
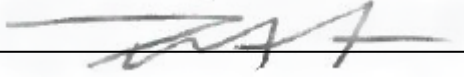


<b>POLICY TITLE: PROTECTIVE CUSTODY STATUS</b>		<b>PAGE 1 OF 17</b>
<b>POLICY NUMBER: 15.3</b>		
<b>CHAPTER 15: SPECIAL HOUSING</b>		
	<b>STATE of MAINE</b> <b>DEPARTMENT of CORRECTIONS</b>  <b>Approved by Commissioner:</b> 	<b>PROFESSIONAL STANDARDS:</b>  <b>See Section VIII</b>
	<b>EFFECTIVE DATE:</b>	<b>LATEST REVISION:</b> <b>July 1, 2020</b>

**I. AUTHORITY**

The Commissioner of Corrections adopts this policy pursuant to the authority contained in 34-A M.R.S.A. Section 1403.

**II. APPLICABILITY**

All Departmental Adult Facilities

**III. POLICY**

The Department of Corrections recognizes that some prisoners in its adult facilities who are under a threat to their safety may need to be housed separately when there is no reasonable alternative to special management housing. The purpose of this policy is to provide governance for the supervision of prisoners on protective custody status in special management housing. *5-ACI-4A-04*

This policy does not govern prisoners who are under a threat to their safety but for whom the threat can reasonably be mitigated while they are housed in general population, who are on disciplinary restriction, on disciplinary segregation status or administrative status, or in the Administrative Control Unit or the Intensive Mental Health Unit (IMHU).

**IV. DEFINITIONS:**

1. Licensed clinician – A psychiatrist, psychologist, psychiatric nurse practitioner, licensed clinical social worker, licensed clinical professional counselor, or licensed marriage and family therapist.
2. Special management housing – Housing that separates a prisoner from the general population and restricts the prisoner to his or her cell for the safe and secure operation of the facility, but for fewer than twenty-two (22) hours per day.

**V. CONTENTS**

Procedure A: Placement on Protective Custody Status

- Procedure B: Health Care Services
- Procedure C: Protective Custody Status Reviews
- Procedure D: Appeals
- Procedure E: Conditions for Protective Custody Prisoners
- Procedure F: Case Plans, Programs, and Services for Protective Custody Prisoners
- Procedure G: Security Procedures
- Procedure H: Additional Requirements for Staff
- Procedure I: Release from Protective Custody
- Procedure J: Record Keeping

**VI. ATTACHMENTS**

- Attachment A: [Protective Custody Status Placement form](#)
- Attachment B: [Protective Custody Status Review Minutes form](#)
- Attachment C: [Prisoner Appeal of Protective Custody Status form](#)

**VII. PROCEDURES**

**Procedure A: Placement on Protective Custody Status**

1. Placement on protective custody status may occur when a prisoner is under a direct threat to his or her safety that cannot reasonably be mitigated by other available means, including, but not limited to, prisoner conflict management, change in housing or facility for either the prisoner under threat or the prisoner posing the threat, transfer out of state of either the prisoner under threat or the prisoner posing the threat, etc. *5-ACI-4A-05*
2. If the above criterion appears to be met, the prisoner shall first be placed on administrative status under Department Policy (AF) 15.1, Administrative Status.
3. As soon as practicable after that placement, the Unit Manager, or designee, of the housing unit where the prisoner has been placed shall contact appropriate staff, which may include, but is not limited to, Special Investigations and Intelligence (SII), the Conflict Sergeant, the facility Director of Security, and the Department’s Director of Classification, or designee, to obtain information needed to determine whether the prisoner is under a direct threat and, if so, whether there are means available to reasonably mitigate the threat other than placement on protective custody status.
4. At the first administrative status review after the necessary information is obtained, the housing unit team shall, if it determines that the prisoner is under a direct threat and that there are no other available means to reasonably mitigate the threat, place the prisoner on protective custody status. The prisoner shall be placed in special management housing as soon as practicable.
5. The Unit Manager, or designee, shall document the rationale for placement on the Protective Custody Status Placement form (Attachment A) and in CORIS to include:

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 2 of 17 7/1/20R

- a. type of placement (protective custody status);
  - b. description of the threat on which the placement is based;
  - c. written incident report, if applicable;
  - d. a description of alternatives considered before placing the prisoner on protective custody status, e.g., “keep separate order,” placement of the prisoner posing the threat on administrative status, transfer of one or more prisoners to another facility, etc.) and why they were not used.
6. The Unit Manager, or designee, of the housing unit shall provide the original of the form to the Unit Manager, or designee, of the special management housing unit, who shall provide a copy of the form to the prisoner. The original shall be maintained in the prisoner’s unit file.
  7. If the housing unit team determines that there is no direct threat to the prisoner’s safety or that there is available another means to reasonably mitigate the threat, the appropriate steps shall be taken in accordance with the applicable Department policy.

**Procedure B: Health Care Services**

1. When a prisoner is placed in special management housing, the Unit Manager, or designee, of the special management housing unit shall immediately notify the facility health care staff, who shall provide a screening and review as set out in Department Policy (AF) 18.5, Health Care Services. The notification shall be recorded in CORIS. *5-ACI-4A-01*
2. If there is any medical or mental health condition that might contraindicate the placement, the Unit Manager, or designee, of the special management housing unit shall consult with the facility Health Services Administrator, or designee, to determine whether the identified problem(s) can be resolved. If not, the Unit Manager, or designee, shall notify the Chief Administrative Officer, or designee, who shall notify the Commissioner, or designee, for a decision regarding how to proceed. Any consultation, decision(s), and notification shall be documented in CORIS.
3. Prisoners placed in special management housing shall receive the same medical and behavioral health services as provided to general population prisoners. An exception may be made by a security supervisor, provided the staff making the exception obtains the approval of the Unit Manager or, if the Unit Manager is not on duty, the Shift Commander, prior to or immediately after the exception. The exception may be made, on a case-by-case basis, when a prisoner’s behavior indicates a threat to medical, behavioral health, or other staff. In such a case, if possible, the provision of medical or behavioral health services shall be modified to ensure the safety of staff.
4. Approval for a prisoner to receive modified medical or behavioral health services or for another exception to medical or behavioral health services shall be recorded in the unit log. In addition to recording the information in the unit log,

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 3 of 17 7/1/20R

the staff person making the request shall complete an Incident Report in CORIS, which shall be reviewed by the Unit Manager as soon as practicable. The exception shall last only as long as necessary, and the approval for the exception and the duration of the exception shall be recorded in CORIS. Any exception shall also be posted on the prisoner's cell door.

5. A prisoner in special management housing shall be provided medication as prescribed by facility health care staff. *5-ACI-4A-15*
6. The facility physician shall visit prisoners in special management housing as determined necessary by the Department's contracted health care services provider. *5-ACI-4A-01*
7. A licensed clinician shall meet with a prisoner in special management housing and shall complete: *5-ACI-4A-10*
  - a. A mental health appraisal if the prisoner remains in special management housing for more than thirty (30) days;
  - b. A behavioral health assessment at least every thirty (30) days thereafter for a prisoner with a diagnosed behavioral health disorder and more frequently if clinically indicated; or
  - c. a behavioral health assessment at least every three (3) months thereafter for all other prisoners and more frequently if clinically indicated.

The licensed clinician staff shall record the meetings in the housing log and the prisoner's electronic health care record and shall include reports of the appraisal and assessments in the prisoner's electronic health care record.

8. The above reports or summaries of the reports shall be made available to the Unit Manager, or designee, and the Chief Administrative Officer, or designee, as applicable, so that this information can be taken into consideration prior to the prisoner's next special management housing review.

**Procedure C: Protective Custody Status Reviews**

1. The special management housing unit team (consisting of at least three (3) members, one of whom shall be the Unit Manager, or designee), in collaboration with the prisoner's assigned Unit Management Team, if applicable, shall conduct a protective custody status review after consultation with appropriate facility staff (e.g., Special Investigations and Intelligence (SII), behavioral health staff, etc.) to determine if continued placement on that status is appropriate based on whether the criterion set out in Procedure A above is met: *5-ACI-4A-07 & 5-ACI-4A-08*
  - a. at least every seven (7) days, for the first sixty (60) days after placement, which must include, but not necessarily be limited to, a review of the initial placement of the prisoner on protective custody status and a determination of the need for continued placement protective custody status; and

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 4 of 17 7/1/20R

- b. after the first sixty (60) days, at least every thirty (30) days, which must include, but not necessarily be limited to, a determination of the need for continued placement on protective custody status.

Note: In some facilities, the special management housing unit team and the assigned Unit Management Team may be the same team.

2. Unless the prisoner's behavior warrants denying the prisoner's presence, the prisoner shall be allowed to attend the first seven (7) day review, the fourth seven (7) day review, the eighth seven (7) day review, and every review thereafter. The team may allow the prisoner to attend any other review at its discretion. At least one day prior to each review the prisoner is allowed to attend, the Unit Manager, or designee, shall notify the prisoner of the review and the prisoner's ability to attend and to submit a written statement for the review, and the Unit Manager, or designee, shall document the notification in CORIS. All other reviews shall take place in the prisoner's absence.
3. If the prisoner's behavior warrants denying the prisoner's presence at one of the reviews the prisoner would otherwise be allowed to attend, documentation of the denial and the behavior shall be made on the Protective Custody Status Review Minutes form (Attachment B) and in CORIS and the review shall proceed in the prisoner's absence.
4. If a prisoner refuses to attend one of the reviews the prisoner is allowed to attend, the refusal shall be documented on the form and in CORIS and the review shall proceed in the prisoner's absence. The prisoner shall be given the opportunity to submit a written statement prior to the review and any written statement shall be attached to the form and summarized in CORIS.
5. If present at the review, the prisoner may respond orally or submit a statement in writing. A summary of the prisoner's oral statement, if any, shall be documented on the form and in CORIS and any written statement shall be attached to the form and summarized in CORIS.
6. The special management housing unit team shall recommend to the Chief Administrative Officer, or designee, that the prisoner:
  - a. remains on protective custody status, at least until the next review; or
  - b. be removed from protective custody status.
7. The Unit Manager, or designee, shall ensure that the recommendation(s) and the reason(s) for the recommendation(s) are documented in CORIS.
8. If the unit team recommends that the prisoner remains on protective custody status, the reason(s) shall include an explanation as to why the team believes the criterion set out in Procedure A is met based on facts known and circumstances in existence at the time of the review.
9. When conducting a review of a prisoner who the team is recommending remain on protective custody status, the team shall consider opportunities to increase a

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 5 of 17 7/1/20R

prisoner's time out of cell for program opportunities and prosocial activity. The Unit Manager, or designee, shall document this consideration in CORIS.

10. The facility Chief Administrative Officer, or designee, shall make a determination whether to accept the team's recommendation(s) and shall ensure his or her decision is documented in CORIS. The Unit Manager, or designee, shall document the decision of the Chief Administrative Officer, or designee, on the Protective Custody Status Review Minutes
11. The facility Chief Administrative Officer, or designee, may, at any time, remove a prisoner from protective custody status and shall ensure any such action is documented in CORIS.

**Procedure D: Appeals**

1. An appeal is not allowed of a decision made to place a prisoner on protective custody status.
2. If a prisoner is retained on protective custody status as a result of any review, the Unit Manager, or designee, shall advise the prisoner that he or she may appeal the decision to the facility Chief Administrative Officer, or designee.
3. The Unit Manager, or designee, shall ask the prisoner whether he or she wishes to waive the right to appeal. If the prisoner signs the waiver on the Protective Custody Status Review Minutes form, no appeal shall be considered.
4. Any written waiver signed by a prisoner as part of the protective custody status review process is final and may not be withdrawn.
5. If the prisoner does not sign the waiver, the Unit Manager, or designee, shall provide the prisoner with a copy of the Protective Custody Status Review Minutes form and a Prisoner Appeal of Protective Custody Status form (Attachment C) and shall also inform the prisoner of the specific staff to whom the appeal is to be submitted.
6. If the prisoner does not sign a waiver of the right to appeal, the prisoner may submit an appeal, which must be received by the facility Chief Administrative Officer, or designee, within three (3) days of the prisoner's receipt of the decision made by the Chief Administrative Officer, or designee, after the review. Any appeal, if timely, must be decided within three (3) days of its receipt by the Chief Administrative Officer, or designee.
7. Upon review of the appeal, the facility Chief Administrative Officer, or designee, as applicable, may:
  - a. approve the decision; or
  - b. reverse the decision.
8. The Chief Administrative Officer, or designee, is the final authority for this appeal (no further appeals are allowed).

<b>POLICY NUMBER/TITLE</b>	<b>CHAPTER NUMBER/TITLE</b>	<b>PAGE NUMBER</b>
15.3 Protective Custody Status	15. Special Housing	Page 6 of 17 7/1/20R

9. A copy of the appeal and the decision on the appeal shall be provided to the prisoner and the original shall be maintained in the prisoner's unit file. The Unit Manager, or designee, shall document the decision in CORIS.

**Procedure E: Conditions for Protective Custody Prisoners**

1. The Unit Manager, or designee, shall ensure prisoners receive an orientation to protective custody and special management housing within twenty-four (24) hours of placement and that the orientation is documented in CORIS. The orientation shall include written information regarding schedules and access to programs and services, as well as verbal explanation of this and other relevant information.
2. A prisoner on protective custody in special management housing whose conduct is satisfactory is eligible to earn deductions (good time) for conduct on the same basis as prisoners in general population, as set out in Department Policy (AF) 11.5, Calculation of Prisoner Release Date, and is also eligible to earn deductions (good time) for work, education, or other programs, as set out in that policy.
3. Posted on each cell door shall be the prisoner's photograph, MDOC number, status (protective custody), any exceptions to the conditions below, any suicide and self-injury watch, and any other pertinent information.
4. Prisoners on protective custody in special management housing shall be provided living conditions that approximate those of general population prisoners regarding cell size, lighting, heat, and ventilation, and *5-ACI-4A-02*
  - a. cell design shall permit the prisoners assigned to the cells to converse with and be observed by staff; and *5-ACI-4A-02*
  - b. prisoners on protective custody in special management housing shall be single-celled.
5. Space is available either inside the housing unit or external to the unit for behavioral health staff consultation with prisoners.
6. Commissary purchases shall be allowed for items needed for correspondence and personal hygiene items and otherwise in accordance with the applicable privilege level system.
7. Unless an exception is made in accordance with this policy, the following shall apply to prisoners on protective custody status in special management housing:
  - a. Mail: *5-ACI-4A-20*
    - 1) Incoming and outgoing mail shall be permitted as per Department Policy (AF) 21.2, Prisoner Mail.
    - 2) The prisoner shall be provided envelopes, paper, and writing instruments as necessary for outgoing correspondence, if not purchased through the commissary.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 7 of 17 7/1/20R

b. Phone calls: *5-ACI-4A-25*

- 1) The prisoner may make privileged phone calls in accordance with Department Policy 21.3 (AF), Prisoner Telephone System.
- 2) Unless further restrictions have been imposed on other phone calls pursuant to applicable Department policies, the prisoner shall be allowed other phone calls in accordance with the applicable privilege level system.

c. Visits: *5-ACI-4A-21*

- 1) The prisoner shall be allowed professional visits in accordance with Department Policy 21.4 (AF), Prisoner Visitation.
- 2) Unless further restrictions have been imposed on regular visits pursuant to applicable Department policies, the prisoner shall be allowed other visits in accordance with the applicable privilege level system.
- 3) Regular and professional visits shall be contact visits, unless there is a risk to safety, security, or orderly management of the facility. Non-contact visits, to include video visits, may be an alternative to contact visits.

d. Legal Materials: *5-ACI-4A-22*

- 1) Prisoners shall be permitted to access legal materials using electronic legal research service terminal(s) in the special management housing unit, if available, or by requesting access to legal materials from the law library in accordance with Department Policy 24.4 (AF), Library Services and facility practices.
- 2) Access to the legal research terminals in the unit may be scheduled for up to one (1) hour per day, five (5) days per week.
- 3) Additional access may be permitted by the Unit Management Team as determined necessary in connection with an active case.

e. The amount of out-of-cell time for prisoners on protective custody status shall be comparable to the amount of out-of-cell time allowed to prisoners in the general population, except to the extent that is not feasible for reasons of safety, security, or orderly management. Out-of-cell time of more than two (2) hours daily shall be offered:

- 1) to leave the cell for core programs (programs identified by the unit management team as necessary to address high risk areas specific to the prisoner, e.g., substance use treatment, domestic violence program, cognitive-behavior therapy, etc.) and educational programs;
- 2) to leave the cell for group religious ceremonies for the prisoner's faith group;
- 3) to leave the cell or the housing unit for meals or law library services if allowed by facility practice; and

<b>POLICY NUMBER/TITLE</b>	<b>CHAPTER NUMBER/TITLE</b>	<b>PAGE NUMBER</b>
15.3 Protective Custody Status	15. Special Housing	Page 8 of 17 7/1/20R



4) for out-of-cell exercise for at least two (2) hours per day, seven (7) days per week, outdoors (weather permitting). If weather does not permit exercise outdoors, out-of-cell exercise shall be offered indoors.  
*5-ACI-4A-24*

- f. Health care items shall be permitted as determined necessary by the facility health care provider. If an item might create a risk to safety or security, the Unit Manager, or designee, shall consult with the health care provider about other alternatives.
- g. Reading materials may be accessed on a weekly basis from the library in accordance with facility practices. A prisoner may not have hard cover books and may only have only fifteen (15) soft cover books at a time. *5-ACI-4A-23*
- h. The prisoner may retain allowable personal property items, including, but not limited to:
  - 1) personal electronic entertainment items or musical instruments (if allowed under the applicable privilege level system);
  - 2) personal legal materials, written religious materials, correspondence and writing materials that can be contained in the approved storage box/container. Any additional legal materials shall be stored and made available within a reasonable period of time, upon written request, on an even exchange basis;
  - 3) personal religious items that prisoners in general population are permitted to keep in their cells;
  - 4) personal hygiene items listed below;
  - 5) personal photos that prisoners in general population are permitted to keep in their cells;
  - 6) personal reading materials that prisoners in general population are permitted to keep in their cells; and
  - 7) a wedding ring, if applicable.
- i. The prisoners shall receive the following services on the same basis as prisoners in general population: *5-ACI-4A-17*
  - 1) laundry;
  - 2) barbering and hair care services;
  - 3) at least three (3) clothing exchanges per week;
  - 4) issuance and exchange of bedding and linen; and
  - 5) opportunity to shower and shave at least three (3) times per week.  
*5-ACI-4A-16*
- j. The prisoners shall be provided the following: *5-ACI-4A-15*
  - 1) toilet, sink and running water;

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 9 of 17 7/1/20R

- 2) personal hygiene items:
    - a) toothbrush
    - b) toothpaste
    - c) comb or brush
    - d) soap
    - e) deodorant
    - f) feminine hygiene items, as gender-appropriate
    - g) toilet paper
    - h) access to shaving implements
    - i) drinking cup
  - 3) linens and bedding:
    - a) 1 towel
    - b) 1 washcloth
    - c) 2 bed sheets
    - d) 1 pillowcase
    - e) 2 blankets
    - f) 1 pillow
    - g) 1 mattress
  - 4) clothing, which shall be similar to that provided to general population prisoners: *5-ACI-4A-15*
    - a) 3 sets of pants and shirt
    - b) 3 complete sets of underwear, appropriate by gender
    - c) 3 pairs of socks
    - d) 2 pairs of footwear
    - e) access to a jacket or coat, hat, and gloves for outdoor exercise or transport, when seasonally necessary.
8. An exception to any of the above may be made by a security supervisor, provided the staff making the exception obtains the approval of the Unit Manager or, if the Unit Manager is not on duty, the Shift Commander, prior to or immediately after the exception. The exception may be made, on a case-by-case basis, when it is necessary to prevent suicide or other self-injurious behavior, injury to others, damage to property of others, or risk to security.
9. Approval for an exception to any of the above shall be recorded in the housing unit log. In addition to recording the information in the unit log, the staff making the request shall complete an Incident Report in CORIS, which shall be reviewed by the Unit Manager as soon as practicable. The exception shall last only as long as necessary, and the approval for and duration of the exception shall be recorded in CORIS. Any exception shall also be posted on the prisoner's cell door. *5-ACI-4A-19*

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 10 of 17 7/1/20R

10. If a prisoner is on a suicide and self-injury watch, the applicable provisions of Department Policy 18.6.2 (AF), Suicide and Self-Injury Prevention Plan shall be followed.
11. The prisoners may be served meals with trays and utensils consistent with reasonable precautions designed to protect safety, security, and orderly management of the facility.
12. The prisoners shall receive the same meals as provided to general population prisoners. An exception may be made when a prisoner is throwing food or otherwise using food or a food service implement in a manner that is hazardous to self, staff, or other prisoners. Alternative meal service shall be on a case-by-case basis, based only on safety or security considerations, shall meet basic nutritional requirements, and shall only occur if an exception is made by a security supervisor, provided the staff making the exception obtains the written approval of the Chief Administrative Officer, or designee, and the facility physician, physician assistant, or nurse practitioner, prior to the exception. In such a case, the prisoner may be given the same meal in a different form or a different meal of similar nutritional value up to seven (7) days.
13. The approvals for a prisoner to receive alternative meal service shall be recorded in the unit log. In addition to recording the information in the unit log, the staff person making the request shall complete an Incident Report in CORIS, which shall be reviewed by the Unit Manager as soon as practicable. The exception shall last only as long as necessary, and the approvals for and duration of the exception shall be recorded in CORIS. The alternative meal service shall also be posted on the prisoner's cell door. The alternative meal service shall not exceed seven (7) days at any one time. *5-ACI-4A-18*
14. Prisoners on protective custody status in special management housing, except those serving a disciplinary restriction disposition, may receive privileges in addition to those set out above in accordance with the applicable privilege level system (i.e., the privilege system that governed the prisoner prior to being placed on protective custody status).

**Procedure F: Case Plans, Programs, and Services for Protective Custody Prisoners**

1. If, after the first seven (7) day review, the prisoner is approved for continued placement on protective custody status, the case manager shall update the individualized case plan with the prisoner and update it after subsequent reviews as necessary.
2. The case plan shall include action steps and activities for the prisoner to engage in on a daily basis and for completion in the housing unit.
3. When updating the case plan, the case manager shall consider that prisoners on protective custody status in special management housing are to have access to programs and services that include, but are not limited to, the following:

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 11 of 17 7/1/20R

educational programs, commissary services (as set out above), library services, social services, behavioral health services, religious guidance, and recreational programs. *5-ACI-4A-27*

4. Programs and services are permitted to be provided by volunteers.
5. Prisoners may have access to programs and services using tablets if allowed by Department Policy (AF) 24.10.1, Computer Tablets, and facility practice.

**Procedure G: Security Procedures**

1. At a minimum, all protective custody status prisoners in special management housing shall be observed in person by a correctional officer at least every twice per hour, but no more than thirty (30) minutes apart, on an irregular schedule. *5-ACI-4A-11*
2. Prisoners who are violent or mentally ill or who demonstrate unusual or bizarre behavior shall receive more frequent observation. The rationale for more frequent observation shall be documented in the unit log book and CORIS. *5-ACI-4A-11*
3. The use of restraints on female prisoners determined to be pregnant is governed by Department Policy (AF) 18.19.1 and (JF) 13.19.1, Use of Mechanical restraints on a Pregnant Prisoner or a Pregnant Resident.
4. Except for female prisoners determined to be pregnant, protective custody status prisoners in special management housing:
  - a. may be in restraints and controlled by security staff when transported outside of the facility;
  - b. may be in restraints and controlled by security staff when escorted out of the housing unit; and
  - c. may otherwise be in restraints only when necessary for safety, security, or orderly management of the facility.
5. Staff may utilize shields or other barriers in front of cells to prevent or reduce the throwing of body fluids, food, drinks, or other items. Use of these barriers shall be approved by the Unit Manager, Shift Commander, or higher authority. They shall only be used as long as necessary to preserve safety, security, and sanitation. The barriers shall not impair staff view into the cell.

**Procedure H: Additional Requirements for Staff** *5-ACI-4A-12*

1. The assigned Correctional Sergeant shall visit the special management housing unit at least twice daily.
2. The Shift Commander shall visit the housing unit at least daily.
3. The Unit Manager, or designee, shall visit the housing unit at least daily.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 12 of 17 7/1/20R

4. The Chief Administrative Officer, or designee, shall visit the housing unit at least weekly.
5. At a minimum, visits to a prisoner in special management housing shall be made by facility health care staff daily (unless medical attention is needed more frequently) to ensure the prisoner has access to appropriate health care.
  - a. the presence of the health care staff shall be announced to the prisoners in the unit and recorded in the housing unit log by security staff; and
  - b. the health care staff shall observe each prisoner and inquire of each prisoner as to the prisoner's well-being. *5-ACI-4A-01*
6. Staff from all programs available to prisoners in special management housing shall visit the housing unit at least weekly.
7. Case managers assigned to prisoners in special management housing shall personally visit each prisoner on his or her caseload a minimum of once per week.
8. Prisoners in special management housing shall be provided the opportunity to receive weekly visits from the facility chaplain to provide religious guidance. Prisoners may request further religious counseling through the chaplain.
9. Security staff shall inspect the cell of each prisoner in special management housing at least daily.
10. Staff who supervise or work with prisoners in special management housing on a regular basis shall be appropriately trained to perform duties relating to prisoners in that unit. The Chief Administrative Officer, or designee, shall establish practices to supervise and evaluate the performance of all staff who supervise or work with prisoners in special management housing on a regular basis and develop criteria for rotation of staff as necessary. *5-ACI-4A-13*

**Procedure I: Release from Protective Custody**

1. A prisoner shall be released from protective custody status when the Chief Administrative Officer, or designee, determines protective custody status is no longer necessary as set out above. The Unit Management Team for the special management unit shall determine the appropriate housing unit for the prisoner to be placed in and that placement shall occur on the same day that the protective custody status has ended. Any disagreement about the appropriate placement shall be resolved by the Chief Administrative Officer, or designee.
2. If appropriate, prior to release from protective custody status, the Unit Management Team for the special management unit, in consultation with the receiving housing unit's unit management team, shall complete a plan for the transition of the prisoner into general population in accordance with applicable Department policies.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 13 of 17 7/1/20R

## Procedure J: Record Keeping

1. A log book shall be maintained within the special management housing unit and shall be reviewed by the Unit Manager, or designee, at least daily. *5-ACI-4A-14*
2. All documentation pertaining to placement and reviews shall be done on forms as set out above and in CORIS for each prisoner in special management housing.
3. All other documentation shall be made in accordance with applicable Department policies and facility practice, including, but not limited to, in the unit log book, in activity and other logs, and in CORIS, as applicable, to include, but not be limited to:
  - a. counts;
  - b. security rounds and the observations made during those rounds;
  - c. major incidents of any type;
  - d. unusual occurrences and/or behavior;
  - e. visits by staff as set out in Procedure H.
  - f. daily cell inspections by staff
  - g. sick call and medication distribution;
  - h. when showers were offered and whether they were taken and by which prisoners;
  - i. when exercise was offered and whether it was taken and by which prisoners;
  - j. regular and professional visits;
  - k. privileged and emergency telephone calls;
  - l. requests to use legal research terminals in the unit and the responses to those requests;
  - m. alternative meals;
  - n. programs and services offered (e.g., education, religious services);
  - o. contact by health care staff;
  - p. reasons for any decision to refuse a property item, program, service, or activity;
  - q. any restrictions, exceptions, and special precautions; and
  - r. any deviations from a schedule along with the explanation.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 14 of 17 7/1/20R

## VIII. PROFESSIONAL STANDARDS

ACA

ACI

- 5-ACI-4A-01** (MANDATORY) When an offender is transferred to special management housing, health care staff will be informed immediately and will provide a screening and review, as indicated by the protocols established by the health authority. Unless medical attention is needed more frequently, each offender in special management housing receives a daily visit from a qualified health care professional. The visit ensures that offenders have access to the health care system. The presence of a health care provider in special management housing is announced and recorded. The frequency of physician visits to special management housing is determined by the health authority.
- 5-ACI-4A-02** Special management units provide living conditions that approximate those of the general inmate population; all exceptions are clearly documented. Special management cells/rooms permit the inmates assigned to them to converse with and be observed by staff members.
- 5-ACI-4A-04** When special management housing units exist, written policy and procedure govern their operation for the supervision of inmates under administrative status, protective custody, and disciplinary detention.
- 5-ACI-4A-05** Written policy, procedure, and practice provide that an inmate is admitted to the special management housing unit for protective custody only when there is documentation that protective custody is warranted and no reasonable alternatives are available.
- 5-ACI-4A-07** Written policy, procedure, and practice provide for a review of the status of inmates in special management housing by the classification committee or other authorized staff group every seven days for the first two months and at least every 30 days thereafter.
- 5-ACI-4A-08** Written policy, procedure, and practice specify the review process used to release an inmate from administrative status and protective custody.
- 5-ACI-4A-10** Written policy, procedure, and practice provide that a qualified mental health professional personally interviews and prepares a written report on any inmate remaining in special management housing for more than 30 days. If confinement continues beyond 30 days, a mental health assessment by a qualified mental health professional is made at least every 30 days for inmates who have an identified mental health need and every three months for all other inmates—more frequently if prescribed by the chief medical authority.
- 5-ACI-4A-11** Written policy, procedure, and practice require that all special management inmates are personally observed by a correctional officer twice per hour, but no more than 40 minutes apart, on an irregular schedule. Inmates who are violent or mentally disordered or who demonstrate unusual or bizarre behavior receive more frequent observation; suicidal inmates are under continuing or continuous observation.

POLICY NUMBER/TITLE	CHAPTER NUMBER/TITLE	PAGE NUMBER
15.3 Protective Custody Status	15. Special Housing	Page 15 of 17 7/1/20R

- 5-ACI-4A-12** Written policy, procedure, and practice provide that inmates in special management housing receive daily visits from the senior correctional supervisor in charge, daily visits from a qualified health care official (unless medical attention is needed more frequently), and visits from members of the program staff upon request.
- 5-ACI-4A-13** Written policy and procedure govern the selection criteria, supervision, and rotation of staff who work directly with inmates in special management housing on a regular and daily basis.
- 5-ACI-4A-14** Written policy, procedure, and practice provide that staff operating special management housing units maintain a permanent log.
- 5-ACI-4A-15** Written policy, procedure, and practice provide that all inmates in special management housing are provided prescribed medication, clothing that is not degrading, and access to basic personal items for use in their cells unless there is imminent danger that an inmate or any other inmate(s) will destroy an item or induce self-injury.
- 5-ACI-4A-16** Written policy, procedure, and practice provide that inmates in special management housing have the opportunity to shave and shower at least three times per week.
- 5-ACI-4A-17** Written policy, procedure, and practice provide that inmates in special management housing receive laundry, barbering, and hair care services and are issued and exchange clothing, bedding, and linen on the same basis as inmates in the general population. Exceptions are permitted only when found necessary by the senior officer on duty; any exception is recorded in the unit log and justified in writing.
- 5-ACI-4A-18** Alternative meal service may be provided to an inmate in special management housing who uses food or food service equipment in a manner that is hazardous to self, staff, or other inmates. Alternative meal service is on an individual basis, is based on health or safety considerations only, meets basic nutritional requirements, and occurs with the written approval of the warden/ superintendent, or designee and responsible health authority, or designee. The substitution period shall not exceed seven days.
- 5-ACI-4A-19** Written policy, procedure, and practice provide that whenever an inmate in special management housing is deprived of any usually authorized item or activity, a report of the action is filed in the inmate's case record and forwarded to the chief security officer.
- 5-ACI-4A-20** Written policy, procedure, and practice provide that inmates in special management housing can write and receive letters on the same basis as inmates in the general population.
- 5-ACI-4A-21** Written policy, procedure, and practice provide that inmates in special management housing have opportunities for visitation unless there are substantial reasons for withholding such privileges.
- 5-ACI-4A-22** Written policy, procedure, and practice provide that inmates in special management housing have access to legal materials.
- 5-ACI-4A-23** Written policy, procedure, and practice provide that inmates in special management housing have access to reading materials.

<b>POLICY NUMBER/TITLE</b>	<b>CHAPTER NUMBER/TITLE</b>	<b>PAGE NUMBER</b>
15.3 Protective Custody Status	15. Special Housing	Page 16 of 17 7/1/20R



- 5-ACI-4A-24**      **Written policy, procedure, and practice provide that inmates in special management housing receive a minimum of one hour of exercise per day outside their cells, five days per week, unless security or safety considerations dictate otherwise.**
  
- 5-ACI-4A-25**      **Written policy, procedure, and practice provide that inmates in administrative status or protective custody are allowed telephone privileges.**
  
- 5-ACI-4A-27**      **Written policy, procedure, and practice provide that inmates in administrative status and protective custody have access to programs and services that include, but are not limited to, the following: educational services, commissary services, library services, social services, counseling services, religious guidance, and recreational programs.**

<b>POLICY NUMBER/TITLE</b>	<b>CHAPTER NUMBER/TITLE</b>	<b>PAGE NUMBER</b>
<b>15.3 Protective Custody Status</b>	<b>15. Special Housing</b>	<b>Page 17 of 17 7/1/20R</b>