

Summary of Results

Maine State Prison Climate Survey #2 (includes Bolduc Facility)

Total number of respondents was **67**. Of these:

- 57% (38) have worked at MSP (inc. Bolduc) for less than 10 years with 33% (22) at less than 5 years
- 56% (38) work in Security function at MSP
- 14% (9) work in Unit Management at MSP
- 12% (8) work in Administration at MSP
- Rest work in various other functions. No respondents from Maintenance or Medical at MSP. Medical function is mostly a contracted workforce.

Question – Have you personally experienced behavior you consider to be intimidating, retaliatory or harassing against you at work?

Responses: 53% (35) answered YES. Of those who answered YES:

- 48% (16) said the behavior first occurred within the last 12 months with 37% (13) saying it first occurred within the last 6 months
- 77% (27) said the behavior has continued with 43% (15) saying it occurs occasionally (11) or frequently (4)
- It appears these respondents experience the behavior from multiple sources with 57% (20) saying it comes from their own supervisor and 74% (26) saying it comes from other supervisors. 34% (12) said they also experienced it from their co-workers.
- 57% (20) would not be willing to speak confidentially with the Warden, Commissioner or HR representative about the behavior by others that they are experiencing.

Question – Have you witnessed behavior you consider to be intimidating, retaliatory or harassing against other employees or contracted staff at work?

Responses: 56% (37) answered YES. Of those who answered YES:

- 73% (27) said the behavior came from a supervisor and 46% (17) said it came from co-workers or other staff
- 81% (30) said the behavior occurred occasionally (25) or frequently (5)
- 65% (24) would not be willing to speak confidentially with the Warden, Commissioner or HR representative about the behavior against others that they are witnessing.

Question – Have you observed, or are you aware of, any significant violations of policy and procedure, or other misconduct, that you have not reported to your supervisor or other superior?

Responses: 23% (15) answered YES. Of those who answered YES:

- 87% (13) would not be willing to speak confidentially with the Warden, Commissioner or HR representative about the violation or misconduct they are aware of.

Question – Have you reported a violation or misconduct to your supervisor or another superior within the last 12 months that was not addressed in an appropriate and timely manner?

Responses: 12% (8) answered YES. Of those who answered YES:

- 88% (7) made the report verbally in person to their supervisor or other superior and 38% (3) submitted an Incident Report
- 75% (6) would not be willing to speak confidentially with the Warden, Commissioner or HR representative about the violation or misconduct they are aware of.

Question – Are you aware of the different avenues available to you for expressing issues of concern or filing a complaint?

Responses: 74% (49) answered YES.

Question – Do you feel management takes appropriate, consistent and timely action when issues of concern and complaints are expressed by you or staff?

Responses: 33% (22) answered YES.

Other relevant statements respondents were asked to respond to on a Strongly Agree, Agree, Somewhat Agree, Disagree and Strongly Disagree scale:

Statement	Answered Strongly Agree or Agree	
	%	#
I understand my duties, responsibilities and expectations.	46%	30
The policies and procedures have been explained.	68%	45
It is my responsibility to report violations of policy and procedure or other misconduct that I observe to my supervisor or other superior regardless of who the violator is.	83%	55
I am comfortable reporting violations of policy and procedure or other misconduct by staff to my supervisor.	54%	35
I can report concerns about co-workers to my supervisor without fear of intimidation or retaliation.	42%	28
I can report concerns about inmates to my supervisor without fear of intimidation or retaliation.	75%	49
I can report concerns about my supervisor to other superiors without fear of intimidation or retaliation.	37%	24
I can report concerns about staff or supervisors to the Warden or Commissioner without fear of intimidation or retaliation.	35%	22
I trust and respect my supervisor.	63%	40
I trust and respect Maine State Prison/Bolduc management as a whole.	31%	20
I trust and respect Department of Corrections management as a whole.	28%	18
I am aware of the different avenues available to me for expressing concerns or filing complaints.	61%	39
There are adequate, safe and effective avenues available to me for expressing concerns and filing complaints.	29%	18
My supervisor takes appropriate and timely action on concerns reported or complaints filed by me or my co-workers.	57%	37
Management takes appropriate and timely action on reported staff concerns and complaints.	25%	16
I trust and respect my co-workers.	55%	35
I feel safe at work.	38%	35
My co-workers treat me respectfully.	77%	51
My supervisor(s) treat me respectfully.	64%	42
My immediate supervisor demonstrates fair and equal treatment.	73%	48
My immediate supervisor is approachable and responsive to my ideas and concerns.	73%	48
My immediate supervisor treats employees respectfully.	69%	45
My immediate supervisor resolves complaints and problems quickly.	61%	39
My immediate supervisor follows policies and practices.	73%	48

Overall Observations:

Respondents generally understand that it is their responsibility to report violations of policy and procedure or other misconduct to superiors regardless of who the violator is. They also generally are aware of the avenues available to them for reporting.

There does still appear to be quite a bit of behavior currently going on that respondents consider to be intimidating, retaliatory or harassing against themselves or others – sometimes in response to them reporting concerns. Respondents indicate that behavior comes from both supervisors and co-workers. Some respondents were also aware of violations or misconduct that they had not reported.

Most respondents who had experienced or witnessed intimidating, retaliatory or harassing behavior, had reported concerns that had not been addressed, or were aware of violations or misconduct that had not been addressed were unwilling to speak confidentially with the Warden, Commissioner or an HR representative about those situations. Overall, only 29% agreed or strongly agreed that there are adequate, safe and effective avenues available for expressing concerns and filing complaints.

Respondents generally feel good about their immediate supervisor and about half would be comfortable reporting violations, issues and misconduct by staff to their immediate supervisor - although it appears some would fear retaliation. Respondents indicated, however, that they would be much less comfortable and more likely to fear retaliation for reporting concerns about their own supervisor to other superiors, or reporting concerns about staff or supervisors to the Warden and Commissioner. There are no specifics gathered about whether the retaliation they would fear in these cases are from the Warden and Commissioner or from the supervisors or staff they were reporting concerns about.

This may be because, while most respondents trust and respect their immediate supervisor and feel their supervisor takes timely and appropriate action on concerns reported or complaints filed by themselves or others, few trust and respect MSP or DOC management as a whole or feel that that management in general takes appropriate and timely action.