

# 4.5 Personal Hygiene

## Introduction

This U.S. Immigration and Customs Enforcement (ICE) Family Residential Standard ensures that Centers will provide adequate bathing facilities and issue and exchange clean clothing, bedding, linens, towels, and personal hygiene items so residents can maintain acceptable levels of personal hygiene.

Various terms used in this standard may be defined in ICE Family Residential Standard on *Definitions*.

## Program Philosophy

The requirements of this standard must be implemented in accordance with the ICE Family Residential Standard on *Program Philosophy, Goals, and Expected Outcomes*.

### A. Language Access and Disability Requirements

Centers will adhere to the language access and disability laws, regulations, responsibilities, requirements, and laws cited in the ICE Family Residential Standard on *Program Philosophy, Goals, and Expected Outcomes* and the ICE Family Residential Standard on *Disability Identification, Assessment, and Accommodation*. These requirements must be promulgated in all Center policies, practices, and operations and its themes must be fully incorporated into every Center activity. This is of critical importance and will directly impact resident life, health, and safety.

## Expected Outcomes

The expected outcomes of this standard are as follows (specific requirements are defined in the Expected Practices section in this standard):

1. Each Center will maintain an inventory of clothing, bedding, linens, towels, and personal hygiene items that is sufficient to meet the needs of residents.
2. Each resident will have sufficient clean bedding, linens, blankets, and towels.
3. Each resident will have sufficient clean clothing that is properly fitted, climatically suitable, durable, and presentable.
4. Residents will be held accountable for clothing, bedding, linens, and towels assigned to them.
5. Residents, including those with disabilities and special needs, will be able to maintain acceptable personal hygiene practices.

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### Standards Affected

This standard replaces the ICE Family Residential Standard on *Personal Hygiene* dated 12/21/2007.

### Expected Practices

#### A. Supply of Clothing, Bedding, Linens, Towels, and Personal Hygiene Items

Each Center will have written policy and procedures for regularly issuing and exchanging clothing, bedding, linens, towels, personal hygiene items, and diapers. The supply of these items will exceed the minimum required for the number of residents to prevent delay in replacing the items.

To be prepared for unforeseen circumstances, Centers will maintain an excess clothing inventory that is at least 200 percent of the maximum funded resident capacity. This excess will allow for the immediate replacement of items that are lost, destroyed, or worn out.

Clothing or shoes that are lost, unserviceable, indelibly stained, worn out, or bear offensive or otherwise unauthorized markings will be discarded and replaced as soon as practicable, but in no case longer than 24 hours after the initial request for replacement is made.

#### B. Issuance of Clothing

At no cost to the resident, all new residents will be issued clean, laundered, indoor/outdoor temperature- and size-appropriate presentable clothing during admission. Residents will be provided the opportunity to maintain a combination of personal and Center clothing not to exceed 10 sets at any time.

Arriving residents who do not have serviceable clothing will be provided a minimum of six sets. Minors also will be provided with up to three sets of pajamas upon the request of a parent/guardian.

Issued clothing will not resemble institutional-style clothing.

Centers also will issue shower shoes and sneaker-type footwear to residents who do not arrive at the Center in possession of these items.

Residents will be allowed to keep coats in their possession or have coats readily accessible in areas adjacent to outdoor recreation areas during the appropriate seasons.

#### C. Special Uniforms and Protective Equipment

Each resident assigned to a special work area will be clothed in accordance with the requirements of the job and, when appropriate, provided protective clothing and equipment in accordance with safety and security considerations.

#### D. Personal Hygiene Items

Staff will supervise the issuance of personal hygiene items directly to male and female residents appropriate for their gender and will replenish supplies as needed. Distribution of hygiene items

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will not be used as reward or punishment. Residents will not be allowed to distribute hygiene items.

Each resident will receive, at a minimum, the following items:

- One bar of bath soap, or equivalent;
- Deodorant;
- One comb/hairbrush;
- One tube of toothpaste;
- One toothbrush;
- One bottle of shampoo, or equivalent;
- One bottle of hair conditioner;
- One container of skin lotion;
- Hygiene items for children and infants (baby wipes, diapers, diaper rash ointment, etc.);
- One bottle of sunscreen;
- Lip balm (in tube/stick rather than tub form); and
- Any other items designated necessary by the Field Office Director.

The Center Administrator may modify this list as needed (*e.g.*, to accommodate the use of bulk liquid soap and shampoo dispensers).

The distribution of razors must be strictly controlled. Disposable razors will be provided to residents on a daily basis. Razors will be issued and collected daily by staff. Residents are not permitted to share razors.

Female residents will be issued and may retain sufficient feminine hygiene items, including sanitary pads and tampons, for use during their menstrual cycle. Unbreakable brushes with soft, synthetic bristles may replace combs. Cosmetics are prohibited, as are electric rollers, curling irons, hair dryers, and similar appliances.

The responsible living and activity area staff member will replenish personal hygiene items on an as-needed basis, in accordance with written Center procedures. The Center Administrator may establish an empty container exchange system.

If the Center does not have a resident commissary, then personal hygiene items from sources other than the issuing staff member may be permitted into the living and activity areas only upon approval of the Center Administrator.

### E. Bathing and Toilet Facilities

Residents will be provided with the following:

- An adequate number of toilets, accessible 24 hours per day, which can be used without staff assistance at a minimum ratio of 1 toilet to 8 residents;

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- For males, urinals may be substituted for up to one-half of the toilets. All living and activity areas with three or more residents must have at least two toilets;
- An adequate number of washbasins with temperature controlled hot and cold running water 24 hours per day;
- One washbasin to eight residents;
- Operable showers that are thermostatically controlled to temperatures between 100 degrees and 120 degrees Fahrenheit, to ensure safety and promote hygienic practices;
- Minimum ratio of one shower to eight residents; and
- Adequate facilities and/or equipment to bathe infants and toddlers.

Periodic inspections of living and activity areas will measure and document water temperature in the daily log.

Residents will be provided with a reasonably private environment in accordance with safety and security needs.

Minors 9 years of age and older will shower in their gender-specific shower areas during open shower times. Should a resident's child 9 years of age and older need assistance, residents should see staff for accommodations. Minors under 9 years of age will shower only under the direct supervision of their parent/guardian.

Residents will be able to shower, perform bodily functions, and change clothing without being viewed by staff of the opposite gender, except in exigent circumstances (*e.g.* resident in distress or other safety issue) or when such viewing is incidental to routine wellness checks or is otherwise appropriate in connection with a medical examination. Staff of the opposite gender will announce their presence when entering an area where residents are likely to be showering, performing bodily functions, or changing clothing.

When operationally feasible, transgender and intersex residents will be given the opportunity to shower separately from others.

Residents with disabilities will be provided the facilities and support needed for self-care and personal hygiene in a reasonably private environment in which the individual can maintain dignity. When necessary, assistance to disabled residents who cannot perform basic life functions will be provided by individuals who are trained and qualified to understand problems and challenges faced by persons with physical and/or mental impairments. Such training may be provided by the health services authority and may involve the expertise of relevant community organizations and government agencies. Discrimination on the basis of disability is prohibited.

## F. Hair Care

Residents are allowed freedom in personal grooming unless a valid safety, security, or medical concern requires an exception that is fully justified and documented.

Residents will be provided hair care services in a manner and environment that promotes sanitation and safety, in accordance with the Barber Operations section in the ICE Family

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Residential Standard on *Environmental Health and Safety* and the ICE Family Residential Standard on *Religious Practices*.

Indigent residents will be provided free hair care services.

### G. Issuance of Bedding, Linens, and Towels

All residents will be issued clean bedding, linens, towels, and washcloths and be held accountable for those items.

The standard issues will be, at a minimum:

- Bedding: one mattress, one blanket, and one pillow (additional blankets will be issued, based on local indoor-outdoor temperatures);
- Linens: two sheets and one pillowcase;
- Towels: two towels; and
- Two washcloths.

### H. Exchange Requirements

Residents will be provided with clean clothing, linens, and towels on the following basis:

- A daily change of socks and undergarments. An additional exchange of undergarments will be made available to residents if necessary for health or sanitation reasons;
- At least twice weekly exchange of outer garments (with a maximum of 72 hours between changes). More frequent exchanges of outer garments may be appropriate, especially in hot or humid climates;
- At least weekly exchange of sheets, towels, and pillowcases at a minimum;
- An additional exchange of bedding, linens, towels, or outer garments will be made available to residents if necessary for health or sanitation reasons;
- Additional changes of all of the above also may be necessary due to the needs of small children and infants;
- Resident volunteer workers may require exchanges of outer garments more frequently than every 72 hours; and
- Volunteer food service workers will exchange outer garments daily.

Clothing exchanges generally will be one-for-one to prevent hoarding and to ensure an adequate supply.

### I. Resident Laundry

Residents are not permitted to wash clothing, bedding, linens, tennis shoes, or other items in the living and activity areas, unless proper washing and drying equipment is available and the Center has written policy and procedures for their use. Any washing and drying policies and procedures

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will be posted in the laundry area and will be included in the resident handbook and local supplement, as appropriate.

When Centers provide washing and drying machines for resident use, the following will be required:

- Residents will be permitted only to wash clothing, bedding, linens, shoes, or other items in proper washing and drying equipment;
- The Center Administrator will have a written policy and procedures for such use;
- Laundry policies and procedures will be posted in the laundry area, and will be included in the resident handbook and local supplement, as appropriate; and
- Residents will receive required training for the safe operation of the washers and dryers based on manufacturer's recommendations.

Centers will provide laundry services, detergent, fabric softener, and other laundry products at no charge to the residents.

## References

- ICE Family Residential Standard on Admission and Release
- ICE Family Residential Standard on Definitions
- ICE Family Residential Standard on Environmental Health and Safety
- ICE Family Residential Standard on Program Philosophy, Goals, and Expected Outcomes
- ICE Family Residential Standard on Religious Practices
- ICE Family Residential Standard on Resident Handbook