FCAC 4.29 Observation and Interview Standards

Assessors should continue with observations and interviews until they confirm compliance or noncompliance.

Chapter 1 General Administration

☐ 1.01 Observe posted organizational chart or proof of distribution

Chapter 3 Fiscal Services

☐ 3.01M Observe the agency accounting system, which includes:

- ☐ Initial appropriation for each account
- ☐ Expenditures and encumbrances
- ☐ Unencumbered balance

☐ 3.05M Observe agency inventory control system for agency property, equipment, and other assets

Chapter 4 Human Resources

☐ 4.06M Interview those involved in extra-duty employment regarding:

- ☐ Agency authorization for members
- ☐ Behavior and activities of employees
- ☐ Initial approval and revocation process

Chapter 6 Performance Evaluations

☐ 6.02 Conduct interviews regarding the agency's performance evaluation system:

- ☐ Members are counseled on expectations for the assigned position at the beginning of the evaluation period
- ☐ Objectives of the system
- ☐ Measurement definitions
- ☐ When explanatory comments are required
- ☐ A requirement for evaluations, with exceptions noted, to be conducted at least annually
- ☐ Criteria based on the member's job description during that evaluation period
- ☐ Procedures for review of the completed performance evaluation
- ☐ Provisions for written comments by the member
- ☐ Evaluator responsibility and training

- Immediate supervisor evaluates the member
- Completed evaluation is available to the member
- Procedures for contesting performance evaluations
- Opportunity to acknowledge the completed evaluation indicating the member has read it
- Observe electronic system

Chapter 7 Discipline/Internal Affairs

- 7.03 Observe disciplinary records and secure storage
- 7.05M Interview staff regarding procedures for processing all complaints against the agency or its members, to include:
  - Types of complaints to be investigated by line supervisors
  - Types of complaints to be reviewed by the internal affairs function
  - Types of complaints that require investigating by the internal affairs function
  - Procedures for maintaining a record of complaints received by the agency
  - Maintaining the confidentiality of internal affairs investigations
  - Provisions for releasing information
- Observe secure storage

Chapter 8 Infectious Diseases

- 8.01M Interview employees to confirm all members participate in exposure control training prior to assignment
  - Vaccinations must be provided at no cost to the member at a reasonable time and place
  - Vaccinations are provided by, or under the supervision of, a licensed physician or a licensed healthcare professional

Chapter 9 Training

- 9.01M Interview certified members authorized to carry weapons to confirm they receive in-service training
- 9.02M Interview employee assigned to plan, coordinate, and administer development and training programs
- 9.03M Interview employees to ensure new employees and volunteers receive basic orientation to the facility and operating policies and procedures
- 9.05M Interview members regarding the use of agency approved firearms
  - On duty

- ☐ Off duty use
- ☐ Proven proficiency prior to carrying
- ☐ Requirement for only agency approved ammunition on duty
- ☐ Inspection, and approval of agency approved firearms by qualified firearms instructor or armorer prior to carrying
- ☐ Process to remove unsafe firearms
- ☐ Maintaining a record on each firearm approved by the agency for official use

☐ 9.12M Observe high liability instructors' current ATMS records

☐ 9.13M Interview employees in positions which require specialized training

☐ 9.14M Interview employees regarding training related to mental health awareness, prevention, mitigation, and treatment to include Post-Traumatic Stress Disorder.

☐ 9.17M Interviews concerning members' use of chokeholds

Chapter 10 Security and Control

☐ 10.02M Interview personnel to confirm a documented inspection of all housing areas, with deficiencies noted, is performed daily

☐ 10.03M There is a key control system in place

- ☐ Observe the key control systems
- ☐ Interview responsible persons

☐ 10.06M Observe tool control systems

☐ 10.07M Observe the identification system for all members, visitors, and inmates

☐ 10.09M Observe weapon repositories at all secure entrances to the facility

☐ 10.10M Interview employees and inmates to confirm restraints are not used as punishment

☐ 10.11M Interview members to confirm at least two certified employees are present whenever high-risk inmates are moved within or out of the facility

☐ 10.12M Correctional officers are posted within sight or hearing distance of inmates and can respond promptly to calls for help (monitoring may be accomplished through electronic means)

- ☐ Observe duty posts
- ☐ Interview members

☐ 10.13M Interview employees and inmates to confirm inmates do not supervise or exercise control

over other inmates

- ☐ 10.14M Observe areas to confirm the facility has provisions for continuous monitoring during personnel break periods.

- ☐ 10.15M Measures to prevent unauthorized exit of inmates from the facility and unauthorized entry by the general public

    - ☐ Interviews
    - ☐ Observe security systems/measures

- ☐ 10.16M Observe entry/exit points

- ☐ 10.17M Observe secure storage areas and control system for lethal and less-lethal weapons issued for use in the facility

- ☐ 10.18M Use of restraints on pregnant inmates

    - ☐ Interview employees and inmates
    - ☐ Observe:
        - ☐ Inmate handbook
        - ☐ Posted signs

Chapter 11 Order and Discipline

- ☐ 11.02M A list is made available to inmates, which specifies acceptable items allowed within the facility, with all other items considered contraband

    - ☐ Observe availability of approved list
    - ☐ Interview inmates

- ☐ 11.06M Interview staff and inmates to confirm disciplinary hearings include:

    - ☐ At least 24 hour notice, in writing, to inmates
    - ☐ Hearing is held within seven working days of the discovered incident, or ten if extenuating circumstances exist
    - ☐ Disciplinary committee or hearing officer must determine the inmate understands the charges and possible resulting actions
    - ☐ Employee assistance for any inmate unable to defend him/herself
    - ☐ Inmates are provided a written decision on the results
    - ☐ Inmates are not held in segregation longer than 30 days

- ☐ 11.07M Interview disciplinary inmates regarding the directive specifying the committee chairperson, a majority of the committee, or the hearing officer have the following

responsibilities:

- □ Authority to call witnesses
- □ Allow evidence, and/or documents
- □ Document reasons for not calling witnesses or restricting information

□ 11.10 Interview employees and inmates to confirm decisions of guilt are based on witnesses, evidence, and documentation, which become part of the official hearing record

□ 11.11 Interview employees and inmates to confirm an inmate's punishment is not increased after a decision has been made by the disciplinary committee or hearing officer

□ 11.12M Interview employees and inmates to confirm the use of corporal punishment is prohibited

□ 11.13 Interview employees to confirm procedures are established to obtain the services of a qualified interpreter for deaf and hearing impaired inmates

□ 11.14M Interview inmates regarding the inmate grievance process

Chapter 12 Confinement

□ 12.03 Interview employees and inmates to confirm inmates in administrative confinement receive services and privileges comparable to those in general population

Chapter 13 Special Operations

□ 13.02M Equipment used in situations that threaten facility security is inspected for operational readiness

- □ Interview employees
- □ Observe equipment for operational readiness

□ 13.03M If the facility has an emergency response team:

- □ Interview team members regarding:
  - □ Selection criteria
  - □ Specialized equipment
  - □ Team training
  - □ Call out criteria
  - □ Deployment procedures
- □ Observe specialized equipment

□ 13.04M If hostage negotiators work within the correctional facility and are members of a team managed by the facility:

- Interview team members regarding:
  - Criteria for selection
  - Training and readiness exercises
  - Criteria for notification procedures
  - Deployment procedures
  - Interaction between hostage negotiation and tactical personnel

- 13.06M Procedures for handling bomb related incidents

  - Interview employees regarding:
    - Role of employees in obtaining details from the bomb threat caller
    - Notification of appropriate personnel both inside and outside the agency
    - Establishment of a security perimeter
    - Organization of search teams and search procedures
    - General evacuation plan
    - Notification of a bomb disposal unit when a suspected device is located
    - Coordination with the fire department
    - Communication procedures during periods of radio silence
    - Post-explosion procedures

- 13.08M Observe floor plans and posted signs of the evacuation plan approved by a certified fire inspector

- 13.10M If a facility has K-9 teams:
  - Interview K-9 handlers

Chapter 14 Admission, Classification, and Release

- 14.01M Conduct interviews to confirm inmates are legally committed to the facility

- 14.02M Interview employees to confirm the classification process includes:

  - Initial classification within a specified timeframe
  - Housing
  - Access to programs
  - A reclassification process

- 14.03M Interview inmates to confirm each inmate is provided a copy or access to the rules and regulations of the facility within 36 hours of entering the facility

- 14.08M Inmates are admitted by certified correctional officers and an officer of the same gender

as the inmate must be present

- Interviews
- Observe certified male and female correctional officers on duty

- 14.09M Interviews to confirm admission records are compiled and maintained on each inmate
- 14.10M Observe fingerprinting and photographic systems
- 14.11M Observe property storage areas for inmate property
- 14.12M Interviews to confirm property custodians are accountable for all inmate property within their control, and address:
  - Annual examination of conformance with agency controls, policies and procedures
  - Annual full or partial inventory, as defined by the agency, of inmate property
  - Follow-up investigative procedures for lost, missing, or stolen inmate property
- 14.13M Inmates are provided access to a telephone during the admission process
  - Interview employees and inmates
  - Observe inmate telephones in admission areas
- 14.14 Observe inmate records to confirm they are maintained and kept confidential from other Inmates, and include:
  - Legal authority for commitment
  - All information contained in the booking record
  - Classification information and progress reports
  - Sustained disciplinary reports
  - All absences from the facility
  - Photograph
  - Records of any detainer or other civil or criminal process
  - Personal property records
  - Date and terms of condition of release, authority for release and identification of releasing employee
- 14.15M A DNA sample is collected from each qualifying offender booked into the jail
  - Observe DNA collection, if possible
  - Interview staff members
- 14.16 If closed-captioning is not available for required audiovisual media, an alternative means

of relaying the information must be provided

- Observe:
  - Audiovisual media
  - Closed captioning or alternative means

- 14.17 Observe personal hygiene items to confirm they're provided to inmates upon admission, and thereafter, if indigent

- 14.19M Procedures for legally releasing inmates and obtaining positive identification
  - Interviews
  - Observe:
    - Inmate release records
    - Inmate identification system

Chapter 15 Inmate Housing

- 15.01M Observe male and female housing units to confirm males and females are housed separately and separated by sight and normal sound

- 15.02M Observe housing areas to confirm dangerous felons are housed separately from misdemeanants

- 15.03M Correctional officers conduct documented observations, at intervals not to exceed 30 minutes, of inmates whose behavior presents a serious threat to the safety and security of the facility or staff
  - Interviews
  - Observe housing areas

- 15.04M Observe units where inmates who are suicidal or a danger to themselves are housed to confirm they are not housed separately, in single cells, unless under direct continuous observation with no more than 15 minutes between documented physical checks

- 15.05 Observe health care units

- 15.06 Observe sinks and showers to confirm they provide cold and either hot or tempered running water

- 15.07 Reading and writing areas are available during non-sleeping hours
  - Interview inmates
  - Observe reading/writing areas

- 15.08 Observe drinking cups, fountains, or bubblers

- ☐ 15.09 Sinks, toilets, floor drains, and showers are kept in good repair
  - ☐ Interview employees and inmates
  - ☐ Observe sinks, toilets, floor drains, and showers
- ☐ 15.10 Observe storage areas provided to inmates to keep authorized property in their cells
- ☐ 15.11 Observe certified female officers on duty
- ☐ 15.12M Observe the housing areas of inmates who exhibit or have a demonstrated history of aggressiveness toward other inmates or have special classification needs to ensure they are being housed appropriately
- ☐ 15.13M Observe detoxification housing units
- ☐ 15.14M Care and control of pregnant inmates
  - ☐ Interview employees and inmates

Chapter 16 Privileges

- ☐ 16.03 Commissary menus clearly show prices and any special conditions of sale
  - ☐ Interview inmates
  - ☐ Observe commissary menus
- ☐ 16.08 Reading materials are available for inmates held beyond first appearance
  - ☐ Interview employees and inmates
  - ☐ Observe inmate library or available publications
- ☐ 16.09M Observe telephones in the facility to confirm:
  - ☐ Inmates are provided reasonable access to a telephone at reasonable times
  - ☐ Inmates are informed of the existence and availability of text telephones (TTY) or Telecommunications Relay Services (TRS) for outside communication
  - ☐ If the facility has time limits for telephone use, inmates using TTY or TRS are allowed a minimum of three times the length of time permitted for voice communications
- ☐ 16.10 Observe posted rules and regulations governing visitor and inmate conduct and the hours of visitation
- ☐ 16.14M Interview staff and inmates to confirm all inmates have equal access to programs, privileges, exercise, visitation, and work release opportunities unless a threat to safety of themselves or others

Chapter 17 Programs

□ 17.03 Pro se inmates are provided reasonable access to legal materials to assist them in filing any type of action cognizable in Florida courts

- □ Interviews
- □ Observe:
  - □ Law library or other forms of legal materials

Chapter 18 Clothing and Bedding

□ 18.01M Observe inmate bedding or its equivalent as defined by the agency to confirm they have been provided:

- □ Mattress, in good repair and meeting Florida Fire Marshal standards
- □ Pillow
- □ Pillow case, if applicable
- □ Sheets
- □ Blankets, as needed

□ 18.02M Interview employees and inmates to confirm inmates are provided:

- □ Clean clothing, if held beyond first appearance
- □ Clean clothing at least twice per week
- □ Clean linens at least once per week

Chapter 19 Sanitation

□ 19.02 Floors swept and mopped, garbage receptacles emptied and cleaned daily

- □ Interview employees and inmates
- □ Observe floors and garbage receptacles

□ 19.03 Observe housing areas to confirm no perishable food is stored in housing areas, except commissary items

□ 19.05 Interview inmates to confirm they are permitted to clean or exchange drinking cups daily, if cups are allowed in cells

□ 19.06M A written directive requires Safety Data Sheets (SDS) in the facility and includes identification of the position(s) responsible for maintaining SDS on all toxic, caustic, and flammable chemicals, and immediate accessibility to all employees

- □ Observe ready access to SDS
- □ Interview staff

☐ 19.07M Observe the following for toxic, caustic, and flammable chemicals:

- ☐ Storage in a secure area
- ☐ Labeling
- ☐ Supervised use

Chapter 20 Hygiene

☐ 20.01 Interview employees and inmates to confirm hair grooming services are available to all inmates

☐ 20.02 Interview inmates to confirm inmates in general population are allowed to bathe daily and are required to bathe at least twice weekly

☐ 20.03 Interview employees and inmates to confirm inmates are given the opportunity to shave

Chapter 21 Food Service

☐ 21.03M Food service employees and inmate workers are monitored at the beginning of each shift for health and cleanliness (this includes employees of companies contracted to provide food services)

- ☐ Observe food service employees and inmate workers
- ☐ Interview employees and inmate workers

☐ 21.10M Observe food storage areas to confirm unused food supplies are kept in a clean, well ventilated area free from vermin and pests

☐ 21.11M Observe storage areas to confirm cleaning compounds, soaps, waxes, and insecticides are stored in a secure location, separate from food supplies

☐ 21.12M Observe food delivery to inmates to confirm it is supervised by an employee and common sanitary measures are used

☐ 21.13M Observe all food service equipment to confirm it is kept clean and operational

☐ 21.14M Observe cutlery storage areas to confirm the facility accounts for cutlery

Chapter 22 Direct Supervision

☐ 22.02M Interview employees to confirm certified officers receive direct supervision training prior to assignment to direct supervision units

☐ 22.03M Interview employees to confirm there is sufficient staffing of certified correctional officers to provide:

- ☐ Direct supervision of inmates in direct supervision units

- ☐ Emergency backup to the housing officer as a priority of the employee's assigned duties

☐ 22.05M Correctional officers assigned to direct supervision units are equipped with a secondary means of communication

- ☐ Observe communication system

Chapter 23 Juveniles

☐ 23.02M Procedures for handling juveniles placed in temporary custody for the purpose of fingerprinting/photographing and awaiting transportation to an appropriate juvenile facility

- ☐ Interview employees regarding:
  - ☐ Separation of juveniles and adults
  - ☐ Adequate staffing to supervise and monitor juveniles
  - ☐ Documented 10-minute checks
  - ☐ Time held does not exceed six hours
- ☐ Observe juvenile holding areas

☐ 23.03M Observe juvenile housing areas to confirm juveniles charged with traffic offenses involving death or injury, are not being placed with adults under any circumstances

☐ 23.04M Observe juvenile and adult housing areas to ensure juveniles are housed separately from adults when juveniles are transferred for prosecution as adults, and wanted for prosecution as adults in another jurisdiction

☐ 23.05M Observe juvenile housing areas to confirm sufficient staffing is provided to monitor and supervise juveniles at all times

Chapter 24 Medical Section

☐ 24.02M Observe copies of current licenses of all medical staff, where maintained

☐ 24.04M Interview employees and inmates regarding inmate medical screening at receiving by a health care professional or employees trained by a health care professional

☐ 24.05 Medical records are maintained on each admitted inmate at least seven years following release, transfer, or death, and kept confidential and separate from the inmate's custody record

- ☐ Interview employees
- ☐ Observe separation of medical records and custody records

☐ 24.07 Observe emergency on call provider list within each facility

☐ 24.09M Observe first aid kits/supplies throughout facility

- ☐ Readily available within the facility at all times
- ☐ Expired or depleted items are replenished and inspections completed at least monthly

☐ 24.10 Interview employees and inmates to confirm procedures for sick call:

☐ 24.14M Observe holding areas used for inmates admitted under the influence of alcohol or drugs to confirm the inmates are kept separated from general population and under close supervision for a reasonable amount of time

☐ 24.16 Interview employees to confirm the following is addressed when transferring inmates to other facilities:

- ☐ Inmate medical files or summary accompanies the inmate in a sealed envelope marked "Confidential Medical Information"
- ☐ At least three days dosage of medication shall accompany the medical records for inmates who are taking prescription medication, unless otherwise directed by the physician

☐ 24.18M Interview employees and inmates to confirm maintenance of inmate hearing aids to include:

- ☐ Replacement of batteries as soon as possible, with cost borne by facility
- ☐ Repair as soon as possible, with cost borne by facility

Chapter 25 Pharmacy

☐ 25.01 Observe stock medications maintained in pharmacy to ascertain if medicinal drugs in quantities other than individual prescriptions are stocked

☐ 25.02 Observe storage areas to ensure safe handling and storage, including a locked, secure storage area where all medications are kept, except when being dispensed

☐ 25.04M Procedures for the safe handling and storage of syringes, needles, and other sharp instruments, to be controlled through perpetual inventories

- ☐ Observe secure storage areas
- ☐ Observe perpetual inventories

☐ 25.06M Observe storage containers and lists of unused medication

☐ 25.08 Interview employees to confirm a minimum of three days of medication is issued to inmates who are taking prescription medication, when released, unless otherwise directed by the facility physician or designee

☐ 25.09M Observe refrigerators to ensure storage of medications, which require refrigeration complies with:

- ☐ Medications kept in separate, covered, waterproof, labeled containers
- ☐ Refrigerators equipped with thermometer and temperature are maintained between 36°F and 46°F
- ☐ Cleaned and inspected monthly by medical staff
- ☐ Daily temperatures and monthly cleanings and inspections are documented
- ☐ A temperature log is used to record the interior of the refrigerator daily

Chapter 26 Physical Plant and Safety

☐ 26.01M Observe fire alarm system, automatic detection system, and emergency exits to confirm the facility conforms to all applicable federal, state, and/or local fire safety codes

☐ 26.02M Observe portable operational fire suppression equipment available in all secure and custody areas

☐ 26.03 Observe cells to confirm they are adequately ventilated and illuminated

☐ 26.04 Observe utility closets, pipe chases, corridors, and ventilation ducts to confirm they are kept clean and free of clutter

Chapter 27 Prisoner Transportation

☐ 27.01M Interview transport employees regarding procedures for transporting inmates

☐ 27.02M Interview employees to confirm all inmates are searched for weapons and contraband prior to transport

☐ 27.05M Interview employees regarding security procedures and restraint provisions when an inmate is transported or admitted to a medical care facility

☐ 27.06M Interview employees to confirm all agency vehicles used for transporting inmates are searched prior to and after transport

☐ 27.07M Interview employees regarding established procedures for communication to and from inmate transport employees to verify a member's status after an established period of time has elapsed without contact

Chapter 28 Inmate Work

☐ 28.01 Interview inmates to confirm:

- ☐ Pretrial and unsentenced inmates are not required to work except to do personal housekeeping and clean their housing area
- ☐ Inmates are allowed to volunteer for work assignments

☐ 28.02 Interview inmates to confirm they are not being compelled to work more than ten hours per day, except in an emergency

Chapter 29 Correspondence

- ☐ 29.01 Incoming and outgoing mail is delivered to and from inmates without unnecessary delay
  - ☐ Interview employees and inmates
  - ☐ Observe mail handling system
- ☐ 29.03M Interview employees and inmates to confirm incoming privileged mail is opened for inspection only, in the presence of the inmate, only the signature and letterhead may be read, and outgoing mail is held no longer than 72 hours
- ☐ 29.04 Interview inmates to confirm indigent inmates are provided writing materials and postage
- ☐ 29.05 Interview employees and inmates to confirm incoming or outgoing mail is not limited and the facility does not maintain lists of correspondents

Chapter 30 Sexual Abuse

- ☐ 30.01M Interview employees to confirm all incidents of sexual assault/abuse are reported promptly and investigated thoroughly
- ☐ 30.02M Interview employees and inmates to confirm procedures are in place to identify inmates who may commit sexual assault and inmates at risk of being victimized
- ☐ 30.03M Observe inmates receiving sexual assault and abuse information during admission
- ☐ 30.04M Interview employees and inmates to confirm any inmate, who reports being sexually assaulted during incarceration, is provided a medical evaluation and necessary treatment by a healthcare professional

Chapter 31 Courthouse Holding Areas

- ☐ 31.02M Operations of the holding area
  - ☐ Observe secured weapon storage
  - ☐ Observe alert system
  - ☐ Observe security alarm system
- ☐ 31.03M If males, females, and/or juveniles are required to be detained at the same time, detainees are separated in order to prevent regular contact
  - ☐ Observe holding areas
- ☐ 31.04M Access to medical services are posted

- ☐ Observe posted signs

☐ 31.07M Medical equipment, as defined by the agency, and current supplies are available in all holding areas

- ☐ Observe medical equipment and supplies

☐ 31.08M Holding areas provide adequate lighting and circulate fresh or purified air.

- ☐ Observe holding areas

☐ 31.09M Procedures for processing remanded prisoners/ detainees.

- ☐ Observe secure storage

☐ 31.10M Agency staff be available to supervise prisoners/detainees on a continual basis

- ☐ Observe holding areas

☐ 31.11M Immovable object for securing prisoner/detainee designed and intended for such use

- ☐ Observation of immovable object

☐ 31.12M Use of electronic surveillance equipment

- ☐ Observation of electronic surveillance equipment

☐ 31.14M Agency staff be available to supervise prisoners/detainees on a continual basis

- ☐ Observe holding areas