



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
P.O. Box 41100 • Olympia, Washington 98504-1110

June 19, 2020

Joanna Carns
Office of Corrections Ombuds
2700 Evergreen Parkway NW
Olympia, WA 98505

Dear Ms. Carns:

The Washington Department of Corrections appreciates the opportunity to respond to the OCO Report on the 'OCO investigation into uses of force and treatment of an incarcerated individual with mental illness, as well as restraint use and staff conduct at the Monroe Correctional Complex' completed by the Office of Corrections Ombuds.

Recommendation	Response
DOC should develop methods of trauma-informed care in their de-escalation practices and deploying mental health professionals for in-depth attempts at de-escalation prior to uses of force.	Attachment 3 of policy 410.200, <i>Use of Force Checklist</i> , requires staff to inquire with mental health staff prior to use of force efforts for assistance and recommendations on the individual circumstance, related to the incarcerated individual's mental health needs. The Department is working with the Training Development Unit to include additional trauma-informed care in existing de-escalation trainings. The expected time-frame for this training addition would be summer of 2021.
DOC should implement the newly developed training on uses of force involving MRBs and restraint chairs and ensure that all staff who interact with seriously mentally ill individuals take it on at least a pass/fail basis.	420.255 <i>Emergency Chair and Multiple Restraint Bed</i> requires identified employees will receive training on proper use. This training includes policy and procedures and practical applications. This annual training is required, and if these protocols are not used often by a facility, a biannual refresher training will be had.
DOC policy 420.255 should be updated to include peri-care requirements and linen exchange expectations for IIs placed in the emergency restraint chair or MRB.	The department is looking at including this recommendation in the position's Post Orders, which provides staff with specific information regarding the duties of a particular position. Policies are the guiding principles, and do not contain the level of detail found in a particular Post Order.
DOC should ensure that all incidents involving	Policy 410.200 <i>Use of Force</i> requires that all



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<p>the MRB and/or uses of force are captured on camera for accountability and quality assurance, which may require additional training for personnel holding the handheld cameras regarding best camera angles and for personnel responsible for immediately capturing static footage.</p>	<p>preplanned use of force is required to be recorded. The department’s current practice is that the shift commander would obtain the recording equipment in the event of an unplanned use of force attempt.</p>
<p>DOC HQ should conduct a review of its use of the MRB with the II in September 2018 and in particular conduct its own review regarding the lack of limb rotations in all incidents cited in this report. Further training of staff is highly recommended.</p>	<p>This incident has been reviewed at a local level and the events have been addressed with staff. Use of Force training is a requirement for all department staff before partaking in these efforts per policy <i>410.200 Use of Force</i>.</p> <p>This is a local issue where local staff refresher training should take place. Not a systemic issue to be addressed based on a single staff failure that has been addressed.</p>
<p>DOC should ensure all complaints related to staff misconduct are investigated, regardless of any perceived need for a “rewrite.” Sensitivity, trauma-informed care and grievance response training is highly recommended for all grievance coordinators at specifically MCC.</p>	<p>The Department of Corrections implemented a mandatory grievance procedure training in March 2020. This training was extensive and included the new procedure for reviewing staff misconduct cases. For every staff misconduct review the Statewide Grievance Manager forwards the training and necessary documents to the investigator for review and reference during the investigation. The new process of conducting an investigation of all staff misconduct grievances regardless of any perceived need for a rewrite, is reminded to all grievance coordinators every week during the Statewide Grievance call.</p> <p>Please see the Attachment A.</p>

The information provided by the OCO was useful to ensure the Department of Corrections is doing everything it can to ensure an incarcerated person’s time in the agency’s facilities is a fair and safe space for all incarcerated individuals.

We also appreciate your team’s understanding of the unique processes across facilities and the addition of policies and procedures being put in place to address them. We are working towards proactivity and improving quality assurance processes throughout the department. Moving forward, Washington Department of Corrections will continue to collaborate with the Office of the



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Corrections Ombuds to implement additional policies, procedures, and security measures to continue to improve the facility operations.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Sinclair".

Steve Sinclair, Secretary
Washington Department of Corrections



Grievance Specialist Training
Location: 637 Woodland Square Loop SE, Lacey
 WA 98503

March 4, 2020
 8:00am to 4:30pm

Agenda

Attendees:Attendance**Presenter:**

Lisa Flynn

Note Taker:Charissa Reno
Jordan McKinney

Topics	Presenter	Time
Welcome <ul style="list-style-type: none"> Participant and Leader Introductions Schedule for the day 	All	8:00AM – 8:30AM
Grievance Workgroup Sharing Results	Superintendents	8:30AM – 9:00AM
Review of Action Plan <ul style="list-style-type: none"> Curriculum What is retaliation? Importance of unbiased investigations 	Lisa	9:00AM – 10:00AM
Break		10:00AM – 10:15AM
Break Out Groups	All	10:15AM – 11:15AM
Group Briefings	All	11:15AM – 12:00PM
Lunch/ Break		12:00PM – 12:30pm
Afternoon Session: Grievance Specialists		
Group Activities	All	12:30PM – 1:30PM
Group Briefings	All	1:30PM – 2:00PM
Break		2:00PM – 2:15PM
Review/ Feedback of OGP Manual	Lisa	2:15PM – 3:00PM
Review/ Feedback of Policy	Lisa	3:00PM – 4:00PM
Action Plan/ Final Thoughts	Lisa	4:00PM – 4:30PM