



March 14, 2019

TO: [REDACTED]
Assistant Director for Detention Management

FROM: [REDACTED]
Lead Compliance Inspector
The Nakamoto Group, Inc.

SUBJECT: **Annual Detention Inspection of the Glades County Detention Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE National Detention Standards (NDS) and SAAPI (PBNS 2011) of the Glades County Detention Center in Moore Haven, Florida during the period of March 12-14, 2019. This is an IGSA facility.

The annual inspection was performed under the guidance of [REDACTED], Lead Compliance Inspector. Team Members were:

Subject Matter Field	Team Member
Security	[REDACTED]
Detainee Rights	[REDACTED]
Medical Care	[REDACTED]
Safety	[REDACTED]
Medical Care	[REDACTED]

Type of Inspection

This is a scheduled annual inspection, which is performed to determine overall compliance with the ICE NDS for Over 72 hour facilities. The facility received a rating of Acceptable during the March 2018 annual inspection.

Inspection Summary

The Glades County Detention Center is currently accredited by:

- The American Correctional Association (ACA) – No
- The National Commission on Correctional Health Care (NCCHC) – Yes
- The Joint Commission (TJC) – No
- Prison Rape Elimination Act (PREA) – Yes

Standards Compliance

The following information is a summary of the standards that were reviewed and overall compliance that was determined as a result of the 2018 and 2019 NDS compliance annual inspections.



2018 Inspection		2019 Inspection	
Acceptable	38	Acceptable	38
Deficient	0	Deficient	0
Repeat Finding	0	Repeat Finding	0
Not Applicable	1	Not Applicable	1

The inspection team identified seven (7) deficient components in the following two (2) standards:

- Food Service – 4
- Environmental Health and Safety – 3, one of which is a repeat deficiency

Facility Snapshot/Description

The Glades County Detention Center is owned by the Glades County Development Corporation; a not-for-profit organization formed by local entities to build this detention facility and house ICE detainees. The facility is located in the outskirts of rural Moore Haven, Florida, and is under the direct authority of the Glades County Sheriff.

[REDACTED] The facility houses medium, medium-high, and high classification level ICE detainees.

The [REDACTED] indirect supervision facility houses detainees in cells and dormitories on upper and lower tiers. Detainees are supervised through a video camera surveillance system, housing unit control centers, and routine officer rounds. Dayrooms in the housing units provide space for leisure activities such as watching television, reading, playing board games and cards. Each dayroom has stationary exercise equipment as well. Detainees have access to for-fee video visitation via the electronic tablets in each housing unit. The tablets also have games, email, and entertainment options; some of which are free. Outdoor recreation is available five days per week. Detainees spend the majority of their waking hours socializing in the dayrooms, watching television, using the tablets, or playing board games. Although the detainees are medium security and higher and they reside in what is clearly a corrections setting, the facility allows for some aspects of civil detention. These include freedom of movement within the housing areas, extended leisure hours for socialization, frequent access to free email services, visiting sessions much longer than the standards require, and availability of electronic games and activities on the tablets. Staff were observed to be responsive to detainees and professionally polite.

Detainees were forthcoming with the inspection team during the inspection. No less than 98 detainees were interviewed during the inspection including 25 formal interviews. LEP detainees stated that they had no issues obtaining services, and confidential interviews revealed no concerns. Without exception, detainees stated that they felt safe at the facility. One detainee complained that the telephone rates were too costly. The long distance rates are consistent with rates offered in the local community. Several detainees complained about the video visitation reception. The tablets do have some reception issues, but they are not required under the standards as on-site visitation is offered to all detainees. One detainee said that a food item that he purchased from the commissary had mold on it. The commissary staff confirmed that there was one occasion several weeks ago wherein they found an item that had some mildew on it and disposed of the item. There have been no complaints since that time. Two detainees complained that the menu was over-populated with pasta offerings.



The Safety SME confirmed that the menu variety was in compliance with the standard and was approved by a dietician. One detainee complained that he had metal shavings in his food. The complaint had been investigated by the grievance officer and was determined to be unfounded. One detainee complained about having his meal served to him while he was in the medical waiting room pending his health assessment. Detainees are fed in the medical waiting area if they are waiting for medical services and the wait extends over a meal period. There is no prohibition regarding this practice in the standards. One detainee complained that he did not get his diet tray. The Safety SME observed the distribution of diet trays and determined that the process ensured the timely and accurate delivery of the trays. One detainee stated that he lost his Quran. The inspection team notified the chaplain who took a new Quran to the detainee the same day. One detainee complained that one of the telephones in her housing unit did not work. The sergeant in charge of the housing unit immediately reported the issue to the telephone provider. One detainee complained that the second shift officers were less professional than the first shift officers. Other detainees were interviewed to corroborate this allegation but none agreed with the complaint. The shift supervisor agreed to further investigate the allegation. Detainees expressed no complaints about access to ICE staff.

Facility employees were professional in appearance and demeanor and many were familiar with the requirements of the standards. A significant amount of the facility employees are bilingual; contributing greatly to the ease of communication with detainees.

Medical services are provided by Armor Correctional Health Services, Inc. Detainees do not incur medical co-payments. All other services are provided by Glades County employees.

Areas of Concern/Significant Observations

There were no areas of concern or significant observations.

Recommended Rating and Justification

The Lead Compliance Inspector recommends that the facility receive a rating of Acceptable. The facility complies with the ICE National Detention Standards (NDS). No (0) standard was found Deficient and one (1) standard was Not Applicable (N/A). All remaining thirty-eight (38) standards were found to be in compliance.

LCI Assurance Statement

The findings of compliance and noncompliance are accurately and completely documented on the G-324A Inspection Form and are supported by documentation in the inspection file. An out brief was conducted at the facility and in addition to the entire Nakamoto Group, Inc. Inspection Team, the following were present:

- ICE Officials – [REDACTED]
- Facility Staff – [REDACTED], and various other supervisors and staff



The Nakamoto Group, Inc.

[Redacted Name]

, Lead Compliance Inspector

March 14, 2019

Printed Name of LCI

Date