WELCOME GUIDE

And for more information on our services

InSERRE Arras

JUSTICE SERVICES

sodexo

SERVICES DE QUALITÉ DE VIE

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The purpose of this booklet is to provide you with practical information about your life in detention.

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WHO ARE WE?

Sodexo has been appointed by the Prison Administration to manage a set of services designed to guarantee high-quality accommodation and simplify your day-to-day life. Our teams are responsible for managing building services (cleaning of facilities, maintenance, upkeep of green spaces, etc.), as well as personal services (hospitality, food service, cafeteria, welcoming families to visiting rooms, and transportation for medical evacuations and transfers between facilities). If you have any questions about any of these services, the Sodexo team at the prison will be happy to provide you with answers.

LAUNDRY SERVICES

DURING YOUR ARRIVAL

The following articles are provided:
bed linens, towels, and table linens.
A change of clothes may be provided, depending on your situation.

Details of the contents of this kit are given in the laundry vouchers provided in the welcome bag.

These items must be returned in good condition when you check out of the facility.

WHAT'S IN THE KIT YOU RECEIVE ON ARRIVAL

- **Clothing**
  (allowance based on your specific circumstances)
- **Bed linen***
  (sheets, blankets, pillow case, mattress cover)
- **Bath and Table Linens*** *(washcloths, shower towels, napkins, dish towels)*
- **Toiletry bag containing personal care products**
  Body wash, shampoo, soap, toothbrush, toothpaste, tissues, comb, disposable razors, shaving cream, toilet paper.
- **Items for cleaning and maintaining your cell**
  Sponge, detergent, scouring cream, bleach, mop, laundry detergent, dustpan, trash bags, bucket, toilet brush.

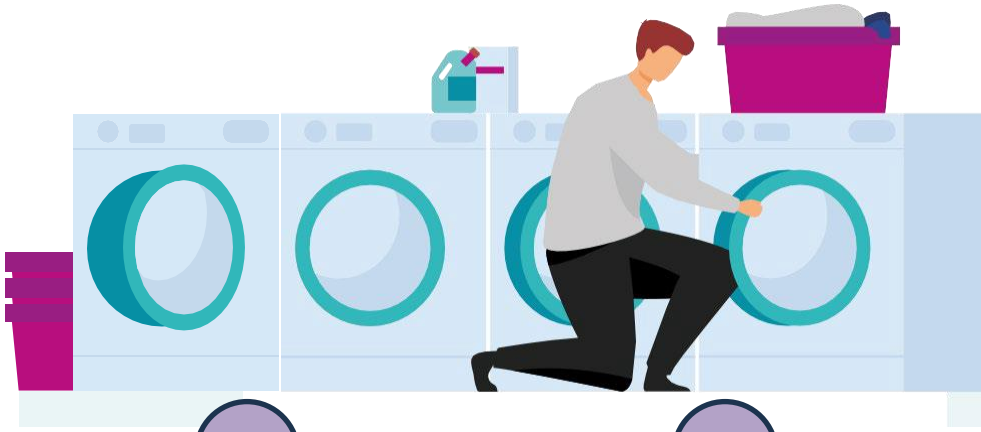
LAUNDRY SERVICES

MANAGING YOUR CLOTHING

Two operating modes:

1: In the laundry department for bedding (sheets, pillowcases, mattress covers, blankets) and hotel linens (washcloths, shower towels, napkins, dish towels)

2: Self-service in the units for your personal clothing



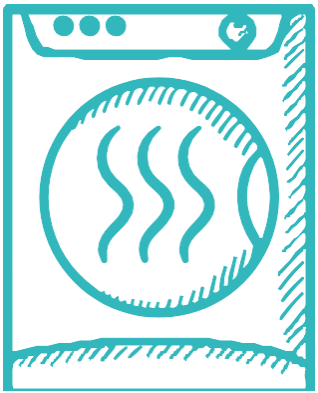
Washing inside a LAUNDRY ROOM

For hotel linens (sheets, blankets, pillowcases, dish towels, napkins, shower towels, washcloths).

SELF-SERVICE washing

Please use the laundry rooms located in the housing units to wash your personal laundry.

Washing machines and dryers are available for your use. Laundry detergent is provided for you.



→ Dirty laundry will be collected from each unit according to a schedule that has been established and posted in the units.

The procedures and schedules for picking up and returning laundry are included in the appendix of your welcome guie and posted in the hallways.

BREAKFAST
LUNCH

FOR YOUR MEALS

Every morning, breakfast is available in the kitchens of the accommodations.
Lunch is served in the cafeteria.

The menus offered are developed by our dietitian and approved by the Prison Administration.
They are varied and balanced.

You can choose your DRINK for breakfast.

Held four times a year, the **food service committees** involve inmates in the process of improving food offerings.
These opportunities allow them to share their opinions, participate in tastings, and approve upcoming menus.

YOUR MEAL TRAY CONSISTS OF A PROTEIN-RICH DISH (required) AND A CHOICE OF SIDE DISHES.

Standard Meal

Vegetarian meal

The selection of the protein dish and its side dishes is based on a point system, with a maximum of 6 points per lunch.

The weekly menus are posted on the bulletin boards located in the hallways.

THE ORDINARY CAFETERIA (1/3)

The canteen service allows you to purchase food and everyday items (cigarettes, toiletries, cleaning supplies, newspapers, etc.).

The catalogue products available at the commissary is given to you in the welcome bag.

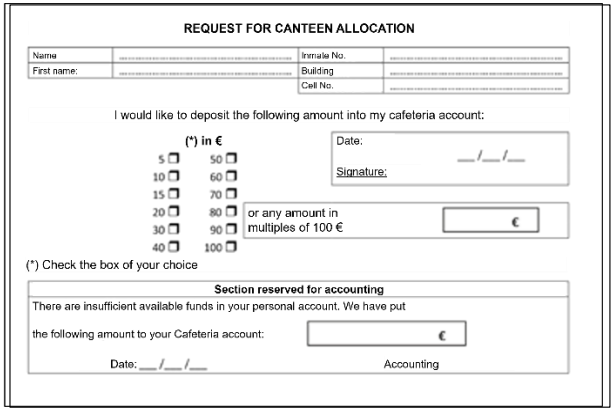
HOW IT WORKS

From your registered account held by the Prison Administration, you can pay money into your commissary account.

1 **You deposit the money in your cafeteria account**

Using the "Application for Commissary Allowance" sheet:
1. Fill in all the rows.
2. Enter the amount you would like to deposit into your cafeteria account.
3. Date and sign it.

GOOD TO KNOW: Submitting your application for Cafeteria supplies is managed according to the organization of the facility (place it in the mailbox located in the hallway or picked up by a supervisor).



REQUEST FOR CANTEEN ALLOCATION

Name	.....	Inmate No.	.....
First name:	.....	Building	.....
		Cell No.	.....

I would like to deposit the following amount into my cafeteria account:

(*) in €

5 ☐	50 ☐
10 ☐	60 ☐
15 ☐	70 ☐
20 ☐	80 ☐
30 ☐	90 ☐
40 ☐	100 ☐

Date: __/__/__

Signature:

or any amount in multiples of 100 € ..... €

(*) Check the box of your choice

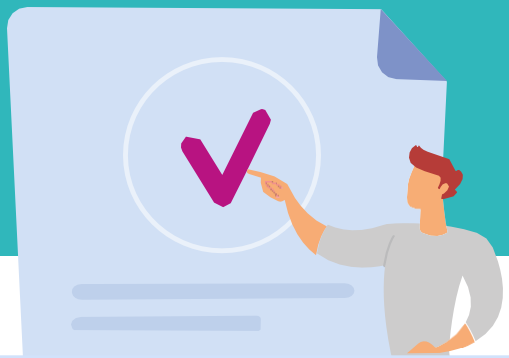
Section reserved for accounting

There are insufficient available funds in your personal account. We have put the following amount to your Cafeteria account: ..... €

Date: __/__/__ Accounting

If you're new here and wish to receive basic necessities within 24 hours, you must fill out the designated form "Cafeteria newcomer," which is included in the welcome bag.

THE ORDINARY CAFETERIA (2/3)



2 **You order products**

FILL OUT THE CAFETERIA ORDER FORM:

1. Use a black pen to enter the date, your last name, first name and prison registration number.
2. Copy the item codes for the items you are ordering from the attached cafeteria catalog and be sure to indicate desired quantity for each product. Fill in the "Item label description" column. The "Unit Price" and "Total" columns are not required.

GOOD TO KNOW: Purchase orders are collected every Monday morning by 8:30 a.m. at the latest.

Purchase orders are submitted according to procedures established by the facility (to be handed to the supervisor in the arrivals area, then placed in the mailbox located in the PPS building).

DO NOT FOLD THE ORDER FORM.

Before placing an order, check to make sure the total on your last receipt is equal to or more than the order you submit. If you don't have enough money on your cafeteria account, fill out a request for a cafeteria advance.

THE ORDINARY CAFETERIA (3/3)

Ordered items must be picked up at the counter according to the schedule included in the welcome bag and posted in the buildings.

3 **You receive your products**

WHAT SHOULD YOU DO IF AN ERROR OCCURS?

If you notice an error when picking up your order, you must file a complaint on the spot.
If you see a price error, encircle it on the till receipt and send a written claim to the commissary manager.

GOOD TO KNOW:

Check the cafeteria receipt to see if the delivered items are those you ordered in the quantities you wanted. Check your receipt and keep it. **Your cafeteria balance is shown on your most recent receipt.**

FAQ

- **Why haven't I received my delivery?**
  Because there was no money in your commissary account.
  You must fill out a new "Commissary Allowance Application" to order again the following week.
- **Why did I only receive part of my order?**
  Because you didn't have enough money in your account.
  You receive priority products (in accordance with prison procedure).
- **What happens if one of the ordered products is out of stock?**
  Your commissary account is automatically recredited.

SELF-SERVICE DINING

The self-service food hall lets you choose ingredients to cook your own meals for dinner, weekends, and holidays.

The menu is different from that of regular cafeterias.

GOOD TO KNOW:
The Prison Administration allocates a budget to you, and you choose the items you want to cook from the catalog.

How does it work?

- You can order products using the self-service order form, which you'll find in your units or at the cafeteria counter.
- Please drop off your purchase orders twice a week in the designated mailbox near the PPS building.
- Products will be delivered twice a week to the cafeteria counter on specific days.

PICKUP OF THE SELF-SERVICE MEAL VOUCHERS WILL TAKE PLACE ON WEDNESDAY AND FRIDAY BY 8:30 A.M. AT THE LATEST

THE CLEANLINESS OF YOUR CELL

CLEANING YOUR CELL PROPERLY

Everyone is responsible for keeping their living quarters clean and hygienic to improve both personal and collective well-being.

GOOD TO KNOW:
To store your food properly and to prevent the growth of bacteria, be sure to clean the outside and inside of the refrigerator at least once a month.

You have basic cleaning products to clean your cell. These products are provided to you monthly and free of charge upon request.

You can buy other maintenance products available from the commissary catalogue. In the welcome bag, you will find a sheet of recommendations for cleaning your cell.

For any rubbish you may have, **a selective sorting area** is available in the accommodation buildings (passageways or service areas).

You can use it for the following types of waste:

Household packaging waste:

- Aluminum cans or metal and tin cans
- Cardboard packaging
- Plastic bottles and flasks

- **Small appliances or household electrical equipment**
- **Batteries**

WHY SORT YOUR WASTE?

When you sort your waste, it can be recycled and be given a second lease of life. So sorting helps save natural resources, avoids waste and keeps pollution to a minimum.

27 plastic bottles → can be used to create → 1 jumper, 1 fleece

MAINTAINING YOUR CELL

EQUIPMENT FAULT

In the event of a household malfunction in your living area (a burned-out light bulb, a toilet that won't flush, a faucet (such as a leak, etc.), you must notify the supervisors. One of our technical staff members will come out to assist you to perform the repair.

DO NOT THROW AWAY
IN THE RESTROOMS

To ensure that the toilets continue to work properly, nothing (e.g. cigarette butts, wipes, towels, etc.) other than toilet paper should not be thrown into them.

DO NOT BLOCK
VENTILATION OPENINGS

For your health and to ensure proper air circulation between the inside and outside of your living quarters, the vent openings must remain unobstructed.

SIMPLE, EVERYDAY ECOLOGICAL ACTIONS TO PROTECT THE PLANET

Turn off the tap while you are washing your hands, cleaning your teeth or shaving

Turn off the light, the radio, the television, the oven when you leave the cell

I try not to leave electrical devices in standby mode for a long period of time

I do not overheat the cell's atmosphere

Let the supervisors know if you have a water leak

VISITS FROM FRIENDS AND FAMILY

Visits from your loved ones in the visiting room are possible after obtaining a visitor's permit issued by competent authority (judicial authority or correctional administration).

Access to the visiting room is by appointment only; your visitors can make an appointment by phone, on the Administration's website, or at the kiosk located in the family reception area.

Upon their first visit, they are given a welcome guide that explains the practical details regarding reservations and visitation process. When they come to the visiting room, your relatives will be welcomed by our employees and partner organizations on site.

GOOD TO KNOW: To make visiting hours in the visiting room more convenient, a reception area is available for children over the age of 3. With guidance from our staff, they enjoy a variety of activities that promote early learning, creativity, and fun.

LINEN :

No laundry may be dropped off at the Arras in SERRE, unless a special request is made to the detention center director.

Inmates may wash their laundry free of charge within the facility

Only the items listed in the visiting room inventory are authorised.

ARE STRICTLY PROHIBITED

- Food and beverages (excluding holiday season)
- Tobacco and illicit substances
- Toiletry or maintenance products
- Medicines and pharmaceutical products
- Mobile phone
- Money

VISITS FROM FRIENDS AND FAMILY

Visiting Rooms

Visiting Days

- Saturdays, Sundays, and holidays

Time slots

- 9:00 a.m. to 10:00 a.m.
- 10:15 a.m. to 11:15 a.m.
- 1:15 p.m. to 2:30 p.m.
- 3:00 p.m. to 4:15 p.m.
- 4:45 p.m. to 6:00 p.m.

Inmates Placed in the Disciplinary Unit

- Only on Sundays, from 10:15 a.m. to 11:15 a.m.

Capacity

- A maximum of **4 visitors** per visiting room, according to one of the following arrangements:
  - 2 adults and 2 minors under the age of 16;
  - 1 adult, 1 minor over the age of 16, and 2 minors under the age of 16.

Appointment changes or cancellations can be made on the website or by phone

WORKING IN PRISON

You have the option to work in the production workshop or in general services during your period in prison.

WORK IN A PRODUCTION WORKSHOP (administered by the Prison Administration)

- Production operator
- Handler, fork-lift operator
- Controller, etc.

WORK IN GENERAL SERVICES

- In the kitchen: storekeeper, cook, dishwasher
- In the cafeteria: stock clerk, order filler
- For the upkeep or maintenance of the facility (interior and outdoor): cleaning staff, laundry worker, maintenance worker (plumber, painter, electrician), groundskeeper, etc.

GOOD TO KNOW:

Depending on your job, you will be provided with work clothes and personal protective equipment.

All work is paid.

Working while you are in custody can be an opportunity to **build your skills and learn a new career and improve your daily life.**

HOW DO YOU GO ABOUT IT IF YOU WANT TO WORK?

You must submit a written work request addressed to the officer in charge of prison work or to Sodexo via the Employment Coordinator, specifying whether it is for general services (floor attendant, cleaning, kitchen, laundry, cafeteria, etc.) or for the production workshops. Your application will be reviewed by a single multidisciplinary classification committee.

DEVELOPING YOUR SKILLS

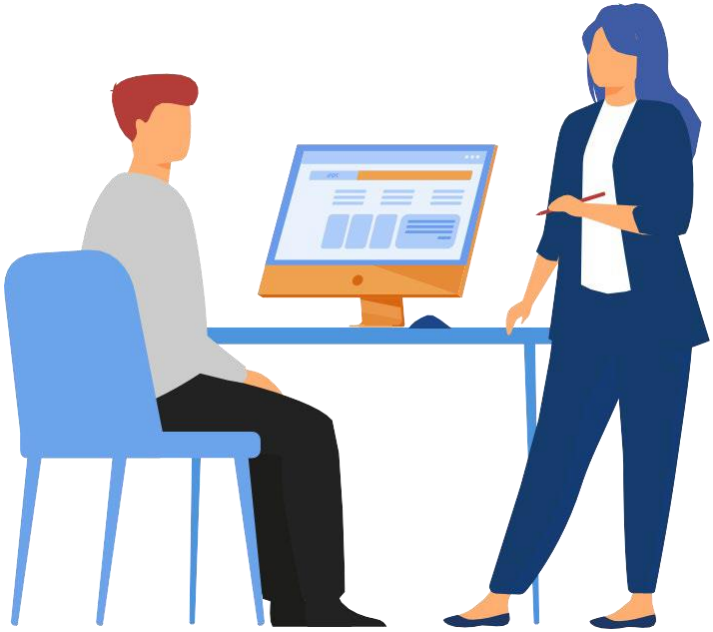
While in prison, you also have the option to follow a professional training and social reintegration pathway, and to gain recognition for your professional achievements.

GOOD TO KNOW: Various schemes are available to help you develop your skills while in prison: transform your professional experience into an officially recognised qualification, receive tutoring, undertake learning, etc.

SETTING UP A COURSE PROFESSIONAL DEVELOPMENT AND EMPLOYMENT PLACEMENT

When you start a professional training and social reintegration pathway for a particular job, a tutor will support you as you progress.

At the end of your pathway, the tutor will validate all of the skills that you have used, developed and acquired through a professional passport. Using or acquiring these skills can help give meaning to your time in prison, enable you to achieve personal and professional ambitions and help you reintegrate.



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Created by: Pearl Design Agency (pearl-design.fr)