
 <p style="text-align: center;">DEPARTMENT OF HOMELAND SECURITY Immigration and Customs Enforcement</p> <p style="text-align: center;">REPORT OF INVESTIGATION HB 4200-01 (37), Special Agent Handbook</p>		<p>1. CASE NUMBER 201304332</p> <p>PREPARED BY [REDACTED]</p> <p>2. REPORT NUMBER 002</p>
<p>3. TITLE ORTIZ-Matamoros, Pablo/Unknown/0109 Detainee/Alien - Death (Known Cause -Terminal Illness)/CONROE, MONTGOMERY, TX</p>		
<p>4. FINAL RESOLUTION Management Notification Only</p>		
<p>5. STATUS Closing Report</p>	<p>6. TYPE OF REPORT Other</p>	<p>7. RELATED CASES</p>
<p>8. TOPIC Death of ICE Detainee Pablo ORTIZ-Matamoros, February 8, 2013, Conroe, TX</p>		
<p>9. SYNOPSIS On February 8, 2013, the Joint Intake Center, Washington D.C., received notification regarding the death of U.S. Immigration and Customs Enforcement detainee Pablo ORTIZ-Matamoros. ORTIZ-Matamoros, a citizen of Honduras, died on February 8, 2013, at the Conroe Regional Medical Center in Conroe, TX. ORTIZ-Matamoros died while under the care of physicians in the hospital. The attending physician certified ORTIZ-Matamoros' death as being due to acute renal failure from tumor lysis syndrome from metastatic cancer, metabolic acidosis, hyperkalemia, and shock.</p> <p>On February 22, 2013, the ICE Office of Professional Responsibility, Office of Detention Oversight initiated a Detainee Death Review of ORTIZ-Matamoros' death. This report documents the findings of the review.</p>		
<p>10. CASE OFFICER (Print Name & Title) [REDACTED] - ICE-OPR Special Agent Supervisor</p>	<p>11. COMPLETION DATE 03-SEP-2013</p>	<p>14. ORIGIN OFFICE ICE OPR Office of Detention Oversight (ODO)</p>
<p>12. APPROVED BY(Print Name & Title) [REDACTED] - ICE-OPR Analyst</p>	<p>13. APPROVED DATE 03-SEP-2013</p>	<p>15. TELEPHONE NUMBER No Phone Number</p>
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<p>10. NARRATIVE</p> <p>On February 8, 2013, Supervisory Detention and Deportation Officer (SDDO) ■■■■ ■■■■ notified the Joint Intake Center (JIC) of the death of Immigration and Customs Enforcement (ICE) detainee Pablo ORTIZ-Matamoros (Exhibit 1). ORTIZ-Matamoros, a citizen of Honduras, was born on November 24, 1987, and died on February 8, 2013, at the Conroe Regional Medical Center (CRMC) in Conroe, TX. ORTIZ-Matamoros was 25 years old at the time of his death. ORTIZ-Matamoros was in ICE custody while in CRMC and was under the watch of correctional officers from the Joe Corley Detention Facility (JCDF) on the date of his death.</p> <p>The GEO Group, Inc., owns and operates the JCDF at which ORTIZ-Matamoros was being housed and cared for prior to being transported to the hospital. The JCDF houses males and females for the Bureau of Prisons and U.S. Marshals Service, and male detainees for more than 72 hours for ICE. The JCDF is an Intergovernmental Service Agreement (IGSA) facility contracted by ICE to house ICE detainees. The JCDF is required to follow the 2008 Performance Based National Detention Standards (PBNDS).</p> <p>The JIC immediately notified the Department of Homeland Security (DHS), Office of Inspector General (OIG) of the death.</p> <p>On February 19, 2013, the DHS OIG declined to accept the matter of ORTIZ-Matamoros' death for investigation, and the file was forwarded to the Office of Professional Responsibility (OPR) Investigations for routine assessment of any suspected employee misconduct or any suspected criminal misconduct. On this same date, OPR Investigations declined to accept the file due to there being no allegation or evidence of employee misconduct, nor of any criminal conduct. The file was then forwarded to OPR's Office of Detention Oversight (ODO).</p> <p>On February 22, 2013, the file was assigned to Section Chief (SC) ■■■■ ■■■■ to begin the process of performing a Detainee Death Review (DDR). SC ■■■■ immediately began gathering information on the circumstances surrounding the death of ORTIZ-Matamoros, to include identifying any detainees who were housed with ORTIZ-Matamoros and who might have information pertinent to the review. SC ■■■■ also conducted interviews of ICE and U.S. Citizenship and Immigration Services (USCIS) personnel by email and telephone who had contact with ORTIZ-Matamoros beginning on October 31, 2012, when he came into ICE custody.</p> <p>On February 27, 2013, SC ■■■■ requested the assistance of the ODO Houston office in interviewing three detainees who had been housed with ORTIZ-Matamoros and who had spent time with him before he became ill and was transported to the hospital. Those detainees were ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ ■■■■ and ■■■■ ■■■■.</p>	

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On March 1, 2013, Special Agents (SA) [REDACTED] [REDACTED] and [REDACTED] [REDACTED] from ODO Houston traveled to the JCDF and interviewed those individuals.

[REDACTED] [REDACTED] a citizen of El Salvador, stated he had been with ORTIZ-Matamoros in JCDF for about three weeks prior to ORTIZ-Matamoros going to the hospital. [REDACTED] said he had not known ORTIZ-Matamoros prior to meeting him in the facility, that he did not know any of ORTIZ-Matamoros' family members, nor had he ever spoken to any of ORTIZ-Matamoros' family members. He said he considered himself to be a friend of ORTIZ-Matamoros, and that they shared Bible studies and prayers together. He said he believes he was closer than anyone else in the facility to ORTIZ-Matamoros during the time he was there. [REDACTED] said that ORTIZ-Matamoros was a very private person, very humble, and did not speak much to anyone unless he was spoken to. [REDACTED] said that about a week and a half before ORTIZ-Matamoros was taken to the hospital, he began losing his appetite and was eating less at each meal. [REDACTED] said he noticed that ORTIZ-Matamoros' skin was turning yellowish in color. He said that ORTIZ-Matamoros told him he had a pain in his lower back, just above his waist line, near his kidneys. [REDACTED] said ORTIZ-Matamoros never spoke about being sick. He said ORTIZ-Matamoros submitted sick call requests, and that he did not know what they were for, but that he did know that ORTIZ-Matamoros was seen by the medical clinic staff. [REDACTED] said that ORTIZ-Matamoros never spoke of any medical issues he might have had before coming to JCDF. Detainee [REDACTED] said that ORTIZ-Matamoros never said anything about speaking to facility staff regarding health issues or problems. [REDACTED] said that ORTIZ-Matamoros never commented about how he was being treated by the medical staff. [REDACTED] said that ORTIZ-Matamoros could speak English perfectly, and that he had no problems talking to or understanding the staff members. [REDACTED] said that ORTIZ-Matamoros never said anything about how he was feeling, nor did he express any concerns about his health before he was taken to the hospital. Detainee [REDACTED] said that ORTIZ-Matamoros never spoke about any use of drugs or alcohol prior to coming to JCDF, and that he never asked him about it. [REDACTED] said he recalled that, on the day ORTIZ-Matamoros went to the hospital, ORTIZ-Matamoros was called by staff early in the morning to go to the medical clinic. He said that ORTIZ-Matamoros got up and walked out of the dorm on his own, and that he never returned. He said ORTIZ-Matamoros did not say anything to anyone on his way out, and that no one spoke to him. [REDACTED] said that, several days prior to ORTIZ-Matamoros going to the hospital, whenever they would go outside for recreation, ORTIZ-Matamoros laid down outside, because he got tired very quickly and did not have much strength.

Detainee [REDACTED] [REDACTED] said he had known ORTIZ-Matamoros for approximately 10 days before he went to the hospital. He said the two of them had spoken some, but not a lot, and that

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he only considered himself to be a fellow detainee in relation to ORTIZ-Matamoros. He said he did not know any of ORTIZ-Matamoros' family. [REDACTED] - [REDACTED] said that ORTIZ-Matamoros was a very quiet person who kept to himself. [REDACTED] - [REDACTED] said he noticed that ORTIZ-Matamoros began losing his appetite and was not eating very much, and that ORTIZ-Matamoros' skin was turning yellowish in color. He said that ORTIZ-Matamoros never expressed that he was feeling bad or that he had any physical complaints. [REDACTED] - [REDACTED] said that ORTIZ-Matamoros never said anything about speaking with the facility staff about medical issues or problems. He said that ORTIZ-Matamoros never said anything about having any medical problems before coming into JCDF. [REDACTED] - [REDACTED] said ORTIZ-Matamoros never commented about the medical staff. He said that ORTIZ-Matamoros could speak English well and had no problems talking to or understanding staff members. [REDACTED] - [REDACTED] said that ORTIZ-Matamoros never said anything about how he was feeling or expressed any concerns before he went to the hospital. He said ORTIZ-Matamoros never spoke about any prior drug or alcohol use before coming into JCDF. [REDACTED] - [REDACTED] said ORTIZ-Matamoros walked out of the housing unit on his own the morning he went to the hospital, and that he did not say anything to anyone before leaving.

Detainee [REDACTED] - [REDACTED] said he had been in JCDF with ORTIZ-Matamoros about eight days prior to him going to the hospital. He said he considered ORTIZ-Matamoros to be no more than a fellow detainee, that they did not speak much, and that he does not know any of ORTIZ-Matamoros' family members. [REDACTED] - [REDACTED] said he noticed that ORTIZ-Matamoros was always sleeping, that he looked yellowish, and that he did not eat much. He said ORTIZ-Matamoros never spoke about any illness or problems, and that he never said anything about speaking with medical staff about any health problems. [REDACTED] - [REDACTED] had no additional information, and said that he was sleeping at the time ORTIZ-Matamoros left the housing unit to go to the medical clinic.

During the week of April 22, 2013, SC [REDACTED] conducted the on-site segment of the ODO DDR. SC [REDACTED] was assisted by medical subject matter expert (SME) [REDACTED] - [REDACTED] SME [REDACTED] is employed by Creative Corrections, LLC, a consultant firm contracted by ICE to provide subject matter expertise in detention management and correctional health care.

As part of the review, SC [REDACTED] and SME [REDACTED] interviewed JCDF staff and ICE Office of Enforcement and Removal Operations (ERO) personnel. Additionally, SC [REDACTED] and SME [REDACTED] reviewed immigration, medical, and detention records pertaining to ORTIZ-Matamoros.

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The following is a time-line of the events regarding ORTIZ-Matamoros:

On October 29, 2012, Houston Police Department officers arrested Pablo ORTIZ-Matamoros for criminal trespass at the Gustine Lane Condominiums located at Gessner, Houston. The condominium complex had a criminal trespass affidavit on file with the Houston Police Department. The affidavit, along with "No Trespass" signs were posted about the property. At approximately 11:40 p.m., officers observed ORTIZ-Matamoros walk up to a known drug unit in the number 5 building. The officers stopped ORTIZ-Matamoros and found that he did not live on site. The officers found that he did not know the name or unit number of any condominium residents. ORTIZ-Matamoros later admitted to the officers that he had come to the property to buy some marijuana. ORTIZ-Matamoros was booked into the Harris County Jail. The officers documented their arrest of ORTIZ-Matamoros in the Harris County, TX, Justice Information Management System (Exhibit 2).

On October 31, 2012, ICE Immigration Enforcement Agent (IEA) who is assigned to the Harris County Jail, encountered ORTIZ-Matamoros and determined that he had been previously removed from the United States on October 20, 2008. IEA completed an Immigration Detainer (Exhibit 3) on ORTIZ-Matamoros that informed the Harris County Jail that ORTIZ-Matamoros was now the subject of an investigation to determine whether he should be removed from the United States, and requested that ICE be notified in advance of his release or transfer to another facility.

IEA interviewed ORTIZ-Matamoros and completed a Form I-213 (Exhibit 4). IEA documented on the form that ORTIZ-Matamoros acknowledged being in the United States illegally for two years, that ORTIZ-Matamoros could speak English, and that he claimed his health was good.

IEA then completed a typed version of the I-213 (Exhibit 5) which contained more details of his interview of ORTIZ-Matamoros and details of ORTIZ-Matamoros' criminal history. IEA documented that his conversation with ORTIZ-Matamoros was in the English language, that ORTIZ-Matamoros admitted to being a native and citizen of Honduras, that he did not claim any health problems, and that he claimed fear of returning to Honduras.

ODO interviewed IEA by telephone on March 20, 2013. ODO provided IEA with a copy of the encounter details and photograph pertaining to ORTIZ-Matamoros from the Enforcement and Removal Module (EARM) in the ENFORCE database, to help refresh his memory. IEA stated he does not recall ORTIZ-Matamoros, but he pointed out that he

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deals with "100 or so" different aliens each week at the Harris County Jail. ODO asked IEA ██████████ to describe how his work flows there. He replied that when prisoners come into the facility, deputies will bring paperwork to him and other IEAs so they can query the prisoners' information in the immigration databases. IEA ██████████ stated that if he determines a prisoner is an alien in the United States unlawfully, he performs an interview of the individual, and a determination is made on whether to place a detainer on the individual. He stated that once a prisoner at the Harris County Jail under an ICE detainer finishes his sentence, the prisoner becomes an ICE detainee and is sent over to the Houston Contract Detention Facility (CDF) where paperwork such as the Warrant for Arrest of Alien is completed.

On November 5, 2012, the Harris County Jail released ORTIZ-Matamoros into the custody of ICE, and he was transported to the Houston CDF. ORTIZ-Matamoros was booked into the Houston CDF (Exhibit 6) by ██████████ ██████████ an employee of Corrections Corporation of America (CCA), which operates the Houston CDF.

ODO interviewed Ms. ██████████ by email on April 8, 2013. ODO provided to Ms. ██████████ a copy of the booking form that she completed to help refresh her memory. Ms. ██████████ stated she does remember ORTIZ-Matamoros. Ms. ██████████ stated that ORTIZ-Matamoros did not mention anything to her about his state of health, and that she could not recall anything unusual or noteworthy about him.

On November 5, 2012, IEA ██████████ ██████████ served a Warrant for Arrest of Alien on ORTIZ-Matamoros for being an alien in the United States unlawfully (Exhibit 7). IEA ██████████ also completed a Form I-213 to document his encounter with ORTIZ-Matamoros (Exhibit 8).

ODO interviewed IEA ██████████ by email on March 21, 2013. ODO provided IEA ██████████ with a copy of the encounter details and photograph pertaining to ORTIZ-Matamoros from the Enforcement and Removal Module (EARM) in the ENFORCE database, to help refresh his memory. IEA ██████████ stated he has no recollection of ORTIZ-Matamoros, but that he could see from the information provided by ODO that he updated the encounter details in EARM (Exhibit 9) to include conviction data and that he served the Warrant for Arrest of Alien. IEA ██████████ stated he had heard that a detainee had died in a hospital in the Houston area, but that he did not know any more about it until ODO contacted him.

On November 5, 2012, Registered Nurse (RN) ██████████ ██████████ completed an intake assessment (Exhibit 10) of ORTIZ-Matamoros at the Houston CDF. ORTIZ-Matamoros stated to RN ██████████ that he felt fine, and he denied any health issues. The only history noted was that

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ORTIZ-Matamoros stated he had an appendectomy in 2001.

On November 6, 2012, a chest radiography screening for tuberculosis, that was performed on ORTIZ-Matamoros the day before, returned negative (Exhibit 11).

On November 9, 2012, ORTIZ-Matamoros was transferred to JCDF. A "Medical Summary of Federal Prisoner/Alien in Transit" form was completed (Exhibit 12). No medical concerns were noted.

On November 9, 2012, GEO Classification Department Case Manager ■■■■ ■■■■ completed a Sexual Assault/PREA Screening Checklist (Exhibit 13) for ORTIZ-Matamoros. Ms. ■■■■ incorrectly listed his age as 24 instead of the correct age of 25. Being youthful (under 25) is considered a "possible victim factor" on the form. ORTIZ-Matamoros denied all other possible victim factors.

ODO interviewed Ms. ■■■■ at the JCDF on April 23, 2013. Ms. ■■■■ when shown a photograph (Exhibit 14) of ORTIZ-Matamoros, stated she does not remember him or anything about him.

On November 9, 2012, GEO Supervisory Classification Case Manager ■■■■ ■■■■ completed a "Detainee Classification System – Primary Assessment Form" for ORTIZ-Matamoros (Exhibit 15). ORTIZ-Matamoros scored a total of 7 points, which placed him into custody level 2.

On November 9, 2012, GEO Licensed Vocational Nurse (LVN) ■■■■ ■■■■ completed the intake screening, health summary for classification and mental health evaluation forms (Exhibit 16) on ORTIZ-Matamoros. On the intake screening form, LVN ■■■■ noted that she did not observe any indications of medical issues, and she noted that ORTIZ-Matamoros denied having any medical issues or any history of medical issues. LVN ■■■■ circled "Spanish" at item "24. Language," on the intake screening form. No concerns were marked on the other forms. LVN ■■■■ also started the Medical Progress Notes process (Exhibit 17), which would be used to document matters of ORTIZ-Matamoros' health up to and following his death.

ODO interviewed LVN ■■■■ on April 23, 2013. LVN ■■■■ when shown a photograph (Exhibit 14) of ORTIZ-Matamoros, stated she does not remember him. She stated that seeing so many detainees during the course of her duties makes it difficult to remember individuals. ODO asked about the fact that all of the observations and questions on the intake screening form were answered "no." LVN ■■■■ replied that she always writes down everything a detainee says to her about his or her health. LVN ■■■■ stated she heard that, "this was the guy with jaundice,"

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referring to ORTIZ-Matamoros' physical appearance later, when he was taken to the hospital. She stated she always looks for any indications of illness like that when she is performing an intake screening. She stated that, based on the intake screening form and her notes, there was nothing about ORTIZ-Matamoros' appearance or his responses that she deemed noteworthy. ODO asked LVN what language ORTIZ-Matamoros used. She noted that she circled "Spanish" on the form, but she said she usually notes on the form whenever it is necessary to use a translator, and that she did not make such a notation in his case.

On November 14, 2012, Dr. DDS, performed a dental examination on ORTIZ-Matamoros and determined that he needed X-rays, tooth extractions, and dental scaling (Scaling is the use of a dental instrument known as a scaler to remove deposits from teeth surfaces.) (Exhibit 18).

On November 15, 2012, GEO RN completed a physical examination form (Exhibit 19) on ORTIZ-Matamoros. This form also included a section on mental health status. There was no indication or notation of any physical or mental health issues or of any history of such issues. RN also completed a "Kitchen and Barber Shop Clearance" form (Exhibit 20) that ORTIZ-Matamoros would need in order to work in the kitchen or barbershop. The incorrect date of October 15, 2012, was stamped on this form. It is believed the correct date should have been November 15, 2012, as the same incorrect date of October 15, 2012, was stamped on the physical examination form, but on that form, it had been lined through, and the correct date of November 15, 2012, was written in. No medical issues were noted on the physical examination form.

ODO interviewed RN at the JCDF on April 23, 2013. RN after being shown a photograph (Exhibit 14) of ORTIZ-Matamoros, stated he does not recall ever seeing him.

On November 15, 2012, ORTIZ-Matamoros submitted a sick call request (Exhibit 21). On this form, ORTIZ-Matamoros wrote that he was having a problem with arthritis, that he had been having a daily stomachache, that he was not taking any medication, and that he would like some help for those issues.

This sick call request was logged in by LVN was stamped as received on November 18, 2012, and was assigned the number "420." RN triaged the sick call request. ODO learned that each incoming sick call request in JCDF is logged and given a number that corresponds to the next number in sequence on the log for that month. At the beginning of each month, the logging of sick calls begins again at 1. Therefore, this sick call request of

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November 15, 2012, from ORTIZ-Matamoros was the 420th sick call request received in the clinic during the month of November 2012.

ODO could not determine why ORTIZ-Matamoros reportedly did not communicate any medical problems or issues he was having to RN during the physical examination on November 15, 2012, yet on the same day, he reportedly completed a sick call request on which he complained of arthritis and of a reoccurring stomachache. Additionally, it could not be determined which event—the physical examination or the submission of the sick call request—occurred first on that date.

ODO interviewed LVN on April 23, 2013. After viewing ORTIZ-Matamoros' photograph (Exhibit 14), LVN said she does not remember him.

On November 18, 2012, ORTIZ-Matamoros was seen in the medical clinic by LVN in response to his sick call request dated November 15, 2012. According to the abdominal pain/constipation/diarrhea/indigestion/vomiting protocol (Exhibit 22) used by LVN ORTIZ-Matamoros complained to her of indigestion and stated it comes on after he eats. LVN documented his vital signs as: blood pressure 126/72, pulse 68, respirations 16, temperature 97.8. LVN was authorized to offer ORTIZ-Matamoros an antacid, which she did. LVN also documented this encounter in the Medical Progress Notes (Exhibit 17).


ODO interviewed LVN on April 23, 2013. LVN after being shown a photograph (Exhibit 14) of ORTIZ-Matamoros, stated she remembers him. LVN stated she recalled that he had a dental problem, but otherwise, he was not a "complainer." LVN stated she could not remember how well ORTIZ-Matamoros spoke and understood English.

On November 21, 2012, ORTIZ-Matamoros submitted an "Offender Request Form" (Exhibit 23) on which he marked the type of request as being "Classification Appeal," but he wrote to complain that his bunk was located under an air conditioning vent, and that it caused him to be cold at night. He requested a sweater.

The form was not signed by a GEO officer and no response was indicated.

On November 23, 2012, GEO Safety Manager (SM) provided training to ORTIZ-Matamoros that would allow him to work in the kitchen (Exhibit 24).

SM was on medical leave when ODO conducted the on-site portion of the death review.

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<p>10. NARRATIVE</p> <p>On May 15, 2013, ODO determined that SM ██████████ had returned to work, and was able to contact him at the JCDF by telephone. SM ██████████ stated he does remember ORTIZ-Matamoros, because ORTIZ-Matamoros was the person who activated the Ansul fire suppression system on December 11, 2012, which raised ORTIZ-Matamoros' profile inside JCDF. SM ██████████ explained that if a detainee expresses the desire to work while in the facility, the detainee must complete the kitchen safety training, which consists of watching a brief video in his native language, reading the required rules and regulations, and then initialing off on a checklist. SM ██████████ stated he doesn't remember much about providing the kitchen safety training to ORTIZ-Matamoros, because he continually provides this training to many detainees due to their relatively short stays in the facility. SM ██████████ stated that ORTIZ-Matamoros did not stand out in any way from any of the other detainees with whom he has dealt. SM ██████████ stated he recalls that very little was said between him and ORTIZ-Matamoros, and that he does not remember how well ORTIZ-Matamoros communicated in English. SM ██████████ stated that ORTIZ-Matamoros seemed fine when he saw him, and that he did not complain of any illness or of not feeling well. He noted that one of the requirements taught to the detainees during the kitchen safety training is to immediately notify facility staff if they begin to feel sick or notice signs of illness or injury. SM ██████████ stated that, on December 10, 2012, the day before ORTIZ-Matamoros activated the Ansul fire suppression system, he (SM ██████████) noticed the stem that protrudes out of the Ansul system's manual pull station on the wall was broken, and he had a service person come to the facility to repair it. SM ██████████ stated he recalls that ORTIZ-Matamoros was watching the repairs take place, and that it was the next day that ORTIZ-Matamoros activated the system by pulling the stem.</p> <p>On November 26, 2012, ORTIZ-Matamoros submitted a Detainee Request Form (Exhibit 25) on which he requested a Bible. Underneath the detainee's handwriting are the words "Spanish Bible." The "Response" section of the form, to include the signature and date lines were left blank.</p> <p>On December 7, 2012, USCIS Immigration Analyst (IA) ██████████ ██████████ "oriented" five detainees, one of whom was ORTIZ-Matamoros (Exhibit 26), because they all requested to cancel their "fear claim" (request for reasonable fear determination). IA ██████████ identified the individuals whom she oriented in her email (Exhibit 26) by their Alien numbers. Because Alien numbers are considered personal identifiable information (PII), the Alien numbers have been redacted from Exhibit 26 to allow for inclusion in this report. However, the remains of where ORTIZ-Matamoros' Alien number was highlighted, can still be seen.</p> <p>ODO sent an email to Ms. ██████████ on March 18, 2013, asking if she retained any notes from her meeting with ORTIZ-Matamoros, whether she met him in person or just spoke to him by</p>	

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telephone, and whether she recalls him making any statements about his health. She was then requested to explain the process of being "oriented."

ODO was contacted on March 30, 2013, by USCIS Supervisory Asylum Officer (SAO) IA supervisor. SAO stated it was CIS's policy that all CIS employees refer any requests for information, such as ODO's request for information from IA to their supervisors for response.

SAO confirmed to ODO that IA "oriented" ORTIZ-Matamoros on December 7, 2012. He explained that this took place by telephone, simultaneously with four other detainees. SAO stated that, to be "oriented" simply means the individual was read and informed about the, "Information About the Reasonable Fear Process," – Form M-488, which is given to all aliens who express fear of returning to their country and are subject to removal after the reinstatement of a prior removal order. He said this process normally takes 10 to 15 minutes, whereby the individual is given standardized general information about the Reasonable Fear (RF) Asylum process.

SAO noted that his office's records indicate that ORTIZ-Matamoros signed the M-488 form acknowledging he had been explained the RF Asylum process, and he indicated he wished to withdraw his RF Asylum claim at that time. SAO stated that IA reported to him that she does not recall ORTIZ-Matamoros in particular, as she did not have any face-to-face, visual contact with him. SAO stated he also spoke to Asylum Officer (AO) and that AO said he completed the withdrawal interview (Exhibit 27) for ORTIZ-Matamoros in the same manner, via telephone, and that he does not recall ORTIZ-Matamoros in particular. SAO stated that IA and AO encounters with ORTIZ-Matamoros each occurred with the assistance of a Spanish interpreter through Lionbridge Interpretations Service. SAO stated that, during both encounters, ORTIZ-Matamoros made no mention of his health.

On December 11, 2012, ORTIZ-Matamoros activated the Ansul kitchen fire suppression system while working in the kitchen. GEO Major (MAJ) completed a memorandum (Exhibit 28) dated February 26, 2013, summarizing ORTIZ-Matamoros' history in the JCDC, up to the date of his death, and it includes an overview of the event on December 11, 2012, involving the kitchen fire suppression system. The memorandum documents that MAJ and GEO Assistant Warden (AW) interviewed ORTIZ-Matamoros following the incident, and that ORTIZ-Matamoros admitted to pulling the fire suppression system actuator.

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ODO interviewed MAJ ██████████ on April 23, 2013, regarding his contact with ORTIZ-Matamoros. MAJ ██████████ stated ORTIZ-Matamoros came into his office on December 11, 2012, following the activation of the fire suppression system, and that the two of them talked. MAJ ██████████ stated that ORTIZ-Matamoros spoke in English, and that he had no difficulty communicating. MAJ ██████████ said that ORTIZ-Matamoros did not appear sick, and that there was nothing remarkable about him that he could recall. MAJ ██████████ stated that ORTIZ-Matamoros was aware of what he had done, and that he said he didn't know why he did it.


ODO interviewed AW ██████████ on April 23, 2013, regarding his contact with ORTIZ-Matamoros. AW ██████████ stated that although he recalled seeing ORTIZ-Matamoros on occasion around the facility when making his rounds, his only direct contact with him was after the activation of the fire suppression system on December 11, 2012. He stated he viewed the video of the kitchen area that was taken during the time the fire suppression was activated. AW ██████████ stated that ORTIZ-Matamoros could be seen with a mop in his hand, when he began looking at the activation stem for the system. He said that ORTIZ-Matamoros then reached over and pulled the stem, which activated the system. AW ██████████ stated he believes ORTIZ-Matamoros did not intend to cause damage or for the facility to incur the cost of having the system re-charged; that he believes ORTIZ-Matamoros was just curious about what the fire suppression activation stem was for when he pulled it.

AW ██████████ stated that ORTIZ-Matamoros was placed in administrative segregation because of the incident on December 11, 2012, but that it wasn't entered into their computer system until December 12, 2012. AW ██████████ stated he recalled that the JCDF Warden directed that ORTIZ-Matamoros be released back to his regular housing unit on Christmas Eve, because the Warden did not want anyone in segregation on Christmas Day.

AW ██████████ stated there was nothing about ORTIZ-Matamoros' health or appearance that concerned him. He stated ORTIZ-Matamoros was a good worker, very pleasant, and spoke English well. AW ██████████ described him as, "happy-go-lucky." AW ██████████ also noted that ORTIZ-Matamoros cut his hair very short after the incident—a significant change from the long dreadlocks he had before, and that he believes this was ORTIZ-Matamoros' way of trying to show that he wanted to do better.

On December 11, 2012, GEO LVN ██████████ performed a pre-segregation physical (Exhibit 29) on ORTIZ-Matamoros, clearing him for placement in administrative segregation. ORTIZ-Matamoros denied any medical concerns, and LVN ██████████ did not observe any indications for concern. LVN ██████████ also documented this encounter in the Medical Progress

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<p>10. NARRATIVE</p> <p>Notes (Exhibit 17).</p> <p>ODO interviewed LVN ██████████ on April 23, 2013, regarding his contact with ORTIZ-Matamoros. LVN ██████████ advised that the medical clinic at JCDF has a pre-segregation medical sheet (Exhibit 29) that they follow, and that it is, basically, a physical to ensure the detainee is healthy enough to go into segregation. LVN ██████████ stated he remembers doing a pre-segregation physical on the man who activated the fire suppression system in the kitchen, but that he does not remember the person in the photograph (Exhibit 14). LVN ██████████ said he remembers GEO Lieutenant (LT) ██████████ bringing the detainee who pulled the "alarm" (his characterization of the fire suppression system) to him, and that he asked if the detainee had been in a fight or something else, so that he would know what to look for. He stated that LT ██████████ replied no, that the detainee pulled the alarm, and that they were going to put him into segregation.</p> <p>On December 11, 2012, LT ██████████ placed ORTIZ-Matamoros into segregation pending an official review of the circumstances surrounding his activation of the kitchen fire suppression system. LT ██████████ completed a Separation Record form, an Administrative Segregation Order form, and a Pre-Seg Medical/Cell Search form (Exhibit 30) to document his actions.</p> <p>On December 12, 2012, LT ██████████ and GEO LT ██████████ completed an investigation of ORTIZ-Matamoros' activation of the kitchen fire suppression system, and they completed a Disciplinary Packet that contains the investigative and disciplinary hearing forms related to the event (Exhibit 31).</p> <p>ODO interviewed LT ██████████ on April 22, 2013. LT ██████████ stated some detainees become known for being chronic complainers who frequently put in sick call requests, and that she did not notice, nor remember ORTIZ-Matamoros as being a chronic complainer. LT ██████████ stated ORTIZ-Matamoros spoke English, and she stated she remembers this, because she would have had someone there during the investigation of the kitchen fire suppression system incident to translate for her if necessary.</p> <p>ODO interviewed LT ██████████ on April 23, 2013. LT ██████████ stated that when ORTIZ-Matamoros activated the fire suppression system, they initially believed he had, "ruined a bunch of equipment." LT ██████████ stated when he interviewed ORTIZ-Matamoros, he was compliant, and that he did not deny activating the fire suppression system. LT ██████████ stated ORTIZ-Matamoros seemed to be healthy.</p> <p>On December 12, 2012, GEO Captain (CAPT) ██████████ held a disciplinary hearing for</p>	

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<p>10. NARRATIVE</p> <p>ORTIZ-Matamoros. The "Institution Disciplinary Report" (included in Exhibit 31) documents that CAPT ██████ was the chairperson of the disciplinary committee that reviewed ORTIZ-Matamoros' conduct, and Corrections Officers (CO) ██████ and ██████ were "members" of the panel. The report documents that ORTIZ-Matamoros stated, "I do not remember what I did. I'm kind of slow." The report documents that ORTIZ-Matamoros was given 30 days in disciplinary segregation and was required to pay \$1,500 in restitution for damage to food stores and for the cost of having the fire suppression system re-armed. A restitution amount of \$1,700 was reflected in ORTIZ-Matamoros' "Resident Account Summary" (Exhibit 32), where his account balance was reduced from \$247.14 to an amount owed of \$1,452.86. AW ██████ was asked about the discrepancy between the restitution amount of \$1,500.00, reflected on Institution Disciplinary Report and the amount of \$1,700.00 reflected in ORTIZ-Matamoros' Resident Account Summary. AW ██████ advised that he checked with Inmate Accounts Clerk ██████ and she replied that she was directed by MAJ ██████ to put a hold on ORTIZ-Matamoros' account. Ms. ██████ stated she used the amount of \$1,700.00 as an estimate until after the disciplinary hearing, and that the actual amount of restitution had not yet been communicated to her.</p> <p>ODO interviewed CAPT ██████ on April 23, 2013. CAPT ██████ stated ORTIZ-Matamoros was very apologetic for setting off the fire suppression system. He said that ORTIZ-Matamoros was worried about how long he would be in segregation and about losing his privileges. CAPT ██████ said that ORTIZ-Matamoros was very cooperative throughout the process. CAPT ██████ said that ORTIZ-Matamoros spoke English, and that he does not remember him needing a translator. CAPT ██████ said that ORTIZ-Matamoros looked healthy to him, and that he did not observe any signs of any physical ailments. He stated the disciplinary issue over ORTIZ-Matamoros' activation of the fire suppression system was his only interaction with him.</p> <p>ODO interviewed CO ██████ on April 22, 2013. CO ██████ said he has never encountered ORTIZ-Matamoros, and that he has no recollection of ever participating in any disciplinary hearing for any detainee.</p> <p>ODO interviewed CO ██████ on April 22, 2013. CO ██████ said that, while she has sat on a "couple" of disciplinary panels over her four years working at the JCDF, she has no recollection of ever sitting on one for ORTIZ-Matamoros. She also stated she has no recollection of ever seeing ORTIZ-Matamoros.</p> <p>AW ██████ was advised about the fact that COs ██████ and ██████ stated they had not participated on the disciplinary panel, despite the fact that their signatures appeared on the Institution Disciplinary Report. AW ██████ reported back that he conferred with CAPT ██████ and</p>	

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that CAPT confirmed that COs and had participated on the panel. AW also reported that he conferred with CO and that although she acknowledged telling ODO that she did not remember participating on the panel, she did agree that she had signed the Institution Disciplinary Report. AW stated he was unable to reach CO to speak with him about the issue, as he was on leave.

On December 17, 2012, AO signed the withdrawal interview form (included in Exhibit 27), documenting that ORTIZ-Matamoros had withdrawn his asylum request. ODO determined from SAO that AO completed the withdrawal interview by telephone, and that he does not recall ORTIZ-Matamoros in particular.

On December 17, 2012, at 3:09 p.m., GEO Licensed Professional Counselor (LPC) initiated the "Segregation Daily Log" (Exhibit 33) for ORTIZ-Matamoros and wrote "psych" in the "Remarks, Observations, Conduct, Physical Conditions, etc." column to indicate the purpose of his visit to ORTIZ-Matamoros' cell in segregation.

ODO interviewed LPC on April 22, 2013. LPC has since been promoted to HSA for the JCDF. HSA stated that, in his capacity as an LPC, he was responsible for reviewing the mental health evaluation that the nurses perform at intake, and that he has 14 days to complete that review. The mental health evaluation form (included in Exhibit 16) completed by LVN on November 9, 2012, was reviewed by HSA on November 21, 2012. HSA stated that, in his capacity as an LPC, he also made rounds through segregation to look for any indications that a detainee or prisoner is exhibiting signs of mental issues that need to be addressed, and that when he makes those rounds, he logs it in the "Remarks, Observations, Conduct, Physical Conditions, etc." column of the segregation log by writing "psych." HSA said he has no memory of ORTIZ-Matamoros.

On December 19, 2012, ORTIZ-Matamoros, from his location in disciplinary segregation, submitted a sick call request (Exhibit 34) on which he wrote that his bottom gums bled whenever he brushed his teeth, that he had a cold and allergy that were causing him to sneeze and giving him a runny nose, and that he was unable to sleep at night. He requested help for those issues.

The sick call request was given the number of 611, which corresponds to it being the 611th sick call request logged into the medical clinic during the month of December 2012, and it was stamped as received in the clinic on December 20, 2012, by GEO RN RN noted on the form that ORTIZ-Matamoros was placed on the sick call list to be seen on December 21, 2012, and that a copy of the sick call request was given to the dental office.

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The copy of ORTIZ-Matamoros' sick call request that was provided to the dental office (Exhibit 35) was stamped as received in dental on December 21, 2012, by Dr. DDS. Dr. assigned it his own tracking number of DSC #94, and he noted that ORTIZ-Matamoros was scheduled for an appointment on December 21, 2012.

ODO interviewed RN on April 24, 2013. RN stated that she logged in the sick call requests dated November 15, 2012, (Exhibit 21) and December 19, 2012, (Exhibit 34), but that she did not actually see ORTIZ-Matamoros.

On December 21, 2013, at 1:00 a.m., RN made a progress note (Exhibit 17) documenting that ORTIZ-Matamoros had refused sick call request number 611.

On December 21, 2012, ORTIZ-Matamoros was taken from disciplinary segregation to Dr. office in medical clinic for a dental examination in response to his sick call request (Exhibit 35) dated December 19, 2012. Dr. completed a Dental Health Record form (Exhibit 36) on which he noted that ORTIZ-Matamoros complained of bleeding gums, that ORTIZ-Matamoros pointed to the areas of concern, that his health history was reviewed, that ORTIZ-Matamoros was observed to have "gross calculus mandibular anterior," (large, hard deposits around teeth on lower jaw, at the front; calculus is also known as tarter) and that he would be scheduled for scaling. (A scaler is a dental instrument used to remove calculus from tooth surfaces.)

On December 21, 2012, while still in segregation, ORTIZ-Matamoros submitted a sick call request (Exhibit 37) on which he wrote that he would like to get his teeth cleaned, because Dr. told him the calculus deposits were causing his teeth to bleed.

On December 24, 2012, ORTIZ-Matamoros was released from disciplinary segregation, back to the general population dormitory (Exhibit 38). As reported earlier, AW stated to ODO that the JCDF Warden directed that ORTIZ-Matamoros be released back to his regular housing unit on Christmas Eve, because the Warden did not want anyone in segregation on Christmas Day.

On December 25, 2012, ORTIZ-Matamoros was seen in the medical clinic by GEO LVN after submitting a sick call request (Exhibit 39) on which he wrote that he had a cold, he was sneezing, he had a runny nose, and a headache.

LVN also documented this encounter with ORTIZ-Matamoros in the Medical Progress Notes (Exhibit 17). She stated he was treated per protocol, but she did not document whether any over-the-counter medication was provided to him.

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ODO interviewed LVN ■■■■ on April 23, 2013. LVN ■■■■ stated she only remembers ORTIZ-Matamoros slightly, and did not specifically remember seeing him on December 25, 2012, or later when she encountered him on January 29, 2013.

On December 28, 2012, Dr. ■■■■ DDS, assigned his own tracking number of DSC#112 to ORTIZ-Matamoros' sick call request of December 21, 2012 (Exhibit 37), and he wrote a response advising ORTIZ-Matamoros that he was scheduled to be seen, and that he would need to wait until it was his turn to get his teeth cleaned.

On January 2, 2013, ORTIZ-Matamoros submitted a sick call request (Exhibit 40) on which he wrote that his gums were swelling, that they hurt, and that he believed he needed to have his teeth cleaned.

On January 3, 2013, Dr. ■■■■ DDS, stamped the sick call request (Exhibit 40) as received, and wrote a response in which he stated that ORTIZ-Matamoros was scheduled to have his teeth cleaned, and that he would be called when it was his turn.

On January 14, 2013, Dr. ■■■■ DDS, saw ORTIZ-Matamoros and performed a dental scaling of his teeth (Exhibit 41).

On January 16, 2013, ORTIZ-Matamoros submitted a sick call request (Exhibit 42) on which he wrote that he had lost his appetite, that he was tired all the time, that his urine was dark yellow, and that he would like to get something for his cracked lips.

This sick call request was stamped by GEO RN ■■■■ ■■■■ as received in the medical clinic on January 16, 2013, and was logged in and assigned number 462.

On January 17, 2013, ORTIZ-Matamoros was seen in the medical clinic by GEO LVN ■■■■ ■■■■ and she documented the visit in the Medical Progress Notes (Exhibit 17). LVN ■■■■ documented his complaint of loss of appetite, and that he was often sleepy. She also noted his small frame and gaunt appearance. LVN ■■■■ documented that she added him to a list of patients to be seen by the physician the next morning, January 18, 2013.

ODO interviewed LVN ■■■■ on April 23, 2013. LVN ■■■■ said she vaguely remembers ORTIZ-Matamoros, and that she does remember referring him to be seen by the physician. She said he was very soft spoken, that he spoke good English, and that he said, "I just don't feel good." She said that she had a feeling, based on her experience, that something wasn't right with him,

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and that he wasn't fabricating an illness. LVN said that while he might have appeared a little ashen, she did not see any jaundice at that time.

On January 18, 2013, at 12:45 p.m., ORTIZ-Matamoros was seen by LVN prior to being seen by the physician, and she documented the visit in the Medical Progress Notes (Exhibit 17). LVN took his vital signs and summarized ORTIZ-Matamoros' complaints of decreased appetite, weight loss, and oversleeping for the past five days.

On January 18, 2013, at 1:30 p.m., ORTIZ-Matamoros was seen by GEO Dr. MD, who documented the visit in the Medical Progress Notes (Exhibit 17). Dr. noted ORTIZ-Matamoros' net weight loss of two pounds, his abnormal color, and no complaint of pain. Dr. ordered lab tests with a follow-up in two weeks.

ODO interviewed Dr. on April 22, 2013. Dr. stated she became a full-time employee at JCDF in January 2013, having previously worked there part-time. Dr. stated that when she first saw ORTIZ-Matamoros, he complained of weight loss, not sleeping, and that he was having concerns about his family. Dr. stated that ORTIZ-Matamoros spoke English; that he stated he had lived in the Houston area for some time; that his wife, his children, and his mother were living in Houston as well; and, that he had traveled between Honduras and Houston several times over the years.

On January 22, 2013, GEO Classification Case Manager completed a "Detainee Classification System – Secondary Assessment Form" to reassess ORTIZ-Matamoros' classification (Exhibit 43).

On January 28, 2013, ORTIZ-Matamoros submitted a sick call request (Exhibit 44) on which he wrote that his body was sore, that he could not sleep, that he had vomited a red liquid, that his eyes and skin looked yellow, and that he believed he needed to go to the hospital.

On January 28, 2013, at 5:00 p.m., ORTIZ-Matamoros was seen in the medical clinic by RN in response to his sick call request of the same date. RN noted in the Medical Progress Notes (Exhibit 17) that when ORTIZ-Matamoros arrived in the clinic, he was very jaundiced, his conjunctiva (the thin membrane that covers the white part of the eye) were yellow, and he appeared gaunt and weak. RN noted that he had already been scheduled for a follow-up with the physician. She gave ORTIZ-Matamoros the choice of remaining in the clinic overnight until he could be seen by the physician in the morning, or returning to his dorm. ORTIZ-Matamoros chose to go back to his dorm, but she advised him to report any additional

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episodes of vomiting to the staff. She noted that he would follow-up with the physician in the morning.

ODO interviewed RN by telephone on April 23, 2013. ODO learned that RN resigned her position with GEO at JCDF on March 28, 2013, over her concerns with the JCDF medical clinic. RN submitted a letter of resignation (Exhibit 45) in which she cited her concerns, but none was directly related to the care of ORTIZ-Matamoros. RN informed ODO that she was employed at JCDF from August 2012 to March 28, 2013, and that it was her first job as a registered nurse after graduating from nursing school. She stated she worked as an emergency room technician at Memorial Hermann Hospital in Houston while going to nursing school. RN stated she did vividly remember ORTIZ-Matamoros and how jaundiced and gaunt he appeared when she saw him on January 28, 2013. She stated he was very worried about himself; that she asked him about his bowel movements, and that he replied that they were white; that she asked if he wanted to stay in the infirmary overnight until he could see the doctor in the morning, and that he said he wanted to go back to the housing unit with his friends; that he said he had not been feeling well; and, that his side hurt and his stomach hurt.

On January 29, 2013, at 9:20 a.m., ORTIZ-Matamoros was first seen by LVN LVN documented in the Medical Progress Note (Exhibit 17) that ORTIZ-Matamoros continued to complain of lethargy, nausea and vomiting, decreased appetite, and that his eye and skin color were yellow.

On January 29, 2013, at 9:28 a.m., ORTIZ-Matamoros was seen by Dr. Dr. noted in the Medical Progress Notes (Exhibit 17), ORTIZ-Matamoros' weakness, loss of appetite, and general malaise, that he had a history of abdominal pain, that he had been taking Tylenol, that he had been vomiting, and that he had a history of low back pain. Dr. noted that his abdomen was soft with no masses palpitated, and that he was jaundiced. She noted that she ordered ORTIZ-Matamoros to be transported to the hospital for a full work-up.

On January 29, 2013, at 11:00 a.m., ORTIZ-Matamoros was transported to CRMC in a JCDF vehicle by COs and (Exhibit 46). The medical clinic security officer's log (Exhibit 47) contains an entry documenting that ORTIZ-Matamoros left the medical clinic at 11:00 a.m.

When asked about using a facility vehicle to transport ORTIZ-Matamoros to the hospital, versus calling 911 and having an ambulance dispatched, Dr. stated to ODO that she would have only called 911 if he had been exhibiting symptoms like difficulty breathing, very low blood

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pressure, tachycardia, etc., and that he had none of those. She stated he just looked very ill. Dr. stated she was not involved in ORTIZ-Matamoros' care at the hospital.

ODO interviewed CO on April 24, 2013. CO stated that she and CO picked up ORTIZ-Matamoros at his cell, placed restraints on him, and took him to the JCDF medical clinic where they waited for about 10 minutes, and then departed the facility for the CRMC. CO stated that ORTIZ-Matamoros told them he was hungry, but that he was unable to eat. She stated he was "real yellow" in appearance. CO said that when they arrived at the CRMC emergency room, they were in the seating area about 10 minutes, then in the billing area about 10 minutes, and then back to a room where medical staff began performing various checks. CO said that ORTIZ-Matamoros kept saying he was hungry, but that he couldn't eat. CO said she had had interactions with ORTIZ-Matamoros at various times while he was in JCDF, that she recalled he spoke English well, that he was a "good guy," and that he was no trouble to anyone.

During the course of the investigation, CO was unavailable for an interview. ODO learned he was under disciplinary review, and he was terminated from employment on April 24, 2013, for reasons unrelated to the circumstances surrounding ORTIZ-Matamoros' death.

On January 30, 2013, at 9:00 a.m., JCDF Director of Nursing (DON) () RN, made a Medical Progress Note (Exhibit 17) that ORTIZ-Matamoros was at the CRMC, still complaining of pain; that a consult with a gastroenterologist was to be done sometime that day; that an ultrasound had been completed showing a fatty, but otherwise normal liver; and, that lab results showed abnormal liver functions.

On January 30, 2013, at 4:37 p.m., Deportation Officer (DO) with the approval of his management, submitted an ICE Significant Event Notification (SEN) system, Significant Incident Report (SIR), which was assigned number 2013SIR0005107 (Exhibit 48) to report the hospitalization of ORTIZ-Matamoros.

On January 31, 2013, DON made a Medical Progress Note (Exhibit 17) that ORTIZ-Matamoros was alert and oriented to person, place and time; that he remained jaundiced; that he was receiving Protonix and Cipro, and medication for back pain; that a magnetic resonance cholangiopancreatography (MRCP) was done that day showing a small stricture in the bile duct; and, that a stent was placed in the bile duct. DON also noted that an oncologist would be consulting on ORTIZ-Matamoros' case that day.

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On February 1, 2013, at 9:30 a.m., DON made a Medical Progress Note (Exhibit 17) that an oncologist did not see ORTIZ-Matamoros the day before, but that one was expected to see him that day; that he was alert and oriented to person, place and time; that his vital signs were stable; and that he was continuing on the same medication regimen.

On February 1, 2013, at 12:40 p.m., DON made a Medical Progress Note (Exhibit 17) that she visited ORTIZ-Matamoros in CRMC, that he was allowed to call his family, and that he was advised by the hospitalist on staff that it was very likely he had cancer. She also noted that ORTIZ-Matamoros was coping well with the news.


On February 1, 2013, at 3:22 p.m., DON sent an email (Exhibit 49) to ICE and JCDF officials advising them that ORTIZ-Matamoros had been diagnosed with cancer of the bile duct; that, according to a hospital nurse with whom she spoke, it sounded like he would be released from the hospital sometime that night or the next day; that it appeared he would be set up for outside chemotherapy; and that, per the JCDF physician (Dr.) ORTIZ-Matamoros would be cleared to fly (for purposes of removal) when he returned to JCDF.

On February 1, 2013, at 3:55 p.m., DON made a Medical Progress Note (Exhibit 17) that she spoke with the oncologist who stated he was 95 percent sure ORTIZ-Matamoros had bile duct cancer. She stated the oncologist advised her he was going to take another biopsy and run some more tests before discussing treatment measures. DON noted that she notified ICE and the JCDF Warden of this news.

On February 2, 2013, at 1:55 p.m., RN made a Medical Progress Note (Exhibit 17) stating that ORTIZ-Matamoros had been pleasant with little complaints; that tests showed his bile duct was blocked by a mass; that the mass had been removed and a stent had been placed; that a CT scan had been performed, but ORTIZ-Matamoros had not yet been notified by the physician as to the seriousness of his condition; that multiple masses and enlarged lymph nodes were found; and that a biopsy was scheduled for February 4, 2013, with no plans to discontinue at the time of the note.

On February 3, 2013, at 4:59 p.m., RN made a Medical Progress Note (Exhibit 17) that ORTIZ-Matamoros was still in CRMC awaiting the biopsy scheduled for February 4, 2013; that the physician explained the probable cancer diagnosis to ORTIZ-Matamoros, that he was coping well with the news; and that ORTIZ-Matamoros remained pleasant and cooperative.

On February 4, 2013, at 1:40 p.m. DON made a Medical Progress Note (Exhibit 17) stating

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<p>10. NARRATIVE</p> <p>ORTIZ-Matamoros was supposed to have a biopsy performed that day, but it was cancelled due to a low platelet count.</p> <p>On February 5, 2013, at 8:00 a.m., DON ██████████ made a Medical Progress Note (Exhibit 17) stating that she visited ORTIZ-Matamoros that day at CRMC; that he was alert and oriented to person, place and time; that he had a complaint of back pain; that he was jaundiced and still continuing the same drug regimen; and that a biopsy was to be done that day if his platelet count was found to be within normal limits.</p> <p>On February 5, 2013, at approximately 10:30 a.m., IHSC Field Medical Coordinator (FMC) Commander (CDR) ██████████ Houston, and ERO Assistant Field Office Director (AFOD) ██████████ Houston, exchanged emails discussing the possibility of releasing ORTIZ-Matamoros to his family (Exhibit 50).</p> <p>On February 6, 2013, at 5:00 p.m., DON ██████████ made a Medical Progress Note (Exhibit 17) stating she received a report from CRMC; that they were awaiting biopsy results before ORTIZ-Matamoros underwent treatment; that he was still alert and oriented to person, place and time; that he still had a complaint of back pain; that he was jaundiced in color and on the same drug regimen; that, according to the nurse, there were no new reportable changes; and that she would be notifying ICE and JCDF officials.</p> <p>On February 7, 2013, at 8:05 a.m., DON ██████████ made a Medical Progress Note (Exhibit 17) stating that she had received a report from CRMC that ORTIZ-Matamoros' lab values had become drastically worse since yesterday; that his urine output had decreased in the last 24 hours; that there had been no urine output in the last 12 hours; that ORTIZ-Matamoros remained jaundiced; that his vital signs were stable at that time; that the hospitalist and oncologist were on their way to the hospital to check on him; that the biopsy was done on February 5, 2013, and they were still waiting on the results; that the nurse reported the physician was almost positive ORTIZ-Matamoros had cancer, but was uncertain of what kind; that the diagnosis at that time was tumor lysis syndrome; and that she documented his unstable lab values at that time. DON ██████████ also noted that ICE and JCDF officials were notified.</p> <p>On February 7, 2013, at 9:30 a.m., DON ██████████ made a Medical Progress Note (Exhibit 17) stating that ORTIZ-Matamoros had become too unstable to send to the intermediate care unit, that he had been taken to the intensive care unit (ICU), that he was having difficulty breathing, that his blood oxygen level had become too low, and that a pulmonologist had been called to respond right away.</p>	

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On February 7, 2013, at 9:45 a.m., DON made a Medical Progress Note (Exhibit 17) stating that ORTIZ-Matamoros had to be sedated after he became combative during the intubation process; that dialysis had been started; that his blood pressure was 83/45 and his pulse was 118; that the charge nurse in ICU reported that ORTIZ-Matamoros' prognosis did not look good at that time; that the biopsy report had not been received, but according to the provider's notes, they believed ORTIZ-Matamoros had two types of malignancies; and that according to the most recent CT scan, there were multiple lesions in the liver and a mass around the left and right hepatic ducts. DON noted that ICE officials and AW were outside ORTIZ-Matamoros' room at the hospital.

On February 7, 2013, CDR sent to Captain (CAPT) Western Regional Clinical Director for IHSC, an email (Exhibit 51) updating him on the condition of ORTIZ-Matamoros. CAPT forwarded the information to IHSC officials at headquarters, including Deputy Assistant Director (DAD) for IHSC, .


DAD responded that she favored advocating for the release of ORTIZ-Matamoros to his family, considering his condition. CDR later followed up in the email exchanges to report that ORTIZ-Matamoros' condition had worsened, and that he had to be intubated due to breathing difficulties.


On February 7, 2013, at 12:39 p.m., Field Office Director (FOD) David Jennings wrote an email to AFOD asking if ORTIZ-Matamoros' family was aware of the situation and directing that visitation be arranged for them (Exhibit 52).

On February 7, 2013, at 3:00 p.m., DON made a Medical Progress Note (Exhibit 17) stating that a nurse reported that ORTIZ-Matamoros' family was at the hospital and the provider was speaking to them, and that ORTIZ-Matamoros had received two units of blood.

On February 7, 2013, at 3:01 p.m., IEA wrote in an email (Exhibit 53) addressed to ICE and JCDF officials, to report that he had spoken to ORTIZ-Matamoros' mother at the hospital and had informed her that she could visit her son any time, and that she should call all relatives for a possible last visit. IEA also reported that he had advised the JCDF COs performing security duty at the hospital that the family had ICE's permission to visit, but that the hospital ICU staff had advised that only two people at a time would be allowed in for a very limited time per visit.

On February 7, 2013, at 3:46 p.m., CDR wrote an email (Exhibit 54) to Dr. with a

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report the death of ORTIZ-Matamoros.

On February 8, 2013, FOD Jennings signed a letter of condolence to ORTIZ-Matamoros' mother, Ms. ■■■■ ■■■■ ■■■■ (Exhibit 59).

On February 11, 2013, at 8:30 a.m., JCDF HSA ■■■■ ■■■■ made a Medical Progress Note (Exhibit 17) stating that DO ■■■■ had requested ORTIZ-Matamoros' medical chart for review, and that it was released to him as requested.

On February 11, 2013, at 3:20 p.m., HSA ■■■■ made a Medical Progress Note (Exhibit 17) stating that a Honduran consulate representative was at JCDF, had signed a release of information for ORTIZ-Matamoros' medical records, and that the release of the records to the representative was completed.

On February 25, 2013, a death certificate was filed in the Montgomery County, TX, Clerk's Office documenting ORTIZ-Matamoros' death due to acute renal failure from tumor lysis syndrome from metastatic cancer, metabolic acidosis, hyperkalemia, and shock (Exhibit 60).

On April 22, 2013, Dr. ■■■■ advised ODO that, since ORTIZ-Matamoros was under the care of physicians at the hospital, and because they knew what was wrong with him, there was no need for an autopsy.

ODO interviewed HSA ■■■■ LVN, on April 23, 2013, by telephone. Ms. ■■■■ was the GEO HSA at JCDF from 2009 through April 4, 2013. She stated she is now the GEO Director of Health Services for ICE at their corporate level. Ms. ■■■■ said she was working at the Adelanto Correctional Facility in California during the time ORTIZ-Matamoros became ill and went to the hospital. Ms. ■■■■ said she spoke to DON ■■■■ by telephone about how ORTIZ-Matamoros was booked for an ICE Air flight to Honduras, but that he was too ill to travel. She stated that when she returned to JCDF, she was a "fresh set of eyes" to put on ORTIZ-Matamoros' chart, and that she prepared the GEO death summary. Ms. ■■■■ stated she concluded that Dr. ■■■■ should have been more specific about when she wanted the lab tests performed, that she ordered on January 18, 2013. Ms. ■■■■ stated that Dr. ■■■■ prior to working for GEO, had worked at a state correctional facility where they didn't have a lot of funding, that she was new when ORTIZ-Matamoros became ill and that she was not familiar with the private corrections environment. Ms. ■■■■ said that in the past, when a death would occur, the GEO medical staff would sit down together or get on the phone together, and that they would go over everything, but that they were told not to write anything down. She said that

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Dr. ██████████ was now in charge of the GEO medical program, and that he had said they would be performing a full mortality review of ORTIZ-Matamoros' death. Ms. ██████████ said that ICE and JCDF management received an email briefing every day while ORTIZ-Matamoros was in the hospital, mainly to ensure staffing for security at the hospital. Ms. ██████████ said that she and DON ██████████ had been with GEO for a long time, that both of them had been "on the radar" for advancement in the company, and that it was just coincidence that she and DON ██████████ left the facility right around the time ORTIZ-Matamoros became ill and died.

ODO interviewed ██████████ by telephone on May 7, 2013. Ms. ██████████ was the GEO Director of Nursing at JCDF from August 2009 until the end of March 2013. Ms. ██████████ said she is now the GEO HSA at Adelanto Correctional Facility in California. Ms. ██████████ said she initiated contact with the hospital to obtain updates while ORTIZ-Matamoros was there, but that she also visited the hospital as well. Ms. ██████████ said she provided updates of ORTIZ-Matamoros' condition to ICE and JCDF management by email and by speaking to them in person or by telephone. Ms. ██████████ said that IEA ██████████ and DO ██████████ were with her at the hospital when ORTIZ-Matamoros died. Ms. ██████████ stated she and Ms. ██████████ did pull ORTIZ-Matamoros from the ICE Air flight, as he was not medically stable enough to travel. Ms. ██████████ said she did not receive any pressure from ICE officials to keep him on the flight, and that they only wanted to know the reasons why he could not travel for their own documentary purposes. She stated the decision to pull him from the ICE Air flight was a joint decision between her, Ms. ██████████ Dr. ██████████ and other JCDF nursing staff. She stated the decision was communicated to ICE and then to the JCDF command staff.

ODO interviewed MAJ ██████████ on April 23, 2013. MAJ ██████████ acknowledged being on the distribution of many of the email medical updates after ORTIZ-Matamoros was admitted to the hospital. MAJ ██████████ stated he recalls that ORTIZ-Matamoros was scheduled to leave the JCDF the day after he was taken to the hospital, by way of an ICE Air flight that would return him to Honduras, but that HSA Ingsvardeen and JCDF DON ██████████ had him removed from the flight due to his condition. MAJ ██████████ said he was at the hospital on February 8, 2013, when ORTIZ-Matamoros passed away.

ODO interviewed GEO CO ██████████ on April 23, 2013. CO ██████████ had been working in ORTIZ-Matamoros' housing unit on January 27, 2013. CO ██████████ said she remembered a day when ORTIZ-Matamoros came out of the housing unit on his way to recreation, and that it scared her because he was almost green. She said that CO ██████████ saw ORTIZ-Matamoros that day also. CO ██████████ said she also stood guard at the hospital part of the time ORTIZ-Matamoros was there. She stated that on the day she worked at the hospital,

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ORTIZ-Matamoros took a turn for the worse. She said he was very restless and that he complained about his breathing. She stated she and the other officer called the nurses, and the nurses came in and started working on him. She said the nurses then said they had to get him upstairs quickly. CO said that ORTIZ-Matamoros' mother, stepfather, girlfriend, and another young male were present at the hospital when she was there. CO said that ORTIZ-Matamoros had leg restraints on when they took him upstairs, but she could not remember if he had handcuffs on.

ODO interviewed GEO CO on April 23, 2013, after her name was provided by CO CO said that she could not remember what day it was, but that she was taking detainees to recreation, and that ORTIZ-Matamoros "looked weird." When asked what she meant by that, CO said he was yellow. She said she asked him if he had been to the medical clinic, and that he replied that he had already been.

ODO interviewed GEO CO on April 23, 2013. CO had been working in ORTIZ-Matamoros' housing unit on January 28, 2013. CO said he remembered ORTIZ-Matamoros. He said he remembers that ORTIZ-Matamoros had a little bit of an attitude, a little chip on his shoulder. He said that he saw ORTIZ-Matamoros in segregation after he pulled the fire suppression system in the kitchen, and that ORTIZ-Matamoros told him he didn't know why he pulled the system; that he did the same thing back in high school, and that maybe he had a flashback. CO said that during the time ORTIZ-Matamoros was in segregation, he was the only ICE detainee there, and that there was no one next to him to talk to. He said that when ORTIZ-Matamoros came back to the housing unit, he assigned him to work in the hallway, and he seemed fine. CO said ORTIZ-Matamoros was remorseful after coming out of segregation; he said he had learned his lesson, and that he wanted to grow up. CO said ORTIZ-Matamoros appeared to him to be in good health, and that he never looked sick. He said he was shocked when he learned about what had happened to ORTIZ-Matamoros.

ODO interviewed GEO CO on April 23, 2013. CO had been working in ORTIZ-Matamoros' housing unit on January 29, 2013, when ORTIZ-Matamoros walked out to the medical clinic. CO said he saw that ORTIZ-Matamoros was quite yellow. He said he did not notice ORTIZ-Matamoros before that day.

ODO interviewed GEO CO on April 23, 2013, after learning that she and GEO CO were assigned at the hospital as security officers on the day ORTIZ-Matamoros passed away. CO said she was assigned a shift at the hospital with ORTIZ-Matamoros on two or three of the days he was there, including the day he passed away. She said she

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recalled that, leading up to the last day he was alive, he had been very restless; and that he wanted to alternate between sitting in a chair and lying on the floor. She said he had a catheter in place. She said ORTIZ-Matamoros was constantly complaining about his back hurting. CO said that, the day before he died, she saw that he was having trouble breathing, and that she called out that he could not breath. She said the nurses there were very attentive, and they always responded right away whenever she or the other CO on duty would ask for them. CO said that ORTIZ-Matamoros spoke "pretty decent" English, that his wife did not speak English, and that his mother spoke a little English. When asked about restraints, CO stated that once ORTIZ-Matamoros was in a coma, she and the other officer asked for and received permission from GEO management to remove his restraints.


ODO interviewed CO on April 23, 2013. When asked if she had ever encountered ORTIZ-Matamoros at JCDF prior to standing guard at the hospital, CO said that about a month before he went to the hospital, she pulled him from his housing unit to help her with the food trays. She said another officer told her, "You know he's the one who pulled the fire alarm," referring to the fire suppression system in the kitchen that he had activated, and that he shouldn't have been on the roster of detainees permitted to work. But she said she did not have a problem with him. CO said that ORTIZ-Matamoros spoke good English. She said one doctor at the hospital did get a translator on the telephone at one point to help him explain some medical terminology to ORTIZ-Matamoros. CO said that while ORTIZ-Matamoros was mobile and able to move about, he was in restraints. She said they had to get permission to remove them whenever ORTIZ-Matamoros wanted to use the bathroom. She said the restraints were removed once the doctors began predicting that he only had a few hours to live.

ODO interviewed DO on April 23, 2013. DO stated there was a lot of confusion about what to do with ORTIZ-Matamoros' body immediately after his death. He stated there were some GEO managers who believed that ICE should take custody of the body and make the room where he was located, a crime scene. He stated this was due to their past experience working for the Texas State Department of Corrections where it is protocol for the prison to take custody of the body of an inmate who died at a hospital, and to rope everything off and treat it like a crime scene. DO said there was also confusion with the hospital staff about who should take custody of the body. He said that once the hospital charge nurse understood that ORTIZ-Matamoros was not a Texas state prisoner, she advised that the body could be released to the family, since ORTIZ-Matamoros was under a doctor's care, and an autopsy was not needed. DO said the nurse in ICU advised him that the hospital only needed a memo from ICE authorizing the hospital to release the body to next-of-kin. DO said he drafted a brief memorandum (Exhibit 56) for SDDO to sign, authorizing the hospital

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<p>10. NARRATIVE</p> <p>to release the body, and that it was then faxed to the hospital. DO ██████ stated that during this entire time, GEO management at JCDF kept telling ICE management that ICE was required to maintain custody of the body. DO ██████ stated that when he got to the hospital, he found it necessary to call GEO MAJ ██████ and tell him that he was taking control of the situation on behalf of ICE, before MAJ ██████ agreed to call the GEO officers standing security at the hospital and tell them it was okay for them to leave.</p> <p>ODO interviewed Supervisory Detention and Deportation Officer (SDDO) ██████ ██████ on April 23, 2013. SDDO ██████ said that he contacted the Honduran Consul's office when ORTIZ-Matamoros passed away, and that they expressed their appreciation at being contacted. He said officials from that office toured JCDF on February 12, 2013, and were provided with a copy of ORTIZ-Matamoros' medical records, which they had requested, after HSA ██████ had them sign a release. He said they did not express any concerns during or following the visit. SDDO ██████ reiterated that it was medical staff who made the determination that ORTIZ-Matamoros was not well enough to travel for his scheduled ICE Air flight back to Honduras. Regarding the move to release ORTIZ-Matamoros from ICE custody after he was admitted to the hospital, SDDO ██████ said that it was someone above him in management—he couldn't remember who, who said they should consider releasing him, but that it was less than an hour later that someone higher up said no, do not release him. Regarding the issue of whether to perform an autopsy, SDDO ██████ stated he believed that DO ██████ had researched that issue and had determined that someone in the Montgomery County, TX, government advised him that no autopsy is done if the decedent was under a physician's care. SDDO ██████ confirmed DO ██████ account of the GEO managers at JCDF believing that ICE should keep custody of the body until a full crime scene investigation could be completed, but that the matter was resolved quickly by DO ██████</p> <p>ODO interviewed GEO COs ██████ ██████ and ██████ ██████ both of whom had been assigned to ORTIZ-Matamoros' housing unit on January 27, 2013. Neither officer remembered him.</p> <p>MEDICAL COMPLIANCE REVIEW</p> <p>ICE has a contract with Creative Corrections, LLC (CC), to provide subject matter expertise in detention management and correctional health care. The CC subject matter expert, SME ██████ reviewed ORTIZ-Matamoros' medical care during the time he was housed at JCDF. CC cited JCDF as being non-compliant with the ICE 2008 PBNDS for medical care in four process matters, which had no bearing on the care received for the condition which caused ORTIZ-Matamoros' death (Exhibit 61).</p>	

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<p>10. NARRATIVE</p> <p>MORTALITY REVIEW</p> <p>Upon ODO's request for the mortality review, IHSC provided a "Summary of Findings" memorandum dated March 29, 2013, (Exhibit 62), prepared by IHSC Compliance Program Administrator, Captain (CAPT) ■■■■ ■■■■</p> <p>In this memorandum, CAPT ■■■■ reported that Deputy Assistant Director Clinical Services/Medical Director CAPT ■■■■ ■■■■ ■■■■ a physician, reviewed ORTIZ-Matamoros' medical records to determine the appropriateness of the medical care he received while in custody.</p> <p>According to the memorandum, CAPT ■■■■ ■■■■ concluded that JCDF did not provide ORTIZ-Matamoros with necessary and appropriate medical care, and failed to provide medical care to him in accordance with the ICE PBNDS Medical Care standard.</p> <p>IMMIGRATION AND DETENTION HISTORY</p> <p>Pablo ORTIZ-Matamoros, a native of Honduras, was first encountered by the U.S. Border Patrol on March 18, 2003, after he illegally entered the United States with his uncle by wading across the Rio Grande River, just east of the Eagle Pass, TX, port of entry. ORTIZ-Matamoros was processed for being in the United States without having been inspected, and he was released on an order of recognizance.</p> <p>On June 20, 2005, ORTIZ-Matamoros was ordered removed in absentia by an immigration judge.</p> <p>On September 10, 2008, ORTIZ-Matamoros was encountered in the Harris County Jail in Houston, TX, by immigration officers.</p> <p>On September 19, 2008, ORTIZ-Matamoros was released from the Harris County Jail into the custody of ICE.</p> <p>On October 20, 2008, ORTIZ-Matamoros was removed from the United States to Honduras.</p> <p>On October 31, 2012, ORTIZ-Matamoros was encountered at the Harris County Jail, was determined to have been previously removed from the United States on October 20, 2008, and admitted to having re-entered the United States illegally.</p>	

 <p style="text-align: center;">DEPARTMENT OF HOMELAND SECURITY</p> <p style="text-align: center;">REPORT OF INVESTIGATION CONTINUATION</p> <p style="text-align: center;">HB 4200-01 (37), Special Agent Handbook</p>	<p>1. CASE NUMBER</p> <p>201304332</p>
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<p>10. NARRATIVE</p> <p>CRIMINAL HISTORY</p> <p>According to the National Crime Information Center (NCIC), ORTIZ-Matamoros was assigned an FBI number, and he did have a history of arrests and convictions for misdemeanor and felony offenses. ORTIZ-Matamoros did not have a conviction for an offense determined by Congress to be an "aggravated felony" under immigration law.</p> <p>INVESTIGATIVE FINDINGS</p> <p>IHSC's "Summary of Findings" memorandum (Exhibit 62) highlights its initial receipt on February 7, 2013, of a copy of ORTIZ-Matamoros' pre-segregation history and physical form (Exhibit 28), as an indicator that medical records were not being properly maintained at JCDF. The pre-segregation form first sent to IHSC by the JCDF medical clinic did not bear the required signature of the facility physician reviewer. IHSC received a second copy of the same form on February 11, 2013, bearing the reviewer's signature and date.</p> <p>ODO asked CDR ■■■■ if he had any comment about this particular issue. He advised ODO that the JCDF medical clinic, after completing tasks such as the pre-segregation medical examinations that require a reviewer's signature, would make a copy of the form after the task was complete and put that copy of the form in the detainee's chart right away. This ensured that any other medical staff reviewing the chart would know the task had been performed. The original of the form requiring the reviewer's signature would be placed in the reviewer's in-basket. Then, at some point, after the reviewer had signed and dated the form, the version of the form with the reviewer's signature would be filed in the detainee's records, and the copy without the signature would be removed and destroyed.</p> <p>CDR ■■■■ noted that the copy without the reviewer's signature was what was initially sent to IHSC headquarters. CDR ■■■■ stated that when IHSC headquarters inquired about the missing physician's review of this form, he was able to determine that the version of the form that had already been signed by Dr. ■■■■ had not yet been filed in ORTIZ-Matamoros' chart. He then directed that the version of the form bearing Dr. ■■■■ signature be forwarded to IHSC headquarters.</p> <p>CDR ■■■■ stated he has since worked with HSA ■■■■ to change the JCDF medical clinic's record keeping practices to eliminate the opportunity for such a mistake to occur again.</p> <p>ODO determined the following deficiencies at the JCDF:</p>	

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<p>10. NARRATIVE</p> <p>The Staff-Detainee Communication standard, section (V)(B)(2), titled "Record Keeping and File Maintenance," states, "All requests shall be recorded in a logbook (or electronic logbook) specifically designed for that purpose. At a minimum, the log shall record: Date of receipt; Detainee's name; Detainee's A-number; Detainee's nationality; Name of the staff member who logged the request; Date the request, with staff response and action, was returned to the detainee; and any other pertinent site-specific information. In IGSA's, the date the request was forwarded to ICE/DRO and the date it was returned shall also be recorded."</p> <p>1. On November 21, 2012, ORTIZ-Matamoros submitted an "Offender Request Form" (Exhibit 22). The form was not signed by a GEO officer and no response to ORTIZ-Matamoros' request was indicated.</p> <p>2. On November 26, 2012, ORTIZ-Matamoros submitted a "Detainee Request Form" (Exhibit 24). The form was not signed by a GEO officer and no response to ORTIZ-Matamoros' request was indicated.</p> <p>The Medical Care standard, section (V)(A), titled, "V. Expected Practices, A. General," states, "Every facility shall directly or contractually provide its detainee population primary medical and dental care, . . ."</p> <p>1. On January 18, 2013, the Dr. ■■■■■ ordered lab work and follow up appointment in two weeks. The lab work and follow up work were scheduled beyond the two week period. It is noted, however, that ORTIZ-Matamoros was hospitalized within the two week period, obviating the order.</p> <p>2. During a January 28, 2013, sick call encounter, RN ■■■■■ observed ORTIZ-Matamoros to be gaunt, weak, jaundiced, and with an elevated pulse. She scheduled him for an appointment with Dr. ■■■■■ the following morning. However, RN ■■■■■ did not house ORTIZ-Matamoros in the medical clinic and did not contact Dr. ■■■■■ after the sick call encounter.</p> <p>The Medical Care standard, section (V)(I), titled, "Medical Screening of New Arrivals," states, "The clinical medical authority shall be responsible for review of all health screening forms within 24 hours or next business day to assess the priority for treatment (for example, Urgent, Today, or Routine)."</p> <p>1. Documentation in the medical record indicates the intake screening of ORTIZ-Matamoros was completed by LVN ■■■■■ on November 9, 2012. Dr. ■■■■■ reviewed and signed the intake screening form (Exhibit 16) on November 20, 2012, which was well over the 24 hours called for in</p>	



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the standard.

The Medical Care standard, section (V)(N), titled, "Sick Call," states, "All facilities must have an established procedure in place to ensure that all sick call requests are received and triaged by appropriate medical personnel within 48 hours after the detainee submits the request."

1. ORTIZ-Matamoros submitted a sick call request on December 21, 2012, asking to have his teeth cleaned, because his gums were bleeding. Documentation in the medical record indicates the dentist, Dr. ██████████ received and responded to the request on December 28, 2012, which is well over the 48 hours called for in the standard.

2. ORTIZ-Matamoros submitted a sick call request on November 15, 2013, complaining of arthritis and a stomach ache. Documentation in the medical record indicates his request was received and triaged on November 18, 2013, when he was evaluated at nurse sick call. This exceeds the 48 hours called for in the standard.

The Medical Care standard, section (V)(U)(4)(a) states, "Medical staff shall notify the facility administrator in writing, when they determine that a detainee's medical or psychiatric condition requires, clearance by the medical staff prior to release or transfer, or, medical escort during removal, deportation, or transfer."

1. ICE and the facility's Warden were verbally notified that the detainee was being admitted to the hospital and would be unable to travel. Written notification was not issued.

AREAS OF CONCERN

None noted.



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1. EMAIL from SDDO ██████████ to the JIC.
2. Screen print from Harris County, TX, Justice Information Management System.
3. Immigration Detainer.
4. I-213, hand-written by IEA ██████████
5. I-213, system-prepared by IEA ██████████
6. Houston Processing Center, Detainee Commitment Summary.
7. Warrant for Arrest of Alien.
8. I-213, prepared by IEA ██████████
9. EARM Encounter Summary.
10. Intake Assessment from Houston CDF.
11. TB Screening Report.
12. Medical Summary of Federal Prisoner/Alien in Transit.
13. JCDF Sexual Assault/PREA Screening Checklist.
14. Photograph of detainee Pablo ORTIZ-Matamoros.
15. Detainee Classification System – Primary Assessment Form.
16. JCDF/GEO Medical Intake forms.
17. Medical Progress Notes.
18. JCDF/GEO Dental Health Record.
19. Physical Examination Form.



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- 20. Kitchen & Barbershop Clearance form.
- 21. GEO Sick Call Request form.
- 22. GEO Nursing Protocol sheet for indigestion.
- 23. JCDF Offender Request form.
- 24. GEO Food Service area training forms (Spanish).
- 25. JCDF Detainee Request form.
- 26. EMAIL from ██████████ ██████████
- 27. Reasonable Fear Interview & Determination documents.
- 28. Memo from MAJ ██████████ ██████████
- 29. Pre-Segregation History & Physical.
- 30. Segregation documents.
- 31. JCDF Disciplinary Packet.
- 32. GEO Resident Account Summary.
- 33. Segregation Daily Log.
- 34. GEO Sick Call Request form.
- 35. GEO Sick Call Request form.
- 36. JCDF/GEO Dental Health Record.
- 37. GEO Sick Call Request form.
- 38. Segregation Daily Log.

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- 39. GEO Sick Call Request form.
- 40. GEO Sick Call Request form.
- 41. Dental Health Record continuation sheet.
- 42. GEO Sick Call Request form.
- 43. Detainee Classification System – Secondary Assessment Form.
- 44. GEO Sick Call Request form.
- 45. RN Martinez letter of resignation.
- 46. EMAIL from MAJ ██████████
- 47. Medical security officer post log.
- 48. ICE SIR 2013SIR0005107.
- 49. EMAIL from DON ██████████
- 50. Email thread between ERO Houston officials.
- 51. ERO Houston issue paper.
- 52. Email thread between ERO Houston & IHSC officials.
- 53. Email from FOD Jennings.
- 54. Email from IEA ██████████
- 55. Email from IHSC CDR ██████████
- 56. ICE memorandum to CRMC.
- 57. News release.

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- 58. ICE SIR 2013SIR0005645.
- 59. Letter of condolence.
- 60. Death certificate.
- 61. Creative Corrections Medical Compliance Review.
- 62. IHSC Summary of Findings memorandum.