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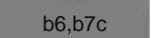

MEMORANDUM FOR: Gary Mead
Executive Associate Director
Enforcement and Removal Operations

FROM:  Timothy M. Moynihan 
Assistant Director b6,b7c

SUBJECT: Compliance Inspection
DeKalb County Detention Center

The Office of Professional Responsibility (OPR), Office of Detention Oversight (ODO), conducted a Compliance Inspection of the DeKalb County Detention Center on December 20-22, 2011. The attached report contains ODO's findings.

This report documents inspection results and serves as an official record. It is intended to provide senior management with an evaluation of the facility's compliance with the ICE National Detention Standards, the field office's compliance with detention review procedures, and the effectiveness and efficiency of the Detention Standards Compliance Program.

ODO will forward a PDF file to your office for dissemination to your designated field managers. If you wish to discuss the report findings, please contact ODO Deputy Division Director,  at 202-732-.

Attachment



U.S. Department of Homeland Security
Immigration and Customs Enforcement
Office of Professional Responsibility
Inspections and Detention Oversight
Washington, DC 20536-5501

Office of Detention Oversight Compliance Inspection

Enforcement and Removal Operations
New Orleans Field Office
DeKalb County Detention Center
Fort Payne, Alabama

December 20 - 22, 2011

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**COMPLIANCE INSPECTION
DEKALB COUNTY DETENTION CENTER
NEW ORLEANS FIELD OFFICE**

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EXECUTIVE SUMMARY

The Office of Professional Responsibility (OPR), Office of Detention Oversight (ODO) conducted a Compliance Inspection (CI) of the DeKalb County Detention Center (DCDC) in Fort Payne, AL, from December 20-22, 2011. DCDC is owned and operated by DeKalb County. DCDC opened in July 2006. ICE has housed detainees at DCDC under an intergovernmental service agreement (IGSA) since September 2008. DCDC accommodates male and female ICE detainees of all three classification levels for periods in excess of 72 hours. The DeKalb County Sheriff (DCS) oversees security operations and maintenance services. DCS also provides food service and medical care. DCDC holds no accreditations.

The Office of Enforcement and Removal Operations (ERO) Field Office Director, New Orleans, LA (FOD/New Orleans), is responsible for ensuring DCDC is in compliance with ICE policies and the ICE National Detention Standards (NDS). The Assistant Field Office Director (AFOD) assigned to the ERO office in Birmingham, AL, maintains oversight of DCDC. There are no ICE personnel physically located at DCDC. There are (b)(7) full-time, non-ICE employees on staff. The DeKalb County Sheriff is the highest ranking official at DCDC and the Chief Jail Administrator is responsible for oversight of daily operations. Supervisory staff is comprised of a Deputy Jail Administrator and five Sergeants. Medical staff consists of a Chief Medical Officer, who is a Registered Nurse, a Physician, a Registered Medical Assistant, and a Paramedic. DCDC has a total capacity of 325 beds, of which 55 are allocated for ICE detainees. At the time of the CI, 35 ICE detainees (34 male; 1 female) were housed at DCDC.

On January 27, 2011, ERO Detention Standards Compliance Unit contractor, MGT of America, Inc., conducted an annual review of the ICE National Detention Standards (NDS) at DCDC. The facility received an overall rating of "Acceptable" and was found in compliance with 35 of the 36 standards reviewed. The lone deficient standard was the Tool Control NDS.

This is the first ODO inspection of DCDC. During this CI, ODO reviewed a total of nine NDS. Four standards were found to be fully compliant, including Access to Legal Material, Medical Care, Telephone Access, and Use of Force. Eight deficiencies were found in the remaining five standards: Detainee Grievance Procedures (2 deficiencies), Detainee Handbook (1), Special Management Unit (3), and Staff Detainee Communication (2).

This report details all deficiencies and refers to the specific, relevant sections of the ICE NDS. OPR will provide ERO a copy of the report to assist in developing corrective actions to resolve the eight identified deficiencies. All deficiencies were discussed with DCDC personnel on-site during the inspection, as well as during the closeout briefing conducted on December 22, 2011.

Overall, ODO found DCDC to be well-managed and in compliance with the areas and standards inspected. The eight deficiencies identified were administrative in nature, such as incomplete or improperly filed paperwork, incomplete logs, and procedures insufficient to fully address ICE NDS requirements. ODO noted no deficiencies during review of the Medical Care NDS.

During the review of the Medical Care NDS, ODO toured the medical unit, conducted numerous interviews, and reviewed relevant documentation. The Chief Medical Administrator, a Registered Nurse (RN), performs the intake medical screenings at DCDC. ODO reviewed 19 medical records and confirmed intake screenings, tuberculosis (TB) testing, and physical examinations were conducted on arrival in all cases. ODO notes an area of concern related to TB testing. The Chief Medical Administrator reported detainees often arrive at DCDC having recently received two, three, and sometimes four Purified Protein Derivatives (PPD) skin tests for TB. These detainees received the test at a previous facility, but were transferred before the results could be read. In these cases, the detainees have often arrived at DCDC without medical information indicating that they already received the PPD. Without documentation verifying the PPD, DCDC is required to perform the test and record the result. ODO witnessed two such cases. One detainee had marks from two recent tests, both with some reaction, and another detainee had four test marks. ODO confirmed that neither detainee had a documented PPD result. Though no medical risk is posed, re-testing causes discomfort to the detainee and incurs a cost that would be avoided if documentation were transferred with the detainee to the receiving facility. ODO recommends ERO take appropriate action to ensure medical information is obtained from transferring facilities, particularly those obligated to comply with the ICE NDS or Performance Based National Detention Standard (PBNDS) governing detainee transfers. ODO also recommends that DCDC use its contracted mobile radiology company to perform chest x-rays on detainees who arrive at the facility without medical records, and are displaying obvious reactive skin tests.

During the admission process, detainees sign a form authorizing consent to obtain medical records from hospitals and clinics, as needed. The DCDC medical unit has an encrypted electronic record-keeping system that restricts access on a need-to-know basis. This system allows the physician to access and review intake information and progress notes while offsite. The practice facilitates oversight of detainee care on a continuous basis. After reviewing entries, the physician signs off on the electronic notes, which are then locked to prevent modification or deletion. Records from external providers can also be scanned into this system as necessary. Upon a detainee's transfer from DCDC, medical staff captures the electronic medical record on a compact disc and places it into an envelope bearing the name and A-number of the detainee. The envelope is then sealed, marked confidential, and placed in the detainee's medical file. ODO cites the use of an electronic medical record system, and the inclusion of a digital record in medical files via compact disc, as best practices.

ICE management and staff conduct both weekly announced visits and regular unannounced visits to address detainee concerns and inquiries. Although ICE does not have officers permanently assigned on-site at DCDC, ODO confirmed ICE staff conducts one scheduled and one unannounced visit to the housing units each week. These visits are documented on an ICE Facility Liaison Visit Checklist to verify proper oversight by the local ERO office.

DCDC has a grievance system that allows detainees to file informal and formal grievances, and to appeal grievance decisions. All grievances are resolved at the lowest level possible. The

average length of stay at DCDC is five days and all grievances reviewed by ODO had been resolved informally. During the period of January 1 to December 21, 2011, grievances filed by detainees were all informal and related to the transfer of funds, changes of bedding and clothing, and the inoperability of the DCDC electronic kiosk. A review of the DCDC handbook confirmed that instructions or procedures for contacting ICE to appeal decisions of the Chief Jail Administrator are not provided.

Due to the relatively short average length of stay for detainees, DCDC has not implemented written procedures for regular review of all administrative segregation cases. Additionally, the facility has written procedures governing placement of detainees in disciplinary segregation; however, the procedures do not include provisions for review of segregation cases. Of special concern is the practice of not allowing general visitation privileges to detainees assigned to disciplinary segregation. As per the ICE NDS, detainees ordinarily retain visiting privileges while in administrative or disciplinary segregation status.

Detainees have access to daily recreation and a law library, and have the option to participate in religious services. There were no reports of immediate use of force incidents, suicide attempts, hunger strikes, or detainee deaths at DCDC during the 12 months preceding this CI.

INSPECTION PROCESS

ODO inspections evaluate the welfare, safety, and living conditions of detainees. ODO primarily focuses on areas of noncompliance with the ICE National Detention Standards (NDS) or the ICE Performance Based National Detention Standards (PBNDS), as applicable. The NDS apply to DCDC. In addition, ODO may focus its inspection based on detention management information provided by the ERO Headquarters (HQ) and ERO field offices, and on issues of high priority or interest to ICE executive management.

ODO reviewed the processes employed at DCDC to determine compliance with current policies and detention standards. Prior to the inspection, ODO collected and analyzed relevant allegations and detainee information from multiple ICE databases, including the Joint Integrity Case Management System (JICMS) and the ENFORCE Alien Booking Module (EABM) and the ENFORCE Alien Removal Module (EARM). ODO also gathered facility facts and inspection-related information from ERO HQ staff to prepare for the site visit at DCDC.

REPORT ORGANIZATION

This report documents inspection results, serves as an official record, and is intended to provide ICE and detention facility management with a comprehensive evaluation of compliance with policies and detention standards. It summarizes those NDS that ODO found deficient in at least one aspect of the standard. ODO reports convey information to best enable prompt corrective actions and to assist in the on-going process of incorporating best practices in nationwide detention facility operations.

OPR classifies program issues into one of two categories: deficiencies and areas of concern. Specific deficiencies and areas of concern are identified in bold with sequential numbers in this report. OPR defines a deficiency as a violation of written policy that can be specifically linked to the NDS, or to ICE policy or operational procedure. OPR defines an area of concern as something that may lead to or risk a violation of the NDS, ICE policy, or operational procedure. When possible, the report includes contextual and quantitative information relevant to the cited standard. Deficiencies are highlighted in bold throughout the report and are encoded sequentially according to a detention standard designator.

Comments and questions regarding the report findings should be forwarded to the Deputy Division Director, OPR, Office of Detention Oversight.

INSPECTION TEAM MEMBERS

b6,b7c

Special Agent (Team Leader)
Contract Inspector
Contract Inspector

ODO, Houston
Creative Corrections
Creative Corrections

OPERATIONAL ENVIRONMENT

INTERNAL RELATIONS

ODO interviewed the DCDC Chief Administrator, an ICE ERO AFOD, and an ICE ERO Supervisory Detention and Deportation Officer (SDDO). During the interviews, ICE ERO management stated they have the resources and equipment to carry out their duties and responsibilities, but staffing is inadequate. As a result of a substantial workload and insufficient personnel, the general morale in the Deportation Officer (DO) and Immigration Enforcement Agent (IEA) ranks is low. DCDC and ERO staff stated the working relationship between them is excellent.

The Chief Jail Administrator stated DCS personnel are sufficient to handle the current ICE detainee population at DCDC. ICE officers visit housing units twice a week to address questions and concerns of detainees.

DETAINEE RELATIONS

ODO randomly-selected and interviewed five detainees to assess the overall living and detention conditions at DCDC. Detainees had no complaints regarding medical care, food service, telephone access, the law library, or sending and receiving mail.

All stated they did not know their deportation officer or how to contact a consular officer, DHS/OIG, or the local ICE office. ODO did find the required information visibly posted in English and Spanish on bulletin boards in all detainee housing units. The detainees also stated they had not been provided a facility handbook, but had received the ICE National Detainee Handbook. When the DCDC Chief Jail Administrator became aware of the issue, all detainees were provided with facility handbooks.

ICE NATIONAL DETENTION STANDARDS

ODO reviewed a total of nine NDS and found DCDC fully compliant with the following four standards:

- Access to Legal Material
- Medical Care
- Telephone Access
- Use of Force

As these standards were compliant at the time of the review, a synopsis for these areas was not prepared for this report.

ODO found deficiencies in the following five areas:

- Detainee Grievance Procedures
- Detainee Handbook
- Special Management Unit (Administrative Segregation)
- Special Management Unit (Disciplinary Segregation)
- Staff-Detainee Communication

Findings for each of these standards are presented in the remainder of this report.

DETAINEE GRIEVANCE PROCEDURES (DGP)

ODO reviewed the Detainee Grievance Procedures standard at DCDC to determine whether a process to submit formal or emergency grievances exists, and responses are provided in a timely manner, without fear of reprisal. In addition, ODO reviewed the standard to determine whether detainees have an opportunity to appeal responses and whether accurate records are maintained. ODO interviewed staff and reviewed grievance policy, procedures, records, and the detainee handbook.

DCDC staff is trained to handle emergency grievances to ensure the safety and welfare of detainees. ODO reviewed the DCDC policy manual and interviewed facility staff. As a result, ODO identified a grievance procedure best practice. DCDC requires any officer who is approached by a detainee with an emergency grievance to report the complaint or concern to supervisory staff. Raising the urgency to supervisory personnel best ensures that the grievance will be addressed in a thorough and expedient manner. Medical grievances are submitted to the medical staff, and the completed forms are placed in detainee medical records, as required by the NDS. ICE is notified of all medical grievances that cannot be immediately addressed by the facility medical staff.

DCDC does not maintain a separate logbook for grievances to indicate when grievances are received, processed, and answered (**Deficiency DGP-1**). Maintaining grievance logbooks ensures historical records are kept for accountability and statistical purposes. ERO solely maintains a grievance logbook to record all grievances forwarded from DCDC.

A review of the ERO grievance log for the period of January 1, 2011 through December 21, 2011, and interviews of FOD staff, confirmed no formal grievances had been filed by detainees during that period. ODO confirmed from interviews with ICE staff that detainee grievances are resolved informally due to the brief, five-day average length of stay at the facility. The types of informal grievances related specifically to funds not transferring to DCDC from other facilities, not receiving regular changes of bedding and clothing, and the DCDC electronic kiosk not working properly.

ODO interviewed 20 detainees specifically with regard to grievances. All stated they were unaware of DCDC grievance procedures. ODO determined detainees were not issued a local DCDC handbook. Detainees are provided with the ICE National Detainee Handbook which does address grievance procedures; however, the DCDC handbook does not provide instructions or procedures for contacting ICE to appeal decisions made by the Officer in Charge (OIC) at DCDC (**Deficiency DGP-2**). ODO recommends a revision to the DCDC handbook to include instructions for appealing grievance decisions directly to ICE. Prior to completion of the CI, ODO confirmed the DCDC handbook had been issued to all detainees.

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY DGP-1

In accordance with the ICE NDS, Detainee Grievance Procedures, section (III) (E), the FOD must ensure each facility will devise a method for documenting detainee grievances. At a minimum, the facility will maintain a Detainee Grievance Log.

DEFICIENCY DGP-2

In accordance with the ICE NDS, Detainee Grievance Procedures, section (III)(G)(4), the FOD must ensure the facility shall provide each detainee, upon admittance, a copy of the detainee handbook or equivalent. The grievance section of the detainee handbook will provide notice of the following:

4. The procedures for contacting ICE to appeal the decision of the OIC of a CDF or an IGSA facility.

DETAINEE HANDBOOK (DH)

ODO reviewed the Detainee Handbook standard at DCDC to determine if the facility provides each detainee with a handbook, written in English and any other languages spoken by a significant number of detainees housed at the facility. ODO reviewed the facility handbook to ensure it describes the facility's rules and sanctions, disciplinary system, mail and visiting procedures, grievance system, services, programs, and medical care, in accordance with the ICE NDS. ODO examined the local handbook, studied facility policy, and interviewed detainees and staff.

A review of 15 files verified that all contained documentation confirming issuance of the ICE National Detainee Handbook. During detainee interviews, all five detainees stated that a facility handbook had not been received. Facility staff confirmed that detainees were not issued a site-specific handbook. Facility management misunderstood the requirement for issuance of a local handbook and believed distribution of the ICE National Detainee Handbook had satisfied the NDS requirement (**Deficiency DH-1**). Prior to completion of the review, detainees were issued DCDC handbooks in either the English or Spanish language, as required. Facility-specific handbooks provide detainees with critical information on facility rules, procedures, and services. ODO recommends that receipt of handbooks, local and national, be documented via an acknowledgement form signed by the detainee.

Omissions of required material in the detainee handbook and requirements for the issuance of handbooks are reported under the relevant standards (**Deficiencies DGP-2 and SDC-1**).

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY DH-1

In accordance with the ICE NDS, Detainee Handbook, section (I), the FOD must ensure every OIC will develop a site-specific detainee handbook to serve as an overview of, and guide to, the detention policies, rules and procedures in effect at the facility. The handbook will also describe the services, programs, and opportunities available through various sources, including the facility, ICE, private organizations, etc. Every detainee will receive a copy of this handbook upon admission to the facility.

SPECIAL MANAGEMENT UNIT (SMU)

Administrative Segregation

ODO reviewed the Special Management Unit (SMU) – Administrative Segregation NDS at the DCDC to determine if the facility has procedures in place to temporarily segregate detainees for administrative reasons. ODO toured the SMU, reviewed policies, and interviewed staff.

Detainees in Administrative Segregation are housed in secure special housing units. ODO toured the housing units, which were confirmed to be well-ventilated, adequately lit, appropriately heated, and maintained in a sanitary condition. There were no detainees in Administrative Segregation during this inspection.

DCDC has written procedures governing assignment to administrative segregation. According to staff, known gang affiliation, risk of victimization, medical conditions, and mental health concerns are among determining factors for placement in Administrative Segregation. On average, detainees are transferred from DCDC within five days of arrival. Due to the relatively short period of detention, the facility has not implemented written procedures for regular review of all administrative segregation cases (**Deficiency SMU-1**). Prior to completion of the inspection, review requirements were incorporated into facility policy to comply with the standard, and those requirements will be adhered to in the event a detainee remains in segregation for an extended period.

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY SMU-1

In accordance with the ICE NDS, Special Management Unit (Administrative Segregation), section (III)(C), all facilities shall implement written procedures for the regular review of all administrative detention cases, consistent with the procedures specified below.

In SPCs/CDFs, a supervisory officer shall conduct a review within 72 hours of the detainee's placement in administrative segregation to determine whether segregation is still warranted. The review shall include an interview with the detainee. A written record shall be made of the decision and the justification. The Administrative Segregation Review Form (I-885) will be used for the review. If the detainee has been segregated for the detainee's protection, but not at the detainee's request, the signature of the OIC or Assistant OIC is required on the I-885 to authorize continued detention.

A supervisory officer shall conduct the same type of review after the detainee has spent seven days in administrative segregation, and every week thereafter for the first month and at least every 30 days thereafter. The review shall include an interview with the detainee. A written record shall be made of the decision and the justification.

A copy of the decision and justification for each review shall be given to the detainee, unless, in exceptional circumstances, this provision would jeopardize security. The detainee shall be given an opportunity to appeal a review decision to a higher authority within the facility. The Assistant District Director, Detention and Removal, shall be notified when any INS detainee has been in administrative detention for more than 30 days. This notification shall be made through the on-site INS OIC, if one is posted at the facility. When a detainee is held in administrative segregation for more than 60 days, the Office of the Assistant Regional Director for Detention and Removal shall be notified by the Assistant District Director, Detention and Removal, in writing of the reasons. The Region shall then consider whether transfer of the detainee to a facility where he/she may be placed in the general population would be appropriate.

If an INS detainee has been in administrative segregation for more than 30 days and objects to this status, the OIC shall review the case to determine whether that status should continue. This review shall take into account the views of the detainee. A written record shall be made of the decision and the justification. A similar review shall take place every 30 days.

After seven consecutive days in administrative segregation, the detainee may exercise the right to appeal to the OIC the conclusions and recommendations of any review conducted. The detainee may use any standard form of written communication, e.g., detainee request, to file the appeal.

SPECIAL MANAGEMENT UNIT (SMU)

Disciplinary Segregation

ODO reviewed the Special Management Unit (SMU) - Disciplinary Segregation NDS at the DCDC to determine if the facility has procedures in place to temporarily segregate detainees for disciplinary reasons. ODO toured the SMU, reviewed policies, and interviewed staff.

Detainees in Disciplinary Segregation are housed in secure special housing units. ODO toured the housing units, which were confirmed to be well-ventilated, adequately lit, appropriately heated, and maintained in a sanitary condition. There were no detainees in Disciplinary Segregation during this inspection. ODO verified that detainees do not remain at DCDC long enough for the disciplinary process to be invoked. Should that become necessary, written procedures exist governing placement in Disciplinary Segregation; however, the procedures do not include provisions for review of segregation cases (**Deficiency SMU-1**). Prior to completion of the inspection, review requirements were incorporated into facility policy to comply with the standard, and those requirements will be adhered to in the event a detainee remains in segregation for an extended period.

During staff interviews, ODO was informed detainees assigned to Disciplinary Segregation are not allowed general visitation privileges (**Deficiency SMU-2**). Affording detainees general visitation maintains detainee morale and could potentially result in fewer behavioral problems among detainees.

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY SMU-1

In accordance with the ICE NDS, Special Management Unit - Disciplinary Segregation, section (III)(C), all facilities shall implement written procedures for the regular review of all disciplinary segregation cases, consistent with the procedures specified below.

In SPCs/CDFs:

1. The Supervisory Detention Enforcement Officer (SDEO) shall review the status of a detainee in disciplinary segregation every seven days to determine whether the detainee:

- a. abides by all rules and regulations; and,
- b. is provided showers, meals, recreation, and other basic living standards, in accordance with section III. D. below.

The weekly review(s) will include an interview with the detainee. The SDEO shall document his/her findings after every review, by completing a Disciplinary Segregation Review Form (I-887).

2. The SDEO may recommend the detainee's early release from the SMU upon finding that time in disciplinary segregation is no longer necessary to regulate the detainee's behavior.
3. An early-release recommendation must have OIC approval before the detainee can be returned to the general population.
4. The SDEO may shorten, but not extend, the original sanction.
5. All review documents shall be placed in the detainee's detention file.
6. Provided institutional security is not compromised, the detainee shall receive at each formal review, a written copy of the reviewing officer's decision and the basis for this finding.

DEFICIENCY SMU-2

In accordance with the ICE NDS, Special Management Unit - Disciplinary Segregation, section (III)(D)(17), the FOD must ensure the facility shall follow the "Visitation" standard in setting visitation rules for detainees in disciplinary segregation.

As a rule, a detainee retains visiting privileges while in disciplinary segregation. The determining factor is the reason for which the detainee is being disciplined.

NOTE: In accordance with the ICE NDS, Visitation, section (III)(H)(5), the FOD must ensure detainees ordinarily retain visiting privileges while in administrative or disciplinary segregation status.

STAFF-DETAINEE COMMUNICATION (SDC)

ODO reviewed the Staff-Detainee Communication standard at DCDC to determine if procedures are in place to allow formal and informal contact between detainees and key ICE and facility staff, and if ICE detainees are able to submit written requests to ICE staff and receive responses in a timely manner, in accordance with the ICE NDS. ODO interviewed staff and detainees, and reviewed logbooks.

ODO interviewed five detainees who stated they had not received a facility handbook. DCDC management confirmed that detainees are solely provided an ICE National Detainee Handbook to comply with the standard (**Deficiency SDC-1**). Detention facilities are required to issue handbooks to clearly inform detainees that they have the opportunity to submit written questions, requests, or concerns to ICE staff. Procedures for doing so, including the availability of assistance in preparing the request, must also be provided in the handbook. Prior to the completion of the ODO inspection, all detainees were issued facility handbooks.

Although ICE has no permanent office facilities on-site at DCDC, ICE staff is assigned to visit the facility on a regular basis. The field office has written policies and procedures to ensure and document that ICE supervisory and non-supervisory personnel conduct frequent unannounced and unscheduled visits. ODO verified one scheduled and one unscheduled visit are conducted each week and documented. Schedules for the weekly visits are conspicuously posted in each housing unit. The notices are posted in both English and Spanish. Scheduled visits are documented on the Facility Liaison Visit Checklist. Weekly telephone maintenance is also conducted and recorded in a log.

Detainee requests are logged and responded to within 72 hours of receipt. DCDC has written procedures for detainees to submit written questions, requests, or concerns to ICE. The facility has a logbook provided by the FOD used to document ICE staff visits; however, the names and Alien Registration numbers of detainees interviewed by ICE had not been recorded as required by the ERO Change Notice National Detention Standards Staff/Detainee Communication Model Protocol, dated June 15, 2007 (**Deficiency SDC-2**).

STANDARD/POLICY REQUIREMENTS FOR DEFICIENT FINDINGS

DEFICIENCY SDC-1

In accordance with the ICE NDS, Staff-Detainee Communication, section (III)(B)(3), the FOD must ensure the facility shall provide each detainee, upon admittance, a copy of the detainee handbook or equivalent. 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, including the availability of assistance in preparing the request.

DEFICIENCY SDC-2

In accordance with the ICE NDS, Change Notice National Detention Standards Staff/Detainee Communication Model Protocol, section (F)(3), the FOD must ensure the officer shall document

each visit, in the following format: The Field Office should provide the facility with a logbook to maintain in control. The officer shall log in his or her visit, names and alien registration of detainees interviewed, along with any concerns or comments.