



INFORMATION BOOKLET
and information about our
services

JUSTICE SERVICES

sodexo
SERVICES DE QUALITÉ DE VIE

SUMMARY



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

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ABOUT US

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 the premises, upkeep, maintaining green spaces, etc.), personal services (catering and food services, commissary, welcoming families for visits, transport for medical extractions and transfers between different prisons) and work in detention. 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

WHEN YOU ARRIVE

A kit including spare clothes, bed linen, towels and table linen is provided.

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 leave the prison.*



WHAT'S IN THE KIT YOU RECEIVE ON ARRIVAL

- **Clothing**
(allowance based on your specific circumstances)
- **Bed linen***
(sheets, blankets, pillow case, mattress cover)
- **Bathroom and table linen*** *(flannels, shower towels, table napkin, cloth)*
- **Sponge bag including personal hygiene products**
- **Maintenance items for cleaning your cell**
- **Tableware***
(plastic dining tray, plates and serving dish, glass, bowl, fork, knife, spoons)



LAUNDRY SERVICES



MANAGING YOUR CLOTHING

For washing your clothes, bed linen, towels and table linen, there are three ways of doing things depending on the prison you are in:

1

Washing at a central LAUNDRY facility

Dirty clothes and laundry should be put inside the individual laundry net that you will find in the kit you are given on arrival, together with a washing voucher.

The net will be picked up by the auxiliary staff or floor staff according to a schedule posted in the passageways.

2

Washing in the LAUNDRY rooms in the accommodation buildings

3

SELF-SERVICE washing

by yourself in laundry rooms installed in the passageways

Washers and tumble dryers are provided, and washing powder tablets are given out to you.



The detailed arrangements and plans for the collection and return of clothing and laundry, specific to each prison, are given to you in the welcome bag.

FOOD SERVICES



FOR YOUR MEALS

The teams of chefs prepare and distribute breakfast, lunch and dinner.

Meals are cooked daily using fresh produce.

The menus are prepared by our dietician and approved by the Prison Administration. They are varied and balanced.



You can choose
your **DRINK**
for breakfast.

Prisoners attend catering committee meetings held 4 times a year at which they can give their opinion, test recipes and approve the menus for the forthcoming period.

**ON YOUR ARRIVAL,
YOU CHOOSE THE TYPE OF MEAL YOU WANT:**



Standard meal



Vegetarian meal

Every day, you can choose between two menus: the standard menu or the vegetarian menu.

You are given a meal voucher every week.

The week's menus are displayed on the information boards in the passageways. Meals are served individually either at the entrance of each cell or in the service room.

COMMISSARY (1/3)

PRODUCT CATALOGUE

The commissary service is where you can buy food and everyday products (cigarettes, toiletries, maintenance products, newspapers, DVDs, etc.).

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

HOW DOES IT WORK?

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

1

You pay money into your commissary account

Using the “Application for Commissary Allowance” sheet:

1. Fill in all the lines.
2. Check the amount you want to pay into your commissary account.
3. Date and sign it.



GOOD TO KNOW

You submit your request for commissary provisions in accordance with the prison's established procedures

(requests may be submitted via the mailbox in the passageway or collected by a prison officer).

DEMANDE DE PROVISION CANTINE				
Nom	N° d'écrou	1		
Prénom	Bâtiment			
	N° de cellule			
Je désire verser sur mon compte cantine une provision de :				
2	(*) en €	Date : ____/____/____		
	5 <input type="checkbox"/>	50 <input type="checkbox"/>	Signature : 3	
	10 <input type="checkbox"/>	60 <input type="checkbox"/>		
	15 <input type="checkbox"/>	70 <input type="checkbox"/>		
	20 <input type="checkbox"/>	80 <input type="checkbox"/>		ou montant libre en
	30 <input type="checkbox"/>	90 <input type="checkbox"/>		multiple de 100 €
40 <input type="checkbox"/>	100 <input type="checkbox"/>	€		
(*) Cochez la case de votre choix				
Cadre réservé à la comptabilité				
La part disponible de votre compte nominatif est insuffisante, nous avons mis				
sur votre compte cantinable la somme de : €				
Date : ____/____/____				
La comptabilité				



If you are a new arrival, to get hold of essential products within 24 hours, you need to fill in the special “Commissary for new arrivals” form in the welcome bag.

COMMISSARY (3/3)



3

Receive your products

The ordered products are delivered to your cell.

WHAT TO DO IN THE EVENT OF AN ERROR?

If you notice a quantity or product error, submit a written claim to the commissary manager.

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, using the commissary till receipt, whether the products delivered are the ones you ordered in the desired quantities.

Check your receipt and keep it. Your commissary balance is shown on the receipt.



For deliveries in sealed bags, no claims will be accepted if the bag has been opened.

FREQUENTLY ASKED QUESTIONS

■ Why have I not received my delivery?

Because there was no money in your commissary account. You must fill in a new "Commissary Allowance Application" to place your order the following week.

■ Why did I receive only 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 products ordered is out of stock?

Your commissary account is automatically recredited.

In all circumstances, the commissary service will provide you with any explanations that may be needed.

THE CLEANLINESS OF YOUR CELL



CLEANING YOUR CELL PROPERLY

Everyone is responsible for keeping their cell clean and hygienic. This is so as to improve individual and collective well-being.



GOOD TO KNOW

To keep your food fresh and prevent bacteria from developing, make sure you clean both the inside and outside of the refrigerator at least once a month.

You have basic cleaning products to clean your cell. These products are provided to you free of charge and regularly based on the schedule posted in the detention centre.

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:



Aluminium or metal cans and tins



Cardboard packaging



Plastic bottles and flasks



Small appliances or household electrical equipment



Batteries

WHY SORT?

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 fleece

MAINTAINING YOUR CELL



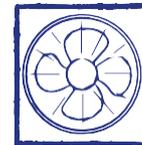
EQUIPMENT FAULT

If anything develops a fault in your cell (burnt out light bulb, flush not working, leaking tap, etc.), you must inform the supervisors. One of our technicians will repair it.



DON'T THROW ANYTHING DOWN THE TOILET

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.



DON'T BLOCK THE AIR VENTS

For your health, and to ensure that air flows between the inside and outside of your cell, the vents should remain clear.

EASY DAY-TO-DAY ECO-HABITS 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



Don't leave electrical appliances on standby for long periods of time



Don't overheat the cell



Let the supervisors know if you have a water leak

WELCOMING YOUR RELATIVES



Your relatives may visit you in the visiting area, provided they have obtained a visitor permit from the relevant authority (judicial authority or Prison Administration).

Your visitors may only visit you by appointment (they may book by telephone, via the Administration website or using one of the terminals in the family shelter area). Your visitors will receive a family welcome booklet on their first visit, detailing the arrangements for booking and how the visits work. When they come to the visiting room, your relatives will be welcomed by our staff and representatives of the associations in attendance.



GOOD TO KNOW: When your relatives visit you, our teams can look after children over 3 years old in an area specially designed for them. Various creative, musical, discovery and festive activities (e.g. Carnival, treasure hunts, etc.) are organised for them.

CLOTHING AND ITEMS THAT YOUR RELATIVES CAN BRING YOU

When they visit you, and once a week, your relatives can drop off clean laundry or pick up your dirty laundry. To do this, they must have the laundry in a bag with your last name, first name and prison registration number.

Only items listed on the visiting room inventory list are allowed.

THE FOLLOWING ARE STRICTLY PROHIBITED



Food, drinks
(except for end-of-year celebrations)



Tobacco and illicit substances



Toiletry or maintenance products



Medicines and pharmaceutical products



Mobile phone



Money

WELCOMING YOUR RELATIVES



Visits

Days: Saturday, Sunday and public holidays

Time slots:

- 9 AM to 11:15 AM
- 1:15 PM to 6 PM

For detainees held in the Disciplinary Unit, 10:15 AM to 11:15 AM on Sundays only

Number of people: maximum 4 visitors

- Either: 2 adults + 2 children under 16 years old
- Or 1 adult + 1 minor over 16 years old + 2 under 16 years old

Appointment changes or cancellations can be made online or by telephone

WORKING IN PRISON

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

WORKING IN THE PRODUCTION WORKSHOP

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

WORKING IN GENERAL SERVICES

- In the kitchen: storekeeper, cook, dishwasher
- In the dining area: distributing meals and keeping the passageway clean
- In the commissary: storekeeper, order preparer and delivery operative
- Prison upkeep and maintenance (indoor and outdoor): cleaner, laundry, maintenance technician (plumber, painter, electrician), green space maintenance operative, etc.



GOOD TO KNOW:

Depending on what you do, you will be provided with a work uniform and personal protective equipment.

All activities are remunerated.



Working while in custody can be an opportunity to develop your skills, learn a new job and improve your daily life.

PROCEDURES TO FOLLOW IF YOU WANT TO WORK

You must send a written request to work to the officer in charge of prison work or to Sodexo's Employment Coordinator, saying whether you want to be in general services (auxiliary room service staff, cleaning, kitchen, laundry, commissary, etc.) or the production workshops. Your application will be reviewed by a single multidisciplinary classification committee.

DEVELOP 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, engage in learning, etc.

COMMENCING A PROFESSIONAL TRAINING AND SOCIAL REINTEGRATION PATHWAY

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 acknowledge 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.



