

HAWAII COMMUNITY CORRECTIONAL CENTER (HCCC)

INMATE RESPONSIBILITIES

Inmates are responsible for their actions. Any person involved in a law or rule violation within HCCC will face an Adjustment Committee Hearing and if found guilty, disciplinary sanction(s) will be imposed. Inmates are encouraged to contact the appropriate staff member to resolve a dispute.

INMATE GRIEVANCE

A grievance process exists to address inmate concerns. Prior to the submission of a formal grievance, inmates should first attempt to resolve complaints informally through the appropriate staff. If the inmate does not receive resolution, the inmate may file a grievance. All grievances are confidential. A family member cannot file a grievance on behalf of an inmate.

TELEPHONE PRIVILEGES

During assigned times, inmates have access to a phone to make local, inter-island, mainland, and international calls. Pay options include collect, prepaid, and debit calls. Payment is the responsibility of the inmate and party accepting the call. All personal inmate telephone calls, with the exception of identified privileged/legal calls, are subject to monitoring and recording. Three-way calls are not allowed and may automatically be disconnected resulting in a misconduct for the inmate initiating the call and the blocking of the phone number. Phone calls are a privilege and can be revoked at any time.

Inmates shall designate a list of names and phone numbers to be added to his/her phone list to use the inmate telephone system. Any legal calls that are not identified as an attorney number, shall not be protected from recording and monitoring. PSD Form 8733, Inmate Personal Allowed Numbers, will be provided upon Intake. Calls to the Office of the Ombudsman and the ACLU are not subject to monitoring and recording.

Do not call the facility for inmate information, as no information will be provided due to privacy issues. Messages will not be delivered to any inmate. Do not call the facility to speak to an inmate; authorization will not be granted to speak to any inmate. In the event of an emergency

(i.e. information regarding the safety of an inmate, death in the family), request to speak to the Watch Commander and state the nature of the emergency. Do not leave this information on any electronic messaging system.

MAIL PROCEDURES

There is no limit on the amount of correspondence sent/received. Books, magazines, food items, etc. may not be sent to an inmate. Mail shall be addressed in the following format:

First/Last Name	Stamp
Return Address	
Inmate's First/Last Name c/o Hawaii Community Correctional Center 60 Punahale Street Hilo, Hawaii 96720	

All correspondence must go through approved channels. Staff monitors incoming/outgoing mail. Any suspicious mail that appears to cause a threat to the safety and security of HCCC may cause a delay in the processing. Mail shall be returned for the following reasons: First/last name and return address not listed, envelope has stickers, ink stamps, glitter, glue, drawings, bookmarks, lipstick/kiss marks, or inappropriate content (i.e. pornography, threatening remarks).

PRIVILEGED /LEGAL MAIL

Mail from the attorney of record or any prospective attorney is considered Privileged/Legal Mail. Mail from government officials and the courts are not considered Privileged/Legal Mail. Mail shall be addressed in the following format:

Attorney First/Last Name, Agency	Stamp
Attorney Bar Number Attorney	
Address	
LEGAL MAIL Inmate First/Last Name c/o Hawaii Community Correctional Center 60 Punahale Street Hilo, Hawaii 96720	

MONEY PROCEDURES

Each inmate is assigned a facility account. The funds of this account are used to pay for

commissary purchases, restitution payments, release money, or any other authorized payments. Cashier's check or bank check made payable to HCCC/Inmate Name, to include sender's name and address will be accepted. Money order, cash personal checks, employee paychecks or welfare checks will not be accepted. Do not drop off money at HCCC. Cashier's checks shall be mailed separately from the inmate's personal mail, and shall be mailed to the following: Inmate's first/last name, Attn: Business Office/Inmate Account, 60 Punahale Street, Hilo, Hawaii 96720. Incomplete information will be returned to the address listed on the envelope.

HCCC will soon be accepting deposits from approved visitors via a payment kiosk located in the front lobby. Deposit options include cash, credit and debit cards. Fees may apply.

Suspicious or fraudulent deposits shall be placed on hold or deposited to the inmate's account, if possible, and frozen spendable, until an investigation is completed. Deposits determined to be appropriate that were previously deposited as frozen spendable, will be made available for use by the inmate.

VISITATION PROCEDURES

Visitation is a privilege and not a right. These privileges may be restricted if either the inmate or visitor violates rules. Visits are held on weekends and State Holidays; visitation schedules are subject to change/cancellation at any time. Inmates are limited to maintain a list of 12 approved visitors.

All persons wanting to visit an inmate must first be cleared for visitation by completing forms [PSD 8247 "VISITING/CORRESPONDENCE APPLICATION"](#) and [PSD 8252 "NOTICE OF CONTENT TO SEARCH"](#) and if minor children will be visiting, forms [PSD 6702 "MINOR CONSENT FORM"](#) and [PSD 6339 "NOTICE OF WAIVER"](#).

Individuals on active parole/probation must obtain in writing, permission to visit. No former inmates will be allowed to visit unless prior written approval is granted from the Warden or the Warden's designee. Former inmates must be off supervision and have the recommendation of their supervising agent. Even if the supervising agent recommends the

visit, it must still be approved in advance by the Warden and will be limited to immediate family members. Former inmates who were victims of the crime or convicted as part of the crime, will not be allowed to visit. Any rules that the PSD has regarding visits of this type will also apply and, approval will be required.

Visitors shall be subject to a pat search. Visitors may be subject to a strip search when there is probable cause.

VISITATION HOURS

Non-Sentenced Inmates: 8:30am – 10:45am

Sentenced Inmates: 12:30pm – 2:45pm

Exception: The Waianuenue housing unit houses sentenced inmates. In order to allow as many visitors as possible, the visitation schedule is as follows:

A side: morning

B side: afternoon

For questions regarding an inmate's location, visitation approval, visitation times, visitation hours, contact the Visitation Officer at (808) 933-0522, Monday through Friday, from 7:00am-3:00pm.

VIDEO VISITATION

During assigned times, inmates have access to an inmate tablet for video visitation with approved visitors. Pay options include prepaid and PIN debit calls. Payment is the responsibility of the inmate and party accepting the video call. All video visit calls, with the exception of identified privileged/legal video calls, are subject to monitoring and recording. Any inmate using tablet access to violate facility rules (i.e. nudity, planning escape, introduction of drugs, weapons, or other contraband, engage in STG activity, violence, contacts that are not approved on the visitor list, or any other actions that would threaten safety, security, order, discipline, or control), shall result in disciplinary action to include

the blocking of the contact/visitor on the tablet and banning of in-person visitation for up to 24 months. Video visit calls are a privilege and can be revoked at any time.

VISITOR DRESS CODE

Visitors will dress in a neat, appropriate, and conservative manner which is not unduly provocative, suggestive, or revealing, and does not resemble inmate attire or present adornments, or any clothing deemed inappropriate by staff. Medical alert bracelets, ID tags, and medical-approved eyewear are permitted.

Female visitors will inform the female Search ACO of their menstrual period. Visitors shall be required to remove and change sanitary supplies in the presence of a female ACO. The used sanitary supplies will be discarded and replaced with new supplies. It is the visitor's responsibility to provide sanitary supplies for the change.

All visitors ages 13 and above will abide by the "Dress Code for Female/Male Adult Visitors."

DRESS CODE FOR FEMALE/MALE ADULT VISITORS

- Undergarments (i.e. panties, bras, slips, boxers, briefs)
 - Must be worn
 - No bras without straps, no underwire or athletic bras
 - Pantyhose do not constitute undergarment
- Dresses and Muumuus
 - Must not be shorter than 2 inches above the kneecap when seated
 - Must not have slits that rise higher than the kneecap when seated
 - No false pockets
 - Must be worn with slips
- Blouses and Tops
 - Must not be tucked into pants/jeans
 - Must have at least 3 inches overlap over the bottom garment (i.e. skirts, pants)
 - Must have sleeves

- Must appropriately conceal shoulder, midriff, back, and cleavage (No sweaters or jackets, or other clothing shall be used to conceal prohibited attire)
- Must have shoulder straps that are 2½ inches wide, or wider (no strapless, spaghetti straps, sleeveless clothing, halter-top, crop top, low cleavage tops, plunging necklines, tube tops or bathing suits)

- Pants and Trousers

- No cuffs
- No false pockets
- No form-fitting, skin-tight, or see-through (no aerobic, spandex-type material)
- Must be comfortable and loose, but ensuring that it does not slip off
- Must be standard length, down to the ankle
- No shorts or capris

- Footwear

- Must wear slippers, sandals, or shoes
- No bare feet
- No all-solid, black-colored rubber slippers, zoris, or flip-flops

PROHIBITED CLOTHING & ITEMS FOR FEMALE/MALE ADULT VISITORS

- No hats, caps, curlers, ponytails, buns, ribbons, hatbands, beads, braids, dreadlocks, curlers, scrunchies, clips, hair comb, hair picks, binders, stickpins, leis, flower, hair ornaments, bandanas, wigs, toupee, hair extensions (elastic rubber bands are only allowed to hold hair up)
- No bathing suits or lava lavas
- No sunglasses
- No jewelry
- No printed "T" or polo shirts which display profanity, sexual symbols or facsimiles, symbols relating to drugs, gangs, narcotics, or slogans which are indicative of racial prejudices or violence, etc.
- No handbags (i.e. purses, wallets)
- No padded clothing
- No coveralls

- No lined-sweaters, jackets, and padded or hooded clothing

DRESS CODE FOR CHILDREN (under the age of 13)

Children will be appropriately attired. Undergarments and footwear will be worn. A shirt, t-shirt, or blouse worn with pants/trousers is allowed. Girls may wear muumuus or dresses. A minor female visitor, who is mature or maturing, will abide by the “Dress Code for Female Adults.”

VISITORS WITH INFANTS OR BABIES

Diapers worn by infants or babies will be removed and changed in the presence of the screening ACO. The used diaper will be discarded and replaced with a clean diaper. It is the visitor’s responsibility to bring a clean diaper for the change. *Baby food, pacifiers, and baby carriers are strictly prohibited. Breast-feeding is not allowed.* The following items are authorized into the visit area: 1 extra diaper, 1 plastic bottle of liquid (which shall be opened and checked), and 1 unlined, non-quilted, unpadded blanket

OFFICIAL VISITS

Inmates are permitted visits with attorneys representing their case. The inmate attorney is responsible for scheduling these visits.

INMATE PROPERTY PROCEDURES

Upon admission, the inmate’s personal property will be inventoried. Property not authorized for retention will be placed in storage. Inmates have 30 days to arrange for the property to be sent home. Procedures to dispose of items will proceed thereafter.

Personal items may be mailed or dropped off at HCCC within the first 14 days of inmate’s incarceration with prior approval only. Approvals must be granted through the Intake Officer via Inmate Request Form. Packages arriving through US Post Office without approval will be marked *Returned to Sender*. Approved property being dropped off to the Intake/Property Unit shall be accepted on Saturdays, Sundays & holidays, from 8:30am-2:30pm.

Civilian clothing and shoes for inmates scheduled for jury trial may be accepted on a one for one basis.

BAIL, RELEASES, & SUPERVISED RELEASE ISSUES

For information on inmate's bail amount, call HCCC's Records section at (808) 933-0431 or 933-3281 or the District, Circuit or Family Court.

Bail can be posted at the Hawaii State Building, Fiscal Office, 777 Kilauea Avenue, Hilo, HI, Monday through Friday, from 7:45am–4:30pm, closed on State Holidays. After hours, bail can be posted at the Hawaii County Police Department (HCPD), 349 Kapiolani Street, Hilo, HI after 4:30pm, or any substation. Once bail is paid/posted from the Court or HCPD, the receipt must be taken to the HCCC Intake Officer to begin the inmate release process.

For questions regarding Supervised Release procedures, call the Hawaii Intake Service Center at (808) 933-8830 or visit them at 1420 Kilauea Ave, Hilo, HI 96720.