

**141—2.3(2C) Institutional contacts.**

**2.3(1) Correspondence.** Any correspondence from a person confined or residing in an institution or facility under the control of an agency shall be forwarded, unopened and without undue delay, to the office of citizens' aide/ombudsman by the institution or facility. Any correspondence from the office of the citizens' aide/ombudsman to such a person shall be delivered, unopened and without undue delay, by the institution or facility to that person.

**2.3(2) Telephonic communication.** A telephonic communication between a person confined or residing in an institution or facility under an agency's control and any staff member of the office of citizens' aide/ombudsman shall not be monitored by any officer or employee of that agency.