

## Section E: STAFF/DETAINEE COMMUNICATION

### STAFF/DETAINEE COMMUNICATION: Staff-Detainee Communication

**E.1 The Facility Director ensures that detainees are provided the opportunity to communicate with staff, either in writing or verbally. When necessary, communication aids (e.g., translators, hearing-impaired aids) are provided. (K. 12)**

<input type="checkbox"/> Acceptable	<input type="checkbox"/> Deficient	<input type="checkbox"/> Repeat Deficiency	<input type="checkbox"/> At- Risk	<input type="checkbox"/> Not Applicable
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<b>Reviewer's Initials:</b>	<b>Date:</b>
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#### On-Site Assessment Items:

Review relevant policies, procedures, and documentation concerning staff-detainee communication.

Interview supervisory staff and a sample of inmates to determine whether there are opportunities for inmates to present oral and written requests to staff.

Ask staff for examples of written requests from inmates and review those documents.

Obtain documentation from staff regarding responses to inmates (logs, copies of memos, etc.).

Note timeliness of responses.

Interview a sample of department heads to inquire about their making periodic rounds.

Look for documentation of these rounds, e.g., in housing unit logs.

Obtain copies of written policies and procedures re staff/detainee communication that are available in languages other than English.

Interview high-ranking staff to determine the program/process for announcing information, policy changes, or general procedures to detainees.

Verify by examination of documentation, if available.

Determine from interviews with staff and inmates and any available documentation whether translator or other person is available to facilitate communication with inmates with language limitations.

	Review Checklist		Comments
E.1.1	Ensure written policies and procedures exist that outline a comprehensive program for all staff/detainee communication. These policies include at least the implementation subjects addressed in this section.	Y N NA	
E.1.1a	Comprehensive program for staff/ detainee communications	Y N NA	
E.1.2	Policies and procedures are communicated to:		
E.1.2a	Appropriate staff members	Y N NA	
E.1.2b	Detainees, where appropriate	Y N NA	
E.1.3	Policies and procedures are reviewed and updated.	Y N NA	
E.1.4	Detainees are afforded the opportunity to present oral and written requests or concerns to staff.	Y N NA	
E.1.5	Detainee requests and concerns are addressed in a timely manner.	Y N NA	
E.1.6	All department heads (e.g., food service administrator, captain, unit managers, etc.) conduct periodic rounds of the institution to obtain information about inmate concerns.	Y N NA	

E.1.7	Ensure that the written institution policies available to detainees are updated and published annually.	Y	N	NA	
E.1.8	Policies and procedures are routinely available in the language of the detainees. In the alternate, a process exists which ensures the reasonable availability of an interpreter.	Y	N	NA	
E.1.9	A program/process exists for key staff to announce new information, policy changes, or general procedures for detainees. (e.g., town hall meetings, bulletin boards, newsletter...).	Y	N	NA	
E.1.10	A program/process exists for the facilitation of communication with and by detainees whose language limitations require the assistance of a translator or other intermediary.	Y	N	NA	

**STAFF/DETAINEE/COMMUNICATION: Diversity Training**

E.2. The Facility Director provided staff with annual diversity and sensitivity training.

<input type="checkbox"/> <b>Acceptable</b>	<input type="checkbox"/> <b>Deficient</b>	<input type="checkbox"/> <b>Repeat Deficiency</b>	<input type="checkbox"/> <b>At- Risk</b>	<input type="checkbox"/> <b>Not Applicable</b>
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<b>Reviewer's Initials:</b>	<b>Date:</b>
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**On-Site Assessment Items:**

Review relevant policies, procedures, and documentation concerning diversity training.

Interview random staff and inmates regarding staff's use of prohibited slurs.

Examine and follow up on all inmate grievances on this subject over the past 120 days.

Examine and follow up on all staff grievances on this subject over the past 120 days.

Determine whether any staff member has received disciplinary action for the use of prohibited slurs.

Review pre-service and in-service training curricula and a sample of training records to confirm the receipt of diversity training.

Interview random staff to discuss the training they received.

Review diversity training materials (e.g., lesson plans, outlines) to evaluate content of training.

	Review Checklist		Comments
E.2.1	Ensure policies and procedures exist for staff diversity and sensitivity training. These policies include at least the implementation subjects addressed in this section.	Y N NA	
E.2.2	Policies and procedures are communicated to:		
E.2.2a	Appropriate staff members	Y N NA	
E.2.2b	Detainees, where appropriate	Y N NA	
E.2.3	Policies and procedures are reviewed and updated.	Y N NA	
E.2.4	Staff receive diversity training upon employment and annually thereafter.  Designed to sensitize employees to the personal and cultural similarities and differences associated with differences in race, religion, national origin, gender, or political or sexual orientation.	Y N NA	
E.2.5	Staff training has been designed and implemented to enhance staff members' ability to communicate with diverse detainees in an effective manner.	Y N NA	
E.2.6	Staff do not use demeaning language or racial/ethnic/gender-related slurs within the facility.	Y N NA	

**STAFF/DETAINEE COMMUNICATION: Detainee Grievances**

**E.3 The Facility Director ensures that an established written grievance procedure is in place for detainees to express their concerns. (K.13)**

<input type="checkbox"/> Acceptable	<input type="checkbox"/> Deficient	<input type="checkbox"/> Repeat Deficiency	<input type="checkbox"/> At- Risk	<input type="checkbox"/> Not Applicable
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<b>Reviewer's Initials:</b>	<b>Date:</b>
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**On-Site Assessment Items:**

Review relevant policies, procedures, and documentation concerning detainee grievances.

Interview staff responsible for responding to inmates' grievances.  
Identify and review documentation of tracking system.  
Note timeliness of responses to grievances.  
Identify evidence of investigations and instances of corrective action.

Tour facility to observe availability of grievance forms.  
Interview random inmates on this subject.

Interview Facility Director regarding at least quarterly reviews of the tracking system.  
Discuss with person responsible for reviews  
Obtain evidence of any changes in policy/practice resulting from repetitive complaints by inmates.

	<b>Review Checklist</b>		<b>Comments</b>
E.3.1	Ensure written policies and procedures exist for a formal grievance process. These policies include at least the implementation subjects addressed in this section.	Y N NA	
E.3.2	Policies and procedures are communicated to:		
E.3.2a	Appropriate staff members	Y N NA	
E.3.2b	Detainees, where appropriate	Y N NA	
E.3.3	Policies and procedures are reviewed and updated as appropriate.	Y N NA	
E.3.4	Grievance forms are readily available and easily accessible to detainees through channels that do not require requesting forms exclusively from correctional officers.	Y N NA	
E.3.5	The formal grievance process has a tracking system that provides for a timely written response to all detainee complaints that have been filed within the grievance process.	Y N NA	
E.3.6	Regular reviews, at least quarterly, of the grievance tracking system are conducted in order to identify repetitive complaints and areas of concern.	Y N NA	
E.3.7	Filed complaints have been or are in the process of being investigated and completed investigations have been resolved.	Y N NA	