



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

October 23, 2019

Joanna Carns
Office of Corrections Ombuds
PO Box 43113
Olympia, WA 98504

Dear Ms. Carns:

The Washington Department of Corrections appreciates the opportunity to respond to the 'OCO Investigative Report' completed by the Office of Corrections Ombuds on September 24, 2019.

Recommendation	Response
DOC should ensure a procedure for the retention of video footage for incidents grieved that allege staff misconduct, when appropriate, and that all grievance investigators are trained on this procedure.	The Department of Corrections has revised the grievance manual language to reflect that "The grievance coordinator/assigned investigator will obtain and review video evidence, when available, and submit with completed grievance for retention." The Deputy Prisons Director – Command B distributed a directive on 10/9/19 to all prison staff with a hyperlink to the grievance training PowerPoint that is published on the iDOC site and added the grievance training PowerPoint to the shared drive as a resource for each Department of Corrections facility. Notice of the grievance manual update was provided within the same directive.
DOC should assess whether a protocol for video retention should be added to DOC Policy 400.110 "Reporting and Reviewing Critical Incidents."	The Department of Corrections has video retention listed as a requirement on Form 16-357 <i>Crime Scene Containment/ Preservation/Processing Checklist</i> , which is appropriately associated with Policy 470.300 "Special Investigative Services," the policy used for significant events, such as this incident. Policy 400.110 is a policy utilized after the investigation is already completed and is therefore not an appropriate policy to associate Form 16-357. Superintendent Wofford sent a memo to all Washington Corrections Center for Women (WCCW)



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	<p>employees on 9/27/19 reminding staff that this is the procedure to be followed and explained how to use the video retention form when handling incidents.</p>
<p>DOC should consider requiring booth officers to log when an incarcerated person accesses the alert button for emergency issues and/or notifies officers regarding an alleged threat to their safety.</p>	<p>An urgent policy revision was sent by Assistant Secretary Herzog on 10/22/19 to all prison staff requiring employees to log when an incarcerated person accesses the alert button for emergency purposes.</p>
<p>DOC should ensure every person who may be given a grievance to investigate receives standardized training regarding how to conduct grievance investigations. Confirmation of receipt of this training should be required.</p>	<p>The Department has added the Grievance Investigation Training PowerPoint to the iDOC grievance webpage followed by a directive to all prison staff that they are to review the training. The grievance training was also put onto the shared drive at each facility and supervisors were reminded that this training should be sent to all new grievance investigators.</p> <p>The grievance workgroup that is co-chaired by DOC and the Ombuds will work on additional training, to include confirmation of training, to be used in supplementing current training efforts.</p>
<p>Non-TEC staff filling in on overtime duties should have a checklist they sign upon starting their shift in order to ensure they are reminded of any steps or protocol that may be different than other units.</p>	<p>Post orders are what the agency uses to communicate any uniqueness to a particular post. DOC Policy 400.200 states “Any time employees assume a new or unfamiliar post, they will review and sign the post order as part of the pass down process and review the post operations manual as needed for further clarification of their duties.” Superintendent Wofford sent a memo on 10/20/19 to all Correctional Program Managers/Correctional Unit Supervisors outlining the process and expectations of log entries, clarifying the process that should be followed.</p>
<p>WCCW should hire a knowledgeable trainer for all line staff on cultural competency and sensitivity when working with individuals who</p>	<p>Superintendent Wofford has met with Dr. Rain Carei to put together a training plan that will be implemented at WCCW. Through the</p>



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suffer from severe mental illness within the next six months.

PREA Advisory Council (PAC), Superintendent Wofford and Dr. Carei will put together the training that feature select subject matter experts presenting to all line staff. Within 60 days from the line staff training, the facility will expand the training to the relief staff and others who will potentially work in the unit. Funding dependent, the next step of this process would be to work with headquarters to have the American Correctional Association (ACA) provide the "Correctional Behavioral Health Training and Certification Program" at WCCW to include Training for Trainers so there is a permanent process in place.

The information provided by the OCO was useful to ensure the Department of Corrections is doing everything it can to keep incarcerated persons safe during their time in the agency's facilities.

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. Moving forward, Washington Department of Corrections will continue to implement additional policies, procedures, and security measures to continue to align with the Office of Corrections Ombuds recommendations.

Sincerely,

Steve Sinclair, Secretary
Washington Department of Corrections

From: [Cotton, Jeneva M. \(DOC\)](#)
To: [DOC DL ALL PRISONS](#)
Cc: [Barclay, Jeremy S. \(DOC\)](#); [Perkinson, Paige T. \(DOC\)](#); [Caldwell, Dale N. \(DOC\)](#); [Flynn, Lisa J. \(DOC\)](#); [Herzog, Robert L. \(DOC\)](#)
Subject: Grievance Investigations Info
Date: Wednesday, October 9, 2019 2:54:09 PM

Good afternoon all,

For all staff who may be assigned to complete grievance investigations:

As part of the ongoing process to improve the grievance investigation process, please note the following information –

- The Grievance Program Manual has been updated to include the following language on page 19 in regard to Grievance Coordinator/assigned investigator duties:
 - “Obtain and review video evidence, when available, and submit with completed grievance for retention.”
- iDOC has been updated to include “Grievance Investigator Training.” Clicking the Grievance Investigator Training link leads to a PowerPoint titled, “Grievances – Gathering Information” that shall be utilized as a training resource by all staff assigned to conduct grievance investigations.

Both the Grievance Program Manual and the Grievance Investigator Training, as well as other resources, can be located at <http://idoc/agency/corrections/grievance-program.htm>.

Please don't hesitate to reach out if you have questions.

Thanks!

Jeneva M. Cotton,

Deputy Director – Command B

WA Dept of Corrections Headquarters

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"Ultimately there can be no success if the things we believe in are different from the things we do." - Freya Madeline Stark

Complete N/A

First Responder Responsibilities:

- Establish that a possible crime scene exists.
- Notify, Isolate, Contain and Control.
- Call for assistance.
- Evacuate and secure the crime scene.
- Depending on circumstances, offenders that are present may need to be ordered to lie down on the ground or be placed against the wall. Before removal from the area, I.D. cards of all offenders will be secured.
- If evacuation of offenders from area is required, secure I.D. cards of offenders as they are escorted from the area.
- If a weapon(s) is present, and offenders are in the area, secure the weapon immediately.
- If a weapon(s) is present, and offenders are not in the area, leave the weapon where it lies.
- If medical assistance needs to be rendered, ensure the area is secure and it is safe to render medical assistance.
- Make every attempt to avoid contamination of the area.
- Establish the perimeter of the suspected crime scene. Always identify a larger area than it may initially be. The crime scene perimeter can always be made smaller.
- Ensure facility Investigators and Law Enforcement are notified and respond to the scene.
- If facility Investigators/Law Enforcement cannot respond immediately, the crime scene will be secured or monitored by employees/contract until facility Investigators/Law Enforcement arrive on scene.
- Offender(s) suspected of being directly involved in the incident will be secured and placed in a holding cell until facility Investigators/Law Enforcement establish what his/her involvement in the incident is. The clothing s/he is wearing should be collected and each piece secured in paper bags separately.
- If a victim(s) does exist, the clothing they are wearing should be collected and each piece secured in paper bags separately when the earliest opportunity presents itself.

Facility Investigator Crime Scene Preservation/Coordination Responsibilities:

- Respond to crime scene with "Go Bag".
- When facility Investigators/Law Enforcement arrive at the crime scene, they take control of the area.
- When facility Investigators/Law Enforcement respond to a crime scene together, a processing strategy will be discussed and implemented.
- If crime scene is outside and may be affected by the weather, every attempt must be made to protect suspected evidence.
- A recorder will be established so that all individuals that enter/leave the area and any significant events that occur at the crime scene are documented on DOC 16-358 Crime Scene Security Log.
- No one will enter the crime scene without approval of a facility Investigator or Law Enforcement.
- Photographs and video should be taken of the area immediately. Ensure photo backers are placed on photographs that are taken.
- Ensure protective equipment (i.e., gloves and foot covers at a minimum) are utilized at all times.
- Collect all surveillance video that may exist.
- All employees/contract staff that have information regarding the incident must submit a complete report before completing their shift.

Facility Investigator Crime Scene Processing Responsibilities:

- Ensure processing strategy is followed. Every attempt should be made for one individual to collect all evidence.
- Start from outside of crime scene and work your way inward.
- If weapons are still in the area, ensure they are collected and packaged prior to the collection of any other evidence that is present.
- Items that may be considered as possible evidence should be collected and packaged separately, using appropriate containers. Wet items should be dried in a secure area and packaged in paper bags. Weapons and needles should be stored in sharps container/tube.
- Ensure a chain of evidence card is attached to each piece of evidence collected.
- If evidence is not maintained by Law Enforcement, it will be handled per DOC 420.375 Contraband and Evidence Handling, DOC 420.365 Evidence Management for Work Release, or DOC 420.395 Evidence/Property Procedures for Field, as applicable.
- A crime scene can only be released by the facility Investigator or Law Enforcement.



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
PRISONS DIVISION
P. O. Box 41118 • Olympia, Washington 98504-1118

October 22, 2019

TO: All Prison Staff

FROM: *RCH*
Rob Herzog, Assistant Secretary
Prisons Division

**SUBJECT: Urgent Revision DOC 400.200
Post Orders/Operations Manuals and Post Logs**

This memorandum implements a new requirement related to post log book entries.

DOC Policy 400.200 **Post Orders/Operations Manuals and Post Logs IV B. states:**
"Correctional staff will maintain a permanent log, providing a shift report that records routine information, emergency situations, unusual instances and area visits by executive staff and designated Department heads in the post log."

Effective immediately the following new requirement is to be implemented:

**"Employees will log anytime an incarcerated person accesses an alert button for emergencies".
This requirement will assist us when reviewing incidents and assist in establishing time frames
for when someone may first notify us of their being in distress.**

I recognize in some units the emergency button in the cells is used to communicate with employees for purposes other than an emergency, these instances do not require a log entry.

In instances an incarcerated person is experiencing an emergency and continues to que the emergency button, one log entry will be completed documenting multiple ques of the emergency button. The goal is to properly document the incident while maintaining observation and control of the unit.

Urgent Revision DOC 400.200

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Again, this new requirement is in effect immediately and will be included in the next revision of DOC Policy 400.200 Post Orders/Operations Manuals and Post Logs. Please direct questions to your unit supervisor or Captain.

Thank you in advance for your attention to this new detail

RH:ckh

cc: Scott Russell, Deputy Director Command A
Jeneva Cotton, Deputy Director Command B
Tomas Fithian, Deputy Director Command C
All Superintendents
Jeremy Barclay, Director-Engagement & Outreach
Billie Peterson, Policy Program Manager
Paige Perkinson, Program Specialist 4

From: [Wofford, Deborah J. \(DOC\)](#)
To: [DOC DL WCCW ALL CUSTODY](#)
Cc: [DOC DL WCCW CUS](#); [DOC DL WCCW SHIFT LIEUT](#); [DOC DL WCCW Senior Managers](#)
Subject: Reminders
Date: Sunday, October 20, 2019 7:06:30 PM

Good day Team!

During a recent review of our processes this question was asked. How do Custody Officers know about what is unique to their post especially in regard to specialized units? I know that each of you can answer that question. You read and sign your post orders as evidenced by post order reviews each month. I also know that your work is busy and time can cause some constraints that may have you rush into a new post without feeling that you have the time to slow down and review the post orders.

This is a reminder to each of you to include Supervisors that it is imperative that time is provided for staff to review and sign their post orders. This is especially important when assigned to a post for the first time. Additionally Tec Residential and Tec Acute require a period of on shift job shadowing to answer your questions and assure you understand the uniqueness of this specialized unit.

DOC 400.200 Post Orders/Operations Manuals and Post Logs requires:

“Any time employees assume a new or unfamiliar post, they will review and sign the post order as part of the pass down process and review the post operations manual as needed for further clarification of their duties.”

Thank you for giving this important reminder your time and attention! As I have stated before I am proud to be part of the WCCW team and I know that you strive to assure that you are keeping the incarcerated individuals, the public, and our staff safe by improving lives and modeling the way.

Respectfully,

Deborah J. Wofford, Superintendent

Washington Corrections Center for Women

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