



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Correctional Services	Section: 505.7
Subject: Classification and Inmate Records	Topic: Staff and Inmate Communications
Accreditation: 6VAC15-40-830, PREA.115.16	
Enacted: 02/21/2012	Reaffirmed:
Revised: 08/20/2013	Review:
Last Review:	

I. PURPOSE

The purpose of this General Order is to provide directives for facilitating communication between inmates and the Adult Detention Center Staff.

II. POLICY

It shall be the policy of the Corrections/Court Services Division that communication between staff members and inmates is essential in maintaining a safe, secure, quiet and orderly facility. Inmates will be provided with information necessary to assist them during their confinement. Inmates may communicate with staff, verbally or in writing, concerning needs, problems and complaints. Staff shall communicate with inmates in a respectful and professional manner. No staff shall give advice beyond their professional realm.

III. PROCEDURE

A. Inmate Requests

1. The Inmate Request Form is the standard form for inmates to use in requesting assistance, or addressing minor problems and complaints to the attention of the staff. Inmate Request Forms will be maintained on duty posts and distributed to inmates upon request.
2. Inmate Request Forms may be submitted to the post deputy at any time during the day. When an Inmate Request Form is collected, the deputy must initial the form and mark it with the time and date of collection. Inmate Request Forms that are submitted by inmates between the designated (designation is outlined in the inmate handbook) pick-up times will be reviewed for content to make sure that valid emergency requests are responded to immediately.
3. Communication with a post deputy generally does not require a written request. If the post deputy is not able to answer a request, the deputy will forward the form to the appropriate section of the Adult Detention Center through the chain of command, and notify the inmate.
4. Answers to inmate requests will be made on the Inmate Request Form and given to a squad supervisor for review, a copy returned to the inmate. The original form will be forwarded to the Records Section for filing.

5. Prior to forwarding any request form, starting at the level of the post deputy, every attempt will be made to obtain the appropriate answer(s).

B. Inmate Orientation Process

1. The inmate orientation process is in place to provide a summary of information to inmates, prior to their transfer to general population housing.
 - a. During the orientation process, an inmate is assigned and signs for an inmate handbook which discusses in further detail the daily expectations, processes and procedures. This handbook remains with the inmate for the duration of their stay. This handbook is also available in Spanish. The inmate is responsible for the care of this handbook and will be charged for any damage incurred while in their possession.

C. Communicating with Inmates with Disabilities

1. Inmates with disabilities (including, for example, inmates who are deaf or hard of hearing, those who are blind or have low vision, or those who have intellectual, psychiatric, or speech disabilities), will have an equal opportunity to participate in or benefit from all aspects of the agency's efforts to prevent, detect, and respond to sexual abuse and sexual harassment. Such steps shall include, when necessary to ensure effective communication with inmates who are deaf or hard of hearing, providing access to interpreters who can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. In addition, written materials will provided in formats or through methods that ensure effective communication with inmates with disabilities, including inmates who have intellectual disabilities, limited reading skills, or who are blind or have low vision upon request.
2. Meaningful access to all aspects of the agency's efforts to prevent, detect, and respond to sexual abuse and sexual harassment to inmates who are limited English proficient, including steps to provide interpreters who can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.
3. Staff will not rely on inmate interpreters, inmate readers, or other types of inmate assistants except in limited circumstances where an extended delay in obtaining an effective interpreter could compromise the inmate's safety or the performance of first-response duties.

DOC STANDARD #

6VAC15-40-830: Inmate Handbook

Upon initial assignment to a housing status following intake and reception processing, each inmate shall be informed of, receive, and sign for:

1. A copy of the inmate rules of conduct, including sanctions;
2. The policies and procedures governing inmate discipline.

Compliance Documentation:

- Review inmate handbook
- Review documentation of inmate acknowledgement
- Interview staff/inmates

Clear, concise and specific written rules and regulations specifying the violation, sanctions, disciplinary hearing procedures and appeals process must be communicated at the time of intake reception processing. Provisions should be made for those inmates with language or comprehension problems.

PREA STANDARD

§ 115.16 Inmates with disabilities and inmates who are limited English proficient.

(a) The agency shall take appropriate steps to ensure that inmates with disabilities (including, for example, inmates who are deaf or hard of hearing, those who are blind or have low vision, or those who have intellectual, psychiatric, or speech disabilities), have an equal opportunity to participate in or benefit from all aspects of the agency's efforts to prevent, detect, and respond to sexual abuse and sexual harassment. Such steps shall include, when necessary to ensure effective communication with inmates who are deaf or hard of hearing, providing access to interpreters who can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary. In addition, the agency shall ensure that written materials are provided in formats or through methods that ensure effective communication with inmates with disabilities, including inmates who have intellectual disabilities, limited reading skills, or who are blind or have low vision. An agency is not required to take actions that it can demonstrate would result in a fundamental alteration in the nature of a service, program, or activity, or in undue financial and administrative burdens, as those terms are used in regulations promulgated under title II of the Americans With Disabilities Act, 28 CFR 35.164.

(b) The agency shall take reasonable steps to ensure meaningful access to all aspects of the agency's efforts to prevent, detect, and respond to sexual abuse and sexual harassment to inmates who are limited English proficient, including steps to provide interpreters who can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

(c) The agency shall not rely on inmate interpreters, inmate readers, or other types of inmate assistants except in limited circumstances where an extended delay in obtaining an effective interpreter could compromise the inmate's safety, the performance of first-response duties under § 115.64, or the investigation of the inmate's allegations.

This General Order becomes effective August 20, 2013, and rescinds all previous rules and regulations pertaining to the subject.