

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

Office of Detention Oversight  
Follow-Up Compliance Inspection

Enforcement and Removal Operations  
ERO Miami Field Office

Glades County Detention Center  
Moore Haven, Florida

June 21-25, 2021

**FOLLOW- UP COMPLIANCE INSPECTION  
of the  
GLADES COUNTY DETENTION CENTER  
Moore Haven, Florida**

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## **FOLLOW-UP COMPLIANCE INSPECTION TEAM MEMBERS**



Team Lead  
Assistant Team Lead  
Contractor  
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## FACILITY OVERVIEW

The U.S. Immigration and Customs Enforcement (ICE) Office of Professional Responsibility (OPR) Office of Detention Oversight (ODO) conducted a follow-up compliance inspection of the Glades County Detention Center (GCDC) in Moore Haven, Florida from June 21 to 25, 2021.<sup>1</sup> This inspection focused on the standards found deficient during ODO's last inspection of GCDC from February 1 to 5, 2021. The facility opened in 2007, is owned by Glades Correctional Development Corporation, and is operated by the Glades County Sheriff's Office. The ICE Office of Enforcement and Removal Operations (ERO) began housing detainees at GCDC in 2007 under the oversight of ERO's Field Office Director in Miami (ERO Miami). The facility operates under the National Detention Standards (NDS) 2019.

ERO has assigned deportation officers and a detention services manager at the facility. A GCDC commander handles daily facility operations and manages █ personnel. GCDC provides food services, Armor Correctional Health Services provides medical care, and Oasis Management System provides commissary services at the facility. GCDC was accredited by the National Commission on Correctional Health Care in 2021.

Capacity and Population Statistics	Quantity
ICE Detainee Bed Capacity <sup>2</sup>	400
Average ICE Detainee Population <sup>3</sup>	█
Male Detainee Population (as of June 21, 2021)	█
Female Detainee Population (as of June 21, 2021)	█

During its last inspection, in February 2021, ODO found eight deficiencies in the following areas: Environmental Health and Safety (1); Custody Classification System (3); Staff-Detainee Communication (2); and Telephone Access (2).

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<sup>1</sup> This facility holds male and female detainees with medium-low, medium-high, and high-security classification levels for periods greater than 72 hours.

<sup>2</sup> Data Source: ERO Facility List Report as of June 21, 2021.

<sup>3</sup> *Ibid.*

## **FOLLOW-UP COMPLIANCE INSPECTION PROCESS**

ODO conducts oversight inspections of ICE detention facilities with an average daily population of 10 or more detainees, and where detainees are housed for longer than 72 hours, to assess compliance with ICE National Detention Standards. These inspections focus solely on facility compliance with detention standards that directly affect detainee life, health, safety, and/or well-being. In FY 2021, to meet congressional requirements, ODO began conducting follow-up inspections at all ICE ERO detention facilities, which ODO inspected earlier in the FY.

While follow-up inspections are intended to focus on previously identified deficiencies, ODO will conduct a complete review of several core standards, which include but are not limited to Medical Care, Hunger Strikes, Suicide Prevention, Food Service, Environmental Health and Safety, Emergency Plans, Use of Force and Restraints/Use of Physical Control Measures and Restraints, Admission and Release, Classification, and Funds and Personal Property. ODO may decide to conduct a second full inspection of a facility in the same FY based on additional information obtained prior to ODO's arrival on-site. Factors ODO will consider when deciding to conduct a second full inspection will include the total number of deficiencies cited during the first inspection, the number of deficient standards found during the first inspection, the completion status of the first inspection's UCAP, and other information ODO obtains from internal and external sources ahead of the follow-up compliance inspection. Conditions found during the inspection may also lead ODO to assess new areas and identify new deficiencies or areas of concern should facility practices run contrary to ICE standards. Any areas found non-compliant during both inspections are annotated as "Repeat Deficiencies" in this report.

ODO was unable to conduct an on-site inspection of this facility, as a result of the COVID-19 pandemic and instead, conducted a remote inspection of the facility. During this remote inspection, ODO interviewed facility staff, ERO field office staff, and detainees, reviewed files and detention records, and was able to assess compliance for at least 90 percent or more of the ICE national detention standards reviewed during the inspection.

## FINDINGS BY NATIONAL DETENTION STANDARDS 2019 MAJOR CATEGORIES

NDS 2019 Standards Inspected <sup>4,5</sup>	Deficiencies
<b>Part 1 – Safety</b>	
Environmental Health and Safety	0
<b>Sub-Total</b>	<b>0</b>
<b>Part 2 – Security</b>	
Admission and Release	0
Custody Classification System	0
Funds and Personal Property	1
Use of Force and Restraints	0
Special Management Units	0
Staff-Detainee Communication	0
<b>Sub-Total</b>	<b>1</b>
<b>Part 4 – Care</b>	
Food Service	1
Hunger Strikes	0
Medical Care	0
Significant Self-Harm and Suicide Prevention and Intervention	0
<b>Sub-Total</b>	<b>1</b>
<b>Part 5 – Activities</b>	
Telephone Access	0
<b>Sub-Total</b>	<b>0</b>
<b>Total Deficiencies</b>	<b>2</b>

<sup>4</sup> For greater detail on ODO’s findings, see the *Compliance Inspection Findings* section of this report.

<sup>5</sup> Beginning in FY 2021, ODO added Emergency Plans, Facility Security and Control, Population Counts, Hunger Strikes, and Staff Training as core standards. NDS 2019 does not include Emergency Plans, Population Counts, nor Staff Training as individual standards; however, those specific requirements are resident in other core standards.

## DETAINEE RELATIONS

ODO interviewed 12 detainees, who each voluntarily agreed to participate. One detainee made an allegation of sexual assault, and ODO immediately referred the detainee to the facility's medical staff for evaluation. Most detainees reported satisfaction with facility services except for the concerns listed below. ODO attempted to conduct detainee interviews via video teleconference; however, ERO Miami was not able to accommodate this request due to technological issues. As such, ODO conducted the detainee interviews via telephone.

*Grievance System:* One detainee stated a facility officer made multiple, racially discriminating comments towards the detainee.

- Action Taken: ODO reviewed the facility grievance log and found the detainee filed one grievance, on April 12, 2021, against an officer related to racial discrimination. The facility forwarded the grievance to ERO Miami on the same day. On April 15, 2021, facility investigators found the claim to be unsubstantiated and notified the detainee of the investigation results that same day.

*Sexual Abuse and Assault Prevention and Intervention:* One detainee stated another male detainee fondled his buttocks while he was sleeping in February 2021.

- Action Taken: ODO immediately referred the detainee to medical staff and notified ODO management, ERO leadership, and facility leadership upon learning of the alleged sexual assault incident. The medical staff gave the detainee an ICE Prison Rape Elimination Act (PREA) pamphlet, and the detainee refused medical care. The facility commander initiated the PREA protocols, and ERO Miami reported the incident to the Joint Intake Center. A facility lieutenant interviewed the detainee on June 23, 2021, and the investigation remained open and ongoing during this inspection.

*Sexual Abuse and Assault Prevention and Intervention:* Five detainees stated officers of the opposite sex do not always announce themselves when they enter a housing unit.

- Action Taken: ODO interviewed the facility commander and reviewed the GCDC policy and procedures on sexual abuse and assault and found all officers of the opposite gender must announce themselves upon entering a housing unit. On June 24, 2021, the facility commander sent an email to his staff as a reminder that all facility staff members must announce their presence upon entering a housing unit of the opposite gender.

*Staff-Detainee Communication:* Four detainees stated ICE officers do not interact with them on a regular basis.

- Action Taken: ODO interviewed the facility commander who stated there are restrictions in place due to COVID-19; however, GCDC has two ICE deportation officers stationed onsite whom visit the housing units, to answer detainee questions, concerns, or complaints. On June 24, 2021, ODO interviewed the facility commander and found that detainees may interact with ICE officers by submitting questions and comments via an electronic tablet. On the same day, the facility commander verbally

reminded the detainees of using electronic tablets to submit questions or comments to ICE officers.

## **FOLLOW-UP COMPLIANCE INSPECTION FINDINGS**

### **SECURITY**

#### **FUNDS AND PERSONAL PROPERTY (FPP)**

ODO interviewed the facility commander and found the facility did not complete an inventory audit from January 2021 through March 2021 (**Deficiency FPP-19**<sup>6</sup>).

*Corrective Action:* Prior to completion of the inspection, on June 24, 2021, the facility commander emailed the facility's staff and initiated corrective action by implementing a policy change for record keeping of inventory audit documents by electronically scanning and storing them. Facility staff provided ODO with the commander's email confirming the facility's staff was educated on the policy change (**C-1**).

### **CARE**

#### **FOOD SERVICE (FS)**

ODO reviewed the dishwasher temperature log from March 2021 to June 2021 and found GCDC did not log dishwasher temperatures for 276 meals (**Deficiency FS-118**<sup>7</sup>).

ODO reviewed photographs provided by the facility and found the facility dishwasher does not have a temperature gauge, which is an **Area of Concern**.

#### **MEDICAL CARE (MC)**

ODO found the facility partners with an outside health care center to provide and administer COVID-19 vaccines to ICE detainees, which is a **Best Practice**.

## **CONCLUSION**

During this inspection, ODO assessed the facility's compliance with 12 standards under NDS 2019 and found the facility in compliance with 10 of those standards. ODO found two deficiencies in the remaining two standards. ODO commends facility staff members for their responsiveness during this inspection. ODO recommends ERO Miami work with the facility to resolve any deficiencies that remain outstanding in accordance with contractual obligations. ODO has not received the uniform corrective action plan for ODO's last inspection of GCDC in February 2021.

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<sup>6</sup> "An inventory of detainee baggage and other non-valuable property will be conducted by the facility administrator or designee at least once each quarter." See ICE NDS 2019, Standard, Funds and Personal Property, Section (II)(D).

<sup>7</sup> "Daily checks of equipment temperatures shall follow this schedule:

1. Dishwashers: every meal." See ICE NDS 2019, Standard, Food Service, Section (II)(I)(11)(b)(1).



<b>Compliance Inspection Results Compared</b>	<b>First FY 2021 FY 2021 (NDS 2019)</b>	<b>Second FY 2021 FY 2021 (NDS 2019)</b>
Standards Reviewed	18	12
Deficient Standards	9	2
Overall Number of Deficiencies	17	2
Repeat Deficiencies	0	0
Areas of Concern	1	1
Corrective Actions	0	1