitors appearing to be under the influence of alcohol or drugs; displaying items that may be considered contraband such as drugs, drug paraphernalia, weapons; or displaying gang signs, symbols, colors, etc., are subject to having the visit cancelled and barred from future visits.

Any type of provocative or disruptive behavior will not be permitted. No pictures of any type will be allowed during the video visit session.

INMATE WEDDINGS

Inmates can marry in the facility. Officiants must be an active/retired judge or magistrate as defined in the Family Code, or a religious officiant. Religious officiants must be cleared through the Religious Services Office to the same standards as volunteer chaplains. Because clearance is necessary, we strongly recommend that a prospective officiant contact the office prior to the anticipated wedding to complete any necessary paperwork and await a background check.

Inmate weddings are non-contact. The wedding will be held through a closed visitation booth. Only the officiant and the inmate's prospective spouse are allowed to attend. No cameras, phones, recording devices, or any other item not allowed during public visitation may be brought onto the floor.

Inmates will not be removed from the jail for a wedding.

Weddings will only be permitted for inmates that are eligible for public visits (i.e., not on restriction, etc.) Prospective spouses and officiants should report to the Religious Services Office Monday-Friday, 9:00AM-1:30PM, excluding holidays, to coordinate a wedding.

TELEPHONE

Your use of the telephone is a privilege which should be used wisely as well as courteously. Collect call phones are available in each housing unit.

Dallas County Jail contracts the inmate phones through Smart Communication. To set up a phone account, your family needs to call 727-349-1561 or go online to <http://www.smartinmate.com>.

Misuse can result in the loss of telephone privileges and even additional criminal charges being filed against you.

AMERICANS WITH DISABILITIES ACT

Generally, upon request, Dallas County will provide appropriate aid and services and make reasonable modifications to its policies and procedures to ensure that qualified persons with disabilities have an equal opportunity to participate in Dallas County's programs, services, and activities. A person may request such aids, services, or policy modifications by contacting the ADA

Coordinator/Fire Marshal's Office at 214-653-7970 as soon as possible. The ADA does not require Dallas County to take any action that would fundamentally alter the nature of its programs or services or that would impose an undue financial or administrative burden.

DEAF/HARD OF HEARING INMATES

All deaf/hard of hearing inmates have access to a video interpretation service called VRS to communicate with individuals outside the jail. This is located on Smart Communication computer terminals throughout the jail. Deaf/hard of hearing inmates are given VRS access during the intake process. In the unlikely event an inmate is not given VRS access during the intake process, an inmate may file a "kite" with a supervisor, who will contact the Technical Services Administration office to set up a VRS account. Telecommunication devices for the deaf/teletype phones are also available for deaf/hard of hearing inmates. An inmate may either file a "kite" or make a verbal request to a supervisor, who can arrange for the use of a phone upon reasonable advance notice.

A laptop with video relay service/video remote interpreting capability is available for inmates to use when communicating with jail staff. An inmate may request to use this laptop by asking a supervisor, either by a "kite" or verbally.

In addition, Parkland Health and Hospital System staff have interpretation services available for medical consultations.

ASSIGNMENT TO TRUSTY STATUS

The Classification Unit is responsible for approving and assigning trusties. If you are interested in being considered a trusty, you should fill out an application.

If you receive penitentiary time, a letter shall be sent to the Texas Department of Corrections verifying your trusty status and conduct while you were incarcerated in the Dallas County Jail.

INMATE ACCOUNT DEPOSITS

Deposits to inmate accounts can be made 24 hours a day, 7 days a week, at the lobby kiosks at each jail facility, by internet at www.accesscorrections.com, or by phone at 1-866-345-1884. After the deposit is made, you may draw from your account by purchasing items from the commissary. Account funds are accessed by commissary via the bar code attached to your armband or on your ID Card. The armband and/or the ID Card must remain in good condition and in one piece.

No currency or negotiable instrument is accepted for inmates other than verifiable checks from the US Government or State of Texas. A check from the US or state government received in the mails will be brought to the vault by mailroom staff for deposit into the inmate account. Funds will be available for use by the inmate only after being cleared through our banking institution. In the event the inmate is released from our facility after the check has been deposited but prior to the check clearing, the inmate can return to the facility and have those funds released to them.

Save all your money deposit receipts. These receipts are the only way your account can be checked for errors. If you feel that an error has been made in your account, you must give the following information:

Money receipt number

Date of receipt

Amount of receipt
Name and Book-in number
Tank location
State your problem.

Money WILL NOT be accepted for the following inmates:

Incoming inmates who have not been processed through the Vault
Inmates who are Class "C" City Prisoners
Inmates who are on Work Release and Weekenders
Inmates who are releasing and have been through the Vault

INDIGENT INMATES

An indigent inmate is one who has less than \$5.00 in their inmate account for a period of 72 hours or longer.

Indigent inmates will be issued a hygiene package: razor, comb, toothpaste, toothbrush, shampoo, and deodorant. Indigent inmates will be issued correspondence supplies: paper, pencils, and stamped envelopes, but you must request those items via kite or request on kiosk.

Indigent inmates will be automatically issued a hygiene package (razor, comb, toothpaste, toothbrush, shampoo, and deodorant, after the first 72 hours. If you remain on the indigent list during your stay, you can receive a hygiene package, and correspondence supplies every two weeks. Any questions about indigent supplies or your indigent status can be directed via a written kite or request on a kiosk.

Inmates may send a written kite request to visit the Law Library to receive legal mail material requiring large envelopes.

VETERAN SERVICES

VA may pay certain benefits to justice-involved veterans who are incarcerated and have a verifiable social security number. By providing your social security number, you are authorizing Dallas County Veteran Services to access your Department of Veterans Affairs file. Please contact Dallas County Veteran Services at 972-692-4939 or forward a kite to Central Intake Veterans Program. (Effective 09/01/15)

COMMISSARY

Inmates who are not on restriction are permitted to purchase items from the designated commissary vendor. Luxury commissary items are any item other than the following: toothbrush, toothpaste, soap, comb, shaving implements, writing materials, envelopes/stamps, religious items, or any other item required by law or TCJS standard.

Luxury items may be restricted from purchase if a tank or location of inmates in that location have not yet completed necessary tank cleaning to keep the location in compliance with TCJS standards. Commissary sales may be restricted to non-luxury items if service schedules become constrained beyond the control of the Department or the vendor, or if inmates in a housing area fail to keep their area clean and sanitary. Items may be purchased as needed when you have sufficient money in your inmate account. Prices for commissary items are comparable to prices for similar items on the outside. Any questions concerning purchases from the Commissary must be brought to the attention of the vendor at the time of sale. The Department and/or the vendor may restrict purchase to \$50 or less when deemed necessary.

MAIL

Government-issued checks, voter registration, and ballots can be sent to:

[INMATE NAME] - [INMATE ID]

PO Box 660334

Dallas, Texas 75266

All inmate mail will be sent to

[INMATE NAME] - [INMATE ID]

c/o Mail Processing Center

PO Box 9226

Seminole, FL 33775-9226

Any mail sent to this address for processing WILL NOT be returned or released. Once the mail is processed (scanned) and received electronically by the inmate, it will be destroyed. This includes pictures or anything else mailed to the processing facility. By sending mail to PO Box 9226 Seminole, FL 33775-9226 you agree to the items being destroyed and understand that anything you mail to PO Box 9226 Seminole, FL 33775-9226 will not be returned or reimbursed for mail intended for an inmate that is mailed to any address other than PO Box 9226 Seminole, FL 33775-9226 will be returned to sender.

All envelopes and mail must include the inmate's name, Book in number as well as a return address. Only mail that is 8 1/2 inches wide x 11 inches tall will be accepted. This is to ensure that all mail can be scanned properly and delivered electronically to the inmate.

All mail sent to inmates will be scanned front side only. DO NOT write on the back of pages. Any mail with writing on the back will not be scanned and will be returned to sender.

All books will be purchased by the inmate electronically to the inmate's tablet. No physical books will be accepted.

Any mail that contains contraband will be labeled, logged, and the Dallas County Sheriff's Department will be notified.

NO CASH, CHECKS, OR MONEY ORDERS WILL BE ACCEPTED *OTHER THAN OUTLINED IN INMATE ACCOUNT DEPOSITS*. If a letter contains cash, checks, or money orders, the contents will not be scanned and will not be sent to the inmate. The letter and all contents will be returned to sender. If someone wishes to put money into an inmate's account, it can be done online, or in person in the lobby of the jail. Inmates are not allowed to receive the following items through the mail:

1. Any non-legal material inside legal mail correspondence.
2. Inmates may receive pre-paid subscription magazines, books (paperback type), and newspapers only from the publisher or approved bookstores if they are in a housing area with no tablet access. Tablets have a digital library of books available for purchase.
3. Upon request, writing materials, including pens, pencils, envelopes, and stamps. These items are made available to the inmates from a contract commissary vendor. Indigent inmates are provided with these items without cost from Inmate Services.
4. Magazines or photos which are: obscene, violent, pornographic, sexually enticing, or depict nudity, exposed buttocks, female breasts, firearms or drugs (legal or illegal). Photos cannot be larger than 8x10.
5. Polaroid photos are only acceptable if the

sender removes the chemical backing. The mail room personnel will not remove the backing.

6. Any unknown substance on paper, card, envelope, or photo. Profanity on the outside of the envelope.
7. Other items, including but not limited to glue, metal, magnets, stickers, tape, plastic, wood, cloth, glass, ribbon, liquid, cardboard, electronic devices, bus passes, bookmarks, phone cards, nonreligious catalogs, advertisements, brochures, promotional materials, sweepstakes, pamphlets, ID cards, driver's licenses, birth certificates, marriage licenses, rosaries, jewelry, eyeglasses, tobacco products, or food.
8. Any greeting cards
9. Inmates may send an unlimited number of letters, of any length, to individuals of their choosing, unless otherwise restricted by law, court order or facility policy.
10. Inmates are permitted to correspond with inmates housed in other correctional facilities, subject to the rules and security policies of both institutions. Inmate-to-inmate correspondence within this facility is prohibited except as outlined under the exception process below.
11. Exceptions to Prohibition on Inmate-to-Inmate Mail. Exceptions may be granted on a case-by-case basis under the following circumstances:
 1. Immediate Family or Shared Parental Relationship:
 2. Correspondence may be permitted when inmates are immediate family members or share a child together, provided no parental rights have been terminated.
 3. Pro Se Legal Communication: Inmates representing themselves pro se in an active legal matter may request permission

to correspond with another inmate who is a party to that same legal matter. In all other situations, communication between inmates regarding legal matters must occur through their attorneys of record.

12. Request and Approval Process

1. Inmates seeking an exception must submit a written request to the mailroom. Requests will be reviewed by the Jail Administrator. The burden of proof rests with the requesting inmate. Supporting documentation may be required to verify eligibility for the exception.

FOOD SERVICE

Each inmate will receive three (3) meals a day. Meals will be served at:

Breakfast 5:00 am
Lunch 11:00 am
Dinner 4:30pm

Eating utensils are issued when you are placed in jail. The inmate will retain these utensils until his/her release from jail. All trays (hot and cold) will be returned at the completion of the meal. No one is allowed to retain a tray.

PERSONAL HYGIENE

It will be your responsibility to keep yourself clean and presentable at all times. Inmates must be completely dressed while in the dayroom. Alteration of jail issued clothing is not allowed. Personal body, clothing, and living areas are to be kept clean. Bedding and county issued clothing will be laundered on a regular schedule by the jail laundry. Female inmates are responsible for laundering personal clothing. Inspections by staff members will take place at regular intervals to ensure that the living areas are kept clean. All tank areas shall be kept neat and

orderly at all times.

All property will be kept in property bags.

HOUSING

No posters, photographs or papers may be hung, pasted or otherwise attached in any manner on cell walls, bars, ceilings, doors, windows, furniture or storage bins. No writing or drawing is permitted on cell walls, bars, ceilings, doors, windows, furniture or storage bins. Beating on glass or cell doors or walls is not permitted. Cell bars, doors, light fixtures and air vents must be kept free of clutter (paper) at all times.

CLEAN UP DAYS

Every day, all tanks and cells will be completely cleaned by the inmates assigned to each tank and cell. The Jail Officer will inspect each floor to determine if each tank and cell has been cleaned. Inspections by staff members will be taken at regular intervals to ensure that living areas are kept clean. Television access or luxury commissary items may be restricted for locations that have not yet completed necessary tank cleaning to keep the location in compliance with TCJS standards.

EXCESS PROPERTY

You are allowed to possess, keep, and store only the amount of items that will fit in a commissary bag. Property beyond that volume will be confiscated and stored. You will be asked to designate someone to pick up that property from the jail and you will be responsible for contacting that person to notify them to do so. Property not picked up after 30 days will be destroyed, donated to charity, or otherwise disposed of in accordance with law.

If property is being confiscated as excessive, you may choose which property you would like to keep in your bag and which property you would like to have picked up.

INMATE SERVICES - PROGRAMS

Education - A variety of vocational and educational programs are available to qualified inmates. Course work is offered at several levels from literacy and adult basic education to high school (GED). College level and

vocational education programs are also offered. Inmate Services should be contacted by kite if you are interested in being considered for enrollment in these programs.

Alcohol and Chemical Dependency - Qualifying inmates with a drug or alcohol problem may be chosen to participate in counseling. Send a kite to Inmate Services to be considered for this program.

Recreation - Inmates who are not restricted for medical reasons are eligible to use the recreation areas. Use of the recreation areas are rotated from tank to tank.

Work Release - Work release allows an inmate sentenced to the jail to leave each day for work. The Judge presiding over your case is the only person who can grant you work release status.

Library- A law library and general circulation library is provided in each jail. Tablets have a digital library of thousands of free titles with more available for purchase. They also have a digital law library that may be accessed in lieu of physical law library visits. Book carts are available for inmates housed in locations without tablet access. Law library books must be used in the Law Library. Requests to visit the Law Library should be made by writing an inmate request (kite) to the Library Coordinator in your jail facility.

Inmate Voting - Eligible inmates may vote in elections. Election information will be announced by banners on kiosks and/or tablets. The primary means of voting is by mail-in ballot. Mail-in ballots may be requested by kite from the Law Library and returned by regular mail. Inmates booked into jail after eligibility for mail-in ballots may request to vote by kite to the Law Library. Valid identification is required to vote in most cases. Elections workers will check voting eligibility and make the final determination.

Television- The Dallas County Jail television is on Channel 3. Recreational programming is continuously played during the allotted hours of viewing. Other channels provide usual television shows broadcasted

over the air. The hours you may view the television are 7:00 a.m. to 12:00 a.m., Sunday through Thursday, and 7:00 a.m. to 1:00 a.m. on Friday and Saturday.

Religion -The Religious Services Office (Chaplain) offers a wide variety of services. Inmates may request visits from a chaplain or request religious reading materials by submitting a Religious Service Kite to the Chaplain's Office. Various religious services are held in each jail facility. Bibles are available for inmates in facilities without access to tablets and can be taken from the general circulation book cart.

TABLETS

Tablets are available for inmates in housing areas that have access to books, periodicals, legal, education, substance abuse, communication, grievance, and other materials that may be helpful to inmates. They have access to videos, movies, music, games, and other entertainment options. Tablets have the ability to make phone calls and may be used in lieu of mounted telephones.

Paid bonus content is available for purchase. Movies, music, and games may be purchased for use on the tablet. **Purchase is for one time use only.** The tablets typically continue to grant free access to the content for the rest of the calendar month or until an inmate is discharged, depending on the content.

Tablet use is a reward for good behavior. Tablets may be turned off at the floor officer level for up to an entire day if an inmate or housing area fails to comply with jail rules, keep their areas clean, or otherwise engage in disruptive behavior.

Tablet use may be denied as part of disciplinary restriction, custody considerations, or if an inmate has a history of damaging or altering tablets, phones, or other items.

If an inmate tablet is intentionally damaged by:

1. Altering any device applications, or
2. Tampering with the tablets

- a. Casing,
 - b. Screws,
 - c. Batteries
 - d. Other parts that alter the condition in which the tablet was issued to the inmate.
3. The inmate shall receive a Major Board Hearing
4. The inmate shall be charged \$300.00 (or most current replacement cost provided by Smart Communication) to replace the inmate tablet. If the full cost of the broken tablet is paid, the inmate will receive another tablet.
5. The inmate will not receive another tablet until the inmate's Smart Communication account is paid in full.

HEALTH CARE

Medical care is provided by an outside agency medical provider. Licensed nurses are on duty 24 hours a day. In an emergency, notify the detention officer on your floor. When non-emergency medical services are needed, you should write an inmate request (kite) to the nurse stating the date, your name, book-in number, tank number and nature of your problem.

You will be called to the medical section and checked by a nurse at the earliest convenience. If the nurse feels that you should be checked by the jail doctor, this will be arranged.

INMATE HEALTH SERVICES FEE

Patients requesting and/or receiving health services within the Dallas County Jail will be assessed appropriate medical fees for services. Health services will be rendered regardless of the patient's ability to pay for the service.

The fee(s) may be deducted from an inmate's trust fund (commissary) account so long the deduction does not cause the balance in the account to fall below \$6.00.

1. Schedule of Fees

- a. Patients will be charged a \$10.00 medical care fee

for each request for care (kite) that they submit, verbal request for medical care, or incident that requires an assessment by a licensed health care staff member.

- b. Patients will be charged a \$10.00 medical care fee for each inquiry received by the Dallas Sheriff's Office, which results in an assessment by a licensed health care staff member. (For example: verbal or written correspondence from family members, friends, attorneys, or public figures).

2. Exceptions

- a. Patients will not be charged fees for nursing assessments performed upon intake.
- b. Patients will not be charged fees for medical and mental health assessments within the Medical Assessment Program (MAP) and the Psychiatric Assessment Program (PAP).
- c. Patients will not be charged fees for Closed Behavioral Observation provider visits.
- d. Patients will not be charged fees for Crisis Stabilization services.
- e. Patients will not be charged fees for participation in mental health therapy groups.
- f. Patients will not be charged fees for follow-up appointments made by health services.
- g. Patients will not be charged fees for prescription medications.
- h. Patients will not be charged fees for tuberculosis testing.
- i. Patients will not be charged fees for testing for sexually transmitted diseases.
- j. Patients will not be charged fees for an injury as a direct result of working in an assigned trusty position.

3. Appeals

- a. Patients may appeal charges by submitting a

written request to the Parkland Site Administrator's office stating the date, the fee and the reason for the appeal.

- b. The Patient's commissary funds will be refunded by Dallas County personnel if it is determined that the charge is in error.

Medications are announced at all tanks when the nurse arrives on the jail floor. If you want to receive medication, you must be dressed, have your cup of water ready, and be waiting at the security door of your tank. Do not ask another inmate to pick up your medication. You are prohibited from giving your medications to another inmate. You must swallow the medication while standing in front of the nurse.

PROCEDURES FOR SUBMITTING GRIEVANCES AND THE APPEAL PROCESS

INMATE GRIEVANCE PROCEDURES

A grievance is an electronic and/or written complaint to protect you from the following:

- Violation of Civil Rights
- Criminal Act
- Unjust denial or restriction of inmate privileges
- Prohibited acts by Detention Staff

Information and guidelines for submitting an electronic or written grievance may be found on the Smart Communication Jail Visitation Kiosk or the Smart Communication Tablets. The Dallas County Inmate Handbook may also be accessed through the Smart Communication Jail Visitation Kiosk or a Smart Communication Tablet.

**NOTE: ALL GRIEVANCES MUST BE SUBMITTED
WITHIN 7 DAYS OF THE INCIDENT.**

It should be noted that submitting multiple grievances for the same complaint/issue will not expedite the process and could potentially delay the response from the Inmate Grievance Board.

INITIAL GRIEVANCE

You may submit an electronic grievance directly to the Inmate Grievance Board through the Jail Visitation Kiosks, which are located in every jail facility. A written grievance form can be requested and will be provided to you by the detention staff. It is not mandatory that you use the supplied grievance form; however, the grievance must be received in a written format.

In the grievance, you must list pertinent and relevant facts such as dates, times, location, witnesses, names, etc. If submitted in written format, you are required to provide the grievance to the detention staff in a sealed envelope marked "Grievance".

Once the electronic and/or written grievance is submitted, the Inmate Grievance Board will review your electronic and/or written grievance to determine if it meets grievance standards and a status response will be generated and provided to you. The Grievance Board has 15 days to submit the initial status response and 60 days to submit a final response.

If you do not receive a status response from your initial grievance from the Grievance Board at the end of the 15-day period, you must submit, within 5-days, a written request for a copy of the initial status response. If you do not receive a final response at the end of the 60-day period, you must submit, within 30 days, a written request for a copy of the final response.

All emergency grievances (electronic and/or written) will be handled immediately.

**NOTE: ALL INITIAL GRIEVANCE APPEALS
(ELECTRONICALLY AND WRITTEN) MUST BE
SUBMITTED WITHIN 10 DAYS OF THE BOARD'S
DECISION OR THE GRIEVANCE. YOUR FAILURE
TO TIMELY SUBMIT AN INITIAL APPEAL IS
DEEMED ACCEPTANCE OF THE BOARD'S
DECISION.**

FIRST LEVEL APPEAL

If you disagree with the initial Grievance Board's findings, you may submit your first level appeal electronically through the Jail Visitation Kiosks located in every Jail Facility and/or submit a grievance appeal in writing to the Quality Assurance Commander of the Quality Assurance Unit. The Quality Assurance Commander has 15 days to respond to your first level appeal, either in an electronic format or in written document. If you do not receive a status response concerning your first level appeal from the Grievance Board at the end of the 15-day period, you may request a copy of the first level appeal status response. Your request, either electronically or in writing, must be submitted within 5 days of the 15-day period.

**NOTE: ALL FIRST LEVEL APPEALS
(ELECTRONICALLY AND WRITTEN) MUST
BE SUBMITTED WITHIN 10 DAYS OF THE
BOARD'S DECISION. YOUR FAILURE TO
TIMELY SUBMIT A FIRST LEVEL APPEAL IS
DEEMED ACCEPTANCE OF THE BOARD'S
DECISION.**

SECOND LEVEL APPEAL

If you disagree with the decision of the Quality Assurance Commander, you may appeal the decision to the Assistant Chief Deputy, Special Services Bureau of the Sheriff's Department. You may file your second level appeal electronically through the Jail Visitation Kiosks located in every Jail Facility and/or submit a second level appeal in writing to the Quality Assurance Commander of the Quality Assurance Unit. The Assistant Chief Deputy, Special Services Bureau has 30 days to submit in writing a decision concerning your second level appeal. All decisions of the Assistant Chief Deputy, Special Services Bureau shall be final. If you do not receive a copy of the final response concerning your second level appeal from the Grievance Board/Assistant Chief Deputy, Special Services Bureau at the end of the 30-day period, you may request a copy of the final response. Your request for a copy of the final response, either electronically or in writing, must be submitted within 5 days after the 30-day period.

IF YOU DO NOT RECEIVE A FINAL RESPONSE TO YOUR INITIAL GRIEVANCE AT THE END OF THE 60 DAY PERIOD, YOU MUST SUBMIT, WITHIN 30 DAYS, AN ELECTRONIC OR WRITTEN REQUEST FOR A COPY OF THE FINAL RESPONSE.

IF YOU DO NOT RECEIVE A RESPONSE TO YOUR GRIEVANCE, FIRST LEVEL APPEAL, AND/OR SECOND LEVEL APPEAL, WITHIN THE TIME LIMITS SET FORTH ABOVE, YOU MUST PROCEED TO THE NEXT STEP OF THE GRIEVANCE PROCESS IN ORDER TO FULLY EXHAUST YOUR ADMINISTRATIVE REMEDIES.

The Texas Commission on Jail Standards will

investigate any complaint regarding a violation of minimum jail standards. If you have a complaint about a county jail, you may write to the Texas Commission on Jail Standards. Once your_complaint is received, it will be reviewed to determine if the complaint falls within the purview of the Texas Commission on Jail Standards. Non-jurisdictional complaints will not be reviewed. If the complaint is determined to be within the purview of the Texas Commission on Jail Standards, it will be reviewed in the order it was received (emergency complaints will be given priority). If your complaint has not been resolved within 45 days of receipt by the Texas Commission on Jail Standards, you will be provided an interim response. If you disagree with the findings of the investigation you may appeal, in writing, to the Texas Commission on Jail Standards. All appeals must be received within 30 days after the complaint is closed.

Mail complaints to: Complaint Inspector

Texas Commission on Jail Standards

P.O. Box 12985

Austin, TX 78711

Please be aware that The Texas Commission on Jail Standards cannot investigate certain claims, these include:

- Violation of Civil Rights as defined by state or federal statute
- Criminal acts committed by staff or others

- Unjust denial or restriction of privileges prior to a disciplinary hearing (visitation, phone access, commissary, etc.)
- Acts by staff prohibited by departmental policy
- Staff conduct (rudeness or unprofessionalism, etc....)
- Concerns related to your arrest, your attorney, the judge, or your case
- PREA (Prison Rape Elimination Act) Complaints
- Allegations of excessive force

If you have a complaint or concern that is listed above, you are required to use the local grievance process.

The Texas Commission on Jail Standards will only review to ensure grievance procedures have been followed and will only override the decision of the Grievance Board or appeal decision if it is determined minimum jail standards have been violated. Alleged criminal acts will be referred to the appropriate law enforcement entity for investigation.

INMATE DISCIPLINE

You have been provided with this Inmate Handbook, which contains the inmate rules. You are required to obey all rules and regulations of the Dallas County Jail System, as well as any other orders given to you by jail personnel. Violations of these rules will subject you to the disciplinary proceedings of the Jail System or to prosecution as provided by law.

Violation of any jail rule can be enhanced based on the

circumstances. This will be decided by the Watch Supervisor on duty and forwarded to the Jail Commander for his decision on disciplinary action.

The inmate rules are divided into five (5) categories, with possible sanctions outlined for each category, depending on the severity of the infraction. Each inmate will be provided with a copy of the Jail Inmate Rules, which you are expected to read. You will be asked to sign, acknowledging that you received a copy of the Inmate Handbook, which contains the rules and grievance procedure. Electronic copies of inmate handbooks are available on tablets and kiosks.

Inmates found guilty of damaging county property, tablets, inmate ID Cards, including tampering with locking mechanisms, breaking glass, altering clothing or otherwise damaging county property may have the cost of the item or repairs to item deducted from their inmate account.

INMATE RULES

SECTION A—RULE VIOLATIONS

Violation of any of the following rules is considered a **MINOR** infraction and the violator may receive from two (2) to ten (10) days of restriction:

1. Smoking
2. Misuse or saving of authorized medication
3. Possession of unauthorized money or currency
4. Possession of property belonging to another
5. Loaning of property or anything of value for profit or increased return
6. Possession of anything not authorized for retention, or receipt, or not issued to him/her by the jail
7. Possession of clothing, bedding, and/or linen in

excess of the number authorized

8. Un-excused absence from any assigned area
9. Participating in an unauthorized meeting or gathering
10. Failure to follow sanitation or safety standards
11. Using any equipment contrary to instructions or jail safety standards
12. Possessing an intoxicant, making intoxicants, being intoxicated, or reporting to jail intoxicated
13. Being unsanitary or untidy; failing to keep one's person, cell, and/or day room area clean and tidy in accordance with jail sanitation rules
14. Unauthorized or fraudulent use of the mail or the telephone
15. Inadequate, partial, or improperly worn uniform
16. Unauthorized contact with another inmate, or unauthorized passing of any item to another inmate
17. Violation of a written or posted rule

SECTION B—RULE VIOLATIONS

Violation of any of the following rules is considered a **MINOR** infraction and the violator may receive from five (5) to fifteen (15) days of restriction:

1. Gambling, or preparing or conducting a gambling pool
2. Encouraging others to refuse to keep their individual cells and/or day room clean
3. Lying or providing a false statement to a deputy or a staff member
4. Unauthorized contact with the public
5. Refusing to obey an order of any deputy or staff member
6. Abuse of intercom system
7. Present in an unauthorized area

8. Unauthorized taking of items into or out of a housing unit
9. Unauthorized absence from work or activity.
10. Failure to identify self or giving a false identity.

SECTION C—RULE VIOLATIONS

Violation of the following rules is considered a **MAJOR** infraction and the violator may receive from five (5) to twenty (20) days of restriction.

Classified as **MODERATE**:

1. Disrespect to staff
2. Possession of an altered item
3. Excessive noise
4. Violation of feeding procedures
5. Violation of visitation procedures
6. Violation of program procedures
7. Violation of recreation procedures
8. Violation of treatment program procedures
9. Giving money or anything of value to or accepting money or anything of value from another inmate, a member of another inmate's family or friends, unless specifically authorized by the Watch Supervisor on duty

SECTION D—RULE VIOLATIONS

Violation of any of the following rules is considered a **MAJOR** infraction and the violator may receive from ten (10) to twenty-five (25) days of restriction.

Classified as **HIGH**:

1. Adulteration of any food or drink
2. Threatening another
3. Extortion, blackmail, protection, demanding money or anything of value in return for protection of one inmate from another, to avoid bodily harm, or under threat of informing, or the selling of beds, bedding, clothing, linen, regular meals, telephone usage, use of one's tablet, or any other privilege or right given to inmates
4. Engaging in sexual acts with another, or making a sexual proposal or a threat to another

5. Indecent exposure
6. Impeding an inmate head count
7. Impeding the security of a housing unit
8. Obstructing the view into any area, or covering, tampering with or damaging any lighting device
9. Falsely reporting any emergency
10. Tattooing or possession of tattooing paraphernalia
11. Reckless conduct which places self or another in danger of injury
12. Faking an illness or injury
13. Disruption of ANY institutional activity
14. Wearing a mask or disguise

SECTION E—RULE VIOLATIONS

Violation of any of the following rules is considered a **MAJOR** infraction and the violator may receive from fifteen (15) to thirty (30) days of restriction

Classified as **HIGHEST**:

1. Any act classified as an offense under Local, State, or Federal Law, whether or not a criminal case is filed. (Including, but not limited to: Murder, Sexual Assaults, Theft, Arson, Escape, Criminal Mischief, Any Attempted Offense, etc.)
2. Riotous behavior
3. Fighting
4. Assaulting another person
5. Altering, defacing, damaging, or removing of an inmate armband or ID Card
6. Possession of stolen property
7. Trafficking
8. Giving or offering any official, deputy, or staff member a bribe or anything of value
9. Tampering with or blocking any locking device or door system
10. Self-mutilation
11. Possession or manufacture of a weapon
12. Possession or manufacture of an escape device
13. Possession or manufacture of chemical agents
14. Possession or manufacture of unauthorized drugs or medication

15. Possession or manufacture of narcotics or narcotic paraphernalia
16. Throwing or propelling objects or substances
17. Interference with Court related proceedings
18. Interference with official communications or communications devices
19. Interference with security operations
20. Encouraging or engaging in a group demonstration
21. Counterfeiting, forging, or unauthorized reproduction of any document, article of identification, money, negotiable item, security, or official paper.
22. Masturbation or genital exposure in presence of employees, contractors, vendors, or other visitors
23. Possession or use of tobacco or other smoking material

REVOCATION FOR PROBATED DISCIPLINARY SANCTIONS

An inmate found guilty of violating a jail rule by a Disciplinary Board or Officer may have any penalty imposed probated for their length of stay in the Dallas County Jail. Once given a probated penalty for any rule violation, any subsequent finding of another rule violation by a Disciplinary Board or Officer will result in the revoking of that probation status. That probated penalty may be imposed consecutively with the penalty for the new violation, upon completion of the appeal process.

DISCIPLINARY PROCEEDINGS

If you violate any of the jail rules, it will result in disciplinary action. Disciplinary action for infractions classified as **MINOR** may include any of the following: Counseling, verbal warning, written warning, and/or a hearing before a Minor Disciplinary Board or Officer. **MAJOR** infractions will be referred to the Major Disciplinary Board.

The alleged violator will receive a written notice, which specifies the violation at least twenty-four (24) hours prior

to any hearing. The alleged violator may designate up to two (2) witnesses to testify in their behalf, at the time of service of the written notice of violation. The violator may be moved to Administrative Custody until the hearing.

Disciplinary hearings will be held by a neutral and impartial board or officer that does not include anyone involved in the claimed violation and will normally be held within ten (10) working days of the alleged violation.

WAIVER

An accused inmate may waive any Board Hearing with proper notification before signing the waiver:

1. The waiver must include the appropriate identification of any Jail Rule Infraction, the allowable sanctions, and the sanctions offered by the waiver.
2. A waiver cannot include the loss of good time as a sanction.
3. The waiver may be offered by the Board Chairman or by the Officer serving the Board Hearing Notification before the start of any hearing. Once the hearing starts, the waiver offer is withdrawn.

You will be given the opportunity to be heard in person, present evidence, and call only those witnesses designated at the service of the notice of violation, on your behalf at the hearing, as long as doing so does not present any undue hazard to the safety of the institution and correctional goals. The evidence against you will be disclosed at the hearing, although confidential informants may be protected. You may seek the aid of another inmate or staff member if you are illiterate or do not comprehend your case enough to collect and present the necessary evidence for your defense. The hearing Board or Officer will decide your guilt or innocence. The Board or Officer will provide you with written notification of their findings and the evidence relied upon.

Inmates wishing to appeal a disciplinary decision must verbally express their wish to do so at the end of the hearing. The inmates will be given Disciplinary Appeal instructions prior to leaving the hearing. If there is no access to a kiosk or tablet, they will be given an opportunity to complete and submit a paper Appeal Form, before returning to their housing unit. One appeal can be submitted per hearing held.

SANCTIONS

The Board or Officer may impose the following penalties for violation of jail rules:

Minor Infractions:

1. Loss of commissary, telephone, non-legal mail (if non-legal was a factor in the violation or the non-legal mail violated correspondence regulations), and/or visiting privileges for up to fifteen (15) days.
2. Assigned to a disciplinary housing unit for up to fifteen (15) days.
3. Counseling
4. Verbal or written reprimand
5. Restitution for damages to jail property. Including but not limited to clothing, bedding, inmate ID Cards, tablets, doors, windows, and TV's.
6. Loss of good conduct credit.
7. Direct supervision facilities, temporary restriction to cells for a period not to exceed twenty-four hours.

Major Infraction:

1. Loss of commissary, telephone, non-legal mail (if non-legal was a factor in the violation or the non-legal mail violated correspondence regulations), and/or visiting privileges for up to thirty (30) days
2. Assigned to a disciplinary housing unit for up to thirty (30) days
3. Removal from work assignment or program participation

4. Loss of County good time credit and/or recommendation sent to the Prison for loss of good time credit at that institution
5. Restitution for damage to jail property

Any or all sanctions specified for each type of infraction listed above may be imposed. Your penalty may be suspended subject to acceptable conduct for the duration of confinement. As a result of a conviction, your custody level will be reassessed and may be increased. Rule violations will become part of your permanent record and will have a direct bearing on your classification during this stay and all subsequent stays in this jail. If you are transferred to another agency, your conduct will be reported to that agency.

In all Major and Minor Board Hearings, you have the right to appeal and will be given Disciplinary Appeal instructions after your hearing. The inmate will be given an opportunity to complete the Appeal Form with the reason for the appeal via the kiosk or his/her tablet, in areas where no kiosk is available paper appeals will be issued by the Disciplinary Board. The inmate will submit the Appeal Form to either the escort officer or via the kiosk or tablet within 72 hours of their Disciplinary Hearing. All appeals will be given to the Compliance Unit or Section Commander for review and all decision of the Compliance Unit or Section Commander will be final. The decision of the appeal will be sent to the inmate.

An inmate causing damage to jail property may have the actual costs incurred deducted, from his or her commissary account, following institutional due process hearing establishing the inmate's guilt.

**ALL INMATES WILL SIGN FOR RECEIPT OF
INSTRUCTIONS ON HOW TO ACCESS THE DALLAS
COUNTY JAIL RULES, INMATE HANDBOOK, AND
AIDS BROCHURE, ON THE BACK OF THEIR BUFF
CARD**