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**MEMORANDUM**  
August 24, 2006

**To:** John P. Torres, Director, Office of Detention and Removal, Immigration and Customs Enforcement

**From:** American Bar Association Delegation to Piedmont Detainee Center, Piedmont Regional Jail<sup>1</sup>

**Copies to:** (b)(6) ABA Commission on Immigration

**Subject:** Report on Observational Tour of Piedmont Regional Jail

**I. INTRODUCTION**

This memorandum summarizes and evaluates information gathered at the Piedmont Detainee Center ("Piedmont") at Piedmont Regional Jail in Farmville, Virginia. The information was gathered via observation of the facility by the delegation and interviews with detainees and facility staff on July 19, 2006.

**A. The Delegation's Visit**

On Wednesday, July 19, 2006, the members of our delegation met with several members of Piedmont's staff. We met with Superintendent (b)(6), (b)(7)(c) first, and were then led on a tour of the facility, including the jail, by Captain (b)(6), (b)(7)(c), Sergeant (b)(6), (b)(7)(c) and Sergeant (b)(6), (b)(7)(c). We were given the opportunity to ask questions throughout the tour, and participated in a follow-up discussion with Captain (b)(6), (b)(7)(c) as well. The delegation also met with six detainees.

The delegation appreciates the cooperation of all these individuals. They were helpful and accommodating throughout our visit.

**B. General Information About Piedmont Detainee Center**

<sup>1</sup> The delegation was comprised of attorneys and summer associates from the Washington, D.C. office of Latham & Watkins LLP, including (b)(6)

Piedmont is located in Farmville, Virginia, about 170 miles south of Washington, D.C. Piedmont houses both inmates and immigration detainees of both genders, with a majority of its detainees coming from El Salvador and other Spanish-speaking countries. The delegation was told that Piedmont houses more detainees than any other facility in Virginia.<sup>2</sup>

Men are housed in four “pods,” or 90-person wards, located in a section of the jail away from the regular inmates.<sup>3</sup> Women are housed with female inmates, because there are not enough female detainees to populate a pod.<sup>4</sup> The average population is 330.<sup>5</sup> On the day of our visit, the population was 309.<sup>6</sup>

## II. ICE DETENTION STANDARDS

In November 2000, the Immigration and Naturalization Service (“INS”),<sup>7</sup> disseminated the “INS Detention Standards” (the “Standards”) to ensure the “safe, secure and humane treatment” of immigration detainees. The Standards are memorialized in the Detention Operations Manual, which includes 38 standards covering a broad range of issues ranging from visitation policies to grievance procedures and food service. The Standards apply to all ICE-operated detention centers and other facilities that house immigration detainees pursuant to contracts or intergovernmental service agreements (“IGSA”).

The Standards became effective at ICE-operated detention facilities on January 1, 2001. ICE intended to implement the Standards at all of its contract and IGSA facilities by December 31, 2002. The Standards are considered a “floor” rather than a “ceiling” for the treatment of immigration detainees; they are meant to set forth the minimum requirements to which ICE must adhere in its facilities. Each ICE Field Office or Officer-in-Charge has the discretion to promulgate policies and practices affording ICE detainees rights and protections beyond those outlined in the Standards.

## III. LEGAL ACCESS STANDARDS

### A. Visitation

#### 1. Visitation By Attorneys

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<sup>2</sup> Notes of delegation member [REDACTED] on conversation with Superintendent [REDACTED].

<sup>3</sup> The terms “pod” and “ward” were used interchangeably by Piedmont staff to refer to the wings in which detainees were housed. Piedmont staff led the delegation on a tour of the jail where inmates were housed, as well as the wings in which detainees were housed.

<sup>4</sup> Notes of delegation member [REDACTED] on conversation with [REDACTED].

<sup>5</sup> Notes of delegation member [REDACTED] on conversation with [REDACTED].

<sup>6</sup> Notes of delegation member [REDACTED] on conversation with [REDACTED].

<sup>7</sup> Effective March 1, 2003, the INS ceased to exist as an agency of the Department of Justice. The INS’ immigration enforcement functions were transferred to ICE, a division of the newly-created Department of Homeland Security (“DHS”).

The *Standards* suggest that facilities permit legal visitation seven days per week.<sup>8</sup> Attorneys should have access to their clients eight hours per day during the week and four hours per day during the weekend.<sup>9</sup> The visits must be private, and should not be interrupted for head counts.<sup>10</sup> Facilities should establish a procedure by which attorneys may call to determine whether a detainee is housed in a particular facility.<sup>11</sup> Detention centers should permit visits from attorneys, other legal representatives, legal assistants, and interpreters.<sup>12</sup>

**Piedmont has substantially met this section of the *Standards*, but attorney visits may not be permitted on weekends.** The facility has videoconferencing equipment.<sup>13</sup> Attorneys may visit the detainees Monday through Friday, and are also offered the option of telephone conferences with their clients.<sup>14</sup> The attorney or the detainee may initiate these phone calls, and Piedmont staff does not monitor them.<sup>15</sup> Most detainees, however, visit with their attorneys via telephone conferencing.<sup>16</sup> Attorneys may call Piedmont to determine whether their client is being housed at the facility.<sup>17</sup> Law students and interpreters may meet with detainees provided that Piedmont has advance knowledge of their visit and a supervisor gives prior approval.<sup>18</sup> Independent medical service providers and experts are allowed to visit detainees, but the staff doctor must approve the visit.<sup>19</sup>

The facility staff explained that Piedmont discourages attorney-client visits during mealtime, but that the kitchen will provide a regular meal to the detainee should the meeting continue through a meal.<sup>20</sup>

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<sup>8</sup> Detention Operations Manual, Detainee Services, Standard 17, Section III.I.2.  
<sup>9</sup> Detention Operations Manual, Detainee Services, Standard 17, Section III.I.2.  
<sup>10</sup> Detention Operations Manual, Detainee Services, Standard 17, Section III.I.9.  
<sup>11</sup> Detention Operations Manual, Detainee Services, Standard 17, Section III.I.6.  
<sup>12</sup> Detention Operations Manual, Detainee Services, Standard 17, Section III.I.3.  
<sup>13</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7). During court hearings, detainees do not have much privacy because approximately one dozen other detainees are in the same room with them as they talk to the judge. Thus, detainees often feel that the lack of privacy prevents them from being candid and showing emotion to the judge. Notes of delegation member (b)(6) on interview with detainee (b)(6), (b)(7).  
<sup>14</sup> (b)(6), (b)(7)c Notes of delegation members (b)(6) on conversation with Captain (b)(6), (b)(7)c  
<sup>15</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
<sup>16</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
<sup>17</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
<sup>18</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
<sup>19</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
<sup>20</sup> Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c

The detainees and the attorneys meet in a room that is only monitored visually by the staff.<sup>21</sup> The attorneys are given two-way radios they can use to communicate with the guards.<sup>22</sup> All visits are contact visits, so both the attorneys and the detainees are subject to a pat-down search following the visit, at the discretion of the guards.<sup>23</sup> Generally, the only contact visits conducted at Piedmont for the detainees are with religious personnel, law enforcement officers, and attorneys.<sup>24</sup>

2. Visitation By Family And Friends

The *Standards* suggest that facilities establish written visitation hours and procedures, and make them available to the public.<sup>25</sup> This includes procedures for handling incoming money for detainees.<sup>26</sup> Visiting hours shall be set on Saturdays, Sundays, and holidays, and the *Standards* encourage facilities to accommodate visitors at other times when they are facing a particular hardship.<sup>27</sup> Visits should be at least 30 minutes long, and longer when possible.<sup>28</sup> If a facility does not provide for visits from minors, ICE should arrange for visits with children or stepchildren within the detainee's first 30 days at the facility, with continuing monthly visits.<sup>29</sup> Visits should be granted to detainees in both disciplinary and administrative segregation unless a detainee violates the visitation rules or threatens the security of the visitation room.<sup>30</sup>

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21 Notes of delegation members [redacted] conversation with Captain [redacted]  
(b)(6), (b)(7)c [redacted] (b)(6)

22 Notes of delegation members [redacted] conversation with Captain [redacted]  
(b)(6), (b)(7)c [redacted]

23 Notes of delegation member [redacted] on conversation with Captain [redacted]

24 Notes of delegation member [redacted] on conversation with Captain [redacted]  
(b)(6) (b)(6), (b)(7)c

25 Detention Operations Manual, Detainee Services, Standard 17, Section III.A & B.

26 Detention Operations Manual, Detainee Services, Standard 17, Section III.D.

27 Detention Operations Manual, Detainee Services, Standard 17, Section III.H.1.

28 Detention Operations Manual, Detainee Services, Standard 17, Section III.H.1.

29 Detention Operations Manual, Detainee Services, Standard 17, Section III.H.2.

30 Detention Operations Manual, Detainee Services, Standard 17, Section III.H.5.

Piedmont has substantially met this section of the *Standards*. Contrary to the *Standards*, no visiting hours are set on weekends, and visits are generally 20 minutes; however, apparently weekend visits may be specially arranged, and longer visits are generally accommodated. The visitation schedule is posted at the entrance to the facility,<sup>31</sup> and indicates that visiting hours are three days per week, Tuesday to Thursday, from 9:00 a.m. until 11:00 a.m.<sup>32</sup> Each pod is assigned one day per week for visitors, and each detainee may receive up to six visitors at one time.<sup>33</sup> There are no appointments.<sup>34</sup> Rather, the visits for detainees within a pod are awarded on a first-come, first-served basis.<sup>35</sup> The schedule does not ensure that each detainee can receive visitors either on Saturday or Sunday. If a particular individual has difficulty visiting during the week, however, a weekend visit may be arranged.<sup>36</sup> Piedmont generally confines visits to the scheduled hours, but supervisors may adjust the schedule if a detainee's visitors face a particular hardship.<sup>37</sup> Although visits may officially last 20 minutes,<sup>38</sup> supervisors usually extend the visit for up to 40 minutes.<sup>39</sup> All family and friend visits are non-contact visits.<sup>40</sup>

Visitors may leave money for a detainee's commissary account or send money to the detainee through the mail.<sup>41</sup> Both the detainee and the individual providing the money will receive a receipt for the deposit.<sup>42</sup>

B. Telephone Access

1. General Requirements

31 Observations of delegation members [redacted] (b)(6)

32 Observations of delegation members [redacted] notes of delegation members  
[redacted] (b)(6) conversation with Captain [redacted] (b)(6), (b)(7) notes of  
delegation members [redacted] (b)(6) interviews with detainees [redacted] (b)(6), (b)(7)c and  
[redacted] (b)(6), (b)(7)c

33 Notes of delegation member [redacted] (b)(6) on conversation with Captain Co [redacted] (b)(6), (b)(7)c

34 Notes of delegation members [redacted] (b)(6) conversation with Captain  
[redacted] (b)(6), (b)(7) notes of delegation members [redacted] (b)(6) interview with detainee  
[redacted] (b)(6), (b)(7)c

35 Notes of delegation members [redacted] (b)(6) conversation with Captain  
[redacted] (b)(6), (b)(7)c notes of delegation members [redacted] (b)(6) interview with detainee  
[redacted] (b)(6), (b)(7)c

36 Notes of delegation members [redacted] (b)(6) conversation with Captain  
[redacted] (b)(6), (b)(7) notes of delegation members [redacted] (b)(6) interview with detainee  
[redacted] (b)(6), (b)(7)c

37 Notes of delegation members [redacted] (b)(6) conversation with Captain  
[redacted] (b)(6), (b)(7) notes of delegation members [redacted] (b)(6) interview with detainee  
[redacted] (b)(6), (b)(7)c

38 Notes of delegation member [redacted] (b)(6) on conversation with Captain [redacted]

39 Notes of delegation member [redacted] (b)(6) on conversation with Captain [redacted]

40 Observations of delegation member [redacted] (b)(6) [redacted] (b)(6), (b)(7)c

41 Notes of delegation member [redacted] (b)(6) on conversation with Captain [redacted]

42 Notes of delegation member [redacted] (b)(6) on conversation with Captain [redacted]

The *Standards* suggest that facilities provide detainees with reasonable and equitable access to telephones during established facility waking hours.<sup>43</sup> In order to meet this requirement, facilities must provide at least one telephone for every 25 detainees.<sup>44</sup> The *Standards* also suggest that telephone access rules be provided in writing to each detainee upon admittance, and that the rules be posted where detainees may easily see them.<sup>45</sup>

**Piedmont has met this Standard; although detainees stated that several of the phones are often broken.** Each pod has its own set of phones, and there are two types of phones in each housing unit.<sup>46</sup> There are five “blue phones” for each pod that may be used to make collect calls, or buy items or phone minutes with a detainee’s commissary.<sup>47</sup> There are also two pay phones for each pod that can be used to make collect calls and calls with calling cards.<sup>48</sup> The telephones are accessible during open dayroom periods depending upon the detainee’s classification.<sup>49</sup> The detainees in the pod are each awarded a 20-minute slot to use the phone, and the guards run through the list of detainees.<sup>50</sup> Thus, depending upon who has expressed an interest in using the phones, it is very difficult to predict at what time a particular detainee will have access to a phone.<sup>51</sup> The detainees interviewed also stated that several of the phones are often broken.<sup>52</sup>

Telephone usage rules and instructions are posted next to the phones in both English and Spanish.<sup>53</sup> Similarly, the phone numbers of local consulates and legal service providers are posted by each phone or bank of phones in the facility.<sup>54</sup>

## 2. Direct Calls and Free Calls

The *Standards* allow facilities to generally restrict calls to collect calls.<sup>55</sup> The facility should, however, permit detainees to make direct calls to the local immigration court and the Board of Immigration Appeals, federal and local courts, consular officials, legal service providers, government offices, and to family members in case of emergency.<sup>56</sup> The facility shall not require indigent detainees to pay for these types of calls if local, nor for non-local calls if

43 Detention Operations Manual, Detainee Services, Standard 16, Sections I & III.A.  
44 Detention Operations Manual, Detainee Services, Standard 16, Section III.C.  
45 Detention Operations Manual, Detainee Services, Standard 16, Section III.B.  
46 Observations of delegation members [REDACTED] notes of delegation member [REDACTED] on conversation with Captain [REDACTED] (b)(6), (b)(7)c  
47 Observations of delegation members [REDACTED] notes of delegation member [REDACTED] on conversation with Captain [REDACTED] (b)(6), (b)(7)c  
48 Observations of delegation members [REDACTED] notes of delegation member [REDACTED] on conversation with Captain [REDACTED] (b)(6), (b)(7)c  
49 Notes of delegation member [REDACTED] on conversation with Captain [REDACTED] (b)(6), (b)(7)c  
50 Notes of delegation member [REDACTED] on conversation with Captain [REDACTED] (b)(6), (b)(7)c  
51 Notes of delegation member [REDACTED] on conversation with detainee [REDACTED] (b)(6), (b)(7)c  
52 Notes of delegation members [REDACTED] interview with detainees [REDACTED] (b)(6), (b)(7)c  
[REDACTED] notes of delegation member [REDACTED] in interview with detainee [REDACTED] (b)(6), (b)(7)c  
53 Observations of delegation members [REDACTED] (b)(6)  
54 Observations of delegation members [REDACTED] (b)(6)  
55 Detention Operations Manual, Detainee Services, Standard 16, Section III.E.  
56 Detention Operations Manual, Detainee Services, Standard 16, Section III.E.

there is a compelling need.<sup>57</sup> In addition, the facility “shall enable all detainees to make calls to the [ICE]-provided list of free legal service providers and consulates at no charge to the detainee or the receiving party.”<sup>58</sup>

**Piedmont has met this section of the Standards.** The delegation observed postings near the phones describing the ability to place direct calls and toll free calls, and various detainees were using the phones when the delegation arrived.<sup>59</sup> If a detainee is financially unable to call his attorney, the detainee can call the toll free number of the Capital Area Immigrants’ Rights Coalition (“CAIR Coalition”), and the CAIR Coalition will call his attorney on a three-way call.<sup>60</sup>

### 3. Telephone Access To Legal Representatives

The *Standards* require that facilities ensure privacy for a detainee’s telephone calls regarding legal matters, and require facilities to provide a reasonable number of telephones on which detainees can make legal calls without being overheard by officers, other staff, or detainees.<sup>61</sup> Facility staff shall not electronically monitor legal calls absent a court order.<sup>62</sup>

**Piedmont has partially met this section of the Standards: however, telephones where detainees make outgoing calls are not private.** Detainees are unable to make private telephone calls, because the phones where detainees make outgoing calls are all located in the public dayrooms with no privacy safeguards.<sup>63</sup> The telephones are out in the open, and there are no partitions.<sup>64</sup> However, detainees may receive private phone calls from attorneys, if the calls are initiated by the attorney representing the detainee and are set up in advance.<sup>65</sup> The attorney teleconferences are held in a private room where the detainee is housed.<sup>66</sup> According to one detainee, phone conversations, whether outgoing or incoming, private or legal, are not recorded or monitored.<sup>67</sup>

### 4. Incoming Calls And Messages

The *Standards* suggest that facilities take and deliver messages from attorneys and emergency incoming telephone calls to detainees as promptly as possible.<sup>68</sup>

**Piedmont appears fully to have met this section of the Standards.** If an attorney would like to speak to a detainee, the detainee must wait by the phones in the dayroom for his

57 Detention Operations Manual, Detainee Services, Standard 16, Section III.E.

58 Detention Operations Manual, Detainee Services, Standard 16, Section III.E.

59 Observations of delegation members [REDACTED] (b)(6)

60 Notes of delegation member [REDACTED] (b)(6) in interview with detainee [REDACTED] (b)(6), (b)(7)c

61 Detention Operations Manual, Detainee Services, Standard 16, Section III.J.

62 Detention Operations Manual, Detainee Services, Standard 16, Section III.J.

63 Observations of delegation members [REDACTED] (b)(6)

64 Observations of delegation members [REDACTED] (b)(6)

65 Notes of delegation member [REDACTED] on conversation with Captain [REDACTED]

66 Notes of delegation member [REDACTED] (b)(6) on conversation with Captain [REDACTED] (b)(6), (b)(7)c

67 Notes of delegation member [REDACTED] (b)(6) on interview with detainee [REDACTED] (b)(6), (b)(7)c

68 Detention Operations Manual, Detainee Services, Standard 16, Section III.I.

attorney to call.<sup>69</sup> If a detainee's attorney calls, a facility officer will attempt to locate the detainee.<sup>70</sup> If the detainee cannot be located quickly, the officer will take a message and relay that message to the detainee.<sup>71</sup> The procedure for emergency calls is to refer them to the Shift Commander on a case-by-case basis.<sup>72</sup>

C. Access to Legal Materials

The *Standards* suggest that all facilities housing detainees "permit detainees access to a law library, and provide legal materials, facilities, equipment and documents copying privileges, and the opportunity to prepare legal documents."<sup>73</sup>

1. Law Library Conditions

The *Standards* propose that facilities provide a law library "in a designated room with sufficient space to facilitate detainees' legal research and writing."<sup>74</sup> The library should be of sufficient size to permit reasonable access to all detainees desiring to use it, should include sufficient tables and chairs, be well lit, and should be reasonably isolated from noisy areas.<sup>75</sup>

**Piedmont has not fully met this section of the *Standards*: there is no law library at Piedmont, and computer desks in two pods are not isolated from the housing area or from noise.**<sup>76</sup> The two L-block detainee housing pods each include one small desk and chair with a desktop computer and printer.<sup>77</sup> These desks permit only one person to work at any given time.<sup>78</sup> The desks in these two pods are not isolated from the rest of the housing area or from noise.<sup>79</sup> The two I-block detainee housing pods each include a small room containing two desks and two computers.<sup>80</sup> The rooms were not visible to the delegation, but were viewed via the video surveillance system in the control room.<sup>81</sup> The rooms are separate from the common living area, which might provide some level of isolation from noise.<sup>82</sup> These rooms appear quite small and probably permit two detainees to comfortably work at any given time.<sup>83</sup> All pods also have picnic-style tables that could be used as workspace.<sup>84</sup> These tables, however, are not isolated from the common area.<sup>85</sup>

69 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
70 Notes of delegation members (b)(6) conversation with Captain (b)(6), (b)(7)c  
71 Notes of delegation members (b)(6) conversation with Captain (b)(6), (b)(7)c  
72 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
73 Detention Operations Manual, Detainee Services, Standard 1, Section I.  
74 Detention Operations Manual, Detainee Services, Standard 1, Section III.A.  
75 Detention Operations Manual, Detainee Services, Standard I, Section III.A.  
76 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
77 Observations of delegation member (b)(6)  
78 Observations of delegation member (b)(6)  
79 Observations of delegation member (b)(6)  
80 Observations of delegation member (b)(6)  
81 Observations of delegation member (b)(6)  
82 Observations of delegation member (b)(6)  
83 Observations of delegation member (b)(6)  
84 Observations of delegation member (b)(6)  
85 Observations of delegation member (b)(6)



2. Equipment

The Standards suggest that facilities maintain an "adequate number of typewriters and/or computers, writing implements, paper, and office supplies to enable detainees to prepare documents for legal proceedings."<sup>86</sup>

**Piedmont does not appear to have fully met this section of the Standards: there do not appear to be enough computers, and computers do not all function properly.** The computers located in the pods are loaded with word processing software that detainees can use to draft legal documents and correspondence.<sup>87</sup> The printers contain paper provided by the facility at no cost to detainees.<sup>88</sup> One detainee interviewed said that he used the computer in his pod for legal work and correspondence and that it functions properly.<sup>89</sup> A detainee housed in an I-block housing pod containing two computers claimed that the monitor of one computer was not working properly.<sup>90</sup> Another detainee in an I-block pod said that both computers have been broken for two or three months and that he repeatedly complained to Captain [REDACTED] about the matter.<sup>91</sup> Given the number of detainees housed in the facility, the six total computers available (including those that may be broken) appear to be inadequate.

3. Library Holdings

The Standards include a list of legal materials that should be included in a detention facility's law library.<sup>92</sup> Facilities should also post a list of materials that are available.<sup>93</sup>

**Piedmont has not fully met this section of the Standards: only a few legal texts are available, and no list is posted.** There are a few legal texts in each of the housing units, but Piedmont does not maintain a list of these books.<sup>94</sup> Each of the computers in the pods is loaded with a Lexis disk containing materials relating to immigration law.<sup>95</sup> The disk is provided by ICE, and the ICE representative that oversees Piedmont is responsible for downloading and updating the Lexis materials on the computers.<sup>96</sup> Piedmont does not have a list of the contents of the Lexis disk.<sup>97</sup> There is no access to the internet from the computers,<sup>98</sup> and there is no access to Lexis-Nexis or INS2000 from the computers in the pods.<sup>99</sup>

4. Hours of Access

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86 Detention Operations Manual, Detainee Services, Standard I, Section III.B.  
 87 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED]  
 88 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED] (b)(6), (b)(7)c  
 89 Notes of delegation member [REDACTED] on conversation with detainee [REDACTED]  
 90 Notes of delegation member [REDACTED] on conversation with detainee [REDACTED] (b)(6), (b)(7)c  
 91 Notes of delegation member [REDACTED] on conversation with detainee [REDACTED] b6, b7c  
 92 Detention Operations Manual, Detainee Services, Standard 1, Section III.C and Attachment A.  
 93 Detention Operations Manual, Detainee Services, Standard 1, Section III.C.  
 94 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED]  
 95 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED]  
 96 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED] (b)(6), (b)(7)c  
 97 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED]  
 98 Notes of delegation member [REDACTED] on conversation with Sergeant [REDACTED]  
 99 Notes of delegation member [REDACTED] on conversation with detainee [REDACTED] (b)(6), (b)(7)c

The *Standards* suggest that facilities devise a flexible schedule to permit all detainees, regardless of housing or classification, to use the law library on a regular basis for a minimum of five hours per week.<sup>100</sup> Detainees should not be forced to choose between library time and meals, recreation time, or any other planned activity.<sup>101</sup>

**Piedmont appears to have met this section of the *Standards*.** Detainees may use the computers to access legal sources and work on legal documents everyday between 5:00 a.m. and 11:00 p.m.<sup>102</sup> There is a signup sheet for each computer, and a detainee may reserve the computer for one hour at a time.<sup>103</sup> The “trusties,” or detainee liaisons to the facility staff, are responsible for ensuring that the signup system runs smoothly.<sup>104</sup>

5. Requests for Additional Legal Materials

The *Standards* suggest that facilities create a process for outside entities to submit legal materials for inclusion in the facility’s library.<sup>105</sup> ICE must approve or deny the request and process it as quickly as possible.<sup>106</sup>

**Piedmont appears to have met this section of the *Standards*.** Sergeant (b)(6), (b)(7)c explained that there is a process by which Piedmont forwards any request to include additional legal texts in the library on to ICE for approval.<sup>107</sup> Sergeant (b)(6), (b)(7)c believes that outside entities have made such requests in the past, but he is unaware of the details of any particular instance.<sup>108</sup>

6. Photocopies and Mail

The *Standards* suggest that facilities ensure that detainees can obtain photocopies of legal material when such copies are reasonable and necessary for legal proceedings involving the detainee.<sup>109</sup> Facilities shall provide enough copies to meet the filing requirements of a particular court or ICE and make certain that the detainee receives a copy for the detainee’s personal records.<sup>110</sup> If the detainee desires to mail legal documents, the facility should provide envelopes and stamps free of charge.<sup>111</sup>

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100 Detention Operations Manual, Detainee Services, Standard 1, Section III.G.  
101 Detention Operations Manual, Detainee Services, Standard 1, Section III.G.  
102 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
103 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
104 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
105 Detention Operations Manual, Detainee Services, Standard 1, Section III.D.  
106 Detention Operations Manual, Detainee Services, Standard 1, Section III.D.  
107 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
108 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
109 Detention Operations Manual, Detainee Services, Standard 1, Section III.J.  
110 Detention Operations Manual, Detainee Services, Standard 1, Section III.J.  
111 Detention Operations Manual, Detainee Services, Standard 1, Section III.N.

Piedmont has met this section of the *Standards*. Sergeant (b)(6), (b)(7)c noted that detainees are permitted to request photocopies and send faxes at no charge.<sup>112</sup> He did not indicate that there is a limit on the number of copies a particular detainee may request.<sup>113</sup> Facility staff also explained that a detainee is entitled to paper, envelopes, and stamps when the detainee is classified as indigent.<sup>114</sup> A detainee is indigent when he has no funds in his account for a period of seven consecutive days.<sup>115</sup> If the detainee is not indigent, the cost of these supplies and postage is deducted from his account.<sup>116</sup> Piedmont will, however, supply envelopes and stamps free of charge for mailing legal documents.<sup>117</sup> One detainee noted that he is provided these materials each week free of charge.<sup>118</sup>

7. Assistance from Other Detainees

The *Standards* require that the detention facility permit detainees to assist one another with legal research and in the preparation of legal documents.<sup>119</sup> A detainee is not permitted to ask for compensation for any legal assistance he may provide.<sup>120</sup>

Piedmont has met this section of the *Standards*. According to the Inmate Handbook, Piedmont permits detainees to help one another with research and preparation of legal documents, and prohibits inmates from charging for legal services rendered.<sup>121</sup>

8. Personal Legal Materials

The *Standards* require that the facility permit detainees to retain all personal legal material upon admittance to the general population or in segregation, unless such material creates a safety, security or sanitation hazard.<sup>122</sup>

Piedmont has met this section of the *Standards*. The Inmate Handbook provides that an inmate “may retain a reasonable amount of legal materials in their cell,”<sup>123</sup> and Sergeant (b)(6), (b)(7)c confirmed that detainees are permitted to retain legal materials in their possession.<sup>124</sup>

D. Group Rights Presentations

The *Standards* provide that facilities holding ICE detainees “shall permit authorized persons to make presentations to groups of detainees for the purpose of informing them of U.S.

112 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
113 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c  
114 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
115 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
116 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
117 Inmate Handbook, Page 4.  
118 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)c  
119 Detention Operations Manual, Detainee Services, Standard 1, Section III.K.  
120 Detention Operations Manual, Detainee Services, Standard 1, Section III.K.  
121 Inmate Handbook, Page 4.  
122 Detention Operations Manual, Detainee Services, Standard 1, Section III.K.  
123 Inmate Handbook, Page 4.  
124 Notes of delegation member (b)(6) on conversation with Sergeant (b)(6), (b)(7)c

immigration law and procedures, consistent with the security and orderly operation of each facility.”<sup>125</sup> In addition, detainees shall have regular opportunities to view an “INS-approved videotaped presentation on legal rights.”<sup>126</sup>

It is unclear whether Piedmont has fully met this section of the *Standards*: according to two detainees, legal rights videos may be shown infrequently. According to Piedmont staff, the “Know Your Rights” video is aired on the televisions inside the housing units once per month,<sup>127</sup> and new detainees should view the video as a part of their orientation to the detention facility.<sup>128</sup> Piedmont has an English and a Spanish version of this video presentation.<sup>129</sup> According to detainees, however, viewings have been inconsistent. One detainee acknowledged that he was given an orientation when he arrived and was shown the “Know Your Rights” video.<sup>130</sup> Another detainee, who was a head “trustee,” stated that he had not seen a “Know Your Rights” video in four months, and that it had not been played in his pod for that length of time.<sup>131</sup> A third detainee, also a head trustee, remarked that he had not seen the video in about a month and a half, and he did not believe that it had been shown to the newest detainees as of his interview.<sup>132</sup>

According to Piedmont staff, members of the Capital Are Immigrants Rights (CAIR) Coalition come once a month,<sup>133</sup> although it is unclear whether they give group rights presentations.

**IV. OTHER PROVISIONS OF THE ICE DETENTION STANDARDS**

**A. Detainee Handbook**

The Standards require that every Officer in Charge develop a site-specific detainee handbook to serve as an overview of detention policies, rules, and procedures.<sup>134</sup> Every detainee should receive a copy of the handbook upon admission to the facility.<sup>135</sup> The handbook will be written in English and translated into Spanish and other prevalent languages as appropriate.<sup>136</sup> The handbook must include visitation hours and rules.<sup>137</sup> The handbook must notify detainees of the facility correspondence policy.<sup>138</sup> The grievance section of the handbook must provide notice of the opportunity to file both formal and informal grievances and the procedures for filing grievances and appeals.<sup>139</sup> The handbook must provide notice of the facility’s rules of

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125 Detention Operations Manual, Detainee Services, Standard 9, Section I.  
126 Detention Operations Manual, Detainee Services, Standard 9, Section III.I.  
127 Notes of delegation member [redacted] on conversation with facility Captain [redacted]  
128 Notes of delegation member (b)(6) on conversation with facility Captain (b)(6), (b)(7)c  
129 Notes of delegation member [redacted] on conversation with facility Captain [redacted]  
130 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)c  
131 Notes of delegation member [redacted] on conversation with detainee [redacted]  
132 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)c  
133 Notes of delegation member [redacted] on conversation with Captain (b)(6), (b)(7)c  
134 Detention Operations Manual, Detainee Services, Standard 6, Section I.  
135 Detention Operations Manual, Detainee Services, Standard 6, Section I.  
136 Detention Operations Manual, Detainee Services, Standard 6, Section III.E.  
137 Detention Operations Manual, Detainee Services, Standard 17, Section III.B.  
138 Detention Operations Manual, Detainee Services, Standard 3, Section III.B.  
139 Detention Operations Manual, Detainee Services, Standard 5, Section III.G.

conduct and the sanctions imposed.<sup>140</sup> It must advise detainees of rights including the right to protection from abuse, right to freedom from discrimination, and right to pursue a grievance.<sup>141</sup> The handbook must also state that detainees have the opportunity to submit written questions, requests, or concerns to ICE staff and the procedures for doing so.<sup>142</sup>

**Piedmont has not met this section of the *Standards*. Detainees are not given a copy of the Inmate Handbook, though many portions of the Handbook pertain to them as residents of the facility, and are not informed of a great deal of information required under the *Standards*.**<sup>143</sup> Instead, detainees are given a two-page copy of the rules applicable to ICE detainees, "Piedmont Detainee Center Orientation: INS Dorm Rules and Regulations," in English and/or Spanish, upon their arrival and as part of their orientation.<sup>144</sup> This two-page document lacks a great deal of information required by the *Standards*: it does not include any information whatsoever on visitation; law library access; group legal rights presentations; correspondence; grievance procedures; detainee classification; sanctions imposed for rule infractions; detainees' right to protection from abuse and discrimination; or the opportunity to submit questions and concerns to ICE staff.<sup>145</sup> It mentions telephone usage, but only to describe how to obtain telephone time.<sup>146</sup>

#### B. Recreation

The *Standards* suggest that all detainees have access to recreational programs and activities under safe and secure conditions.<sup>147</sup> Detainees should be housed in facilities with outdoor recreation and be permitted such outdoor recreation for one hour per day, five days per week.<sup>148</sup> If a facility only provides indoor recreation, detainees must have access for at least one hour per day, including exposure to natural light.<sup>149</sup> Detainees should have access to "fixed and movable equipment," including opportunities for cardiovascular exercise, and games and television in dayrooms.<sup>150</sup>

<sup>140</sup> Detention Operations Manual, Security and Control, Standard 5, Section III.A.5.

<sup>141</sup> Detention Operations Manual, Security and Control, Standard 5, Section III.A.5.

<sup>142</sup> Detention Operations Manual, Detainee Services, Standard 15, Section III.B.3.

<sup>143</sup> Notes of delegation member [REDACTED] on conversation with Captain [REDACTED].

<sup>144</sup> Notes of delegation member [REDACTED] on conversation with Captain [REDACTED].

<sup>145</sup> Piedmont Detainee Center Orientation: INS Dorm Rules and Regulations.

<sup>146</sup> Piedmont Detainee Center Orientation: INS Dorm Rules and Regulations.

<sup>147</sup> Detention Operations Manual, Detainee Services, Standard 13, Section I.

<sup>148</sup> Detention Operations Manual, Detainee Services, Standard 13, Section III.A, which also provides that "all new or renegotiated contracts and IGSA's will stipulate that INS detainees have access to an outdoor recreation area."

<sup>149</sup> Detention Operations Manual, Detainee Services, Standard 13, Section III.B.

<sup>150</sup> Detention Operations Manual, Detainee Services, Standard 13, Section III.G.

**Piedmont has not met this section of the Standards because the detainees do not have access to outdoor recreation for one hour per day, five days per week.** Piedmont allows outdoor recreation and has entertainment in the dayroom.<sup>151</sup> All recreation is segregated by pods.<sup>152</sup> The entertainment in the dayroom consists of two satellite televisions for each pod of 90 detainees.<sup>153</sup> The television programming alternates between Spanish and English stations.<sup>154</sup> The dayroom also has pull-up bars.<sup>155</sup>

The outdoor recreation area is used when the temperature outside is between 40 to 90 degrees Fahrenheit, and in general outdoor recreation is only available 2 to 3 times per week, Monday through Friday.<sup>156</sup> Further, detainees typically may only stay outside for recreation time for 30 minutes to an hour.<sup>157</sup> The detainees can play either basketball or soccer outside.<sup>158</sup> The area is always monitored by a guard to ensure the detainees' safety.<sup>159</sup>

C. Access to Medical Care

The Standards state that "[a]ll detainees shall have access to medical services that promote detainee health and general well-being."<sup>160</sup> The Standards suggest that detainees are to be provided with an initial medical and mental health screening, cost-effective primary medical care, and emergency care.<sup>161</sup> Specifically, facilities should have procedures in place for the provision of emergency medical care for detainees.<sup>162</sup> Also, facilities housing more than 200 detainees should have "sick call," or times when medical personnel are available to see detainees who have requested medical services, a minimum of five days per week.<sup>163</sup>

**Piedmont appears to have met this section of the Standards, although one detainee expressed concerns regarding the high cost of care and delays in care.** Detainees undergo a medical and mental health screening when they arrive at the facility.<sup>164</sup> HIV screenings are conducted only if there is information in the detainee's record to indicate that the detainee may

151 Notes of delegation member (b)(6) on conversation with Captain (b)(6)  
152 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
153 Observations of delegation members (b)(6)  
154 Notes of delegation member (b)(6) on conversation with Captain (b)(6)  
155 Observations of delegation members (b)(6) notes of delegation member (b)(6)  
156 Notes of delegation members (b)(6) on conversation with Captain (b)(6), (b)(7)c  
157 Captains (b)(6), (b)(7)c notes of delegation members (b)(6) on conversation with detainee (b)(6), (b)(7)c  
158 Notes of delegation member (b)(6), (b)(7)c on interview with detainee (b)(6), (b)(7)c  
159 Notes of delegation members (b)(6), (b)(7)c conversation with Captain (b)(6), (b)(7)c  
160 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
161 Detention Operations Manual, Health Services, Standard 2, Section I.  
162 Detention Operations Manual, Health Services, Standard 2, Sections III.A & D.  
163 Detention Operations Manual, Health Services, Standard 2, Section III.G.  
164 Detention Operations Manual, Health Services, Standard 2, Section III.F.  
Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c and Nurse (b)(6)

have been exposed to HIV, or if the detainee informs the staff of the condition.<sup>165</sup> The initial medical and mental health screenings are free, according to the Inmate Handbook, as are certain medical and mental health emergencies (as determined by the staff), follow-up visits requested by the nursing staff, substance abuse group therapy, and T.B, S.T.D., and body vermin screening and treatment as indicated.<sup>166</sup> Other medical costs were posted, and are as follows:<sup>167</sup>

- Doctor visit: \$ 20.00
- Follow up visit: \$ 10.00
- Emergency: \$ 50.00
- Minor surgery: \$ 125.00
- Psychological visit: \$ 20.00
- Follow up psychological visit: \$ 20.00
- Sick call: \$ 12:50
- Dental visit: \$ 20.00
- Dental follow up: \$ 10.00
- EKG: \$ 50.00
- Tetanus injection: \$ 11.75
- X-ray: \$ 75.00
- Homocult: \$ 3.00
- Prescription: \$ 10.00
- Lab work: \$ 5.00

On site care is available from 6 a.m. to 11 p.m., and a doctor or nurse is always on call from 11 p.m. to 6 a.m.<sup>168</sup> Detainees report that requests for emergency care are responded to quickly,<sup>169</sup> but only when detainees are "really sick."<sup>170</sup> For Spanish-speaking detainees who want to speak to the doctor or nurse, detainees serve as translators, because the facility does not have any Spanish-speaking doctors or nurses.<sup>171</sup>

For non-emergency medical care, a detainee is required to submit a medical request form.<sup>172</sup> Depending on the severity of the problem, a medical staff member will either see the detainee the same day or on the next date upon which the doctor is present in the facility.<sup>173</sup> Diabetics are not permitted to keep their needles or medication with them. Medical staff members provide diabetic detainees with their insulin.<sup>174</sup>

165 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7) and Nurse (b)(6)  
166 Inmate Handbook, p. 2.  
167 Observations of delegation member (b)(6)  
168 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7) and Nurse (b)(6)  
169 Notes of delegation member (b)(6) on interview with detainee (b)(6)  
170 Notes of delegation member (b)(6) on interview with detainee (b)(6), (b)(7)c (b)(6)  
171 Notes of delegation member (b)(6) on interview with detainee (b)(6), (b)(7)c (b)(6)  
172 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7) and Nurse (b)(6)  
173 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7) and Nurse (b)(6)  
174 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7) and Nurse (b)(6)

One detainee stated that the costs of receiving medical care are high.<sup>175</sup> He also said that the process of receiving non-emergency medical care was among the worst parts of his experience at Piedmont because of the amount of time it takes to receive medical care (generally, three to four days), and that requests for medication must be renewed every five days.<sup>176</sup> Another detainee, however, noted that detainees can go to see the nurse freely, or write out a request to see the doctor, and reported no problems.<sup>177</sup>

D. Access to Dental Care

The *Standards* suggest that detainees undergo an initial dental screening exam within 14 days of their arrival.<sup>178</sup> If no on-site dentist is available, the *Standards* state that initial dental screening may be performed by a physician, physician's assistant, or nurse practitioner.<sup>179</sup> Detainees should be provided emergency dental treatment, including procedures for immediate relief of pain.<sup>180</sup> Detainees held for over six months should receive routine dental treatment including "amalgam and composite restorations, prophylaxis, root canals, extractions, x-rays, the repair and adjustment of prosthetic appliances and other procedures required to maintain the detainee's health."<sup>181</sup>

**Piedmont has not met this section of the *Standards*: detainees do not receive an initial dental screening upon arrival.**<sup>182</sup> A retired dentist comes once a week to perform dental treatments upon request,<sup>183</sup> but one detainee reported that no treatment for severe pain apart from an extraction was available.<sup>184</sup>

E. Detainee Classification System

The *Standards* suggest that facilities use a classification system and physically separate detainees in different categories.<sup>185</sup> Detainees must be assigned to the least restrictive housing unit consistent with facility safety and security.<sup>186</sup> A detainee's classification is to be determined on "objective" criteria, including criminal offenses, escape attempts, institutional disciplinary history, violent incidents, and other relevant factors.<sup>187</sup> Opinions, unconfirmed and unverified

175 Notes of delegation members (b)(6) interview with detainee (b)(6)

176 Notes of delegation members (b)(6) interview with detainee (b)(6)

177 Notes of delegation member (b)(6) on interview with detainee (b)(6)

178 Detention Operations Manual, Health Services, Standard 2, Section III.E.

179 Detention Operations Manual, Health Services, Standard 2, Section III.E.

180 Detention Operations Manual, Health Services, Standard 2, Section III.E.

181 Detention Operations Manual, Health Services, Standard 2, Section III.E.

182 Notes of delegation member (b)(6) on conversation with Captain (b)(6) and Nurse (b)(6)

183 Notes of delegation member (b)(6) on conversation with Captain (b)(6) and Nurse (b)(6)

184 Notes of delegation member (b)(6) on interview with detainee (b)(6)

185 Detention Operations Manual, Detainee Services, Standard 4, Section I.

186 Detention Operations Manual, Detainee Services, Standard 4, Section III.F.

187 Detention Operations Manual, Detainee Services, Standard 4, Section III.D.



information, and physical characteristics and appearance are not to be taken into account.<sup>188</sup> Classification is required in order to separate detainees with no or minimal criminal records from inmates with serious criminal records.<sup>189</sup> Detainees with a history of assaultive or combative behavior are not to be housed with non-assaultive detainees.<sup>190</sup>

All facility classification systems shall allow classification levels to be re-determined and include procedures by which new arrivals can appeal their classification levels.<sup>191</sup> Finally, the detainee handbook's section on classification must include (1) an explanation of the classification levels, with the conditions and restrictions applicable to each, and (2) the procedures by which a detainee may appeal his classification.<sup>192</sup>

**Piedmont has not fully met this section of the Standards: detainees are not classified into categories.** Piedmont separates detained men from inmates, but it does not separate detained women from inmates.<sup>193</sup> Detained men are kept in a separate section of the jail and do not have much, if any, contact with the jail inmates.<sup>194</sup> Captain (b)(6), (b)(7) stated that there are no classification procedures beyond separating the detainees from inmates because the sole purpose of detention is for immigration matters, so there is no need to consider the detainees' criminal records in placing them in housing units.<sup>195</sup> There is, therefore, no official, initial segregation of assaultive detainees from non-assaultive detainees, and classification is based primarily on vacancy in the housing units.<sup>196</sup> Captain (b)(6), (b)(7) did note that detainees who cause serious problems are sometimes moved into the regular jail population for five days.<sup>197</sup> It is unclear whether they are afforded the appeals process that is to be provided for detainee classification under the Standards. Captain (b)(6), (b)(7) also stated that detainees are sometimes moved to the regular jail for medical reasons.<sup>198</sup> There are nine detainees currently housed in the main jail, three of whom are the only three women in the jail, who are there for "court purposes."<sup>199</sup> As indicated above, the two-page document that detainees receive does not mention classification procedures.<sup>200</sup>

Captain (b)(6), (b)(7) stated that Piedmont tries to ensure that housing units are organized so as to minimize gang-related issues, which have begun to pose a serious problem for the facility.<sup>201</sup>

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188 Detention Operations Manual, Detainee Services, Standard 4, Section III.D.  
 189 Detention Operations Manual, Detainee Services, Standard 4, Sections III.A & III.E.  
 190 Detention Operations Manual, Detainee Services, Standard 4, Section III.F.  
 191 Detention Operations Manual, Detainee Services, Standard 4, Sections III.G & H.  
 192 Detention Operations Manual, Detainee Services, Standard 4, Section III.I.  
 193 Notes of delegation members (b)(6) on conversation with Captain (b)(6), (b)(7).  
 194 Notes of delegation member (b)(6) on conversation with Captain Cole (b)(6), (b)(7) detainees' recreation area is located right beside the main jail inmates' recreation area, but is separated by a wire fence with concertina wire across the tops of the fences.  
 195 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7).  
 196 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7).  
 197 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7).  
 198 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7).  
 199 Piedmont Detainee Center Orientation, INS Dorm Rules and Regulations.  
 201 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7).

Upon arrival, detainees are asked whether they have any gang affiliation.<sup>202</sup> Captain (b)(6), (b)(7) was aware of two prominent gangs in the facility, the 18<sup>th</sup> Street Gang and Mara Salvatrucha-13.<sup>203</sup> If Piedmont staff members are able to determine whether a detainee is affiliated with a gang, they attempt to place the detainee in a particular housing unit so that no one housing unit has a high concentration of members of the same gang.<sup>204</sup> Recently, the facility has begun "gang training" for the Piedmont facility staff, which includes learning how to identify tattoos in order to determine whether a detainee belongs to a particular gang.<sup>205</sup> One detainee stated that ample screenings are conducted to ensure that gangs do not cause problems in the housing units.<sup>206</sup>

F. Detainee Grievance Procedures

The *Standards* require that facilities develop and implement standard procedures for handling detainee grievances.<sup>207</sup> The *Standards* further suggest that facilities initially seek to resolve grievances informally before engaging in a more formalized procedure.<sup>208</sup> Facilities should establish a reasonable time limit for: "(i) processing, investigating, and responding to grievances; (ii) convening a grievance committee to review formal complaints; and (iii) providing written responses to detainees who filed formal grievances, including the basis for the decision."<sup>209</sup> Translating assistance for both formal and informal grievances must be provided upon request.<sup>210</sup> All grievances must receive supervisory review, include guarantees against reprisal, and allow for appeals.<sup>211</sup> The detainee handbook must provide the procedures for filing a grievance and appeal.<sup>212</sup>

**Piedmont has not fully met this section of the *Standards*: detainees are not made aware of the grievance procedures.** Captain (b)(6), (b)(7) provided copies of the Grievance Form used by detainees to file formal grievances. In addition, the Inmate Handbook includes a section describing the Grievance Procedure,<sup>213</sup> although Captain (b)(6), (b)(7) acknowledged that the Handbook was not provided to detainees.<sup>214</sup> Both Captain (b)(6), (b)(7) and the detainees stated that grievances are first addressed informally in person by Captain (b)(6), (b)(7) often through the head trusty.<sup>215</sup> Captain (b)(6), (b)(7) stated that he prefers to handle grievances on an informal basis, but acknowledged that, in

202 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)  
203 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)  
204 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)  
205 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)  
206 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)  
207 Detention Operations Manual, Detainee Services, Standard 5, Section I.  
208 Detention Operations Manual, Detainee Services, Standard 5, Section III.  
209 Detention Operations Manual, Detainee Services, Standard 5, Section I.  
210 Detention Operations Manual, Detainee Services, Standard 5, Section III.  
211 Detention Operations Manual, Detainee Services, Standard 5, Sections I, III.  
212 Detention Operations Manual, Detainee Services, Standard 5, Section III.G.  
213 Inmate Handbook at 5-6.  
214 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)  
215 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7) notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)

certain cases, the formal grievance process is utilized.<sup>216</sup> One detainee was not aware of the grievance form or a formal grievance procedure.<sup>217</sup>

The grievance procedure is set forth in the Inmate Handbook (which detainees do not receive) and the Piedmont Grievance Form.<sup>218</sup> It establishes a reasonable time for a response to a filed grievance (five working days for the Level I Response).<sup>219</sup> If a detainee is not satisfied with the Level I Response to his grievance, he must appeal to the next level within 48 hours, and the Level II Response is also to be completed within five working days.<sup>220</sup> The Form and the Handbook provide for a written response to formal grievances; however, they do not indicate that Piedmont convenes a grievance committee to review formal complaints.<sup>221</sup> The Grievance Form indicates that there is a "grievance coordinator."<sup>222</sup> Formal grievances are reviewed by the Major.<sup>223</sup>

One grievance that was described by a detainee involved a complaint that detainees were not given sufficient recreation time.<sup>224</sup> According to that detainee, additional recreation time was subsequently provided.<sup>225</sup> On the other hand, another detainee did not feel that his oral grievances regarding guards being "disrespectful" were properly responded to by Captains (b)(6), (b)(7)c and (b)(6), (b)(7)c.

G. Religious Practices

The *Standards* suggest that detainees of different religious beliefs must be provided with reasonable and equitable opportunities to participate in the practices of their respective faiths.<sup>227</sup> Opportunities will be constrained only by concerns about safety, security, the orderly operation of the facility, or extraordinary costs associated with a specific practice.<sup>228</sup> Moreover, a facility's staff shall make "all reasonable efforts to accommodate" special food services required by a detainee's particular religion.<sup>229</sup> Detainees in confinement must also be permitted to participate in religious practices, consistent with the safety, security, and orderly operation of the facility.<sup>230</sup>

**Piedmont has met this section of the *Standards*.** Piedmont seems to be providing detainees "reasonable and equitable opportunities to participate in the practices of their

216 Notes of delegation member (b)(6) in conversation with Captain (b)(6), (b)(7)c  
 217 Notes of delegation members (b)(6) conversation with detainee (b)(6), (b)(7)c  
 218 Inmate Handbook at 5-6; Piedmont Detainee Center Inmate/Detainee Grievance Form.  
 219 Piedmont Detainee Center Inmate/Detainee Grievance Form.  
 220 Piedmont Detainee Center Inmate/Detainee Grievance Form.  
 221 Inmate Handbook at 5-6; Piedmont Detainee Center Inmate/Detainee Grievance Form.  
 222 Piedmont Detainee Center Inmate/Detainee Grievance Form.  
 223 Notes of delegation member (b)(6) on conversation with Captain (b)(6), (b)(7)c  
 224 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)c  
 225 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)c  
 226 Notes of delegation member (b)(6) on conversation with detainee (b)(6), (b)(7)c  
 227 Detention Operations Manual, Detainee Services, Standard 14, Section I.  
 228 Detention Operations Manual, Detainee Services, Standard 14, Section I.  
 229 Detention Operations Manual, Detainee Services, Standard 14, Section III.M.  
 230 Detention Operations Manual, Detainee Services, Standard 14, Section III.O.

respective faiths.” All of the detainees’ religious practices occur within the housing units.<sup>231</sup> There is also a chaplain on staff.<sup>232</sup> Captain (b)(6), (b)(7) indicated that detainees are free to have group meetings to pray or discuss religion together.<sup>233</sup> He also noted that there was recently a case where a Muslim detainee requested to be transferred to another housing unit in order to be able to pray with another Muslim detainee.<sup>234</sup> Captain (b)(6), (b)(7) stated that the request was granted and that such accommodations are possible after screening for gang-related issues.<sup>235</sup> With respect to religious dietary restrictions, Captain (b)(6), (b)(7) stated that the medical department approves all special diet requests.<sup>236</sup> The two choices are “regular” and “vegetarian.”<sup>237</sup>

Captain (b)(6), (b)(7) statements were confirmed by three of the detainees with whom our delegation spoke. One detainee said that he did not believe there was any religious discrimination.<sup>238</sup> Another detainee said that certain groups meet every night for 90 minutes and that a chaplain comes once a month with religious materials.<sup>239</sup> Additionally, Piedmont provides extra blankets for Muslims to use when praying and allows extra time for prayer.<sup>240</sup> A detainee noted that the guards are “very respectful” of religious requirements.<sup>241</sup>

H. Voluntary Work Program

The *Standards* suggest that all facilities with work programs provide an opportunity for physically and mentally capable detainees to “work and earn money.”<sup>242</sup> Participation must be voluntary, and detainees may not work more than eight hours per day, and 40 hours per week.<sup>243</sup>

There is no work program in place where the detainees can earn money.<sup>244</sup> Detainees who serve as “trusties” can work throughout the day, effectively assisting facility staff.<sup>245</sup> The “trusties” are given an extra tray of food as compensation instead of money.<sup>246</sup>

I. Staff-Detainee Communication/ ICE Presence at the Facility

231 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

232 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

233 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

234 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

235 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

236 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

237 Notes of delegation member (b)(6), (b)(7) on conversation with Captain (b)(6), (b)(7)c

238 Notes of delegation member (b)(6), (b)(7) on conversation with detainee (b)(6), (b)(7)c

239 Notes of delegation member (b)(6), (b)(7) on conversation with detainee (b)(6), (b)(7)c

240 Notes of delegation member (b)(6), (b)(7) on conversation with detainee (b)(6), (b)(7)c

241 Notes of delegation member (b)(6), (b)(7) on conversation with detainee (b)(6), (b)(7)c

242 Detention Operations Manual, Detainee Services, Standard 37, Sections I & III.A.

243 Detention Operations Manual, Detainee Services, Standard 37, Sections III.A & H.

244 Notes of delegation members (b)(6) conversation with Captain (b)(6), (b)(7)c

245 Notes of delegation member (b)(6), (b)(7) on interview with detainee (b)(6), (b)(7)c

246 Notes of delegation member (b)(6) on interview with detainee (b)(6), (b)(7)c

The *Standards* suggest that procedures be in place “to allow for formal and informal contact between key facility staff and ICE staff and ICE detainees and to permit detainees to make written requests to ICE staff and receive an answer in an acceptable time frame.”<sup>247</sup> The *Standards* suggest that both weekly visits be conducted by ICE personnel and that “regular unannounced (not scheduled) visits” be conducted by the ICE OIC, the Assistant OIC, and designated department heads.<sup>248</sup> The purpose of these visits is to monitor housing conditions, interview detainees, review records, and answer questions for detainees who do not comprehend the immigration removal process.<sup>249</sup> The *Standards* also require that detainees “have the opportunity to submit written questions, requests, or concerns to ICE staff,” which “shall be delivered to ICE staff by authorized personnel (not detainees) without reading, altering, or delay.”<sup>250</sup> Moreover, the *Standards* suggest that detainee requests be forwarded to the appropriate ICE office within 72 hours and “answered as soon as possible or practicable, but not later than 72 hours from receiving the request.”<sup>251</sup>

**Piedmont does not appear to have met this section of the *Standards*: ICE is apparently not responsive to detainee concerns.** An ICE official, (b)(6), (b)(7)(c) is stationed at the facility, although he is not there every day.<sup>252</sup> The ICE official will call detainees to his office to discuss their individual cases.<sup>253</sup> The general complaint by the detainees about the ICE representatives is that they are non-responsive to their concerns.<sup>254</sup> Specifically, they indicated that the ICE officer (b)(6), (b)(7)(c) has been particularly non-responsive to detainee needs.<sup>255</sup>

**V. CONCLUSION**

Piedmont has met many sections of the *ICE Detention Standards*, but has also not met a number of sections.

To facilitate legal access, Piedmont should establish a law library and provide for more regular showings of Know Your Rights videos to each pod, with notice to all detainees. Piedmont should also provide an adequate number of computers in working order for detainee use.

To facilitate access to medical care, Piedmont should ensure that there are no delays in responding to non-emergency requests for medical care. Piedmont should also provide each detainee with a dental screening upon arrival, and provide dental services other than extractions for detainees in need of immediate relief.

247 Detention Operations Manual, Detainee Services, Standard 15, Section I.  
248 Detention Operations Manual, Detainee Services, Standard 15, Section III.A.  
249 Detention Operations Manual, Detainee Services, Standard 15, Section III.A.  
250 Detention Operations Manual, Detainee Services, Standard 15, Section III.B.  
251 Detention Operations Manual, Detainee Services, Standard 15, Section III.B.1.  
252 Notes of delegation member (b)(6) on conversation with Captain Coles  
253 Notes of delegation member (b)(6) on interview with detainee (b)(6), (b)(7)(c)  
254 Notes of delegation member (b)(6) on conversation with Detainee (b)(6), (b)(7)(c) notes of delegation members (b)(6) on interview with detainees (b)(6), (b)(7)(c) and (b)(6), (b)(7)(c)  
255 Notes of delegation member (b)(6) on conversation with Detainee (b)(6), (b)(7)(c) notes of delegation members (b)(6) on interview with detainees (b)(6), (b)(7)(c) and (b)(6), (b)(7)(c)

With respect to the standards regarding recreation, Piedmont should ensure that detainees have access to outdoor recreation five days per week, instead of two to three days per week.

With respect to the standards regarding detainee grievances, Piedmont should ensure that all detainees are informed of the process by which grievances can be filed.

Finally, to support detainees' access to ICE staff and ensure adequate ICE oversight over the facility, ICE should ensure that staff follow up on concerns expressed.

Facility Name: **PIEDMONT REGIONAL JAIL, Farmville, VA**

Date of Tour: **July 19, 2006**

Tour Participants: Latham & Watkins LLP attorneys and summer associates

*\*Standards are Detainee Services Standards unless otherwise indicated. Standards excerpts are typed verbatim. Issues are generally listed in their order from the Report.*

**Report comments in bold are priority issues for ICE-ABA discussion.**

	ICE Standard*	Delegation Report	Source	ICE Response
1.	<p>Standard 17, Visitation</p> <ul style="list-style-type: none"> <li>▪ III.H. Visits shall be permitted during set hours on Saturdays, Sundays, and holidays. To the extent practicable, the facility shall accommodate the scheduling needs of visitors for whom weekends and holidays pose a hardship... [ICE] does not require the facility to permit every visitor to visit on both days of a weekend, nor to permit every detainee to have visits on both days of a weekend. However, to the extent practicable, [ICE] encourages the OIC to establish visiting hours for each detainee on both days of the weekend...</li> <li>▪ III.H. The facility's written rules shall specify time limits for visits: 30 minutes minimum, under normal conditions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>The visitation schedule does not ensure that each detainee can receive visitors either on Saturday or Sunday. If a particular individual has difficulty visiting during the week, however, a weekend visit may be arranged. (p.5 ¶1)</b></li> <li>▪ Visits officially may last 20 minutes. However, supervisors apparently usually extend the visit for up to 40 minutes. (p.5 ¶1)</li> </ul>	<p>Captain Detainee</p> <p>Captain</p>	
2.	<p>Standard 17, Visitation</p> <ul style="list-style-type: none"> <li>▪ III.I.2. Hours. The facility shall permit legal visitation seven days a week, including holidays. It shall permit legal visits for a minimum of eight hours per day on regular business days, and a minimum of four hours per day on weekends and holidays. ...</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Attorneys may visit the detainees Monday through Friday, and are also offered the option of telephone conferences with their clients. However, attorney visits may not be permitted on weekends. (p.3 ¶2)</b></li> </ul>	<p>Captain</p>	
3.	<p>Standard 16, Telephone Access</p> <ul style="list-style-type: none"> <li>▪ I. Facilities holding [ICE] detainees shall permit them to have reasonable and equitable access to telephones.</li> <li>▪ III.C. [T]he facility shall provide at least one telephone for detainee use for every 25 detainees held.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Although each pod of 90 individuals has its own set of seven phones, the detainees interviewed stated that several of the phones are often broken. (p.6 ¶2)</li> </ul>	<p>Delegation's observations;</p>	

4.	<p><b>Standard 16, Telephone Access</b></p> <ul style="list-style-type: none"> <li>III.J. The facility shall ensure privacy for detainees' telephone calls regarding legal matters. For this purpose, the facility shall provide a reasonable number of telephones on which detainees can make such calls without being overheard by officers, other staff or other detainees.</li> </ul>	<ul style="list-style-type: none"> <li>Detainees are unable to make private telephone calls, because the phones where detainees make outgoing calls are all located in the public dayrooms with no privacy safeguards. The telephones are out in the open, and there are no partitions. However, detainees may receive private phone calls from attorneys, if the calls are initiated by the attorney representing the detainee and are set up in advance. (p.7 ¶4)</li> </ul>	<p>Delegation's observations: Captain [REDACTED]</p>	
5.	<p><b>Standard 1, Access to Legal Material</b></p> <ul style="list-style-type: none"> <li>III.A. The facility shall provide a law library in a designated room with sufficient space to facilitate detainees' legal research and writing. The law library shall be large enough to provide reasonable access to all detainees who request its use. It shall contain a sufficient number of tables and chairs in a well-lit room, reasonably isolated from noisy areas.</li> <li>III.B. Equipment. The law library shall provide an adequate number of typewriters, and/or computers, writing implements, paper and office supplies to enable detainees to prepare documents for legal proceedings.</li> </ul>	<ul style="list-style-type: none"> <li>There is no law library at the facility. (p.8 ¶4)</li> <li>The computer desks in two pods are not isolated from the housing area or from noise. However, the two I-block housing pods each include a small room containing two desks and two computers, which are separate from the common living area. All pods also have picnic-style tables that could be used as workspace, but these tables are not isolated from the common area. (p.8 ¶4)</li> <li>The six total computers available appear to be inadequate given the number of detainees (over 300). In addition, a detainee in I-block housing stated that the monitor of one computer was not working properly, and another detainee said that both I-block computers have been broken for two or three months and that he repeatedly complained to Captain [REDACTED] about the matter. (p.9 ¶2)</li> </ul>	<p>Sergeant [REDACTED]</p> <p>Delegation's observations.</p> <p>Delegation's observations: [REDACTED]</p>	
6.	<p><b>Standard 1, Access to Legal Material</b></p> <ul style="list-style-type: none"> <li>III.C. The law library shall contain the materials listed in Attachment A. ... The facility shall post a list of its holdings in the law library.</li> </ul>	<ul style="list-style-type: none"> <li>There are only a few legal texts in each of the housing units. Piedmont does not maintain a list of these books. Each of the computers in the pods is loaded with a Lexis disk containing materials relating to immigration law, but Piedmont also does not have a list of the contents of the Lexis disk. (p.9 ¶4)</li> </ul>	<p>Sergeant Jackson; Detainee [REDACTED]</p>	



7.	<p>Standard 9, Group Presentations on Legal Rights</p> <ul style="list-style-type: none"> <li>▪ III.I. Videotaped presentations. The facility shall play [ICE]-approved videotaped presentations on legal rights, at the request of outside organizations. ... The facility shall provide regular opportunities for detainees in the general population to view the videotape.</li> </ul>	<ul style="list-style-type: none"> <li>▪ According to Piedmont staff, the “Know Your Rights” video is aired on the televisions inside the housing units once per month, and new detainees should view the video as a part of their orientation to the detention facility. According to detainees, however, viewings have been inconsistent. One detainee, a head “trustee,” stated that he had not seen a “Know Your Rights” video in four months, and that it had not been played in his pod for that length of time. Another detainee, also a head trustee, remarked that he had not seen the video in about a month and a half, and he did not believe that it had been shown to the newest detainees. (p.12 ¶2)</li> </ul>	<p style="text-align: center;">[REDACTED]</p>	
8.	<p>Standard 6, Detainee Handbook</p> <ul style="list-style-type: none"> <li>▪ I. Every OIC will develop a site-specific detainee handbook to serve as an overview of ... the detention policies, rules, and procedures in effect at the facility. ... Every detainee will receive a copy of this handbook upon admission to the facility.</li> <li>▪ III.B. The [handbook] overview will briefly describe individual programs and services and associated rules ... includ[ing] ... visitation ... telephone use, correspondence, [and] library use ....</li> <li>▪ III.D. The handbook will list detainee rights and responsibilities.</li> </ul> <p>Standard 5, Detainee Grievance Procedures</p> <ul style="list-style-type: none"> <li>▪ III.G. Detainee Handbook. ... The grievance section of the detainee handbook will provide notice of ... the procedures for filing a grievance and appeal ....</li> </ul> <p>Standard 4, Detainee Classification System</p> <ul style="list-style-type: none"> <li>▪ III.I. Notice to Detainees. The detainee handbook’s section on classification will include... 1. An explanation of the classification levels, with the conditions and restrictions applicable to each. 2. The procedures by which a detainee may appeal his/her classification.</li> </ul> <p>Security and Control Standard 5, Disciplinary Policy</p> <ul style="list-style-type: none"> <li>▪ III.A.5. The detainee handbook or equivalent ... shall provide notice of... the sanctions imposed for violations of the rules. ... [T]he handbook shall advise detainees of the following: a. The right to protection from personal abuse, corporal</li> </ul>	<ul style="list-style-type: none"> <li>▪ Detainees are not given a copy of the Inmate Handbook, though many portions of the Handbook pertain to them as residents of the facility, and are not informed of a great deal of information required under the <i>Standards</i>. Instead, detainees are given a two-page document with rules applicable to ICE detainees. (p.13 ¶2)</li> <li>▪ The two-page document lacks a great deal of information required by the <i>Standards</i>: it does not include any information whatsoever on visitation; law library access; group legal rights presentations; correspondence; grievance procedures; detainee classification; sanctions imposed for rule infractions; detainees’ right to protection from abuse and discrimination; or the opportunity to submit questions and concerns to ICE staff. It mentions telephone usage, but only to describe how to obtain telephone time. (p.13 ¶2)</li> </ul>	<p>Captain [REDACTED]</p> <p>“Piedmont Detainee Center Orientation: INS Dorm Rules and Regulations.”</p>	

	<p>punishment, unnecessary or excessive use of force, personal injury, disease, property damage, and harassment; b. The right of freedom from discrimination based on race, religion, national origin, sex, handicap, or political beliefs; c. The right to pursue a grievance ....</p> <p>Standard 15, Staff-Detainee Communication</p> <ul style="list-style-type: none"> <li>III.B.3. Detainee Handbook. ... The handbook shall state that the detainee has the opportunity to submit written questions, requests, or concerns to ICE staff and the procedures for doing so ....</li> </ul>			
9.	<p>Standard 13, Recreation</p> <ul style="list-style-type: none"> <li>III.B.1. If outdoor recreation is available at the facility, each detainee shall have access for at least one hour daily, at a reasonable time of day, five days a week, weather permitting.</li> </ul>	<ul style="list-style-type: none"> <li>In general outdoor recreation is only available 2 to 3 times per week. (p.14 ¶2)</li> </ul>		
10.	<p>Health Services Standard 2, Medical Care</p> <ul style="list-style-type: none"> <li>III.A. Every facility will provide its detainee population with initial medical screening, cost-effective primary medical care, and emergency care.</li> </ul>	<ul style="list-style-type: none"> <li>One detainee stated that the costs of receiving medical care are high. He also said that requests for medication must be renewed every five days. (p.16 ¶1)</li> </ul>		
11.	<p>Health Services Standard 2, Medical Care</p> <ul style="list-style-type: none"> <li>III.E. Dental Treatment. An initial dental screening exam should be performed within 14 days of the detainee's arrival.</li> </ul>	<ul style="list-style-type: none"> <li>Detainees do not receive an initial dental screening upon arrival. (p.16 ¶3)</li> </ul>	Captain [REDACTED] and Nurse [REDACTED]	
12.	<p>Standard 4, Detainee Classification System</p> <ul style="list-style-type: none"> <li>III.A. IGSA facilities may continue using the [classification] systems established locally, if the classification criteria are objective and all procedures meet [ICE] requirements.</li> <li>III.E. All facilities shall ensure that detainees are housed according to their classification level. ... New arrivals are generally classified by convictions when assessing the criminal record reports.</li> <li>III.F. The classification system shall assign detainees to the least restrictive housing unit consistent with facility safety and security. ... 3. Under no circumstances will a level two detainee with a history of assaultive or combative behavior be placed in a level one housing unit.</li> </ul>	<ul style="list-style-type: none"> <li>Detainees are not classified into categories. Captain [REDACTED] stated that there are no classification procedures beyond separating the detainees from inmates. There is, therefore, no official, initial segregation of assaultive detainees from non-assaultive detainees, and classification is based primarily on vacancy in the housing units. Captain [REDACTED] noted that detainees who cause serious problems are sometimes moved into the regular jail population for five days. (p.17 ¶3)</li> </ul>	Captain [REDACTED]	

13.	<p><b>Standard 5, Detainee Grievance Procedures</b></p> <ul style="list-style-type: none"> <li>▪ III.G. Detainee Handbook. ... The grievance section of the detainee handbook will provide notice of the following: 1. The opportunity to file a grievance, both informal and formal. 2. The procedures for filing a grievance and appeal, including the availability of assistance in preparing a grievance. 3. The procedures for resolving a grievance or appeal, including the right to have the grievance referred to higher levels if the detainee is not satisfied that the grievance has been adequately resolved. 4. The procedures for contacting the [ICE] to appeal the decision of the OIC of a CDF or an IGSA facility. 5. The policy prohibiting staff from harassing, disciplining, punishing or otherwise retaliating against any detainee for filing a grievance. 6. The opportunity to file a complaint about officer misconduct directly with the Justice Department</li> </ul> <p>....</p>	<ul style="list-style-type: none"> <li>▪ <b>Detainees are not made aware of the grievance procedures. Although there is a Grievance Form used by detainees to file formal grievances, and the Inmate Handbook includes a section describing the Grievance Procedure, Captain [REDACTED] acknowledged that the Handbook was not provided to detainees. (p. 18 ¶3) One detainee was not aware of the grievance form or of a formal grievance procedure. (p. 19 ¶1)</b></li> </ul>	<p>Inmate Handbook: [REDACTED]</p>	
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INMATE HANDBOOK  
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## INMATE HANDBOOK

### ADMISSION PROCESS

- A. You have been committed to Piedmont Regional Jail, these rules and regulations have been prepared for your information and guidelines during your stay. Should you have any questions concerning the procedure contained in this handbook, contact any officer.
- B. Failure or refusal to furnish any officer with required information is a violation of the jail rules.
- C. On admission, all inmates will be thoroughly searched and required to take a shower.
- D. On admission, you will be allowed two (2) completed telephone calls. A pay phone is available in the booking area.

### PERSONAL PROPERTY AND MONEY

- A. On admission, you will be required to turn over all money and personal items. An itemized inventory of all monies and personal property will be prepared and a receipt will be provided for all items retained by the jail. You may retain in your possession at admission the following items:
  - 1. Wedding Band
  - 2. Religious Medallion (Not to exceed 2" in length) No Chains
  - 3. Prescription Eye Glasses/Contacts/Dentures
  - 4. Personal Underwear
  - 5. Shoes or Tennis Shoes (No steel toed or boots higher than 12")
  - 6. Medically approved items
- B. The jail will not be responsible for any items that are stolen or lost while in your possession. You are encouraged to keep as little property as possible while housed in the jail.
- C. An accurate account will be maintained of your money. Each deposit and withdrawal will be recorded and receipted and validated by your signature.
- D. No cash/checks will be accepted by mail. Only money orders are allowed. Cash will be accepted at the front desk Mon-Fri, except holidays, between the hours of 0900 - 1500.
- E. All medications will be turned over to the Medical section upon admission.
- F. Upon release, all money and personal property will be returned.
- G. No inmate will be allowed to go back into their personal property after being assigned to housing unit.

### CLASSIFICATION

- A. Race, color, creed, or national origin will not be considered in housing assignment or work assignment. Classification is an on-going process to determine housing and work assignment.

### TRUSTY STATUS

- A. A request for participation in the trusty work program must be in writing on the inmate request form and submitted to the 8 to 4 Shift Supervisor.
- B. If selected, you will be given a job description, trusty rules and regulations, approval to work must be obtained prior to starting to work.
- C. No inmate will be required to perform any work other than personal housekeeping within their housing unit unless they voluntarily participate in the inmate work program.
- D. Inmates convicted of a minor/major violation while participating in the program will be removed. You will not be eligible for reinstatement to the program for ninety (90) days for a major violation and thirty (30) days for a minor violation.
- E. Inmates who display an unwillingness to work or fail to complete assigned tasks within a reasonable time will be removed from the trusty program.
- F. Inmates requesting participation in the program must meet the following eligibility requirements:
  - 1. No record of escape or attempted escape.
  - 2. Have less than a three (3) year sentence to work outside. Special approval may be granted by the Superintendent or his/her designee.

3. Have no crimes of violence or sexual related crimes. (upon approval, may work in housing area only).
  4. Not convicted of a major violation within ninety (90) days or thirty (30) days for a minor violation prior to the request for participation.
- G. Have no medical problems which may interfere with job performance.
  - H. New inmates must be incarcerated for thirty (30) days before they can become eligible to participate. If previously incarcerated, within one year of readmission, you may be placed on the work force, if you meet the criteria for participation.
  - I. Participation in the program is a privilege and not a right.

#### MEDICAL AND DENTAL CARE

- A. Medical and dental complaints shall be handled by the medical staff on a daily basis and are subject to applicable fees.
- B. Medical and dental requests must be submitted on the Inmate Medical Request Form, explaining in detail the nature of the problem. Treatment will be handled based on the severity of the problem.
- C. Medical problems will be reviewed by the medical staff and Jail physician and referred outside the facility when needed.
- D. Emergency medical care is available twenty-four hours per day, by the Jail staff.
- E. You may seek private medical/dental care at your expense and at the convenience of the jail. If the physician is not within the locality of the Jail, you must make arrangements for the physician to visit you at the Jail.
- F. Non-emergency dental care will not be provided.
- G. Medical services which are provided at no cost to inmates are as follows:
  1. Initial medical screening
  2. Initial mental health screening or substance abuse screening
  3. Medical emergencies as determined by medical staff
  4. Mental health emergencies as determined by medical staff
  5. Follow-up visits requested by nursing staff
  6. Substance abuse group therapy
  7. T.B., S.T.D., body vermin screening and treatment as indicated

#### PERSONAL HYGIENE

- A. All newly admitted inmates are required to take a shower prior to assignment to a housing unit.
- B. At admission, you will be issued the following items:
 

1. Toothpaste	6. (1) Towel and Washcloth
2. Toothbrush	7. (2) Sheets
3. Soap	8. (1) Blanket
4. Jail Clothing	9. Inmate Handbook
- C. Clean Jail clothing will be exchanged twice per week and linen will be exchanged weekly on a one for one basis.
- D. Razors will be distributed three times weekly.
- E. Hygiene items must be purchased from the commissary.
- F. You will be allowed to shower daily and required to shower at least twice per week.
- G. Cleaning supplies and equipment shall be available daily.
- H. You will not be required to cut your hair unless the length and condition of hair poses a health hazard.
- I. An outside/inside licensed hairdresser or barber may be requested to cut your hair, at your expense. An authorization for the withdraw of funds must be completed prior to receiving the haircut.

#### SEARCHES

- A. Searches of person, property and cell will be periodic and unannounced in order to control the possession of contraband.
- B. You must undergo a search at any time you are requested by an officer.
- C. You may be present for a cell or property search, but not required. Officers will leave the cell and property as close to its original condition as possible.
- D. Contraband will be seized and appropriate disciplinary measures or criminal charges will be placed.
- E. All newly admitted inmates will be strip searched prior to entering the housing area beyond the booking area.

- F. Outside trustys are subject to a strip search each time they exit the jail and return back in the facility. Work Release/Education Release/Weekender will be strip searched before entering the housing area.

#### TELEPHONE

- A. Inmate telephones are available in each housing unit, collect calls only.
- B. Any damage to the telephone will result in disciplinary action or criminal charges.
- C. The telephone located in the Booking area is only for new arrestees and verified emergencies.

#### MAIL

- A. There are no limits on the number of letters you may send or receive. Mail is sent and received daily, except Saturday, Sunday and Holidays. Mail will be delivered within twenty-four (24) hours of receipt. No mail will be intentionally delayed.
- B. All mail sent out will be sealed. The mail will be picked up by a housing officer.
- C. All mail will be censored for contraband, except legal mail, which will be opened in your presence.
- D. You may subscribe to and receive through the mail, magazines, newspapers and books with the exception of publications which violate U.S. Postal regulations, materials which advocate the violent overthrow of the government, or of the state or advocate violence or rebellion against the authority under which you are being held. Sexually explicit materials are not allowed and will be reviewed on a case by case basis.
- E. All inmates, regardless of jail status, are afforded the same correspondence privileges.
- F. You may send registered or certified mail at your expense.
- G. Inmates shall not correspond with other inmates housed at this jail.
- H. Stamped envelopes/Legal envelopes may be purchased through the Commissary.

#### COMMISSARY

- A. A commissary is available from which inmates may purchase items on scheduled days.
- B. Commissary orders shall be made by filling out the Commissary Request Form.
- C. Commissary is a privilege, not a right, and may be removed for disciplinary infractions.
- D. Orders from the commissary will not be accepted until funds are posted to your account, (no credit).
- E. Indigent inmates are those admitted to the Jail with \$2.00 or less for whose account remains \$2.00 or less for seven (7) consecutive days.
- F. Inmates who meet the criteria as indigent, may request a "no funds" commissary. The indigent package consist of:
  1. One (1) tube toothpaste (every two weeks)
  2. Soap
  3. Three (3) stamped envelopes
  4. Comb (one time issue)
  5. (1) pen (per month)
  6. Paper
  7. Toothbrush (one per month)
- G. Items purchased through Commissary are for personal use only and not to be mailed out of facility.

#### RECREATION

- A. All inmates may be allowed outside recreation when adequate staff is available and weather conditions permit.
- B. Any misuse of jail equipment or misbehavior will result in an institutional charge.
- C. Indoor recreation is allowed when adequate staff is available.
- D. Pull up bars are in each housing unit, to allow inmates physical exercise, pushups and sit ups are allowed in the housing units.
- E. No running up and down the steps or pull ups on the steps.

#### LEGAL MATERIALS AND BOOKS

- A. Legal materials may be requested by indigent inmates through the commissary. Upon receipt of written request, the commissary officer shall determine the amount of envelopes and stamps required to mail the legal material. The officer shall deliver the exact number of envelopes/stamps needed to mail the legal items. The legal items shall be placed in the envelopes, sealed and mailed by the commissary officer.
- B. Each inmate is allowed to prepare his/her legal documents and may receive assistance from other inmates who agree to assist, at no charge.
- C. Each inmate may retain a reasonable amount of legal materials in their cell and in their personal property.
- D. Legal reference materials are available in the library on scheduled recreation days. No legal books will be removed from the library.
- E. Legal cases and special assistance may be requested from the Chief Jailer by the inmate request form.
- F. Notary services are available by submitting an inmate request form.

#### LIBRARY SERVICES

- A. Library books may be checked out of the library.
- B. Damage to books will result in the inmate reimbursing the Jail for actual or replacement costs.
- C. Library usage is in accordance with the established schedule.

#### RELIGIOUS SERVICES AND VISITS

- A. A weekly Bible Study will be held, Wednesday 10:00 a.m. for females and 1:30 p.m. for males. These services will be held by the jail's Chaplain. Schedules are subject to change.
- B. Volunteer ministers and religious groups are scheduled to visit the Jail at prearranged times.
- C. Inmates may voluntarily participate in religious activities.
- D. Personal ministers may visit the Jail during scheduled visiting days or contact visits with prior approval, from 9:00 to 11:00 and from 1:00 to 3:00.

#### AUTHORIZED ALLOWABLE PROPERTY

- A. All articles of property possessed by an inmate are subject to search at any time.
- B. Allowable Property:
  - (3) Undershorts (Male)
  - (3) T-Shirts White or Blue
  - (3) Pair of White Socks
  - (1) Pair of Shower Shoes
  - (1) Pair of shoes or tennis shoes, no steel toed or boots with heel over 2", height not to exceed 12".
  - (3) Brassieres (Female)
  - (3) Panties (Female)
  - (2) Insulated White Underwear
  - (2) Pajamas (Two Piece) (Male Only)
  - (1) Bathrobe (Female Only)
  - (3) Personal Photographs (Not to exceed 6" x6") (Cardboard/Paper Frames)
  - (1) Non-White personal towel/washclothReasonable amount of hygiene and food items purchased from the Commissary  
\*Reasonable amount of Legal and Religious Materials (1 Bible)  
\*Prosthetic Devices and Medically approved items  
Jail issued property

#### HOUSING REGULATIONS

- A. Failure to comply with housing regulations, may result in disciplinary action.
- B. Must be properly dressed in Jail issued clothing when leaving the housing unit for any reason.
- C. While in the housing unit, only Jail issued clothing, tee shirts or blue sweats are authorized to be worn outside of your cell. No pajama tops or pants will be worn after 0800 nor before 2100 daily.
- D. All items will be stored properly in the issued container.
- E. Beds will be made up properly and neat when not in use.
- F. Cells and Housing area will remain neat at all times and cleaned daily.
- G. No items will be hung or posted on the walls, windows, lights, doors, air vents or block the officers view.
- H. Blankets, sheets, mattresses will not be removed from the cell.
- I. No clothes lines or items will be used to hang up clothing in the cell or the clothing area.
- J. Chairs will not be placed in the cell.
- K. Clothing washed by hand, may be hung on the second floor rails from 2100 to 0700 to dry.

#### GRIEVANCE PROCEDURE

- A. The grievance procedure has two main objectives:
  1. To give inmates a means to express grievable matters.
  2. To foster prompt solutions to institutional concerns.
- B. Grievable Matters:
  1. The substance, interpretation and application of policies, rules and procedures of the jail.
  2. Individual employee actions.
  3. Reprisal for filing a grievance or appeal under the grievance procedure.
  4. Any other matter relating to conditions of care or supervision within the authority of Piedmont Regional Jail.
- C. Non-Grievable Matters:
  1. Decision of the Adjustment Committee
  2. State and Federal Court decisions
  3. State and Federal Laws and regulations
  4. Assignment and duties of Inmate Work Force
  5. Parole Board, Department of Corrections decisions
  6. Any matters not controlled by Piedmont Regional Jail
- D. Filing a Grievance
  1. Any inmate regardless of housing status may file a grievance.
  2. Assistance is available from other inmates or staff.
  3. A grievance will only be acceptable from one inmate, not a group of inmates and address only one issue per grievance. No vulgar language will be accepted.
  4. A grievance will not be accepted until it is first discussed with an officer. If the grievance is resolved by the officer/supervisor, it will then be forwarded to the Grievance Coordinator.
  5. All grievances will be logged by the Grievance Coordinator or designee, logging the name of the inmate submitting the grievance, date submitted, date of response at each level and the nature of the grievance, and grievance number, which is assigned by the Coordinator.
  6. There will be two (2) levels of response to a grievance.
  7. The first level (Level I) of a grievance will be responded to and returned in five (5) working days, excluding Saturday, Sunday, and holidays.
  8. The second level (Level II) will be responded to and returned within five (5) working days, (excluding Saturday, Sunday and holidays).
  9. Level I will be responded to by an impartial person not directly involved in the grievance and Level II will be responded to by the Assistant Superintendent or designee (Administrative Officer).
  10. If the inmate is not satisfied with Level I response, the grievance must be resubmitted to Level II within 48 hours.
  11. The written response at Level I and Level II shall include the reason for the decision.

12. All grievances shall be responded to within the established time frames. If a grievance requires additional time to investigate or the complexity of the grievance, the time frame may be extended, not to exceed nine (9) calendar days per level. The inmates shall be notified of the need for additional time in writing.
13. No form of retaliation shall be taken against an inmate for filing a grievance.
14. If a grievance is not discussed with an officer/supervisor prior to submission the officer/supervisor will not accept the grievance.
15. Inmates may obtain grievance forms from any officer, which shall be provided to them in a reasonable amount of time.
16. When an inmate is released, and has a grievance pending, that grievance will become null and void. The next level (respondent) will note on the grievance, "inmate released", and forward it back to the grievance coordinator for file.

#### VISITING

- A. Visiting will be conducted Monday thru Sunday from 9:00 to 11:00 and from 1:00 to 3:00, in accordance to the established schedule.
- B. Visits will be limited to 20 minutes, two adults and three children visitors, one visit per scheduled day.
- C. You must be escorted to and from the visiting room by an officer, leaving the visiting room unescorted will result in the loss of your visiting privilege.
- D. Proper Jail clothing will be worn to the visiting room. No property will be allowed in the visiting room.

#### RELEASE

- A. Upon release, all Jail issued property must be turned in. If there is damage funds may be taken out of your account.
- B. You will be given a check for money on your account or mailed to you.
- C. All personal property will be released to you, if not picked up within 30 days it will be disposed of in accordance with the law.

#### COUNT PROCEDURE

- A. All inmates shall be required to stand by their assigned beds upon the announcement of count. When the counting officer announces count clear, inmates may resume activities. This applies to all counts except the midnight count.
- B. Emergency counts may be conducted at any time.
- C. Failure to follow the count procedure may result in disciplinary action.

#### INMATE REQUEST FORMS

- A. Any correspondence to staff or administration must be done on an Inmate Request Form.
- B. When submitting a request form, it shall be specific, legible and addressed to the specific staff member.

#### INMATE CONDUCT

Institutional charges remain in your permanent institutional record and are transferred with you to other institutions. An institutional charge will have a negative influence on you receiving a lower classification within the Department of Corrections. It will also effect your GCA level, preventing you from receiving the maximum good time allowance. At Piedmont you may lose all of your good time earned and will have a negative influence on your possibility for parole.

- A. **Major Violations** - Those violations that endanger the health or security of fellow inmates or staff, or constitutes the destruction or damaging of personal property of another inmate or the Jail.
- B. **Minor Violations** - Those violations that regulate proper conduct of inmates to ensure a healthy and safe climate for all inmates.
- C. Denial of food, mail or medical treatment will not be used in any means as a source of disciplinary action.

- D. **Offenses** - The following acts by inmates are prohibited in Piedmont Regional Jail. Such punishment shall be in addition to any punishment which may be imposed by a court of law. Attempting to commit any offense; aiding or abetting another in the commission of any offense; or conspiring to commit any offense will be punished as if it were substantive offense.

#### MAJOR VIOLATIONS

- 100 Killing of any person
- 101 Escape, attempted escape or leaving the jail confinement without permission, failure to return from work release or furlough.
- 102 In possession of a weapon, sharpened instrument, explosive or incendiary device.
- 103 Inciting to riot or rioting
- 104 Setting a fire with potential or actual serious damage or injury to person or property
- 105 Assault or instigates assault on another person/staff
- 106 Making forcible sexual advances toward another person
- 107 Seizing or holding hostage, in a manner unlawfully detaining any person against their will
- 108 Possession of custodial uniform or security equipment normally maintained by an officer
- 109 Intentionally destroying, altering or damaging jail property or equipment or that of another person.
- 110 Demanding or receiving any items of value under threat of any kind
- 111 Conspiracy to commit, attempt to commit, aiding and abetting another to commit any of the offenses numbered 100
- 112 Participating in, or encouraging others to participate in unauthorized group demonstrations  
The above violations are punishable by the following:  
Criminal charges and/or loss of at a minimum, thirty (30) days of good time and up to the total amount of good time earned while incarcerated and fifteen (15) days isolation on each charge. Violation of the work/education release or jail rules and regulations will result in the loss of work/education privileges. Loss of privileges as noted in 200 charges
- 200 Disobeying a direct order
- 201 Failure to perform assigned trusty assignments
- 202 Stealing or obtaining anything of value under false pretenses
- 203 Delaying, hindering or interfering with an employee in the performance of their assigned duties
- 204 Lying or giving false information to an employee
- 205 Possession of stolen property or contraband
- 206 Engaging in sexual acts with another by consent
- 207 Indecent exposure or making sexual advances or gestures
- 208 Threatening bodily harm to any person
- 209 Being in possession of and or intoxicated by any drug or intoxicants or any non-approved substance that contains any percentage of alcohol
- 210 Gathering around or approaching any person in a threatening or intimidating manner.
- 211 Participation in and or encouraging others to participate in an unauthorized group demonstration.
- 212 In possession of U.S. or foreign currency
- 213 Fighting with another person
- 214 Hiding or being in an unauthorized area
- 215 Obstructing or tampering with the cameras or any other security device or equipment
- 216 Tampering with or discharging any fire suppression device
- 217 False statements or charges against another person
- 218 Using vulgar or insolent language toward another person
- 219 Blocking or altering the normal operation of any security device or equipment
- 220 Obstructing the view of or throwing any object at the Central Control area
- 221 Gambling, possession of gambling equipment or paraphernalia or operating a gambling pool
- 222 Unauthorized sale or transfer of personal property



- 223 Unauthorized use of mail or telephone
- 224 Tampering with TV, telephone, intercom or any other items installed in the living area
- 225 Throwing any object
- 226 Intentionally clogging or tampering with the plumbing or lights
- 227 Communicating with inmates of the opposite sex, passing unauthorized items
- 228 Leaving an area assigned without permission, i.e., library, weight room, visiting room, kitchen, assigned work area
- 229 Communicating with the public while at the Jail or away from the Jail
- 230 Possessing prescription or nonprescription drugs without authorization of the medical department.
- 231 Violation of established weekenders/work/education release rules and regulations or jail rules.

The above violations are punishable by the following:  
 Loss of privileges (Telephone, Commissary, Recreation, Visiting) for up to thirty (30) days, loss of trusty status, loss of earned good time for up to ninety (90), isolation, or cell restriction for up to fifteen (15) days. Violation of work/education or jail rules and regulations may result in the loss of work/education release privileges.

#### MINOR VIOLATIONS

- 300 Failure to keep living area clean and neat and bed made when not in use
  - 301 Smoking
  - 302 Failure to be in prescribed clothing
  - 303 Faking a fight or rowdy horseplay
  - 304 False statements or charges against another inmate
  - 305 Communicating with inmates of the opposite sex, passing unauthorized items
  - 306 Faking an illness
  - 307 Failure to follow count procedures/standing for count
  - 308 Leaving an assigned area without permission
- The minor violations are punishable by the following:  
 Verbal or written reprimand, loss of privileges as in 200 series charges, cell restriction for up to twenty four (24) hours.

#### SERVING THE CHARGE

- A. Inmate will be given written notice of the charge and the factual basis for it within twenty-four (24) hours of the incident or the completion of the investigation.
- B. Inmate will be given written notice of the charge twenty-four hours prior to the hearing of the charge.
- C. May request staff or inmate assistance in defending the charge.
- D. The names of any witness must be noted on the Rules Violation Report.
- E. Must be advised of the following rights:
  1. Have the right to inmate/staff advisor to assist in defense
  2. Right to present testimony of witnesses in their behalf
  3. Right to cross-examine the reporting officer
  4. Has the right to 24 hour minimum preparation time prior to the hearing.
  5. May be found guilty of a lesser offense.

#### HEARING THE CHARGE

- A. Charge will be heard no sooner than twenty-four (24) hours, and no later than seven (7) days, excluding officers days off, holidays and weekends.
- B. Work/Education release will be heard no sooner than twenty-four (24) hours and no later than three (3), excluding officers days off, holidays and weekends.
- C. Charge is heard in the inmate's presence by a hearing officer, unless they waive their rights in writing, a security risk, disruptive or assaultive behavior before or during the hearing.
- D. Inmate shall have the opportunity to explain or deny the charge.
- E. Witness statements and documentary evidence will be permitted in the defense.
- F. The hearing shall be documented.
- G. Inmate shall be given a written statement by the fact finder as to the evident relied upon and the reason for the disciplinary action.

#### APPEAL OF THE CHARGE

- A. Accused inmate shall have an opportunity to appeal any finding of guilt for a major or minor violation to the Superintendent or his/her designee.
- B. The appeal must be made within twenty-four (24) hours of the disposition.
- C. The specific reason for the appeal must be in writing on the Rules Violation Report.
- D. Staff/inmate assistance may be obtained
- E. During the appeal, the penalty sanction shall be suspended pending the outcome of the appeal, except when the sanction involves separating the inmate from other inmates or staff or is the suspension of the sanction presents an unacceptable safety/security risk.
- F. The appeal response from the Superintendent or his/her designee must be completed in three (3) working days of its receipt.

#### PRE-HEARING DETENTION

- A. Until Adjustment hearing, inmate will remain in general population unless it constitutes a threat to persons or property to warrant detention.
- B. Accused inmate may be held in Pre-hearing Detention for no more than three (3) working days without being reviewed by the ICC, the ICC will determine if the inmate continues to be a threat or can return to general population.
- C. If found guilty, by the Hearing Officer anytime in pre-hearing will be credited toward the total sentence.
- D. When placed in pre-hearing, may maintain the following property, personal hygiene items, jail clothing, religious/legal materials, towel, washcloth, blanket, (2) sheets, mattress, pillow and authorized medical items.

#### ISOLATION

- A. Only the formal action of the Hearing Officer can assign an inmate to isolation, after due process has been completed.
- B. Inmate can only be assigned for a maximum of fifteen (15) days in isolation for each separate major rule violation.
- C. When in isolation will maintain same property as in Pre-Hearing Detention.
- E. Cell restriction may be authorized in lieu of isolation.

#### ADMINISTRATIVE SEGREGATION

- A. Reserved for protective custody, custodial management and medical reasons, is not considered a form of punishment
- B. ICC shall convene within three (3) business days, excepting holidays, and review the case, deciding as to continue segregation or return to general population.
- C. Personal property will be the same as segregation, additional items will be authorized on a case by case basis.
- D. Items may be removed by medical for those confined for medical or psychological reasons.
- E. Telephone will be allowed on a case by case basis.

#### 24 HOUR CELL RESTRICTION

- A. May be authorized by the Shift Supervisor, not to exceed twenty-four (24) hours for general unruly behavior. Visitation, Telephone and Recreation will be denied during this time.

#### GENERAL

- A. Inmates will be permitted to maintain all personal hygiene items and permitted to shave and shower not less than twice per week. Total time out of the cell shall not exceed one (1) hour for Pre-Hearing Detention, Isolation or Administrative Segregation.
- B. The following items will not be restricted for disciplinary reasons:
  1. Stamped Envelopes
  2. Paper and Pen
  3. Hygiene Items
  4. Medically approved items
  5. Legal/Religious materials (Reasonable Amount)
- C. Programs - inmates wishing to participate in programs offered by the Jail should write a request to the Support Lt/Program Coordinator, requesting participation.

THIS HANDBOOK ESTABLISHES THE POLICIES, RULES AND REGULATIONS THAT ALL INMATES  
CONFINED AT PIEMONT REGIONAL JAIL MUST FOLLOW. IT HAS BEEN PREPARED UNDER THE  
MINIMUM STANDARDS FOR LOCAL JAILS AND LOCKUPS, WHICH ARE ESTABLISHED BY THE  
VIRGINIA DEPARTMENT OF CORRECTIONS AS WELL AS THE POLICIES AND PROCEDURES OF  
PIEMONT REGIONAL JAIL.

NO BOOKLET CAN COVER ALL RULES AND REGULATIONS, THIS HANDBOOK IS TO BE USED AS  
A GUIDELINE TO MAINTAIN PROPER SECURITY AND CONTROL.

THIS BOOKLET IS THE PROPERTY OF PIEMONT REGIONAL JAIL, AND IS TO BE RETURNED  
WHEN RELEASED. FAILURE TO RETURN THIS BOOKLET WILL RESULT IN A CHARGE OF \$5.00  
WHICH WILL BE SUBTRACTED FROM YOUR ACCOUNT PRIOR TO YOUR RELEASE.

**Piedmont Detainee Center  
Inmate/Detainee Request Form**

Name \_\_\_\_\_ Time \_\_\_\_\_  
Date \_\_\_\_\_ Housing \_\_\_\_\_

*Instructions: Please check the problem or request area. Be specific about what action you want. This is **NOT** a grievance form.*

- |  |   |
|--|---|
| <input type="checkbox"/> Chaplain        | <input type="checkbox"/> Programs-        |
| <input type="checkbox"/> Classifications | <input type="checkbox"/> Property         |
| <input type="checkbox"/> Commissary      | <input type="checkbox"/> Records          |
| <input type="checkbox"/> Haircuts        | <input type="checkbox"/> Shift Supervisor |
| <input type="checkbox"/> Inmate Accounts | <input type="checkbox"/> Trusty           |
| <input type="checkbox"/> Mail            | <input type="checkbox"/> Work Release     |
| <input type="checkbox"/> Notary          | <input type="checkbox"/> Other _____      |

Request: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Staff Receiving Request: \_\_\_\_\_ Date \_\_\_\_\_

Supervisory Review: \_\_\_\_\_ Date \_\_\_\_\_

Response: \_\_\_\_\_  
\_\_\_\_\_

Staff Signature: \_\_\_\_\_

Revised 07/01/05



**PIEDMONT DETAINEE CENTER  
ORIENTATION**

**INS DORM RULES AND REGULATIONS**

**10:30 PM Lockdown**

No Showers  
Everyone must be on his own bunk (Not standing beside it)  
No one is allowed to use the microwave  
All TVs must be turned off.  
Please be considerate of others; Keep the conversations down.

**Utilities**

No one is allowed to touch the TV for any reason  
No one is allowed to have more than one box  
No one is allowed to touch the plate in the microwave  
No one is allowed to get ice from the ice machine  
No one is allowed to touch the washer or the dryer

**General Rules**

No one is allowed in the yellow lines at the doors  
No one is allowed to pass or talk through the doors without permission from the officer  
Showing disrespect toward any officer could result in the whole dorm being locked down and loss of all privileges  
Please show respect to all visitors  
No Gang Activities  
No Stealing  
TV volume no higher than 15 in the morning and 30 at night

**Games**

Please do not slam the domino on the table. Respect others and use a blanket  
Please check with any trustee for games. Do not destroy games  
Please return all games to the game-box, located in the law library

**Law Library Usage**

Sign up for computer usage at 10:00 PM  
Please check with library trusty before checking out/in any law books  
All printing will be completed before lockdown  
No one is allowed in the Law Library during lockdown

**Telephone Usage**

Telephone time will be done by phone trusty  
Everyone will receive equal phone time  
Please do not use anyone's telephone time without his approval  
Do not buy, or sell telephone time  
Empty time slots will be given out at 12:00 AM. First come first served

**Count time**

7:00 am Standing Count  
3:00 pm Standing Count  
11:00 pm Non Standing Count (unless otherwise directed by on duty officers)

#### **Count time (con't)**

Please do not wait for the Officers to show up before lining up for count. be prompt  
You must line up outside of bunk area during standing count  
There will be no whistling or disrespectful noise made while the officers are counting

#### **Schedules**

In house canteen - every Sunday night  
Phone order canteen - Wed noon to Sunday noon  
Indigent packages - Picked up every Thursday night  
Indigent packages - Passed out every Friday  
Pill Call - 2 times a day  
Mail - Every afternoon M-F; except federal Holidays & Weekends

#### **Laundry Schedule**

Laundry is done according to the detainee's bedding area between 8 and 4 o'clock  
Please check the wash time and pick up time beside the wash machine  
Detainee, who misses his laundry time, will have to wait  
Please schedule your daily activities around your laundry time  
Please do not lean on the washer or dryer for any reason  
Only the laundry trusty will operate the washer and dryer

#### **Personal Hygiene**

Showers should be taken on a daily basis  
No shower during lockdown  
Fingernail inspection every Saturday  
Finger nails must remain cut at all times  
Barber trusty will be available on Tuesday and Thursday

#### **Bedding Areas**

Do not move bunks from their places for any reason  
Do not step on your bunkmate's mattress  
Do not put coolers or boxes between beds  
Do not use brown bags as trash bags  
Do not hang your towel on your bunk

#### **Bedding Areas (con't)**

Do not switch or move to another bunk without the approval of the officer on duty  
No exercising between bunks  
All beds must be made by 10:00 AM except on weekends  
Do not throw trash on the floor or place on empty bunks, use the trash can provided  
Do not come to the dayroom without being properly dressed  
Please keep the noise level down; consider others using the telephone  
Do not exercise in the day room area without being properly dressed (jumpsuit)

#### **Chow Time**

Everyone must stand in a single line  
There will be no cutting in line  
Everyone must come to the chow line properly dressed (jumpsuit)  
Do not come in the chow line with headgear or anything on the shoulder or around the neck  
One tray and one cup per detainee/inmate  
Do not get another detainee's tray without the officer's approval  
Do not come through the chow line twice. Violators will be disciplined  
Everyone must be ready for chow before the officer makes the announcement  
Everyone must return his cup and tray when finished. Failure to do so will cause the whole dorm to be  
LOCKED DOWN and SEARCHED

**PIEDMONT DETAINEE CENTER  
ORIENTACION**

**REGLAS DEL LOS DORMITORIOS DEL INS**

**10:30 pm Laqueado**

No banarse

Todos en sus camas ( **NO SE PUEDE ESTAR PARADO ALADO DE LA CAMA** )

Todas las televisions deben estar apagadas

Porfavor respetar a sus vecinos; tenga sus conversaciones bajas

**UTENCILIOS**

Nadien puede tocar las televisions por ninguna razon

Nadien puede tener mas de una caja

Nadien puede tocar el plato del micro ondas

Nadien puede sacar hielo de la maquina que ase hielo

Nadien puede tocar la maquina de lavar o secar

**REGLAS GENERALES**

Nadien puede estar dentro de la linea amarilla y la puerta

Nadien puede pasar notas o hablar por las puertas sin el permiso de un official

No se puede faltar el respeto a un official, o se puede laquiar el dormitorio y quitar todos los aparatos

Porfavor respetar todos las visitas

No actividades de maras

No robar

El volumen de la television no puede estar mas alto de 15 en la mañana y 30 en la tarde

**JUEGOS**

Porfavor no tirar los dominos con fuerza en la mesa. Respetar los demas y usar una cobija

Porfavor chequear con un trosti por los juegos. **NO DESTRUIR LOS JUEGOS**

Porfavor regresar los juegos a las cajas y poner los en la libreria

**REGLAS DE LA LIBRERIA**

Firme para usar las computadoras a las 10:00 PM

Porfavor chequear con el trosti de la libreria antes de sacar o regresar un libro de leyes

Nadien puede sacar copias despues del laqueo

Nadien puede estar en la libreria cuando estamos laqueados

**USANDO EL TELEFONO**

Los tiempos del telefono son hechos por el trosti del telefono

Todos recibimos los mismos minutos de tiempo

Porfavor no usar el tiempo de otra persona sin el permiso primero

Porfavor, no comprar o vender los tiempos del telefono

Los tiempos que queden libres se ban adar a las 12:00 AM. Al primero que viene es el primero que recibe

**LOS TIEMPO DE CONTAR**

7:00 AM tienen que estar parados

3:00 PM tienen que estar parados

11:00 PM no se tiene que estar parados

Porfavor no esperen al official que venga para pararse. Agalo pronto

Tienen que estar parados afuera de las camas cuando la cuenta es parado

No le falten el respeto a los oficiales cuando estan contando. No se va a hacer escandalo

### **HORARIOS**

Cantina de la casa –se llenan todos los Domingos  
Cantina del telefono – Miercoles medio dia asta el Domingo medio dia  
Paquetes gratis – se llenan el Jueves en la noche  
Paquetes gratis – se recibe el Viernes  
Medicina – dos veces al dia  
Correo – de Lunes a Viernes por las tardes; no fin de semanas o dias de fiestas federales

### **HORARIOS DE LAVAR ROPA**

Se lava por su cama las horas de 8:00 – 4:00 PM  
Porfavor chequear el tiempo para lavar y recojer su ropa que esta al lado de la maquina de lavar  
Si pierde su tiempo de lavar, tiene que esperar asta el proximo tiempo  
Porfavor acer sus cosas antes o despues de su tiempo de lavar  
Porfavor no rescostarce en las maquinas de lavar y secar por ninguna rason  
Solo el trosti de lavar puede utilizar las maquinas

### **HIJENE PERSONAL**

Bañarce todos los dias  
No se pueden banar despues del laqueo  
Las hunas se van a rebisar todos los Sabados  
Las hunas deben estar cortas todo el tiempo  
El trosti que corta el pelo trabaja los Martes y Jueves

### **AREAS DE LAS CAMAS**

No mober las camas por ninguna rason  
No pisar el colchon de la cama de abajo cuando se sube a la cama de arriba  
No poner las cajas o hieleras entre medio de las camas  
No usar las bolsas de papel para basurrero  
No cuelgen las tuallas en las camas  
No se cambian camas sin abisar al oficial que esta trabajando  
No se asen ejercicios entre medio de las camas  
Todos las camas deben de estar hechas a las 10:00 AM menos los fines de semana  
No tirar basura en el piso o en las camas bacias, utilizar el basurrero  
No estar en la aria de entretenimiento sin estar propiamente vestido  
Porfavor mantenga su bos baja, respetar a los que estan usando el telefono  
No aser ejercicios en la areas de entretenimiento sin estar propiamente vestido ( jumpsuit )

### **HORA DE COMER**

Todos tienen que estar en una sola linia  
No pueden entrar en medio de la linia  
Todos tienen que venir a la linia vestido propiamente ( jumpsuit )  
No entren en la linia con cosas en la cabeza, los hombres, o al rededor del cuello  
Una copa y una bandeja por persona  
No se agarra la bandeja de otra persona sin el permiso del oficial  
No se permite entrar en la linia dos veces, si lo haces, se te va castigar  
Todos tienen que estar listos para comer antes que el oficial lo anuncie  
Todos tienen que regresar la copa y la bandeja cuando terminen de comer. Si no lo acen, bamos a LAQUEAR y BUSCAR las bandejas y copas.



**Piedmont Detainee Center  
In House Commissary**

Name \_\_\_\_\_  
ID# \_\_\_\_\_ Pod \_\_\_\_\_ Date \_\_\_\_\_

*All above information must be filled in to receive Commissary*

98001	Ice Cream .....	2.25
98002	Photo (4 people only) .....	5.00
98020	Chicken Chow Mein .....	7.90
98021	Sweet & Sour Chicken .....	9.00
98022	Peppersteak .....	9.00
98023	Chicken Egg Foo Yong .....	9.00
98024	Beef w/Broccoli .....	9.00
98025	Sesame Chicken .....	10.30
98026	Orange Chicken .....	10.30
98027	Shrimp-Fried Rice .....	5.80
98028	Chicken-Fried Rice .....	5.80
98029	Beef Fried Rice .....	5.80
98030	Wor Su Duck .....	12.50
98031	Chicken Lo Mein .....	8.50
98040	Hot&Spicy Burrito .....	7.00
98041	La Parota Special .....	9.00
98042	Beef/Chicken Combo Fajitas .....	10.20
98043	Chimichanga Beef/Chicken .....	7.50
98044	Queso Flameado .....	10.20
98045	Enchiladas Suizas .....	9.00
98060	Pepperoni Pizza .....	6.99
98061	Sausage Pizza .....	6.99
98062	Cheese Pizza .....	6.99
98063	Cheese Steak Sub w/L/T/M/Mush .....	5.89
98070	Hamburger .....	1.75
98071	Cheesburger .....	1.75
98072	Kosher Hot Dog .....	1.25
98073	French Fries .....	1.00
98074	Hot Wings .....	2.99
98075	Coconut Pie Slice .....	1.50
98076	Sweet Potato Pie Slice .....	1.50
98077	Chicken Nuggets .....	2.99

98150	Styrofoam Coolers .....	6.00
98151	Neckroll Pillow .....	4.00
98152	Towel Bath Size .....	4.50
98153	Washcloth .....	1.50
98154	Bottled Water .....	1.00
98155	Sure Deodorant .....	3.00
98156	Degree Deodorant .....	3.00
98157	Soda Tokens .....	1.60
98158	C.D. Player .....	40.00
98159	Single C.D. .....	20.00
98160	Double C.D. .....	35.00
98161	Kerri Lotion .....	9.00
98162	Sensodyne Toothpaste .....	5.25
98163	New Bal Cross Trainer Tennis .....	60.00
98164	Nike Triple Clutch Tennis .....	62.00
98165	Nike Accelerator Tennis .....	49.99
98166	Reebok Ultra Tennis .....	51.99
98167	Tank Top XL .....	4.50
98168	Tank Top 2XL .....	4.50
98169	Tank Top 3XL .....	4.50
98170	Personal Phone Book .....	1.29
98172	City Cow Jalapeno Cheese .....	1.75
98173	Club Crackers .....	1.50
98175	Coffee Creamers Half&Half .....	.25
98176	Coffee Creamers French Vanilla .....	.25
98178	Salt/Pepper packs (5) each .....	.15
98181	Batteries 4 Pk. AA. .....	3.29
98182	Headphones .....	6.69
98183	Head & Shoulders shampoo .....	7.50
98184	Ensure Van. Choc. Strawberry ... ..	1.89
98185	Energy Bars .....	1.89

**INS Detainee Indigent Bags**

Soap, Toothpaste, 2 Envelopes, 5 Sheets Paper. Ink pens will be issued once a month on the first Friday of the month. Combs will be issued on the first Friday upon request.

**Reg Inmate Indigent Bags**

Soap, Toothpaste, 2 Envelopes, 5 Sheets Paper. Ink pens will be issued once a month on the first Friday of the month. Combs will be issued on the first Friday upon request.

**PIEDMONT DETAINEE CENTER**

DESCRIPTION	PRICE	DESCRIPTION	PRICE
<b>Soup</b>		<b>Pasty/Breakfast/Snack (Continued)</b>	
8000 RAMEN CHICKEN FLAVOR	0.82	6711 HOT CHILI REFRIED BEANS & RICE	1.03
8001 RAMEN SHRIMP FLAVOR	0.82	6294 PASTA SAUCE - POUCH	0.72
8004 RAMEN TEXAS BEEF FLAVOR	0.82	6173 BRUSHY CREEK CHILI W/BEANS - POUCH	1.95
8005 RAMEN CHILI FLAVOR	0.82	6174 BRUSHY CREEK HOT CHILI W/BEANS - POUCH	1.95
6011 RAMEN HOT & SPICY	0.82	6176 BRUSHY CREEK BEEF STEW - POUCH	2.05
6030 CHICKEN CUP OF SOUP	0.87	6178 FRESH CATCH MACKEREL - POUCH	1.74
6034 HOT VEGETABLE CUP OF SOUP	0.87	6191 FRESH CATCH SALMON FLAKES - POUCH	2.05
6038 TEXAS BEEF CUP OF SOUP	0.87	6192 FRESH CATCH SMOKED OYSTERS - POUCH	2.05
6042 CHEDDAR CHEESE CUP OF SOUP	0.87	6179 FRESH CATCH SARDINES - POUCH	1.74
6673 THAI RICE NOODLES	0.91	6647 ARMOUR CHICKEN VIENNA SAUSAGE - POUCH	2.05
<b>Coffee/Tea/Drink Mix</b>		6194 BRUSHY CREEK SLOPPY JOE - POUCH	2.36
2005 TASTERS CHOICE COFFEE	0.31	6193 BRUSHY CREEK BEEF IN BBQ SAUCE - POUCH	2.36
2008 TASTERS DECAF COFFEE	0.31	6196 BRUSHY CREEK LASAGNA - POUCH	2.36
2015 KEFFE 30Z COLUMBIAN COFFEE	3.06	6723 MEXICAN STYLE BEEF - 4OZ POUCH	2.46
2018 NESCAFE COFFEE 4 OZ	3.29	6826 FRESH CATCH TUNA - POUCH	1.79
2070 HOT COCOA MIX	0.31	<b>Cookies/Crackers</b>	
2100 SUGAR FREE ORANGE DRINK	0.31	3003 ANIMAL CRACKERS 11 OZ	1.85
2106 SUGAR FREE TEA W/LEMON	0.31	3036 CHOCOLATE CHIP COOKIES 8OZ	1.13
2115 SUGAR FREE BLACK CHERRY	0.31	3040 ICED OATMEAL COOKIES 8OZ	1.13
2120 SUGAR FREE LEMONADE	0.31	3045 DUPLEX COOKIES 8OZ	1.13
2200 ORANGE DRINK MIX	0.31	3031 ORANGE/PEAPPLE CREME COOKIES 8OZ	1.13
2206 TEA W/LEMON DRINK MIX	0.31	3112 SALTINE CRACKERS 16OZ	2.05
2210 FRUIT PUNCH DRINK MIX	0.31	3115 CHEESE CRACKERS 16OZ	2.05
2215 CHERRY DRINK MIX	0.31	3124 RITZ CRACKER W/PEANUT BUTTER	0.82
2220 LEMONADE DRINK MIX	0.31	<b>Peanut Butter</b>	
2201 NESTELE WITH LEMON 6 OZ	1.85	6417 PEANUT BUTTER 18 OZ	2.67
2200 YANG BREAKFAST DRINK 8OZ	1.85	<b>Condiments</b>	
2310 COUNTRY TIME LEMONADE 8OZ	1.85	6410 GRAPE JELLY 12 OZ	2.15
<b>Chips/Popcorn</b>		6411 STRAWBERRY JELLY 12 OZ	2.56
6100 POTATO CHIPS 1.5 OZ	0.87	6500 HOT PICKLE	0.87
6105 BBQ POTATO CHIPS 1.5 OZ	0.87	6501 MILD DILL PICKLE	0.87
6126 HOT & SPICY CHIPS 1.5 OZ	0.87	6510 X-HOT PICANTE SAUCE 10 OZ	1.69
6111 HOT & SPICY CORN CHIPS 1.5 OZ	0.87	6262 MAYO SINGLE SERVE - 12PK	1.23
6127 HOT & SPICY PORK RINDS 2 OZ	1.03	6263 MUSTARD SINGLE SERVE - 12PK	1.23
6116 CHEESE PUFFS 2 OZ	1.03	6264 KETCHUP SINGLE SERVE - 12PK	1.23
6134 CARAMEL CORN - 3.5O OZ	1.26	6266 HOT SAUCE SINGLE SERVE - 12PK	1.23
6114 HOT FRUES 1 OZ	0.87	<b>Baggad Candy</b>	
6150 POTATO CHIPS - BIG BAG	2.05	4100 BUTTERS COOTIE/DISCS	0.82
6105 BBQ POTATO CHIPS - BIG BAG	2.05	4120 PROOFBEER BARRLS	0.82
6083 WHITE CHEDDAR POPCORN - BIG BAG	2.05	4135 JOLLY RANCHERS	0.82
6117 CHEESE CRUNCH - BIG BAG	2.05	4145 STARLITE MINTS	0.82
6106 PRIZZELS - BIG BAG	2.05	4146 ATOMIC FIRE BALLS	0.82
6080 WHOLE SHABANG VARIETY CHIPS - BIG	2.05	4156 SUGAR FREE HARD CANDY	0.72
6132 HOT CHEESE POPCORN - BIG BAG	1.01	<b>Candy Bars</b>	
6150 NACHO CHEESE CHIPS - BIG BAG	2.05	4000 M & M PLAIN	0.72
6155 ICED CHIPS - BIG BAG	2.05	4001 M & M PEANUT	0.72
6200 FLASH MICROWAVE POPCORN	0.82	4004 BABY RUTH	0.72
6201 BUTTER MICROWAVE POPCORN	0.82	4010 SNICKERS BAR	0.72
<b>Sugar/Creamer</b>		4013 MILKY WAY	0.72
2080 SUGAR TWIN SUGAR SUBSTITUTE	0.04	4015 NESTLE CRUNCH	0.72
2082 NON-DAIRY CREAMER	0.05	4032 THREE MASCOTEER BAR	0.72
<b>Pasty/Breakfast/Snack</b>		4035 REESE'S PEANUT BUTTER CUP	0.72
3137 RICE CRISPY TREAT	0.82	4037 HERSHEY ALMOND BAR	0.72
3218 BROWNIE	0.82	4030 KIT KAT	0.72
3226 CHOCOLATE ICED DONUT	0.82	<b>Snack/Cheese/Sausage</b>	
3230 PEANUT BUTTER BARS 12PK	2.77	6606 SALTED PEANUTS 1.75 OZ	0.51
3231 OATMEAL SANDWICH CAKES 10PK	1.85	6607 HOT PEANUTS 1.75 OZ	0.51
3236 SWISS ROLLS 8PK	1.85	6208 STUDENT MIX	1.03
3245 DUNKING STICKS 8PK	1.85	6212 SPICY CAJUN MIX	1.03
3285 BLUEBERRY DONUTS 8PK	2.90	6213 HEALTH MIX	1.03
3248 ICED CINNAMON ROLL	0.82	6250 ONION DIP	0.82
3261 MEGA HONEY BUN 4.75 OZ	0.82	6255 NACHO CHEESE DIP	0.82
3274 MONSTER HONEY BUN 8 OZ	1.08	6762 BEEF STICK	1.33
3276 CHOCOLATE CREAM CUPCAKES 2PK	0.87	6764 BEEF & CHEESE STICK 1.8OZ	0.86
3291 BEAR CLAW	0.82	6306 LITTLE SAUSAGE	0.82
3251 STRAWBERRY TOASTER PASTIES 8PK	2.36	6310 LITTLE PEPPERON	0.82
6363 QUAKER SUGAR TOASTED FLAKES	0.82	6428 CHEDDAR CHEESE SQUEEZER	0.72
6304 QUAKER RICE CRISPY CEREAL	0.82	6429 JALAPENO CHEESE SQUEEZER	0.72
6401 VARIETY GRANOLA BARS 10PK	3.33	<b>Postage</b>	
6404 CHOC CHIP GRANOLA BARS 10PK	3.33	1001 LARGE STAMPED ENVELOPE	0.52
6520 VARIETY OATMEAL 10PK	2.87	1046 ONE EACH \$0.38 STAMP	0.42
6540 STRAWBERRY CEREAL BAR	0.36	1050 BOOK OF TEN STAMPS	4.10
6600 TORTILLAS - 4PK	1.03	<b>Personal Care</b>	
6602 CHEESY JALAPENO TORTILLAS - 4PK	1.03	0636 MILK OF MAGNESIA 12 OZ	4.00
6055 SPANISH RICE WITH CHEESE	0.56	0690 VISAGE EYE DROPS	5.00
6056 CHILI RICE	0.56	0742 SOFT LENS CARE SOLUTION	6.00
6057 ORIENTAL RICE	0.56	0753 SINGLE EMORY BOARD	0.21
6058 LONG GRAIN RICE	0.56	0900 5" COMB	0.25
6710 CHILI REFRIED BEANS & RICE	1.03	0815 MILITARY NAIL BRUSH (NO HANDLE)	3.41

DESCRIPTION	PRICE	DESCRIPTION	PRICE
<b>Personal Care (Continued)</b>		<b>Pharmaceuticals</b>	
0821 :PALM BRUSH	0.47	0610 :7-STRENGTH TYLENOL 2 PK	0.60
0839 :WAVE CAP - BLACK	2.69	0612 :ADVA 2 PK	0.60
1430 :WASH CLOTH (WHITE)	0.53	0618 :BAYER 2 PK	0.65
1440 :BATH TOWEL (BEIGE)	8.30	0640 :TUMS 3 ROLL	2.50
0970 :ACRYLIC MIRROR	2.63	0645 :ALKA-SELTZER 2 PK	0.60
<b>Soap/Bath Products</b>		0689 :SALINE NASAL SPRAY	2.20
0426 :NEXT 1 SPORT BAR SOAP 5 OZ	0.89	0675 :MALLS COUGH DROPS	0.80
0397 :NEXT 1 COCOA BUTTER SOAP 5 OZ	0.89	<b>Ethnic Products</b>	
0412 :DIAL SOAP 3.5 OZ	0.84	0030 :SULFUR 8 SHAMPOO	3.42
0440 :NEXT 1 MOISTURIZING SOAP 5 OZ	0.89	0183 :DARK & LOVELY CONDITIONING SHAMPOO	3.88
0444 :NEUTROGENA SOAP	4.00	0037 :QUICK STYLE GEL	2.36
0490 :SOAP DSH	0.63	0040 :MAGNIFICENT HAIR FOOD	2.21
<b>Skin Care Products</b>		0045 :ROYAL CROWN HAIRDRESSING	1.84
0218 :COCOA BUTTER STICK	1.58	0052 :AFRICAN PRIDE HAIR GREASE	6.09
0220 :PETROLEUM JELLY TUBE	0.84	<b>Shaving Products</b>	
0230 :E-RGENTS ALOE LOTION	2.95	0320 :MAGIC CREAM SHAVE TUBE	3.40
0240 :MEDICATED SKIN CREAM	2.00	0348 :BRUSHLESS SHAVE CREAM	1.64
0242 :ACNE TREATMENT CREAM	3.00	0350 :REGULAR AFTERSHAVE	1.56
0249 :HYDROCORTISONE CREAM	2.00	<b>Electronics/Batteries/Games</b>	
0251 :ANTI-FUNGAL CREAM	3.75	1200 :AAA 4 EACH	2.99
0267 :ACTRACIN OINTMENT	3.75	1210 :AA 4 EACH	2.99
0270 :CHAPSTICK	1.37	1217 :HEADPHONE REPLACEMENT	6.30
0720 :FOOT POWDER	2.60	7044 :KOSS CLEAR HEADPHONE	6.30
<b>Dental Products</b>		1296 :FOAM EAR PLUGS	1.05
0500 :MOUTHWASH	1.58	1300 :PLAYING CARDS	1.94
0520 :COLGATE TOOTHPASTE - 27 OZ	2.94	1305 :PINOCLE CARDS	1.94
0507 :COLGATE GEL TOOTHPASTE 4.2 OZ	4.20	<b>Velcro Sneakers - RIDDELL</b>	
0530 :COOL WAVE CLEAR TOOTHPASTE 4OZ	1.65	1781 :SIZE 7	28.35
0562 :4 TOOTHBRUSH	0.32	1782 :SIZE 7.5	28.35
0560 :TOOTHBRUSH HOLDER	0.63	1783 :SIZE 8	28.35
0564 :ORAL GEL	2.00	1784 :SIZE 8.5	28.35
0590 :DENTURE TABLETS 40'S	3.15	1853 :SIZE 9	28.35
0595 :JEFFERSHIP CREAM	3.98	1757 :SIZE 9.5	28.35
<b>Stationery/Greeting Cards</b>		1854 :SIZE 10	28.35
1009 :YELLOW HIGHLIGHTER	0.63	1758 :SIZE 10.5	28.35
1010 :STANDARD ENVELOPE	0.11	1759 :SIZE 11	28.35
1016 :MANILA ENVELOPE	0.26	1856 :SIZE 11.5	28.35
1090 :8 1/2 X 11 WHITE WRITING PAD	1.05	1856 :SIZE 12	28.35
1052 :8 1/2 X 14 YELLOW WRITING PAD	1.37	1781 :SIZE 12	28.35
1070 :SKETCH PAD 8.5X11-WHITE 80 SHT	1.05	1857 :SIZE 14	28.35
1088 :SECURITY PEN	0.74	<b>Clothing</b>	
1075 :GOLF PENCIL	0.11	1504 :MENS T-SHIRT SML	3.83
1080 :3-1/2" COLORED PENCIL SET	2.52	1505 :MENS T-SHIRT MED	3.83
1085 :PINK ERASER	0.37	1506 :MENS T-SHIRT LRG	3.83
1096 :POCKET DICTIONARY	4.20	1507 :MENS T-SHIRT XLRG	3.83
1097 :FINE LINE MARKERS	1.86	1508 :MENS T-SHIRT 2XLRG	6.30
1103 :BIRTHDAY CARD	1.86	1509 :MENS T-SHIRT 3XLRG	6.30
1101 :CHILDREN'S BIRTHDAY CARD	1.86	1510 :MENS T-SHIRT 4XLRG	7.56
1108 :FRIENDSHIP CARD	1.86	1487 :MENS T-SHIRT 5XLRG	8.82
1120 :THANK YOU CARD	1.86	8006 :MENS T-SHIRT 6XLRG	8.82
1121 :HOLIDAY/SEASONAL CARD	1.80	1514 :MENS BRIEFS SML	2.63
<b>Skin Care Products</b>		1516 :MENS BRIEFS MED	2.63
0200 :BABY POWDER	1.31	1518 :MENS BRIEFS LRG	2.63
0202 :HTS. BATH & SHOWER POWDER	2.63	1517 :MENS BRIEFS 2LGR	2.63
0207 :NEXT 1 HYPO-ALLERGENIC LOTION 15 OZ	2.25	1518 :MENS BRIEFS 2XLRG	4.59
0212 :NEXT 1 MEN CARE LOTION 15 OZ	2.38	1496 :MENS BRIEFS 3XLRG	5.25
0215 :NEXT 1 COCOA BUTTER LOTION 15 OZ	0.84	1499 :MENS BRIEFS 4XLRG	5.25
<b>Shower Shoes</b>		1513 :MENS BRIEFS 5XLRG	5.46
1450 :SML X-STRAP SHWR SHOE	1.06	1529 :MENS BOXERS SML	4.04
1451 :MED X-STRP SHWR SHOE	1.06	1530 :MENS BOXERS MED	4.04
1452 :LRG X-STRP SHWR SHOE	1.05	1531 :MENS BOXERS LRG	4.04
1456 :SML DELUXE SHOWER SHOE	3.15	1532 :MENS BOXERS XLRG	4.04
1456 :MED DELUXE SHOWER SHOE	3.15	1533 :MENS BOXERS 2LGR	6.41
1457 :LRG DELUXE SHOWER SHOE	3.15	1534 :MENS BOXERS 3LGR	7.67
1458 :XLRG DELUXE SHOWER SHOE	3.15	8237 :MENS BOXERS 4LGR	7.67
1890 :2XLRG DELUXE SHOWER SHOE	3.15	8238 :MENS BOXERS 5LGR	7.67
<b>Miscellaneous</b>		8239 :MENS BOXERS 6XLRG	7.67
1150 :HOLY BIBLE	15.78	TUBE SOCKS	1.42
1152 :PRAYER RUG	23.10	1550 :THERMAL TOP SML	6.04
1400 :PLASTIC BOWL W/ALD	0.84	1551 :THERMAL TOP MED	6.04
1415 :PLASTIC TUMBLER W/ALD	0.83	1552 :THERMAL TOP LRG	6.04
1417 :PLASTIC SPOON	0.32	1553 :THERMAL TOP 2LGR	6.04
<b>Navy Gym Shorts</b>		1554 :THERMAL TOP 2XLRG	7.28
8245 :SMALL	8.65	1555 :THERMAL TOP 3LGR	7.86
8204 :MEDIUM	8.65	1556 :THERMAL TOP 4LGR	8.71
8205 :LARGE	8.65	1557 :THERMAL TOP 5LGR	8.71
8207 :2X-LARGE	8.65	1581 :THERMAL BOTTOM SML	6.04
8208 :3X-LARGE	12.48	1581 :THERMAL BOTTOM MED	6.04
8209 :4X-LARGE	12.48	1582 :THERMAL BOTTOM LRG	6.04
7197 :5X-LARGE	12.48	1583 :THERMAL BOTTOM XLRG	6.04
7198 :6X-LARGE	13.70	1584 :THERMAL BOTTOM 2XLRG	7.88
7199 :10X-LARGE	13.70	1585 :THERMAL BOTTOM 3XLRG	7.88
<b>Hair Products</b>		1587 :THERMAL BOTTOM 4XLRG	8.71
0365 :NEXT 1 SHAMPOO 15 OZ	2.31	1494 :THERMAL BOTTOM 5XLRG	8.71
0366 :NEXT 1 CONDITIONER 15 OZ	2.31	1582 :SWEATSHIRT GRAY MED	11.03
0367 :NEXT 1 DANDRUFF SHAMPOO 15 OZ	2.75	1583 :SWEATSHIRT GRAY LRG	11.03
0363 :NEXT 1 HAIR GEL 15 OZ	2.63	1584 :SWEATSHIRT GRAY XLRG	11.03
<b>Deodorants</b>		1585 :SWEATSHIRT GRAY 2XLRG	17.05
0107 :MENS DEODORANT	2.30	1586 :SWEATSHIRT GRAY 3XLRG	17.05
0115 :MENNEN SPORT TALC ANTIPERSPIRANT	2.94	1588 :SWEATPANTS GRAY MED	11.03
		1589 :SWEATPANTS GRAY LRG	11.03
		1590 :SWEATPANTS GRAY XLRG	11.03
		1591 :SWEATPANTS GRAY 2XLRG	18.41
		1592 :SWEATPANTS GRAY 3XLRG	18.41

**Piedmont Detainee Center  
Inmate/Detainee Grievance Form**

*Inmate/Detainee Printed Name* \_\_\_\_\_ *Housing Unit* \_\_\_\_\_ *Grievance Number* \_\_\_\_\_  
(To be filled in by the  
Grievance Coordinator)

*Inmate/Detainee statement as to the exact nature of grievance:*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Action or relief requested:*  
\_\_\_\_\_  
\_\_\_\_\_

*Inmate/Detainee Signature:* \_\_\_\_\_ *Date* \_\_\_\_\_ *Time* \_\_\_\_\_

*Grievance discussed with officer (name)* \_\_\_\_\_

*Grievance resolved: YES* \_\_\_\_\_ *NO* \_\_\_\_\_

*If grievance was not resolved by above named officer, forward to grievance coordinator*

*Supervisor Signature* \_\_\_\_\_ *Date* \_\_\_\_\_ *Time* \_\_\_\_\_

*Level I Response: To be completed within five(5) working days of receipt*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Officer preparing response* \_\_\_\_\_

*Date received* \_\_\_\_\_

*Date returned* \_\_\_\_\_

*I am not satisfied with the Level I response and desire to appeal to the next level. It must be appealed within forty-eight (48) hours.*  
\_\_\_\_\_  
\_\_\_\_\_

*Inmate/Detainee Signature* \_\_\_\_\_ *Date* \_\_\_\_\_ *Time* \_\_\_\_\_

*Level II Response: To be completed within five (5) working days of receipt:*  
\_\_\_\_\_  
\_\_\_\_\_

*Officer preparing response:* \_\_\_\_\_

*Date received* \_\_\_\_\_ *Date returned* \_\_\_\_\_

*There is no additional level of appeal to the grievance beyond Level II.*

# U.S. Department of Homeland Security

Bureau of Immigration & Customs Enforcement

Detention and Removal Operations

Washington Field Office

4420 N. Fairfax Drive, Room 426, Arlington VA, 22203

Office 202-307-1572 or 1554

Fax 202-307-1598

## Detainee Request Form

Name of Detainee	Alien Registration Number
Location/Facility being Detained	Date of Request
Nature of Request	

**DO NOT WRITE BELOW THIS LINE / BICE OFFICIAL USE ONLY**

Date Received	Officer Assigned	Date Due	Call Up #
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Response
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Date Returned	Returned by:	Title:
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