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# *Presentation*

This brochure offers useful and basic information about the different characteristics of Penitentiary Centers:

- its organization,
- the possibilities of communication with your family, your lawyer and other professionals,
- your rights and obligations,
- life in a Center,
- the services and benefits to which you can access, and
- other aspects of the penitentiary systems operation, which might be useful.

In the Library you have the Internal Regime Center Regulations and the necessary legal information, to increase the knowledge in those matters in which you are interested, or to query any doubt you might have.

In all cases the Center professionals are at your disposal and will assist you when you need it.

# *Admission in the Center*



The admission to the Penitentiary Center is executed through the **Admissions Department**.

You have the right to immediately **communicate** your situation, **to your family and lawyer**, through a free telephone call or by any other means.

1. Firstly the Center personnel will execute your **PERSO-NAL IDENTIFICATION**:

- Your **identity** is verified.
- Your data are recorded in the **admissions book**.
- Your **personal file** is opened. This file contains updated information about your **procedural and penitentiary situation, of which you have a right to be informed**.

- Your data will be included in a computer file (Penitentiary Information System - PIS). You will be able to access said data and request, to the General Management of Penitentiary Institutions its correction when necessary.

Transsexuals will be able to communicate their condition to the Center professionals. Said professionals will inform you about the possibilities and rights you have in relation to your placement at the Center.

2. Subsequently, **YOU AND WHATEVER OBJECTS YOU ARE CARRYING WILL BE FRISKED.**

Non authorized articles will be maintained in the center and a receipt will be provided to you. You will be able to withdraw them when you are released or to deliver them to a family member you appoint.

3. The Admissions Department will execute a first **MEDICAL EXAMINATION** to verify your health.

It is very important that you take this first contact with the medical service to inform about any diseases or medicines you are consuming or any other information you might consider relevant.



4. In the first days after your admission to the Center you will have **INTERVIEWS WITH DIFFERENT PROFESSIONALS:**

- With a **social worker**, whom you will inform about your social and family situation, the conditions in which you left your family due to your incarceration or, as the case may be, who do you authorize to inform in case of need (i.e. serious disease).
- You will also be interviewed by other center professionals (**educator, lawyer, psychologist, teacher**) whom will propose immediate actions to be executed, in which unit you will reside, what jobs you can undertake...



# *Communications and visitations*



The Penitentiary Law recognizes the "**...RIGHT TO FREQUENT COMMUNICATION:**

- in an oral and written manner,
- in your own language,
- with family, friends and
- credited representatives of entities and institutions of penitentiary cooperation,
- except in the cases of judicial isolation."

If the judicial authority you depend upon decrees **isolated prison**, you will only be able to communicate with the people the judge authorizes until said authority recants the isolation.

You will be able to communicate with the outside, through the means and under the conditions established by the Penitentiary Regulations:

## Face to face communications:

- Personal communication, **in Center locutories**, with your family and friends:
  - 2 times a week, Saturdays and Sundays.
  - 20 minutes each, cumulative in a single one of 40 minutes.
  - up to four people at the same time.



- **Family** communications, when not having ordinary permissions:
  - at least once a month,
  - between one and three hours,
  - with the family or closest relatives,
  - in an adequate location.
- **Intimate** communications, with your couple, if you enjoy no ordinary permissions:

- at least once a month,
- in an adequate room in which your intimacy will be ensured,
- between one and three hours.



- **Coexistence visitations**, with the couple and children not exceeding 10 years of age:
  - in an adequate premises or location,
  - at least once every six months,
  - for up to 6 hours,
  - up to 6 family members.

- **Professional** communications:
  - **With your defending counsel**, who already knows the visitation procedure:
    - in special locutories,
    - can not be suspended by administrative decision.
  - **With other professionals:**
    - must be requested to the Center Management.

### **Telephone communication:**

- You will be able to contact:
  - **With your family**, in a regular manner, when they live far away or can not visit you, and
  - **for urgent matters**, with your family, lawyers or other people.

Telephone calls will be executed according to the following **requirements and conditions:**

- must be requested to the Center Management,
- must be **paid** by the caller,
- will not last longer than fifty minutes added together,
- must be requested to the Center management, indicating the people, relation, domicile and telephone numbers, up to 10 people.



# *Letters and packages*

You can send all the **letters** you desire, under the following regulations:

- Must be inserted in an envelope and said envelope must be closed afterwards,
- place your name and surname in the sender, and
- deliver or deposit then in the place provided for said purpose in the Center.
- Correspondence with another person resident on another Penitentiary Center is sent through the Center Management, in a closed envelope without the need for a stamp.

The sending and reception of packages and articles will be made under the following regulations:

- You can send and receive packages coinciding with the communication days.



- You will not be able to receive packages by mail or agency.

- Your center will inform you about **non authorized articles**. For example: Alcohol or food is not authorized.
- **2 packages** of authorized products can generally be sent and received every month.
- People residing in closed regime Facilities or Departments can only receive and send one package a month.



# *Life in prison*

The fulfillment of these regulations makes coexistence possible. For your **stay and coexistence** in a Penitentiary Center:

- the Center will indicate in which **unit cell** you will be allocated, and
- will provide the **products** necessary for **cleaning, hygiene and tidiness**, as well as personal clothing and bed clothing.
- In the assigned cell you will be able to store your items in **your own place**, and
- you will have **your own** bed and personal cloths.



Within the facilities, there are other places which are for common use: outdoor patios, sport areas, schools, libraries, workshops, etc. The mess, sitting room, are also **collective use places**, where you will meet the other residents.

The cells, common areas and remaining facilities, as well as the different activities that you can use and execute have established schedules, included in the **Internal Regime Regulations**.

## *Degree Classification*

All residents, once their sentence is final, are classified in one of the three penitentiary degrees established by law.

The assigned degree determines a **control and safety measures regime**, more severe in the case of the first one, which become progressively more flexible, until reaching the third one. In this case you can fulfill the remaining of your sentence in an open regime, in the system established in each case.

Degree determination takes into account your personality, your individual penitentiary, family, social and criminal history, the duration of the imposed sentence, as well as other factors that are established in the penitentiary law.

If you do not agree with the classification resolution you will be able to **appeal to the Penitentiary Surveillance Court**.

If you deem it necessary, you can **request the review** of the imposed degree in the time and manner established for it.



# *Rights and obligations*

The suspension of freedom and the admission in a Penitentiary Center, does not void nor suspend all your rights.

In penitentiary centers, you **have the RIGHT:**

- That the Penitentiary Administration ensures your **life, integrity and health.**
- To preserve your **dignity and intimacy**, without prejudice of the measures of an organized life demanded by the Center.
- Exercise the **civil, political, social, economical and cultural rights** which are not incompatible with the purpose of your arrest or the fulfillment of your sentence.
- Enjoy the **public aid** which you might be entitled to.
- **Relations with the outside**, in the terms and conditions established by the centers Laws and organization.
- **Participate in center activities.**
- The **penitentiary benefits.**
- **Receive** personal and updated information about your procedural and **penitentiary** situation.
- **Execute requests and complaints** before competent authorities.
- Receive the adequate **penitentiary treatment.**
- Executed a **paid job**, within the Administrations possibilities.



In a penitentiary center you have the following **OBLIGATIONS:**

- **Remain in the center** at the disposal of the judicial authority or to serve your sentence.
- **Fulfill the center's regulations**, obey the orders and actively cooperate to achieve an organized coexistence.
- **Respect** your own colleagues, the workers and the people that are inside the Center.
- Keep the facilities clean and in a proper state of conservation.
- **Maintain and adequate personal hygiene.**

- **Participate in** information, educational and work activities for the preparation of a life in freedom.

According to all that has been indicated, **the Administration RECOMMENDS you to:**

- **Maintain a good conduct.** In this manner you will be able to access the **penitentiary benefits and rewards**, like scheduled outside visits, extraordinary communications, etc., which will be noted in your personal file.
- **Fulfill the regulations.** Its default or failure to fulfill can incur the imposition of **sanctions**.

If you do not fulfill the regulations you can incur in any of the **Light, severe or very severe Defaults**, which will result in sanctions:

- Consumption of alcohol, toxic drugs or any other substance not authorized within the Facilities.
- Abuse other inmates.
- Belittle other inmates for being of another race, gender or sexual condition.
- Violate the sexual freedom of other people.
- Divulge news and false data that affect the safety of the Center.
- Introduce or possess in the Facilities objects that are forbidden by the internal regime regulations.
- Cause, on purpose, or steal, damage the Center facilities or materials, or other peoples' possessions.
- Disobey the orders received by the Penitentiary authorities or personnel.

- Be disrespectful or inconsiderate to the penitentiary personnel or other people.
- Attempt or achieve escape or cooperate or facilitate the escape of other inmates.
- Attack, threaten or seriously bludgeon anyone.
- Initiate, organize or participate in violent riots.

When an infringement is committed, the following **SANCTIONS** can be imposed

- Reprimands.
- Prohibition of recreational walks and actions, up to a month.
- Limitation of oral communications to a minimum.
- Denial of exit permits up to two months.
- Isolation of up to seven weekends.
- Cell isolation, up to fourteen days.

The Administration, in order to sanction you, must follow a **written PROCEDURE**, in which:

- The imposition of the sanction, or the concession of rewards, must be agreed by a **Center Registered Entity**. Its composition as well as the faults and sanctions are in the Penitentiary Regulations, which can be found in its Library. If you have any doubts, ask the professionals.
- The opening of a sanction file will be communicated **in writing** indicating the facts that constitute said default.



- You can **intervene in the file**, providing what you consider necessary for your defense.
- The imposed sanction, as the case may be, will be **notified in writing**, informing you about the procedures available and the time and manner said procedures are to be executed on.
- You can appeal against the imposed sanction at the **Penitentiary Surveillance Judge**.

# *Penitentiary Treatment*



The time you will remain in prison is a consequence of your arrest or the fulfillment of a sentence. This time has to be used to prepare you when you are set free.

The Center civil servants will work with you to get to know your problems, your social, work and family situation...

The **Treatment Assembly** is composed by different center professionals and:

- studies all your personal and social needs and problems,
- executes a follow up of your life in prison,
- informs about degree reviews when necessary,
- propose you an action plan, the activities which can be developed in the center and which might result helpful, and
- proposes the concession of penitentiary benefits, if adequate.

In order to correct the conduct, improve the abilities or exceed the wants that drove you to prison, the Treatment Assembly will propose your participation in intervention – treatment programs as well as to improve your educational and work qualification.



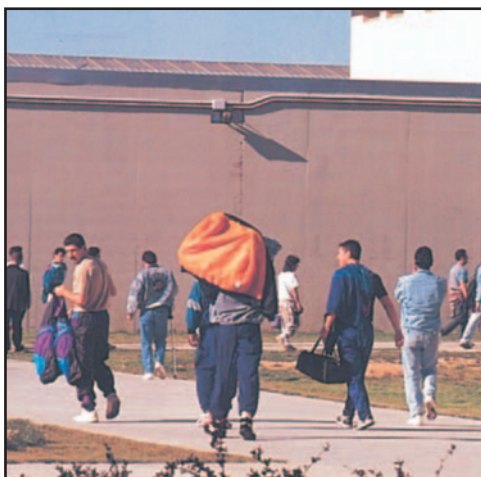
Many inmates present personal problems or difficulties. In order to help them overcome said problems and difficulties **SPECIFIC TREATMENT PROGRAMS** have been designed. You can obtain information through your Educator about which programs are implemented in the Center, what are they composed by and the means to access to them. If a certain program in which you would like to participate does not exist in your Center, you can request your transfer to another Facility in which said program is implemented. Take into consideration that, in order for your request to be studied it must include a commitment of your acceptance of the program.

You can also participate in the **sport, cultural, recreational and occupational activities** which are executed at the Center in the established schedules and facilities.

# *Permits*

As long as you do not have a first degree classification, you have fulfilled a quarter of your sentence and have maintained a good conduct you can access to ordinary release permits, **subject to a prior favorable report** of the Center's technical team.

These permits must be under the following conditions:



- Will have a maximum period of seven days each.
- You can enjoy several during the year:
  - Up to **36 days a year**, if you are classified as second degree.
  - Up to **forty eight days a year**, if your are classified as third degree.



You can also enjoy extraordinary permits, except when extraordinary conditions which prevent said actions take place, in the terms and for the cases provided by law (death, serious disease of direct families, birth of a child, external doctor appointment, hospital admission, etc.).

# *Request, complaints and appeals*

You can present the complaints and request you consider adequate, orally or in writing (in this case, you can present them in a closed envelope, and you must be given a receipt for delivering said envelope).

- **You can deliver said envelope to a:**
  - civil servant,
  - Center manager,
  - Penitentiary Institutions General Management, or the Surveillance Court. In said cases, you must present your documents to the Center Management, which will forward it to its destination.
- **and in relation with:**
  - your penitentiary situation,
  - life at the center,
  - the activities ...

You can also present in writing the **appeals** you consider necessary, within the term and directed to the entity established in each case.

The decisions adopted in relation with the content of your appeals, **will be communicated in writing.**

# *The Penitentiary Surveillance Court*



In the entity in charge of supervising how the sentence is carried out, observing its evolution and the work of the Penitentiary Administration.

The following are found among its functions:

- grant parole,
- approve the proposals of penitentiary benefits the Center presents and which might be reflected as a decrease in the sentence,
- approve the sanctions of cell isolation exceeding fourteen days,
- study the requests and complaints of the inmates about the penitentiary regime or treatment,

- resolve the appeal over disciplinary sanctions or those referring to initial classification or degree modifications,
- authorize the exit licenses which exceed a two day period, except for those people classified in the third degree.

The Surveillance Courts execute regular visits to the Centers. This allows a direct communication with the inmates. In any case they can always be reached by mail.

## *Ombudsman*



The Spanish Constitution of 1978, established this institution, for the defense of fundamental rights of the people in Spain, particularly those related with the actions of Administrations, as the Penitentiary one, which it can supervise, rendering accounts to the Parliament.

If you consider that your rights or legitimate interests not related with the sentence are violated during your stay in prison, you can also contact this institution, always by writing, and present your case.

# *Penitentiary Benefits and Services*



The Penitentiary Center provides a series of benefits and services which objective is to answer to your needs and to make possible your return to a free life.

The center has a **cooperative store** in which you can purchase the authorized products you need. Next to the counter there is an updated list of the products and prices within the cooperative store.

When you need an authorized article that can not be found in the cooperative store, you can request it to the Center Management, which can authorize its purchase outside. The inmate has to pay for the product cost.

The use of legal tender **is not allowed**.

The amounts on your possession during admission and those subsequently received, by counter or bank wire, will

be deposited in the Administration, constituting your cash account, from which you will receive information of the movements and balances.

To use it and execute the purchases you need an individual magnetic card will be provided, with a limited weekly amount.

You will be able to order transfers and bank wires to your family and other people, with the prior authorization of the Administrator.

The Center also has **laundry and hairdresser services**, which you can use without charge.

The center has a **health service** composed by doctors, nurses and ancillary personnel. You can attend to the doctor's office when you request it. This service is in charge of providing a complete service which is orientated to the prevention as well as the diagnosis and treatment of diseases. In case of need, your doctor can refer you to an expert or a specialized sanitary center.

If you wish to hold a private doctor appointment, you must request it to the Center Management. If your request is authorized, the service expenses will have to be paid by you.



For the development of an organized coexistence, it is necessary to fulfill all health and hygiene regulations existing in the Center.

The **social workers** will help you to resolve the problems that you or your family might have as a consequence of your incarceration. They will also help you request economic, sanitary and other types of aid, that your City Hall or Autonomic Community can offer.



If you do not have a National Identity Card or a Social Security Card, inform these professionals. They will help you request it.

You also have available an **EMPLOYMENT AND TRAINING PENITENTIARY SERVICE**, which manages the penitentiary work executed in the centers productive workshops, as well as the professional training and employment integration, which purpose is the professional development and the improvement of expectations or an integration in the workforce.

Within the possibilities of the Administration, you have the right and the duty of working. Work will allow you to develop a continuous activity, improving your professional status and preparing you for a return to the work market.

## The productive penitentiary work is paid.



The **EDUCATIONAL SERVICES** will provide access to elemental education, attending some adult training course or assisting you to finish basic training.



You can take this opportunity to executed open studies, such as high school, and obtain some colleague degrees which are provided by the Universidad Nacional de Educación a Distancia (University of Distance Learning).

The Penitentiary Center provides the necessary means to guarantee your **RELIGIOUS FREEDOM** and the communication with ministers for your confession, as long as is duly registered.



## *Foreign people in prison*

Foreign people that are admitted into a Spanish Penitentiary Center have the **right to contact the representation of their country in Spain**, having to request it to the Center Management.

By default of the presented accreditation or if you have the condition of refugee or stateless, you can contact the representation of the country that defends your interests or the corresponding national or international authorities.

If you have already been condemned and have the nationality of a country that has signed agreements with Spain, you can request the **fulfillment of your sentence in your country of origin**. Ask the educator if your country is within those that have agreed on this possibility.

At any moment you can request the beginning of said procedure. If you are interested, request it as soon as possible. The Center judicial services can counsel and assist you in the preparation of said documentation.



When you fulfill the requirements to access **parole**, according to the requirements established in the Code of Criminal Law, the Penitentiary Surveillance Court can authorize you for the **fulfillment of the parole in your country of origin**.

If you do not have the necessary means, the Administration will help you return to your country, so you fulfill the parole.

The default of the condition to return to your country once you have been authorized by the Court would mean the loss of parole.

