

Facility	Issues Raised	Access to MH Services	Quality of MH Services	Use of Force	Inmate Safety	Visitation	Grievance/ Complaint Process	Grievance/ Complaint Retaliation	Accountability of jail staff	Housing	Culture	Out-of-Cell Time	Programs	Isolation	Reentry	Access to Physical Health Care	Quality of Physical Health Care	Phone Call Problems	Phone Call Rates	Commissary Supplies	Inmate Welfare Fund	Sexual Misconduct	Hygiene/ Cleaning/ Clothing	Food	Other		
Main South	Temperature—really cold, guards brought them an extra blanket, so guys have to lay in their beds all day and not get their exercise because it's too cold to get. "There's no reason we should have to lay up in our blankets all day long and not be able to get up and move around." Grievance—he has not gotten any responses to grievances. Before Tyree's death, guards would physically assault inmates who made grievances. After that, the atmosphere changed. Sergeants are a lot more attentive. It's just a matter of time before things go back to the way they used to be. Out of cell time—they can be out all the time in the day room. Cleanliness—it's very hard to keep things clean. These guards are good about giving inmates cleaning supplies daily. There aren't enough toilets or showers for all the guys. Medical—Inmate has a chronic health condition, and he almost died because medical wasn't managing his condition properly. Finally, he got a letter out to his family, and his family called an outside entity who intervened. Here, he can't get the medicine needs and his pain is really bad, so he can't work out and keep himself healthy. He didn't want to say anything bad about the jail conditions for fear of retaliation. "I know when to keep my mouth shut." Programs—They have no programs here. Accountability—guards are never held accountable, as far as he can see. He doesn't ever see job changes. One of the night guards works by intimidation—he talks harshly to everyone and embarrasses the inmates, using really demeaning language. That's what starts up the resentment around here.			1	1		1	1	1	1	1	1	1			1	1						1		Temperature, blankets		
Main South	Grievances—sometimes they officers say they don't get them. It seems like their opinions don't matter just because they are serving time as punishment for their mistakes. He just tries to resolve directly with the guards. Culture—officers sometimes come at them with an attitude, which escalates the situation. Officers treat them with disrespect, and then the inmates do the same. The officers who have personal problems at home then take it out on the inmates. Everything depends on which guard it is. Guards often say they're too busy. The older guards aren't as responsive. Soap—or, razors; it depends on the guard. Guards say they don't have any soap. Soap from Commissary comes only on Wednesdays, which is sometimes a long time need more soap. Big concern—the jail is dirty, and they have a hard time getting the supplies to keep themselves and their unit clean. Medical—sometimes there's a 2-3 month delay for an appointment, but it varies. Programs—there's nothing here. They asked for board games recently, but otherwise have nothing to do. It would be great to have programs, to get their minds off the problems. He doesn't want to just waste his time because he's in jail. He will be in a long time, but that doesn't mean he's going to stop learning. The future among the inmates in this dorm is really constructive—they have ways of talking to each other like a therapy group, to help each other.			1			1	1				1	1			1								1		Razors	
Main South	Hygiene—need more soap for all of them, especially the new guys who come in off the streets. When they ask, some guards don't give them soap. Commissary takes a week, so the new guys who are dirty off the street are nasty, which impacts all of the other inmates. They're given soap when they come in, but it's not enough. Grievances—they might work and they might not, and the cops might think he's asking for too much, even though it's something that's permitted. "Who do we have to talk to be treated like humans?" Programs—this is a big deal. There are no programs here. Why not? Surely, they should have at least GED and drug treatment. Reentry/ Recovery is available, but it's only 12 books and then you're done. Programs would help them pass the time, encourage them to develop as humans, and to help them when they get out. "Everybody's just forgot about us." Medical & mental health—long delays to be seen. Inmate Welfare Fund—he's never heard of it. Visitation—it's a problem for them to just be on weekends, need to have weekly options, too, for some family members.	1				1	1	1			1	1	1			1									1		
Main South	Corruption/Internal Affairs—Some guards cooperated with outside law enforcement in attempting to set the inmate up to deter inmate from cooperating with the prosecution in a big case. The guards planned drugs in his cell and planned for other inmates to attack him. He called his lawyer and family to let them know he was in danger when he saw signs that something was not right. After the inmate stopped the attempts, he was transferred to another dorm, where the guards tried to intimidate him physically. He called internal affairs, but they didn't answer. Eventually, he got through and was interviewed by the sheriff's office, but the investigator never took sufficient detail to investigate and has not contacted him again, so the inmate does not think IA is investigating the incidents. The inmate has since been transferred back under the same guards involved in the set up, and the inmate still thinks he is at risk for being hurt. Out of cell time—They only get time in the yard 3 days/week. They should have a lot more time in the fresh air, for health and exercise and keeping from getting sick because of the air in the jail is dirty. Food—the food quality is horrible, shouldn't be fed to humans. How can they stay healthy and avoid medical problems by eating horrible food? The Commissary has only junk food, no nutritious food. That's really bad for the long-term inmates.			1	1		1	1	1	1	1	1	1							1				1		Corruption; Internal Affairs	
Main South	Sanitation—the cells are dirty, and there are cockroaches and holes in walls. Guards—use their words to bully and to intimidate when it's not necessary. About 50% of the guards are bad, the others are fine. Clothes—are really dirty when they bring them. They say they'll bring him clean socks, but they don't do it. Dental—he needs his teeth cleaned and has teeth problems, but they won't help him more than to pull a tooth, which he doesn't want. Mail—sometimes comes very late. He can have books, but sometimes relatives send books that never arrive. Rulebook—not given one. Medical—if they need pain medicine, they can get it ok.			1							1					1	1								1	mail	
Main South	Grievances—sometimes when they ask for a form, they guard won't give it, and will intimidate the inmate, or escalate the situation so that the inmate is provoked. The whole dorm has been punished by major shakedowns when someone filed a grievance against a guard. The guards take their food/commissary bags consistently. He's seen people be taken out and busted up by the guards. Culture—things have gotten better since Tyree's death. They got rid of the old guards here and brought in the new guards who just got out of training, and the new guards are more polite. The old ones would look for any reason to take guys into a holding cell or hallway and physically assault them—there's no cameras there. The CO's gang up when they attack, not individual assaults. The other inmates can hear it. Sometimes the guards don't bring the newspapers regularly, which has increased as a problem after Tyree's death. The guys like to hear the morning news, and they can't if guards don't turn on the power. Even with thermal, it's still really cold. Cleaning—they only get cleaning supplies once a week, but they need cleaning supplies more often, and some guards won't give them any. There's mold on the ceiling and cockroaches. Programs—none of that here. That's a big complaint. They should have programs to help them constructively manage stress, which they need because jail is a super stressful environment. More board games and books would be good, plus classes on interpersonal skills, GED, music therapy. Trustees—guards are giving trustees extra privileges. Food—it's the most processed food there is. You have to be Muslim or vegetarian to get decent food. Some of it is expired. Hard—if you can do it stand around or play with the little rubber balls, no hoops or basketball. It's enough thing because of the limited things they can do out there. If there were more activities, more time in yard would be good. Rulebook—he got one after he got here. Accountability—he never sees guards held accountable for misconduct, not even guards getting moved around. Maintenance—the guards made the inmates resolve a broken faucet issue instead of having maintenance attend to it properly.			1	1		1	1	1	1	1	1	1											1	1	Trustees	
Main South	Culture—he's seen multiple beatings by correctional officers. Officers are rude and aggressive with words. Guards make sexual comments to inmates, and call them "guy" demeaningly. Guards are trained to be abusive. All the guards yell with no reason, except 2 who are respectful. They are better since Tyree's death. Accountability—in the past, guards didn't think they'd be held accountable and the sergeants were on their side, but now they're nicer because they see that the guards who killed Tyree were held accountable. Grievances—they're not handled correctly. Before Tyree's death, grievances weren't looked at or were thrown away. Abuse has been going on here 10 years, and people reported it, but nothing happened. "I was afraid of filing one. If the grievance isn't going to be viewed, then what's the point?" Hygiene—this place is really dirty. When inmates ask for cleaning supplies, sometimes the officers say no. It varies by guard. Medical—the doctors are lazy. He told a doctor about a problem and had an X-ray, but they never fully evaluated him or told him how to take care of his health. Classification—He wrote classification and told them he doesn't feel safe—he wanted his own cell and programs. He had to send 5 forms in order to get a program request form. It takes a long time for classification to respond. They said he's ineligible, but didn't explain why. Inmate safety—he told guards and sergeants he doesn't feel safe, but they won't move him.			1	1			1	1	1	1	1	1			1	1								1	1	
Main South	Things have been going better since Tyree's death. More courteous and thoughtful of inmates as people since then. Before, too much aggression from the guards. These newer guards are doing much better than in the past. Booking—bad guards and culture. Grievance—they take a lot of time to get resolved. He thinks they work, it just takes a long time. Out of cell time—Big deal is that they need more time in the yard. They get it 3 days/week, but some time each day would be great. They have enough phone access in his unit. Showers—they get pulled out down the hall every other day. Would be better to shower every day. Programs—there's nothing. They can request it and get moved over there for a bit, but there's not enough capacity. There's a waiting list. If you're in here and not doing something constructive, you'll just go back to the bad activities you were doing. But, if you do programs, you can get skills to do well on the outside. Inmate Welfare Fund—never heard of it and doesn't see any evidence of it. Got a Rulebook. Gets enough cleaning supplies. They should tear this old jail down because it's in really bad shape.						1	1	1	1	1	1	1												1	1	
Main South	Grievance—he doesn't have confidence in the system because it goes to the person he is grieving. There is no confidentiality & he doesn't file them. Jail doesn't take grievances seriously. There should be a consistent outside source to hear the inmates' issues, like keeping the Blue Ribbon interviews ongoing, because the issues are recurring, and the inmates need someone other than officers to talk to. Grievances should not be put in the hands of the officers. Visitation—each visitor has to get approved and it takes a long while, hindering family visits. Mail—really sluggish. Programs—they don't have any here, and the jail isn't offering the programs. He was inquiring if anyone here needs help. Religious services—no spiritual guidance, and he wants it. The chaplain doesn't come to visit this area at all, and no religious services. Inmate Welfare Fund—doesn't know it exists. Got a Rulebook. Hygiene—the showers flood for their ankles, which is unsanitary and keeps them from showering. They've told the guards about it, but it's not fixed. Upon arrival, they're not given a deodorant. You have to buy it from Commissary, but if you're judged and can't buy it, it's a real problem for your cell mates. Deodorant should be given in hygiene kit when you come in. Clothes/Sheets—you get 2 thick blankets, but they never get cleaned. The blankets smell and are nasty, unsanitary, and lead to bed bugs. Blankets should be washed. Medical—big delay for appointments, no sense of urgency when people feel sick, so the whole time someone is sick, they're exposing all the other people in the cell.															1									1	1	mail; religious guidance
Main South	Grievances—this is a really big problem. Guards used excessive force on him when the guard could have simply explained the policy. Inmate still doesn't understand what he was doing wrong. Guards handcuffed him backwards, which hurt his wrist badly because it was on wrong. Medical came to look at him, but it took 3 hours. He thinks it cut a nerve, but they didn't give him sufficient treatment for it. He filed a grievance and got a response. Response was insufficient, though, because it didn't solve anything. Accountability. Officers are never held accountable and don't take responsibility for their action. Culture—there's usually one guard in the group that's reasonable, but they all have each other's backs. Programs—if you can get downclassified, the programs are really good. But, you can't get downclassified. The guards can upgrade your classification, and then it takes you that much longer to get downclassified. Hygiene—the showers flood, and then it's gross and they don't want to shower. This is a big problem. Rulebook—he was given one. Out of cell time—The jail changed the yard, so it's just like outdoor cells. It affects all the inmates, even the minimum security guys who don't need extra security. Why does it have to be this way?						1	1	1	1	1	1	1			1	1									1	
Main South	Classification—The way to fix subsequent problems is to get people housed correctly. The jail does too cursory a review and doesn't get enough information first. Classification needs to talk to people longer and be much more sophisticated, but if classification is having a bad day, you get classed too high. They mix the new guys in with the guys with a lot of jail time, which is a problem. They need to listen to whether the people want to better themselves and put them in programs accordingly. Inmate safety—even if you're not racist, you have to align racially, or you'll get attacked. One person leads each race's gang, who calls the shots. That's the root of what's really going on here and what the problem is. Inmates then take it out on the streets. Culture—some guards are good guys, but some have real power issues. The guards are a gang, just like Green Wall. The guards don't call themselves that here, but they function the same way. Since Tyree's death, it's better and some guards understand they have to be more professional. Inmate has had too excessive force used on him many times.				1						1																
Main South	Medical—There's such a delay to get a medical appointment, so you're communicable to your cellmates the whole time. Grievances—they get beat up by the guards, but didn't grievance it and guard didn't write inmate up because they "manned up" and both took responsibility for their actions. He won't use grievances. Out of cell time—they can go to the Yard, but there's nothing to do there (e.g. no basketball or anything), so it's not worth it. Phone—there's enough phone access in this dorm, but not in all the dorms. Inmate Welfare Fund—hasn't heard of it and doesn't see any benefit from it. Rulebook—he asked for one but they didn't give it to him. Finally, a color guard gave him one. Culture—Some guards just want to go on their way to make his life hard. They probably have problems at home and take them out on the inmates. Officers just respond over aggressively and don't care about the inmates. When an inmate asks for something that's permitted, guards want inmate to "ask your tail" to ask for it, or they accuse you of having attitude. They're bullies. Some do their job peacefully, but not others. Programs—none are available in the dorm. Food—inmates are supposed to get two hot trays a day, but that doesn't happen here. Some breakfasts are only cold food. The food is so unsanitary, he mainly eats from the Commissary. Hygiene—showers are nasty, people get staph here a lot, it is unsanitary.															1									1	1	

Main South	<p>they're housed with people who have staph infections. The showers are ice cold and the water comes up to their ankles because the drain is clogged. The COs just laugh at them and give them a plunger. The shower floor and drain is filled with hair and there are feces on the ground in the showers from the flooding. There is also black mold on the ground. There are CO officers who are still very aggressive with the inmates. He's seen them snatch someone out of the shower and slam them into a wall. One CO gambles with the inmates and curses, another appears at work smelling of alcohol - they are very unprofessional. He heard the COs drag someone out of his cell and beat him - they told him to shut up. When medical arrived to examine him after they'd beaten him the first thing medical told the inmate was also to shut up. He was in a program once - Road to Recovery, and the instructor was unprofessional and rude and called them "stupid ___" although they were supposedly trying to rehabilitate them to enter society. He never received information on how to file grievances. If you file a grievance, they send you to more maximum security, kick your lunch at you, they come in and pull you out of your cell, slam you against the wall, chain you in the cell and don't let you go to the bathroom - people go to the bathroom in there on the floor. The COs need to be retrained, fired, and tested regularly. He fears for his safety because of some CO's. Some of them also do a poor job of protecting inmates from each other when they fight. They turn their backs on inmates fighting and let a guy attack him in a group cell - he kept telling them that they were being aggressive and threatening him. He asked them repeatedly to move cells because he feared for his safety and the guy ended up physically attacking him - punching him - it took the COs more than 15 minutes to intervene. They just put them both in handcuffs and chained him to the floor. The COs just laughed it off. The inmate who attacked him was transferred to another group cell where he attacked someone else and was finally moved to his own cell. He was afraid to be seen by medical for his injuries after the attack because medical officers writes up an event as if it was your fault and you end up having charges pressed against you. He is being treated for mental health and the COs are rude to mentally ill, mocking them and calling them names. At pill call they announce that the inmate is getting mental health pills, telling his confidential health information to the whole floor. The mental health care here is poor - they come see you once every 6 to 8 weeks - he has to talk to certain psychiatrists because his pills need to fluctuate with his mood; they don't come to adjust medication, the psych has an attitude and cut him off a few of his meds without explaining why. Some of the food is uncooked and they don't pass out soap. The clothing is washed with so much detergent that they make him itch. He has been in Roadmap to Recovery and found it helpful but he would change a lot about the programs. They should be held in a group and he would have someone appointed to assist the individuals with the help they need; you can't expect an addict to figure out something he hasn't figured out in 20 years, especially if they had little education and can't read well. They need someone to take the time and break it down for them to understand. The teachers are all full of rage - the teacher didn't help in that situation and his attitude was discouraging. He had to ask other inmates, his family, and his lawyer for help with reading the material and managed to graduate. He feels afraid for his safety because the inmate was killed - he wonders if he could be next. Classification is poor - he politely asked the officers to help him when another inmate was threatening him and they just moved him to maximum security. The officers need to be taught about sexual</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main South	<p>The inmate is speaking on behalf of himself and his cellmates. The showers are unsanitary and there are only 3 working showerheads and no hot pot. He is not sure the number of inmates to the number of sinks and toilets is hygienic. They have too little clothing and they don't get clean clothing often enough - it's unsanitary. They've filed complaints regarding the showers and it hasn't been fixed; it's been a problem for a few years now. He's seen inmates file grievances against COs, if it's serious they see a sergeant but they're always biased in favor of the officers. The COs are aggressive when they don't have to be and snatch people from their pods - he's heard them yelling and screaming in pain down the hall. He eats food from commissary but without a hot pot he can't cook it properly. They don't come out enough - twice a week for one hour; they took away their basketball courts and put up kennels so they go out and stand there. They shower every other day - it's not enough. He hasn't heard of the Inmate Welfare Fund and the phone calls are expensive and prevented him from calling his family. They give too few cleaning supplies to keep the cells clean. It also takes 30 to 90 days to see a doctor after you submit a request for medical care (white card). He never received information about the grievance process.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main South	<p>The COs retaliate against inmates who file grievances; they shut down the cells and toss everything on the floor, then tell the other inmates the person who filed the grievance and say "You can thank ___ for the shakedown," endangering that inmate and causing conflict - other inmates could take revenge if they wanted. The inmate turned in a grievance about this, but grievances they turn in end up being given to the CO they're complaining about, even if they give it to a different CO. He was called "chickenhead" for complaining on a another CO's shift by the offending CO. They received a response back saying the inmate was disrespectful and that they could conduct security searches anytime. There are a few COs who are very disrespectful to the inmates, who generally try to be respectful. They don't feel the issue was properly addressed, and the person reviewing grievances should be more independent and open minded, and actually consult with the inmates about what they heard to verify the inmates' side of the story. With regard to their cells, they have to run water for an hour before it gets warm. He's heard of the Inmate Welfare Fund beverage incentive but they never received anything, and they haven't had socks in the jail for years. The Roadmap to Recovery program was helpful and changed his way of thinking, but they should reward students with a movie day for good work to take their mind off the tension in jail. The teachers and COs can add tension to the environment. They also don't give the inmates enough to do (such as board games or other activities); he feels they wouldn't be doing things they shouldn't in jail if they had more to occupy their time. People also become aggressive and lash out at each other. There are times when he's been issued in open doors where he felt in danger. Also, some inmates can't afford soap and they never pass out free soap anymore. The cost of calls can also be expensive and he hasn't spoken to some of his family because of it. The outer set of clothing is also changed too little - once a week - and gets dirty from when they clean their cells. He also feels that the tables are too small in the group cells for large groups of people, many inmates have to sit in their bunks there.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main South	<p>The walls of the building are moldy and the roof is caving in. The bathroom floors are flooded and there are feces floating on the floor in the shower, so he doesn't use the showers, he just takes bath tubs. They are supposed to be out in the yard every other day, but they only get out every 3 to 4 days for an hour, and the COs only offer to let them outside at 6AM. They are supposed to rotate times but it never happened. They don't have a hot pot, and less program than other floors with the same security level. The inmate wrote a grievance about the hot pot and they were retaliated against. The inmate and his cellmates were taken to the showers and had to wait there while the COs ranted and trashed their cells and took away all their undergarments, shirts, socks, and any extra unclean food. He never received information on the grievance process from the jail. The inmate requested to go to a program down two weeks ago but has not received a response. He was not aware of the other programs from Inmate Welfare Fund although he's heard of some other programs and is interested, but does not know how to enroll. The phone calls are expensive and has kept him from calling his family. The cell conditions are poor: they are old and run down and they are not able to clean them as much as they'd like. There is no hot water. The socks are stiff and the towels are black when they should be orange. The inmates have floor towels that are thrown in the wash with the regular towels - he feels it's unsanitary. They're supposed to go outside but they never really go out and the COs try to discourage the inmates from going out by saying that it's raining or drying because they don't want to take them outside. He doesn't do a good job of protecting inmates from each other - they just ask inmates when there's a conflict if they've settled it between themselves. The inmates say yes to avoid talking to them.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main South	<p>They only receive one set of clothing per week. They're in lockdown for 72 hours and are expected to clean their cells without adequate cleaning supplies; they end up using shampoo, soap, and their toilet paper to clean. They're not given enough toilet paper. The food is disgusting and he won't eat it - he gets commissary instead but it's expensive. He's filed grievances with other inmates over time inside (in the yard) and the air conditioning, which is turned up too high. It takes 3 to 4 months to even receive a verbal response, and it usually isn't a real response. He's seen COs use excessive force against inmates - it happens randomly and usually comes from the same CO's - it happened 3 to 4 times in the past few months. When they go out in the yard the inmates can't use the bathroom outside as it's very unsanitary - nobody will use it. Nobody has him information about the grievance process and he's never heard of the inmate Welfare Fund. They go for days without hot water in the cells and they don't shower every day. One of the cells had a sewage leak and there was flooding with feces leaking out. You could smell it in the ter and they asked the CO to clean it - he said it wasn't his job and had a trustee clean it two days later. They pass the phones back and forth and the corbs drag on the ground - it's unsanitary. The visitations are hard - you have to be here an hour before your visit - his wife has 2 kids; it's not far for them to sit a whole hour - sometimes they don't let them see them - they say their facility lockdown but it's not even in that area, but they don't go to see their family. The phone is too expensive and the food is expensive in commissary compared to anywhere else; they're not getting sodas.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main South	<p>The inmate feels he is improperly classified. He started as a maximum security inmate, but was downgraded to general population and then downgraded again to a program dorm. He was then spontaneously "upclassified" and sent to maximum security. People are usually sent to maximum security from lower security levels for fighting, new charges or some infraction. He filed multiple requests to be downgraded to the captain, some of which never received responses, and when they responded he said his complaint would be forwarded to the lieutenant of classification who would respond to him. Sometimes he did not receive responses to his requests for classification and had to file a grievance or a second request after waiting for a few months with no response. The classification department would then deny him by simply stating that he wasn't qualified and that he needed to show a period of good behavior. The inmate then filed grievances regarding the denial. The same lieutenant who denied his classification request then responded to his grievance, saying that he was not qualified to be downgraded and said he needed a period of good behavior. The inmate feels he does not have infractions on his record that warrant the classification. He had three infractions total since entering the jail, two of which were dismissed by the lieutenant or sergeant. The only remaining infraction on his record occurred after he was placed in maximum security without explanation, and was not related to violence or fighting. It was an infraction for having leftover food in his cell that he had not eaten from breakfast (the inmates have 30 minutes to eat their food). To improve the grievance procedure, he would have all grievances forwarded to the captain for review; in reality the grievances only stop at the COs or sergeants, or at most the lieutenant and the captain doesn't know how the grievances are being resolved. The captain could oversee if certain grievances are handled correctly and if there are patterns of mishandled grievances, which would assure accountability from top to bottom. He also feels the jail does not give enough cleaning supplies and he cleans with Comet and shampoo, and the floors are not swept or mopped for weeks. He's in Roadmap to Recovery program - it's usually difficult to get in because there is a long waiting list. He didn't really like the program because it focuses on awareness on how to stop social behavior with drugs and alcohol - when he started he was already 7 years sober from being incarcerated; certain aspects of the program are good for someone on the streets, but they should have a program geared towards inmates re-entering society. He received a jail handbook when he came in with the grievance procedure, but there is a more thorough step by step version of the grievance process online that he had his mom print and send to him. For their time out in the yard, there are cages on the sidewalk and there's nothing to do out there - there's just a cage, a camera, and a floor. There is only a small portion of the yard that's uncaged when they can play handball, but they only allow 2 people at a time; when he first came there was a basketball and handball court and 4 people were allowed out at one time. They built pickup and dip bars but only did that after the lawsuit. They only get showers every other day. Phone calls are expensive but his family supports him, so he is able to call them.</p>	1	1	1	1																																																																

Table with columns for inmate details and a grid of 36 cells. The first column contains text describing inmate issues. Subsequent cells contain 1s or 0s. The final cell contains 'Classification: Spoons'.

<p>through investigations. For example, he has seen the same deputy beat more than one inmate. The investigation will focus on one incident and no one looks into the patterns of particular deputies. He reported the fact that he saw the same deputy involved in multiple incidents but they did nothing. When he has reported things he is treated differently. These differences are subtle. For example, after he reported that he saw the same deputy involved in the same incident, they gave him celloe who he feared. They subtly try to dissuade you from cooperating with investigations. A deputy told him that he could "refuse" to talk to the people investigating violence. Another deputy told him that they would not want "anything to happen" to him if he spoke with investigators about an incident of violence. Inmate Safety/Use of Force: There is something known as a "seawater ride," what was done in the old jail. There was a "light club" where deputies had inmates beat each other. One deputy offered an inmate food to beat another inmate. The deputies would write the inmate up if he refused to beat another inmate, he would be moved, and he would lose privileges. One time, a deputy opened the door to let out a gang member near #24. #24 is not a gang member. The man tried to pass drugs through him and he refused. The gang members beat him because of it. Grievance/Complaint process: There are deputies who do things and are afraid to be exposed but the grievances do not work. He wrote the captain to report an instance of violence, also informing the captain that the particular deputy was a repeat offender. The response was that the captain was following "protocol." That captain did not interview him. It was a cover up and they did not want to conduct a thorough investigation. A problem with the process is that the deputies do not want to send the grievances to their superiors. Inmate Safety: There was an instance where a man had a bad reaction because he was provided with the wrong medication. He and others called for help for several hours. The deputy stated that he had already called, but he never checked on the inmate. When help arrived the man was unconscious and not breathing. The deputies are supposed to log everything that happens in a blue book but he thinks they falsify the book. Deputies generally respond to calls for help after 30 minutes. The senior officers are better about this kind of thing unless they are tired. Culture: One problem with the mentally ill inmates is that they constantly bang on their door for help so deputies do not respond (too many false alarms). But, the deputies pick on the mentally ill and elderly because they will not fight back. Programs: People with domestic violence should get programs before they leave and there should be parenting classes. They have one program in Milton but it is basic and lasts only two weeks. They should have anger management. The jails have a financial incentive to not help people because they get paid per inmate. Suggestion: There should be a reward program in prison. If you behave, you should receive privileges like access to the sun or more time to play sports. Sexual Misconduct: He has heard that there have been gang related sexual assaults. The deputies know about it and do not do anything about it. He knows they know because they "arrange" for these people to be in the same cell. A deputy will urge an inmate to assault someone and if the inmate says no he is given an ultimatum. The ultimatums are never explicit threats. Food/Health: They need more vitamins. They wrote the captain about this. 70% of the population here are drug addicts and are detaining. They are reliant on pills because they do not receive nutrients. Their diet does not have nutrition that need. They need sunlight and they do not get it. They want vitamin E and B. The captain told him that he requested was documented but</p>	1	1																																																																																								
<p>Use of Force: Before the inmate was killed the CDs were disrespectful by yelling and cursing at inmates for no reason. That has changed. For example, a deputy disciplined him in court and afterward "stared him down." When he returned to the holding cell, the deputy said "the old me" would have done "something bad to you." If the death did not happen he would have been beaten. Grievance/Complaint process/Retaliation: No one has explained the grievance process to him. In the past has received a rule book when he arrived, but that is inconsistent. Deputies will provide you with a rule book if you ask. He does not file grievances because the CD always wins. The CDs all have each other's back. When someone asks for a grievance form, the CDs will say "you know you won't win." CDs will put you on lockdown for filing a grievance before it is even submitted. The deputy is the person who submits the grievance up the chain of command. He thinks the grievances go to the sergeant. He has filed them in the past but he "learned his lesson" they win and he will be on lockdown if he files one. No on interviews other inmates about the grievances. When he is written up he is disciplined no matter what he says and deputies will not talk to witnesses to determine whether he actually violated a jail rule as alleged. Accountability of Jail Staff: He has never seen jail staff held accountable. Programs: He wants a program to "change" but there is only one program at Main jail and one at Elmwood. Also, you cannot have a program if you were written up recently. He was written up twice so he was denied access to a program. He was told that he could regularly in 30 days. People who were written up recently should be able to enroll in a program so they can learn how to "act better." If you come into jail on a drug charge you should "automatically" be placed in a drug program within the jail. Access to Physical Health Care: He has to wait a month to see a doctor. Quality of Physical Health Care: If you have any issue with a tooth they will remove the tooth, they will treat it. He currently has a filling that is uncomfortable but he refused two dentist appointments because he does not want to lose his teeth. Phone Call Rates: The phone calls are too expensive. The calls are cheaper in prison. Commissary Supplies: It would be good to have MP3 players. Music relaxes people and they are stressed. Less stress would lessen irritation and music can drown out irritation from the loud noises. People would want to keep their MP3 players, so they would behave. The deputies could charge the MP3 batteries. The County could make money by charging for the songs. Hygiene: The jail does not give them deodorant. The toothpaste is bad. He would like clean underwear every day. He becomes sweaty from working out and sleeping but he has to wear the same clothes. He would like a haircut every two weeks. Cleanliness: They should be allocated towels to clean the cells. There is poop on the floor. He has to use toilet paper to clean it up but he can take a day to get more toilet paper.</p>	1	1																																																																																								
<p>Access to MH: A mental health professional (he was not sure of her title) found a drug treatment program for him per his request. Quality of MH/Programs: The jail needs better treatment for drug addiction and should have a special jail for people with addiction problems. He has been waiting over a month for the drug treatment program. He wants an anger management program as well. Use of Force: He has not seen instances of physical force because if a deputy assaults an inmate that deputy will block other inmates from being able to see what is happening. The jail should have more cameras because cameras would prevent deputies from assaulting inmates and inmates from assaulting deputies. Inmate Safety: Captains are responsive to requests for help. The deputies are able to calm people with mental illness, and they arrange for mental health professionals to assist the inmates. Visitation: If the visit list is full then an inmate cannot have visitors that week which makes it hard to have visits. Grievance/Complaint process: He has never filed a grievance to resolve his preference to resolve his issues directly with deputy. He does not know much about the process or other inmates' experiences. Housing: When he first came to the jail the intake officer repeatedly asked him if he was a gang member even though he denied it. He was classified in a high security level and he thinks it is retaliatory for being upset with the intake process. The deputies considered it unfair to have his security classification downgraded, which he felt was a far way to resolve his issue. Culture: Some, but not all, of the deputies are disrespectful to the inmates. All deputies have been more respectful to the inmates after the mentally ill inmate died. Out of Cell Time: He is let out of his cell one hour in the morning and sometimes 45 minutes at night which is not frequent or long enough. The length of time the inmates are let out of their cells can depend on the particular deputy in charge, whether the nurse takes too long passing out medication, or what security level an inmate is. In some units everyone pushes their buttons when the nurses come so that they can be released from the cell. Inmate Safety: If inmates are not let out of their cells frequently enough it causes fights because they are frustrated. The lack of out of cell time can lead to suicide for "welder" inmates. Access to Physical Health Care: All inmates obtain medical care within a week of their requests. Quality of Physical Health Care: Although the jail has enough nurses to treat inmates, there are not enough doctors which leaves the doctors unable to focus on the inmate's needs. Otherwise, the medical care is "decent." Phone Calls: The calls are too expensive, and he sometimes loses his money for a call when the phone unexpectedly disconnects. He has access to the phone but that is because there are not many inmates on his floor. Commissary Supplies: The commissary is too expensive and does not have enough variety in the types of food or sizes of products. Cleanliness: Deputies give them disinfectant and cleaning supplies in his particular unit because the deputy who is in charge of it is respectful of their needs. In a different unit it is the same. Food: The portions are too small. Other: Television: The jail should have more televisions because they are not visible by everyone in the unit. Temperature: The deputies are intentionally blowing cool air in the winter and warm air in the summer. Cell searches/property: The deputies used to search his cell every day and would take any leftover food he had. This stopped after the Blue Ribbon Commission came to the jail.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<p>Access to MH: He requested to see the psychiatrist because his medication caused him to hallucinate and because he wanted to harm himself. Five hours had passed at the time of the interview, and he had not seen a psychiatrist or the nurse a second time. Use of Force: Deputies twisted his arms and wrists because he had been banging on his door demanding different housing. His wrists are still in pain. The deputies yelled "do not resist" even though he was not resisting. Inmate Safety: There was a time that there was a severe incident of violence involving three inmates versus one inmate in a cell. The deputies allowed the inmates to be housed together. No one asked him any questions about the incident even though he was in the same unit. Deputies appoint leaders of gangs to the trustee position (classification in jail that provides an inmate with extra privileges) who then intimidate the inmates into not complaining about whatever happens in the jail. Grievance/Complaint process: He has filed many grievances but he is required to file them with a deputy and the deputies destroy the grievances without giving him a copy. Fifteen of his grievances have been ignored, and the responses to the other were not understandable. He was never given a rule book or overview of the grievance process. He has tried to contact outside agencies and that has not helped. The only way he is able to talk to the lieutenant is to be disruptive in the holding cell at court. But, he will lose access to the canteen, showers, and clothes if he is disruptive. The lieutenant he spoke with about one issue did not resolve it. Grievance/Complaint Retaliation: Deputies have placed him in cells with other inmates that have threatened to kill him. He believes that this is because he files grievances. After he files grievances he is treated differently in that he can no longer obtain things that he is entitled to such as items from canteens. Deputies have called inmates who file grievances "rats," a label which can cause other inmates to stab someone. Accountability of Jail Staff: The deputies are not held accountable. Housing: He feels he is misclassified but has no way to challenge it. He has filed a grievance about his classification which was not answered. Access to Physical Health Care/Quality of Care: He had five surgeries just before coming to jail and has received inadequate follow-up care in jail. For example, he needs his dressings changed twice a day, and he repeatedly requests this, but the nurses only check his vitals. He is worried his foot will have to be amputated because it got infected without the changed dressings. Hygiene: He has not had a bath since because the deputies will not let him out of his cell. No one has provided him with soap and deodorant and he cannot afford to buy them himself. The deputies take him to court without giving him the chance to brush his hair or teeth and he is then labeled mentally ill because he has poor hygiene. Other: Personal Property: The jail will not provide him with his property (religious texts) or the money he had when he was arrested. Attorney mail: Deputies have never read materials from his attorney.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
<p>Access to MH: He sees a psychiatrist when he requests one. Quality of MH: He wants to talk to a therapist instead of taking medication because medication is not helping. He does not know why he is being forced to take medication and the psychiatrist does not answer his questions. Use of Force: The officers have committed crimes and are not doing their jobs. The example provided was that a deputy beat him when he was handcuffed after #30 was involved in a fight with his cellmate. That deputy requested back up and the four responding deputies also beat him while he was handcuffed. He was then charged with assaulting the deputies even though he had not. He has had 11 instances over the three years that he has been in and</p>																																																																																										

	<p>when officers placed him in the shower and screamed at him in an attempt to provoke him into assaulting them. Accountability of Jail Staff/Inmate Safety/Housing: Certain (not all) deputies are allowing different classification/security levels to mix during out-of-cell time which is not supposed to happen and which has led to physical fights. A deputy wrote a disciplinary report as a result of the first fight. The sergeant destroyed the disciplinary report because the deputy should not have let the inmates out of their cells at the same time. The original deputy later asked #32 what resulted from the report, which proves that the sergeant never spoke to the deputy about not letting inmates of different levels out of their cells at the same time. The second fight occurred when a deputy let #32 and another inmate (of a different security level) out of their cells at the same time even though the deputy knew that this inmate had a problem with #32. The deputy wrote a disciplinary report for this fight but the sergeant again destroyed the report. The sergeant told #32 that he would investigate the issue of the mixing of the levels. The levels are still mixing. Retaliation: A deputy asked him not to tell the sergeant that she allows inmates of different security levels out of their cells at the same time, although she did not retaliate against him. Grievances: He generally does not file grievances because he has been in and out of jail so many times. Other Deputy Safety: Inmate(s) assault deputies usually because the deputies were disrespectful to the inmate(s). Rule Book: He has read the rule book, although he does not have one to regularly access. Recording Keeping: The deputies do not document fights between inmates in the log book which they are supposed to do. Trustees: The trustees pass out food which makes him fear for his safety because he has a conflict with one of the trustees. Temperature: It is too cold in the cells. Culture: One particular officer is disrespectful, curses at him, and speaks with him as if he is a child. This officer threw a carton of milk at him after he told the officer that he had not received one. If a deputy hears that a male inmate has disrespected a female officer, he will harass the male inmate by yelling at him or not letting him out of his cell. He is treated differently because the deputies assume he committed a terrible crime. Deputies "pick on" mentally ill people because they will not fight back, and they have no understanding as to why mentally ill people act the way they do. He does feel that if he shows respect to most deputies, they will be respectful of him. Out of Cell Time: There is a deputy who decides who to let out of their cells based on what a trustee tells him because the deputy is new. There is a different deputy who yells at inmates and locks them down because the unit is too loud. Sometimes this deputy does not let people out at all or selects only particular inmates to be let out for no apparent reason. Access to Physical Health Care/Quality of Care: It takes three weeks to see a doctor upon request. The quality of care depends on who the doctor is. One doctor refuses to provide him with prescribed pain medications, accusing him of being a "dope fiend." He did receive his pain medication when his family called jail medical every day to ensure that it was provided. A judge twice ordered the jail to take this inmate to have his eyes examined, but the doctor will not refer him, stating, "we don't do that." He saw a doctor take away a cane from an inmate who needed it. Phone Call Rates: The phone calls are too expensive. Hygiene: He will not receive free soap if he has money on his jail booking account. He often receives clothes that are the wrong size, and some deputies refuse to exchange the sizes for him while others exchange the sizes immediately. Cleanliness: On some cleaning days he does not receive cleaning supplies.</p>	1	1																																																			<p>Temperature; Deputy Cell/Phone Use; Inmate Fights; Rule Books</p>
	<p>Quality of MH: The psychiatrist overmedicate inmates. Use of Force: A deputy twisted his arm and yelled at him to "stop resisting" when he was booked, but he was not resisting. There are deputies injecting testosterone which leads to unnecessary force. He knows that they are using testosterone because he has used it in the past (not while in custody). Inmate Safety: The inmates are generally safe except for fights between inmates caused by immaturity. Grievance/Complaint process/food: He filed a grievance about food because everyone but him receives cake. The deputy told him if he did not eat his food (left food) he should change it. Accountability of Jail Staff: He has never seen a deputy hold accountable for misconduct. Culture: There are a few officers who are nice and others who are disrespectful. There is one particular deputy who curses and yells at the inmates unnecessarily. For example, he screamed at an inmate who requested toilet paper and the inmate did not receive it until the next day from another deputy. Generally, the older deputies are more mellow but this is not always true. Out of Cell Time: There are many security/classification levels in his unit which makes it difficult to have out of cell time. Less experienced deputies let him out of his cell 30 minutes a day while others let him out of his cell one hour in the morning and 45 minutes at the evening. He thinks the jail should allow each group extra time out of their cells one day a week, and all the groups could rotate. He needs more time to watch television, a movie, take a shower, and have coffee, etc. Access to Physical Health Care: He is able to see the doctor upon request. Quality of Physical Health Care: He is constantly in severe pain from a medical condition and the doctors will not provide him with pain or nerve medications except for Bupropion which does not help. He is allergic to Tylenol and Vicodin so he is not provided with those medications. He is becoming injured in other places as his body attempts to avoid aggravating itself. Grievance: He has not filed a grievance about not receiving pain medication because the policy is that they will not provide inmates with pain medications. When he entered the jail he was on oxydnone and they did not assist him in withdrawing from that medication. Phone Call Rates: He does not have money to buy a phone card. Commissary Supplies: The prices for the soups are too much compared to prison. IWP: His understanding is that the IWP is supposed to serve the inmates, but he does not think that it is being used. Deputy Safety: The deputies who are not disrespectful generally are not assaulted unless someone is trying to show others that he (that inmate) is tough. Other: They should have television available from the cells. Temperature: It is hot in the summer and cold in the winter.</p>	1	1																																																	<p>Temperature; Television</p>		
	<p>Drive camera: He is unsure if the staff was watching against the man for reporting misconduct. Quality of MH: The staff is not assisting a man having an adverse reaction to medication. Use of Force: If deputies think that they are being watched they will not assault someone. An inmate has asked #34 to stand by his window as a witness in case the deputies assaulted him. Grievance/Complaint Process: He has heard that many inmates have complained about a particular deputy but the complaints will do nothing. Other deputies told the inmates not to upset the deputy who is the subject of the complaint. The officers stick together and rarely bring inmate grievances to a supervising official. Grievance/Complaint Retaliation: He will not file a grievance, unless with other inmates, because he does not want to call attention to himself. He knows a man who filed many complaints and the grievances retaliated against him by moving him to a cell that is less desirable. Accountability of Jail Staff: A deputy against whom many inmates had filed grievances returned to the unit after six months. Culture: One particular officer is disrespectful in that he will throw away the inmates' food and he slams doors. There was an instance where this deputy did not give the inmate milk and the deputy cursed out the inmate when the inmate asked for the milk. Out of Cell Time: The length of time that an inmate is out of his cell depends on the deputy, including whether he is allowed outside of his cell at all. Housing: He was misclassified as a gang member when he arrived because of his past offenses. He felt the process of being down classed was fair because the issue was resolved within three weeks. He thinks this occurred only because a particular deputy helped him, he has seen people request reclassification every week and no responses to their requests. Access to Physical Health Care: An inmate asked a deputy how he could see a doctor and the deputy cursed at him and did not provide him with the information. Quality of Physical Health Care: The nurses do not dress his wounds properly, and there is one nurse who is unsanitary by dropping medical supplies in the cells. The nurses have provided inmates with medical equipment to treat themselves instead of treating them. The majority of the nurses do not care about their job, although some are helpful. The doctors do not spend much time with him or address all of his concerns. For example, the doctor will not discuss how his condition might affect other aspects of his health. Phone Call Rates: The phone calls are too expensive, especially considering the total length of time of the call. Commissary Supplies: Many people cannot afford the commissary. Hygiene: If an inmate requests more soap the deputies will provide more soap. The clothes hang in the locker and are not adequately cleaned, and he has to go to court in clothes that are unpressable. He does not like that he has to wear other people's underwear. His solution is to personally wash his clothes and not turn them in to be laundered which is a violation of the rules. There was an inmate who was never provided with slippers despite multiple requests that went ignored, so the inmates had to walk around in flimsy socks. Food: Sergeants may provide their favorite inmates extra food. The food comes late, is not hot, and the portion sizes are too small. They receive meals at 4:00 a.m., 10:00 a.m., and 4:00 p.m. Because the inmates must wait 12 hours between meals (8pm-4am), the inmates share food with one another by leaving the food outside of their doors but a deputy now throws that food away. Retaliation: There was an instance where inmates outside agency (not IHQ) came to the jail and a lieutenant communicated to deputies as well as they should not talk about a certain issue within the jail. Temperature/Health care: different parts of the jail are too hot or too cold. There is a man who</p>	1	1																																																<p>Temperature; Deputy Cell/Phone Use; Privacy related to Criminal Case</p>			
	<p>Use of Force: He has heard of people who were assaulted by deputies, but he never witnessed anything and did report having been assaulted himself. Culture: There is a particular deputy who yells at inmates, curses at them and is disrespectful. Inmates avoid asking that deputy for necessities such as toilet paper. Grievance/Complaint process/Retaliation: More people would submit grievances if there were no repercussions. The retaliation for filing a grievance includes being moved to an area in the unit that has a blocked view of the television or anything happening in the unit. The deputies will raid a person's cell if he files a grievance and destroy or confiscate property that is not contraband. No one explained the grievance process to him, but he has a jail handbook. Culture/Accountability of Jail Staff: Santa Clara County jail staff are the most corrupt jail officials in the area. There are some deputies who are honest and respectful but there are deputies and sergeants who cover up instances of violence. Out of Cell Time: He is generally locked down 22.5 hours a day, but the time he is let out of his cell depends entirely on the deputy. Programs: There are people who need treatment like drug programs and GED programs but disabled inmates cannot access the programs. Housing: He does not think that inmates of different security/classification levels should be housed in the same unit. Access to Physical Health Care: He requested to see a doctor but a nurse came by instead. She did not know what she was doing so he has to continue to request a doctor. He has been here a little over a month and has not seen the doctor despite having a documented medical condition. Phone Call Rates: The phone calls are too expensive. Commissary Supplies: The food is cheaper than other jails but it is expensive. Temperature: The cells are too cold. Deputy Cell Phone Use: The deputies are on their cell phone</p>	1	1																																																<p>Temperature; Deputy Cell/Phone Use</p>			
	<p>Access and Quality of Physical Health Care: He has never received his medication despite the fact that the jail has the prescriptions (which he has seen in his file). These medications include blood pressure medication, pain pills and sleep medication. He was never provided with a reason for why he was not receiving his medication. He felt he was being treated like a dope fiend. The jail scheduled him a doctor's appointment two months after the first time he requested one. He wrote a grievance and after repeatedly telling deputies to bring him to the doctor, the doctor came to his cell for two minutes. The doctor would not give him his prescription pain medication or sleep medication. He obtained a different doctor within the jail and he was more helpful. He still does not receive his prescriptions but this doctor has given him stronger medications than that which the other doctor provided. Without his pain medications he cannot move so he has gained 100 pounds since being in custody which has caused other health problems. He takes 15-20 Bupropion a day even though he knows that it is bad for his liver. The weight gain has upset his health. Grievances: He escaped filing grievances because nothing really happens as a result of them. Sometimes a deputy will read the grievance and try to help the inmate, or a sergeant may speak with the inmate about the grievance. He has no idea how he can challenge the standard of health care he is receiving or how to have someone independently review what the doctor is doing. Retaliation: Deputies move inmates to less desirable cells in retaliation for filing grievances or vocally requesting help. He knew of one inmate who was moved to a more isolated unit in retaliation for making a complaint. Or, the deputies will prevent people from providing an inmate with extra food. Culture: There is a particular deputy who is verbally abusive and unprofessional for no apparent reason. After an outside agency came this deputy was removed from the unit for a period of time. But, he returned to the unit recently. A nurse has offered to talk to a sergeant about this deputy. The deputy will unnecessarily lock people down. Cell Time:</p>	1	1																																																	<p>Temperature; Deputy Cell/Phone Use</p>		
	<p>Other: Temperature: It is too cold in the cells and no one has responded to the many grievances filed by multiple inmates. Access/Quality of Physical Health Care: It takes a month to see a doctor and he is still being charged a fee to request a doctor. A nurse took away his cane the last time he was in this jail, and he was never told why. He did not know how to obtain it again but was released shortly thereafter. There is a nurse in the jail now who takes care of inmates. He thinks that the nurse takes the canes because people with disabilities will not do anything about mistreatment. The nurse's motive for taking the canes has to do with outside scrutiny of the jails and discrediting the inmates; they want to move inmates out of the medical unit to avoid outsiders from speaking with certain inmates who were in the unit. The orthopedist he saw in jail has been responsive and prescribed him adequate pain medication. He knew an inmate who had spinal surgery but whose cane and crutches were taken from him. Culture/Grievances/Retaliation: Only other inmates have told him about the grievance process. There are deputies who verbally harass inmates and then retaliate against the inmates if they file grievances. There is also retaliation against inmates who sue the jail. The retaliation usually takes the form of moving people to different cells including moving inmates in wheelchairs to cells that are not wheelchair accessible. He filed a grievance against a deputy who put him on lockdown. After the grievance went to the sergeant, the deputy retaliated against him by moving him to a different cell which was dirty and in a location within the unit that was undesirable. Interference with Criminal Case: The jail will send psychs into the unit to speak with inmates which may make the inmates look incompetent in court or otherwise interfere with their civil law suits. Culture: There are deputies who are verbally abusive in that they slam doors and curse at the inmates without reason. He is in fear for his safety when around one deputy who behaves this way. Accountability: There was a deputy against whom many grievances had been filed who did not return to the unit for several months, but he is now in his same position as before, engaging in the same kind of verbally abusive conduct. The sergeant has been informed of this deputy's behavior and nothing has happened. People worry about their safety when around this deputy. The basement is called Siberia- it's where you have to go if you're bad and get kicked out of your unit. It has lots of blind areas where cameras can't see. If the guys don't get program time, things build up and inmates/guards both get more aggressive. Exercise time means a lot to help them get things out. Bible study time and mentors help a lot. The #1 things is getting out of your room. Otherwise, you go crazy. When there's fight on another unit, guards shut down the whole floor. That's bad because they the guys can't call their families or attorneys. Some days, they don't get exercise/program time at all. They don't get enough food. Grievances- inmates wonder whether they just get torn up by guards. Inmate gets a response back, but isn't sure how far up it went. Program dorms are great. To get into a program dorm, you have to be on drugs or have a certain sentence- but there aren't enough program dorms. "Guys are starting for programs." They bring out the best in people. Some of the guards are "twosome," but many are not.</p>	1	1																																																<p>Temperature</p>			

	<p>The commissary, very expensive, can't even get anything with \$20.00 Cleaning supplies, short on them, they do shakedowns, they throw them all away, they are not permitted to have them in their cells, they don't provide soaps for those that don't go to commissary. Some officers will tell you to ask your neighbor for toilet paper instead of providing you with the roll. They only get one issue of clothing, they can't get more, it's unhealthy. There are constant lock-downs. They are all segregated for program but they are together for classes, which makes so sense. TVs, they are small, can't see them and can't even listen to them. They were told they were going to watch the TV's but they haven't. Inspections: They have not been given the chips and soda they are supposed to get after successfully passing inspections. They have heard other groups have but not them. Grievance forms: long process, takes forever, put in a grievance about an officer. They had to make a stand and refuse to do program with him since the form did not work. They even talked to the officer trying to reason with him to try and get some better treatment and respect and nothing worked. When one inmate tried to talk to this officer the officer had him moved to the 4th floor. He retaliated by doing shakedowns as well. They get put down in many ways. Discrimination, mind games, rights officers are the ones that have the major issues with the inmates; they come in with a chip on your shoulder. Medical: It has taken him over 6 months to see a doctor. For any reason they will lock them down, if someone goes upstairs to give them hot water for coffee or soaps, that will get them yelled at and lock down. They will also take the whole program for everybody if it is just one guy that there is a problem with. Books: they don't attach them out, same books for over a year. Not allowed to give dummies or cards, because officers say they can't hear their radios. The officers are on their phones a lot, they can't be bothered. Some of the food is horrible, road kills looks better. Sometimes it comes in burnt and they still serve it like that. Classification, they should review your file after over 30 days, but they don't review, and if it is every 30 days then you should go down. Took them 5 months to get out of walk-outs. Some guys have had their visits denied or cancelled if they talk back to the guards. The unit needs to be cleaned, it is unsanitary and creates diseases.</p>																																																				
Main North	<p>This is one of the only counties that he has seen segregate inmates the way they do. Some officers treat them like they are nothing, they lock down on them and they don't deserve that. They only give them one set of clothes, they should get two sets of clothes, it would keep things much cleaner, and they need more cleaning supplies. They are not given enough program time because of how they have them segregated. It stresses them out more. Some officers need more training, rookie officers need more training, they don't treat them with respect. Sometimes when they just mistreat them for no reasons, putting the inmates down. Food: some of the food makes him sick, there should be healthier options, can't eat all of it because it is horrible. Sometimes they didn't have time to exercise, make a call or shower, before they called for lock-down. The programs should all come in an agreement so that they can come out more, and do all the necessities, shower, calls and exercise. The TVs are small. Sometimes they put the volume all the way down so they can't hear. Some officers should act more professional. They officers find any excuse to hurt you, they do what they got to do and then record it, they know where there are no cameras. They wake them up at 4am to shave, it's ridiculous. The timing to make calls is off, if they are only coming out at night cant call attorney, if only come out at day then cant call family, they are not home. During programs they don't let them go up to the top floor, only some officers allow them to some don't, its to follow rules when we don't know what is going on, they should stop wasting time in their offices. They only come observe when there is something wrong. He would like to see more programs offered. They want a trauma program like other units have. They barely got the GED program. Certain things are not available in the commissary to them particularly, but it is available to others.</p>																																																				
Main North	<p>Officers often come in with a bad mood and the inmates are the ones that pay the consequences. If they are in a bad mood they wont take them out for program and will do random shakedowns. He used the grievance process once, when he first got here and was put on walk alone status. He thought the status was not needed and lasted too long, the only response he got to his grievance was that he just had to wait. He thinks the process takes way too long. They split his group into smaller groups and that makes everything difficult. They don't get much program time because they have to accommodate all groups. They only get about 30 minutes for program, which includes, taking a shower and making their calls, calls are 15 minutes, so you really don't have time to do much. Food arrives burnt, they can't even eat it, and they are small portions. There are times when leaving means going up program time if a visit is scheduled during program they have to miss program and don't get to make it up. They only get one towel, to shower with and to clean. They don't want to give extra cleaning supplies. Some people get scabies because they don't get enough clothes, or cleaning supplies, it's embarrassing. Commissary: a lot of things are expensive, there are several times when they say they have given them everything they brought in commissary but they never do and they have to fight to get more back because. They have put grievance about that, nothing happens. There is problem with the mail too, they have stopped letting them send big manila envelopes, they can just send the small ones. There are times when they tell them to get on the ground and they are not resting and they still use force, they put them in a chicken hold, sometimes they'll be on the ground and they fall on them with their knees even though they are not going anywhere. Once the officers were beating an inmate so badly that his visitor heard them, they beat him so bad they left him unconscious. Sometimes if officers do something wrong the officers just get put on freeze, so they get paid, there is no punishment. The officers are always on their phone, they will ask for requests forms and they say hold on, later, they are on the phone, and then later never comes.</p>																																																				
Main North	<p>There is a problem with Program, they barely began to fix it, they only would give them 15 minutes now they have 30 minutes. Their unit is split into groups and that makes it hard for everyone to get enough program time. The food they serve them is burnt and most of the time they can't tell what it is. He believes that it is odd how they expect them to keep things clean and pass inspection but they don't give them cleaning supplies. They only give them one set of clothes and it is unsanitary, because they have the same clothes for days, some people have developed scabies. If they are caught with extra clothes or towels they are taken away. This is the only county he knows of that they only give one pair of clothing, in other counties you can even buy them in the commissary. He has put in grievance p and has not seen changes or reactions to them, they take a long time to even be acknowledged. There are only two TVs but there are 3 outputs, they tell them they are going to put new ones in and they haven't. There are some inmates who have no view of the TV's from their cells. Has put in white cards several times, and they never respond to him, he only got pain pills didn't get to see anyone. They really only help people that are almost dying. They want access to more programs they barely got the GED program, because they were secluded before they had really nothing. It was only after the death in the floor that they started to introduce the classes to their unit.</p>																																																				
Main North	<p>The biggest issue he had was with how inmates were given medicine. If there was no requests made with a white card then they got nothing. Even inmate issues like diarrhea the nurses say that they can't help him, even just with Procto Biomed With issues like that it makes no sense to use a white card because by the time it gets approved the problem is gone. The air in the cells is also a problem, it is too cold, they gave them extra blankets and thermal, they have tried to cover the vents to stop some of the cold air but the officers get mad and take it down. The classifications of inmates also interferes with the time they get out of their cells, which is very little even if it is there. There are times when they don't have their cells all at, if an on floor something happens every floor pays for it by being put on lockdown and losing program. During one visit an officer was trying to rush him and they didn't let him use the equipment he need to get around since he had limited mobility. They restrained him in a way that harmed his injury and he was actually advised against by the doctor. They never know if the officers turn in the grievance forms. If they say anything to an officer a bunch end up shouting up so they have to stay quiet. Food is bad, it comes burnt and looks dirty. The officers also are strict with the toilet paper, they will not give them more if they are out. If someone has extra tries to give it to someone who is out they can and usually do get in trouble, he has seen officers refuse to give the more paper for a week.</p>																																																				
Main North	<p>You get more privileges in prison, you only get one set of socks and underwear. This has lead to a scabies outbreak before. Also the way they split them into groups means less time for program for everyone. There are times when they only come out once a day. They put them on lockdown all the time, they are always on the phone, they always say "not now" even when asking for toilet paper. There are some rooms with no TV's. They want to get a wrap up there is no way to defend it or procedure to defend it. The officers need to be more professional, they don't have common sense. A lot of things are very expensive, like commissary and pills. If took someone to die for them to get classes, they were the only group that didn't get any. Grievance process has been they just don't get a reply. The food sucks, the same thing, same menu. This county sucks, compared to other counties. Commissary should have more hygiene products. The soap is also a problem. They don't give everyone enough. When there is a clogged toilet and needs to be fixed and they bring the plumber in they charge the inmate fund. Trustees don't get anything, no one wants to do, there should be some reward. Officers do disrespectful things like throw their personal stuff on the ground and step on it. The sergeants also need to be more professional, they have made comment that they will sacrifice some people, send them to lockdown. They also shut you down when you want to complain about one of their officer they tell you to talk to the officer, but that's their job. To see medical also takes forever, even when requests have been put in.</p>																																																				
Main North	<p>The down class process is unclear to most inmates. He says he has never had infraction free and with no problems an they haven't been able to down class him. He was in isolation when he first came here and now he can come out only every other day for three hours, it's basically still isolation. Has put in requests forms and they went even both to write back, the times he has gotten response they have just said, "you're properly housed." He thinks they could use just one pod for all inmates who are not double beds instead of mixing them. The officers are always on their phones and they often mistake one person's cell for the wrong person. If they put everyone together on the same pod the mistakes wouldn't be a problem. According to the rulebook, there is a review that is to be made every 30 days to be able to down class an inmate but that can't be the case because they would have gotten down class by now, so the process is a mystery. Clothing is also an issue, two weeks can go by before they get to exchange clothes, everyone should have a chance to get clean clothes. The thing is also off, they make it seem like only certain people can get the bigger size. The officers make it seem like it's a privilege to give them clothes. The temperature in the cell always stays the same, there is no heater in there, it is always cold, and sometime during spring they will take the extra blanket and thermal they were given, even if it's still cold. There are mattresses that are so thin, and most people wake up with a bad back. He would like to see more equipment in the exercise yard. The food is really bad, they know when it's coming, they can smell it, its way over cooked. It comes burnt. The commissary needs to carry extra clothes to buy and seasoning, they don't know why they can't buy that from the commissary, the store slip is really small compared to the other counties. They also fake advertize, it would say 10oz bag of chips but now they only get a 6oz bag for the same price. They need to sell more hygiene products in commissary like nail clippers, they have only one pair that to be shared, it doesn't get disinfected, it's not hygienic. It's hard to even talk to the commissary about that, no one wants to hear their complaints. There are no tables either for them to sit at, they have to stand or sit on the stairs when they come out of their cells. They also know they are allowed to have games, but they have none. They are suppose to pass out soaps every Wednesday and sometimes they go weeks without them, and when they do give them soap its only two little soaps that don't last. There are people who have mental illness that take psych meds they should not be in with everyone else, they aren't even suppose to be in with them, the officers have no regard for those people and their health. The main issue is classification, how do they down class. This is worse than prison. Even in the prison there is annual review, but here there are people that were in isolation for over three years and have had to change to down class, they have had no infractions. There are also issues with the visitation policy, here if someone is on probation they cannot be a visitor, in other counties that is not an issue, most inmates have family that is likely in that position, bigger counties allow it.</p>																																																				
Main North	<p>Has had a</p>																																																				

	<p>They don't have access to all the programs. They are excluded from general population, being isolated, and means that they don't get access to all programs. They are also separated into groups within their own dormitory. This means that only some people can be outside of the cells, one group at a time, which cuts all time for all inmates. They talked to the Lieutenant about this problem, but nothing changed. Telephone calls also get interrupted because if they call someone out they have to hang up. Phone calls are very expensive to lose. Clothing, every four days they get clean cloths and only allowed to have one pair of socks and underwear. They only allow them to have one towel, the same to clean the cell and to wash themselves. They only recently started giving them thermal, it is cold in the cells, and there is no heat. They use to have a policy that if inmates passed inspection in the cells, they got a reward, it was actually written on a paper, coin or chips. They have stopped doing that. They believe it is still a policy but not followed in their specific dormitory. They make them wait to even see a nurse at the infirmary takes a while, weeks if not longer. The grievance process doesn't really work in terms of the officers, some will tell them to write a grievance about them, they don't care. He has never really heard of grievances working. Up until a few months ago, the use of force was bad. For example, they would use force if you were in program and they said 5 minutes and you weren't ready. They also use to do a lot of shakedowns, going inside their cells and searching, taking any extra towels or clothes they had and would force them on the ground. Commissary is a problem, it's bad, and they get ripped off. If family sends things and the officers don't give them everything and they later ask for it they will not give it to them, they are just out of luck. Most of the stuff is expensive.</p>																			Temperature	
Main North	<p>The system is kind of behind, they can't get the same luxuries, like a radio that they can get in prison. Also in Prison, automatically he would go to level 1 or 2 yard. Here he is a level 4, which is only because he has had verbal altercations with officers. They do not get paper infractions always, where he can dispute it and tell his side of the story. There is no way to dispute what he did. They should put it on paper. They also never tell them when they will go down classed. There is no system to know when they can go down. They don't get to sweep or mop their cells, but it is a catch 22, some cops give them an extra towel to clean their cells some will take it away if they see it. Over 5 years since he's seen, the cells swept or mopped. The way they have them housed is in four different groups, but they can't go out with each other. But they are in the same class, so that makes no sense. They go to school together, if two groups they should split in two groups, instead of 4. When he was in max. They are supposed to get 3 hours every week, but down on max, they were only giving them one hour, in violation of Title 15. It should be mandatory that every dorm have a Title 15 book. Grievance process: doesn't work, needs to see a doctor right away, couldn't even read what they decided. Has heard that other people have gotten retaliated against for using the process. Thinks it depends how you write them or what you want to write on appeal, when he asked for one about a towel, they gave them what he wanted before he was able to finish writing it up on a grievance form. Should not let the officer get away with stuff, there is no accountability. Use of excessive force: wasn't feeling well once, having mental issues, asked to see psychologist because he was having suicidal thoughts, 12 officers came to get him. He thought he was going to psych ward, they took him to an observation cell, they pushed his face into the ground. He had a scratched up nose and they left him in there, and ripped off all his clothes, and cut off a shirt, left him in a cell naked with a safety blanket, he had gone to the 8th floor not naked in front of an open dorm, no mattress or anything. Does not think inmates with psych issues should be on other floors, except the 8th. Also would like to see lower prices of the food in commissary. The southmen need another program, mix them with other dorm with other inmates, maybe not northmen, but others. This is the worst program from the 4 other county jails he has been to. In all the other jails he has been to, there are no levels 1,2,3,4. There is also a long wait to see the doctor, he's waited two weeks. There is no volume on the TV, it's just on and on can really hear it. Doesn't think it's right that they have to have the same socks and underwear for three days.</p>			1	1	1	1	1	1	1	1	1	1	1	1						
Main North	<p>They have them in groups and that means that everyone can't come out together they have to come out with their groups. This ultimately takes time away from everyone because to accommodate every group they cut time off of all. If someone from a different group has to come out then they put the group that's out on lockdown and they lose calls and the rest of their time outside of their cells. They have to have clean clothes and socks, if they don't they get written up but they need more cleaning supplies, including an extra towel. Officer take any extra clothes or towels they have which makes it difficult to keep things clean. When they clean they are suppose to give them a reward, they don't do that anymore. There is never enough soap, they are suppose to bring more and they don't so those that have some through the commissary have to give others some. The commissary is expensive, feels like they are bringing ripped off. Some officers would give them an bad, you ask nicely for something and they talk back smart to you. They also have to wear the same socks and underwear for three days. Some officers will really get in your face, they come with 4 or 5 guys just looking at you, trying to provoke you. They take them out to mess with them and lock them in the holding rooms for hours, just to mess with them. Visiting rights are sometimes messed up, some officers will take you right on time, some will cut your time. They also have cancelled their visits from time to time.</p>			1	1	1	1	1	1	1	1	1	1	1							
Main North	<p>Believes that they don't get enough clothes. They only give them one pair of socks and clothes and that is not enough. They give them thermal and extra blanket recently and said that it was only temporary, because the air system was broken. They don't give them soap. They also want more towels, they have to use the same one for shower and cleaning. For some programs sometimes they only give them 25-30 min. If an officer doesn't like you, they will leave you in the cell all day and not let you do program. That can happen by simply asking him to take the mail for them. They'll ask the inmate if they should lockdown the whole group or just them, they usually just say them. Sometimes they don't give them lunch when they go to court. He has had time taken away from their visiting time. The telephone calls are expensive and recently the phones were not working. He believes that officers lie on the schedule, saying they take the inmates out of their cells for program when they actually do not. Officer would rather check their phones than give them program, they do what they want. The cuffs are actually really tight a lot of times, especially for bigger guys. When they do check down. They will throw out food away if they do a shakedown and an inmate hasn't finished eating or they have extra food. Visitors coming late by even 2-3 minutes can lose their visit. And they can only have visitors two times a week.</p>											1	1	1	1						Incentives to clean
Main North	<p>HealthCare/Medical Slips: NT1 identified deficiencies in the "medical slips" and access to adequate medical care. For example, NT1 had a significant dental issue that took more than 10 weeks to resolve. NT1 had a toothache and injury around the tooth that began to bleed. He submitted a "white slip" to request dental assistance. His request took more than 2 weeks for a response. After two weeks, he received a Tylenol. The tooth continued to bleed and interfered with his sleep and ability to eat. After more than 10 weeks of limited response, NT1 had to have the tooth extracted. Grievance System/Retaliation: NT1 did not receive a grievance handbook or pamphlet, nor did he receive information on the grievance process during his intake/orientation. NT1 stated that grievances are treated like "toilet paper" at San Jose Main Jail. They have little value and he fears retaliation from Correctional Officers if he submits a grievance. For example, NT1 was instructed by a well-liked Correctional Officer, not to submit a grievance against his correctional officer as it may result in harm to NT1. Treatment by C/Os: While stating that since the Tyree killing, the Correctional Officers generally are treating inmates with more patience and respect. However, he has still experienced a large amount of behavior from Correctional Officers that continues to place inmates in dangerous situations. For example, NT1 informed me of an occurrence in which an aggressive correctional officer tore up his neighbor's cell, destroying some personal property (pictures, books) in the process for simply smelling "Men-Gay" muscled rub. After tearing up the cell, the correctional officer informed NT1 and another inmate to "take care" of their neighbor (implying that NT1 should beat up or physically harm his neighbor) or they would face reprisal. NT1 interpreted this to be a threat to his physical safety and or property. Inmate Welfare Fund: NT1 was not aware of Welfare Fund.</p>			1	1	1	1	1	1	1	1										
Main North	<p>Sanitation: NT11 has only been in the facility for roughly two weeks. However, during that time he has only received one set of clothes. He has not received clean clothes during that time. The lack of clean clothes is difficult and has an impact on inmate morale. Access to Medication: NT11 has severe anxiety issues. He often experiences anxiety attacks that have both physical and emotional consequences. For example, during severe panic attacks, NT11 has seizure like symptoms. During intake, he informed the intake officers of his medication requirements and his anxiety needs. However, it took more than a week for NT11 to receive his required medications. During this time, he suffered two severe anxiety attacks. Lack of Programs: NT11 is limited in inmate programs he can access because of his gang affiliation. NT11 claims he is a gang drop out but that hasn't changed his ability to access programming. NT11 is interested addiction management, anger management and any education classes that may be available. NT11 also believes that the jail should offer tattoo removal, he believes this would help former gang members transition out of the gang life. Inmate Welfare Fund: NT11 is unaware of the inmate welfare fund. Grievance Process: NT11 does not remember being informed of the grievance process during his intake, nor did he receive any written materials related to the grievance process.</p>			1	1							1									
Main North	<p>Use of Force: NT12 has been witness to numerous incidents involving excessive force by correctional officers. NT12 believes the Tyre incident was not an isolated incident but rather just one in a series of incidents that reflect a pattern of excessive and abusive behavior by correctional officers at the facility. For example, a week before the Tyre incident, NT12 witnessed four correctional officers physically assault an inmate in a cell in his dorm. He witnessed the officers drag a cuffed inmate into a cell, close the cell door and he could hear the inmate scream as he was assaulted by the officers. The next day, NT12 noticed a limp and swollen neck and lips on the beaten inmate. Similarly, in October 2015, NT12 witnessed another inmate pass away in his cell after hours of neglect from the correctional officers. An inmate arrived in the dorm obviously in bad physical shape. The inmate loudly complained that he needed medical attention for more than 4 hours with little to no response from prison staff. Later in the evening, NT12 noticed that the complaining had subsided. Approximately 15 minutes later, correctional officers arrived at the cell to find the inmate laying dead in his cell. Retaliation: NT12 stated that he was directly threatened by correctional officers because he witnessed a physical assault by correctional officers. He believes there is a culture among the guards that allows them to be overly aggressive with inmates with little to no fear of repercussions. Blue Ribbon Retaliation: Similarly, NT12 is fearful that there will be correctional officer retaliation for speaking to the Blue Ribbon Commission. He has already heard rumors that correctional officers are identifying who has chosen to talk to the commission. Inmate Welfare Fund: NT12 is not aware of the welfare fund. Grievance Process: NT12 could not remember if he was informed of the grievance process during intake, however, he is aware of the process and does not believe it is applied most of the time. For example, after the Tyre incident, NT12 stated that multiple grievance forms were found that had been filled out but never filed by correctional officers. They had simply been ignored. He believes this is common place within the facility. Drug Trade: NT12 stated that many of the correctional officers allow drugs to be entered and/or used within the facility. He is also aware that a number of defense attorneys play a role in bringing drugs into the facility. South Jail/Use of Force: NT12 stated that in the south jail, inmates are often incentivized by correctional officers to instigate violence against other inmates. Inmates receive rewards, including outside food, services, drugs, etc. if they assist in assaulting an inmate identified as a target by a correctional officer. The practice of officers "putting targets" on certain inmates, or openly identifying inmates that they would like to be assaulted has a long history within the facility, according to NT12.</p>																			Drug Trade: guards involved in bringing drugs into facility	
Main North	<p>within the County jail. As such, there are a large number of inmates serving extended sentences (more than 4-5 years) inside the County Facility. NT13 stated that this has resulted in many State inmates housed within Santa Clara County facilities as serving longer sentences than they would be if they were housed within State prisons. This is the result from the complete lack of incentive program for inmates at the County level. For example, at the State prison level, many of the State facilities offer incentive classes and incentive programs that allow for some reductions in prison sentences. These programs, i.e. Anger Management, Trade Classes, Prison Jobs, allow inmates who keep a clean record to shorten their sentence by reaching certain incentives and maintaining clean record while incarcerated. However, an inmate held at a County facility does not have the opportunity to achieve these incentives because the programs simply do not exist at the county level. According to NT13, this results in longer amounts of time served for inmates serving time at County facilities than at State prisons for inmates with the same sentence and record during confinement. Inmate Welfare Fund: NT13 is aware of the Inmate Welfare Fund and has discussed the lack of Fund items available to inmates for the past 3+ years with multiple staff and has written letters to the Sheriff's Office regarding this issue. Specifically, NT13 discussed that roughly 1 year ago, inmates at the facility would receive "incentive beverages" for maintaining clean cells. After Wednesday cell inspection, inmates who passed inspection would receive a soda/beverage. These incentive sodas were paid for by the Fund. However, these incentive beverages have not been passed out for a number of years. The money for these beverages, however, continues to be a line item in the annual Welfare Fund budget, according to NT13. NT13 is unaware if any items supposedly funded by the Welfare Fund are actually received by inmates. Protective Custody/Solitary Confinement: According to NT13, inmates placed on Protective Custody and in Solitary Confinement are at a high risk of physical violence and do not get daily "programming" as required by law. Most PC inmates are housed with other PC inmates. As such, they are allowed to "program" with other inmates they can align with. However, in solitary confinement, PC inmates are housed in pods and dorms that also house validated and active gang members, making them particularly vulnerable to physical violence and harm. The culture and rules of the traditional prison gangs make it a requirement for any active gang members to physically assault any gang drop outs or PC inmates. As such, they are rarely allowed outside of their cells and often have their "program" time shortened, ignored or skipped to allow programming by active gang members. Grievance Process: NT13 states that the grievance process is problematic and often seen as useless by inmates. At a basic level, in order for an inmate to file a grievance they must often submit a form to the very Correctional Officer that they are alleging misconduct. This exposes inmates to immediate retaliation, harassment, and excessive use of force. This really prevents many inmates from using the grievance system. Sanitation: NT13 has experience in other county facilities in the state of California. The protocol of only allowing one set of clean clothing per inmate per week is inconsistent with the practices throughout the state. It also fosters a lack of cleanliness, hygiene and cell sanitation. For example, inmates are often tasked with using their bath towel in order to maintain the cleanliness of their cell, which is inspected for cleanliness on a weekly basis. Inmates are required to keep a neat and clean cell but are not given any materials to keep them clean. Use of Force/Retaliation: NT13 believes he</p>			1	1	1	1	1	1	1	1	1	1	1							
Main North					1	1	1	1	1	1	1	1	1	1							Prisoners in jail, privacy

	<p>Medical Care: NT33 discussed many of the challenges he has had with the medical services available at the County facility. For example, NT33 had a severe toothache that resulted in a 7 day stay in the hospital. Prior to emergency surgery, NT33 had submitted numerous white slips to request attention for his tooth and pain related to the tooth. His white slips went largely ignored, only occasionally receiving ibuprofen for pain relief. After more than 6 months of filing white slips related to his tooth, NT33 was forced to kick his door and scream in agony to get attention for his tooth. His tooth had become infected and began to cause swelling in his jaw and throat that resulted in blocking his air passage ways. After kicking and screaming, he was reviewed by a nurse who had him immediately sent to the hospital for emergency surgery. NT33 is also a cancer survivor. However, since being held in County jail, he has not been able to have any services related to his cancer diagnosis. He is fearful that this neglect is placing him at a higher risk of relapse and successful recovery. Retaliation/Reprisal: NT33 stated that Correctional Officers often deny inmates access to programs, medical appointments and visitations by claiming that inmates are "refusing" to attend. The claim of "refusal" is just used as an excuse by Officers to avoid having to transport inmates to services they have requested. NT33 also stated that it is a subtle form of retaliation against inmates. Housing Classification: NT33 has been in the County facility for more than 24 months. He has also been housed in general population, having spent the last 10 months in solitary confinement. He was moved to solitary without any history of violence or infractions inside the facility (and no prior experience in State prison.) He did not receive any information to support being moved from general population to solitary and is unaware of any process or procedure to hear and/or challenge his classification. Commissary: NT33 states that the commissary prices are very expensive, but more importantly, he does not receive the items he has ordered and/or paid for. The grievance process has not provided relief for this issue. Access to Federal Court: NT33 states that he is unable to review federal evidence against him and/or access information on his federal case within the facility. The laptops and equipment used to review discovery evidence are not allowed and/or do not work on the 4th floor of the County facility. As such, he is consistently denied the ability and access to federal evidence against him. He also reported that he cannot list federal court dates in the County facility. He is informed that the computers at the County facility cannot access his federal court information and he is denied the information. He often learns of his court dates as he is being picked up for his cell for transportation to the federal court house.</p>	1		1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		Classification—lack of transparency; lack of access to federal court
	<p>Medical Reports/Nurses: According to NT34, the medical staff and nursing staff often downplay or misreport injuries and conditions of inmates subsequent to physical assaults by Correctional Officers. NT34 stated that the nurses and doctors will report injuries consistent with the reports of the Officers. Often downplaying the significance of injuries, or denying the existence of injuries. Nurses also do examinations days and/or weeks after incidents occur, to allow for injuries and swelling to subside before any official report/examination is conducted. Bar Checks: NT34 reports that bar checks are the root of most altercations between Correctional Officers and inmates. The tactics and aggressive style in which the Officers conduct bar checks in each cell create a hostile and antagonistic environment that easily escalates into altercations which then results in assaults on inmates. According to NT34, Officers are quick to use physical assaults and abusive language to degrade, dehumanize and brutalize inmates. NT34 has been the victim of these attacks and has witnessed many as well. NT34 has experience at other local County facilities as well as a few California State penitentiaries, in comparison, Santa Clara County is very aggressive and brutal in its physical attacks on inmates. Sexual Assaults: NT34 reported numerous incidents of sexual abuse and violence directed towards mentally ill and protective custody inmates. In particular, the conditions in the South jail expose inmates to sexual violence and harm. Retaliation: Retaliation for filing grievances and witnessing correctional officer wrongdoing is common in the County facility. For example, during bar checks, inmates in neighboring cells (and behind locked cell doors) are instructed to stay on their beds in a threatening tone. The tone of the instruction clearly tells inmates not to witness or report anything they see, hear or sense from a neighboring bar check without the fear of harassment or more serious consequences. Programming: NT34 reported that inmates are often denied their out of cell time due to staff shortages and Correctional Officers' reluctance (and knowledge) of legal requirements. For example, NT34 reported that many floors receive less than 3 hours a week of out of cell time (non-solitary confinement floors), much lower than the requirement of at least 10.5 hours as required by law (according to NT34). This neglect and reluctance to allow inmates out of their cell creates misery, hostility and conflict between inmates, as well as between inmates and staff.</p>	1		1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		
	<p>Excessive Use of Force: NT4 received a significant physical assault at the hands of Correctional Officers during his intake in August 2015, a few weeks before the Tyre incident. The assault resulted in NT4 receiving a significant cut to the back of his head. NT4 filed a grievance in response to this incident. His grievance was denied. He has also left a message with internal affairs but has not received any response related to the assault. Retaliation: NT4 also expressed a fear of retaliation or reprimand for filing the grievance. He expressed that he fears for his families safety as well. For example, his fear of correctional officer retaliation has prevented him from disclosing family information in his "Social History Report" that his attorney has requested him to complete for an upcoming court date. He has also stopped sending his family mail, as he fears they will identify family member home addresses. Medical Care: NT4 stated that the worst place to be in the San Jose Main Jail is the infirmary. He spent two weeks in the infirmary after his assault. He stated that the infirmary is filthy, contains stains all over the place and has a filthy feeling. He stated that inmates often down play significant medical conditions to avoid time in the infirmary. Inmate Welfare Fund: NT4 is not familiar with the Inmate Welfare Fund.</p>	1		1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		
	<p>Use of Force: NT8 stated that he has personally been the victim of excessive use of force by correctional officers. He stated that he is regularly handled with unnecessary force and that he has received beatings in his cell at the hands of correctional officers. The use of physical threats and overly aggressive correctional officers seems to be the norm on the 8th floor, according to NT8. He believes he has been a target of correctional officers and that they believe they can be overly aggressive with him with little to no threat of punishment. Intake Process: NT8 stated that the intake process in Santa Clara is very slow. The night he was arrested, he was held chained to a bench overnight, being held for more than 12 hours. He thought the intake process was deliberately slow. Access to Counsel/Phone: NT8 has no income and no support outside of prison. Due to this, he cannot afford to use the phone and has had difficulty accessing his attorney to discuss his case. His lack of financial support from the outside has limited his ability to use the phone which has also, in his opinion, limited his access to his attorney. Inmate Welfare Fund: NT8 is not familiar with the Fund and is not aware of what its purpose is.</p>	1		1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		Booking process; access to counsel
	<p>Access to Legal Materials: NT9 stated that psychiatrist inmates have no access to a law library and he personally has been denied access to the few legal materials that are available. Similarly, NT9 is party to at least two civil suits currently pending. He has not been able to keep informed of those suits and is concerned that without access he will be unable to find relief. Grievance System: NT9 claims that on a number of occasions he was not allowed to access grievance forms and was threatened with retaliation if he were to file a grievance. Retaliation/Use of Force: In the spring of 2014, NT9 was witness to a serious beating of a young male inmate at the hands of four correctional officers. NT9 saw them repeatedly punch and kick an inmate while he was in cuffs and laying on the ground. The inmate beating resulted in broken bones. After the incident, NT9 was approached by two correctional officers who threatened him in an aggressive tone which he interpreted to mean that he should file any grievances or discuss what he witnessed. Inmate Welfare Fund: NT9 was not aware of welfare fund.</p>	1		1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		1	1		access to legal materials
	<p>Doctor: 30 days average wait now; it wasn't like this last year. The first time he put in a white card, it took 43 days to see doctor and get medications, even though injuries are listed in his files. It should only take 72 hours - 14 days maximum to see the doctor, or within 24 hours in an emergency. Medical quality - Medical staff need more training, especially when someone is under the influence. Even when you see the doctor, they don't know what they're doing or don't do anything, they just say that you're OK and stick you with needles. Last year he was arrested after suicide attempt (pill overdose on pills - he should have gone to the hospital, but the nurses just kept saying he was fine, they didn't ask what happened or whether he was OK, even though he kept falling asleep). Problems getting necessary medications - even when inmates have documented health conditions / medications in their files, the doctors only see what they want to see, and only give whatever medications they want to. He knows other inmates who were supposed to be on heart medications or stomach medications for cancer, but the jail doctors denied them the medications even with a prescription or hospital recommendation. He has several documented health conditions on file, but still hasn't been treated for either. The doctors tried to give him psych meds instead as a muscle relaxant. He was also denied getting tested for Crohn's disease. When doctors do give medications, they crush the pills to prevent inmates from chewing or selling them - this causes stomach problems and messes up the time-release medications; you get too much medicine at the beginning but then effects don't last. Mental health quality - He stopped going to mental health because they don't give people what they need. They also give too much medication, so that inmates sleep all day. There are several inmates in his unit who should be on 8th floor (mental health) - CO's mistreat several of them with taunts or tapping around. He tried to file grievance about sleeping around. Phones - GTL system commits lots of fraud. The phone app is only supposed to charge \$2.50 processing fee, but they take \$5 instead. It's not listed in any records and the company says they don't keep any records - He only finds out by seeing how much his phone balance dropped. The online system only charges \$2.50. The company also drops/disconnects the call immediately within first 2 seconds, or 3-4 minutes, or right after pick up) and charges for them. He tried to griive the problem twice - the first time, they said they didn't have the calls in their log, so CO's said he was lying. The second time, he had his wife's phone log showing dropped calls, but CO's still rejected grievance. The company doesn't have any online logs where consumers can check their calls. Phone rates just dropped, but GTL is still not even going by their own rates. He has lost lots of money from GTL system and knows they're being sued in many states. Calls to lawyers - are supposed to be confidential, but jail monitors attorney calls. He heard from his brother that the jail recently gave over information to the county DA that they got from monitoring inmates' phone calls with their attorneys. - It happened a month ago. Mail - He doesn't feel comfortable writing or because they read his mail. Phones are monitored, so he doesn't feel comfortable saying anything to us. Grievances, they always back the CO's - there's no proof from inside. CO's should wear video camera to record when they're inside pods/units, like cops do. He wants to know what is happening with all the money that the jail receives for things like food, programming, clothing - Santa Clara is one of richest counties in the state, but inmates don't get treated very badly and don't get what they need. When TVs in get broken, they wait entire month to replace them. When there are inspections from Sacramento, then they replace TV's and get things done, but afterward things go back to being the same. He has in and out of jail since age 18 (now 26), in different units, and things have gotten a lot worse -treatment of inmates, meals, programming, education, clothing. Things are different in other units, even though they're all supposed to be treated equally. GRIEVANCES - inmates file grievances on many things, but administration always supports CO's side of story not the inmates. Grievance process - inmates give grievance to CO, CO puts their response; goes to sergeant, lieutenant, Coordinator, who always go with what CO says. Retaliation - if CO's know that someone files lots of grievances, they retaliate by refusing to give the person anything they ask for, even when inmates have a right to it (e.g., deny blankets, take away commissary, etc.). There's no use in filing grievance if administration is just going to support CO's. CO's also retaliate against inmates allegedly involved in assault on CO at Elmwood, who were just moved to Main Jail - e.g., his neighbor doesn't have a blanket and keeps asking for one, but CO's won't give him any; the same thing is happening to all the inmates who CO's say were involved in Elmwood assault, even if they weren't. USE OF FORCE - happens all the time, especially if inmate is having a bad day - CO's will disorient inmates to make them angry, and vice versa. CO's do cell searches to get back at inmates - they pretend to smell porno (Dominate alcohol) as an excuse for cell search, then mess up inmates cell even though there's nothing there. Inmates don't put in grievances because of retaliation. CO's use excessive physical force, especially if inmates resist (e.g., wont come out of cells, put boards in windows)-grab by wrist, push against wall, knee in the side, fist to the head, curse in their face, even when there are 8-10 officers there. CO's mostly use excessive force against mentally disabled inmates (those taking psych meds, and in mental health court) and protective custody - but not regular inmates or high powered gang bangers where there may be the consequences. CO's used force on him many years ago, but not recently. People don't put in grievances/complaints about CO's use of force because afraid of retaliation. CULTURE - CO's refuse to respond when inmates ask for things (e.g. forms, clothes, hygiene kits, request to talk with sergeant) - CO's say that they're busy, but just sit around watching videos on their phones; inmates can see them from cells. In prison, CO's aren't allowed to have cell phones because of distraction - they should do the same here</p>																																																																				

Main North	<p>PROGRAMMING – Lack of programming in ad seg is major problem, they should have more education, activities, people coming in to speak to inmates on regular basis, communication with CO's coming by to talk with inmates, inmates minds are dying inside. Programming/education should be mandatory, especially for younger guys who come in off the streets. Inmates build up rage/locked up all the time – leads to people reacting, and aggravated when CO's are in bad mood. Inmates don't get anything out of time in the yard, it's just the same TV like in god – need actual programming instead. DASH program should in the jail too, not just in court – otherwise it's just a revolving door in and out of jail. They are trying to start 2-3 hour program (Roadmap to Recovery), but only for people who are compatible – but there are problems with program compatibility requirements. Inmates are told to find someone compatible to program with and sign up at their own risk, but there's no oversight from CO's to assess / determine whether people are compatible – the risk is all on inmates to pick someone and hope to get along well. Risk is especially great if other person is taking drugs (e.g., steroids) + psych meds (triple CMS). Also, he is the only African American inmate in his pod (has been this way for 14-16 months) – he gets along with others, but doesn't have anyone to talk to. He has not experienced discrimination based on race.</p> <p>FOOD – is bad. The hot pot outside cells where inmates can warm food from commissary is filthy, and used by 14-16 people; they should pick a trustee to manage it properly. When hot pot breaks, it takes almost a month to be replaced, so inmates can't even warm up food from commissary.</p> <p>SANITATION – inmates should be allowed to clean cells more than once/week, and not just during program time – lots of bacteria around, and big cockroaches in cells. Inmates used to be allowed to mop cells every day. He is a trustee (?), so some CO's let him come out to sweep and mop. Air quality in a bad – they have to breath lots of dust, especially if they're working out.</p> <p>USE OF FORCE – haven't seen any CO's use force or get out of line (18 months in jail).</p> <p>CULTURE – CO's are constantly on their phones and then say they're busy when inmates ask for things (e.g., toilet paper, etc.). They get paid salaries to work but don't do it.</p> <p><u>Blue Ribbon Commission should include inmates – not just hand-picked individuals.</u></p>	
Main North	<p>GRIEVANCES – Never used grievance process – didn't get handbook, no one explained grievance process or his right to grieve/complain. Never seen anyone use grievance process.</p> <p>TIME OUT OF CELL / PROGRAMMING – inmates are locked in cell 23-24 hours/day; only come out 1 hour every other day (3 hours / week). It's very stressful and causes anxiety, he needs someone to talk to; doesn't know how to deal with his stress and depression when he can't talk to family. Group programs would be nice; inmates shouldn't be isolated in cells all the time.</p> <p>PHONES – inmates need more phone time to call family – only allowed to make calls only during time out. Phones sometimes mess up the calls; inmates have to type in long code to make calls, but phone system doesn't always read it well. Hasn't tried to call / meet with attorney since here.</p> <p>VISITS – Hasn't had any visits yet b/c the verification process is very tedious for families. Families have to come in on 8AM, then 3-4 day delay for verification, his girlfriend doesn't have time there. Very stressful not to have visits.</p> <p>CULTURE – CO's are unprofessional, provoke problems, and taunt inmates – e.g., eating chips in front of them, talking badly about them, take away people's programs. CO's delay in responding to inmates' requests – e.g., it took them 2 weeks to give him a commissary list after he requested it, even when other inmates were getting their commissary.</p> <p>USE OF FORCE – Last night CO's were doing bar check and work him up in middle of the night – when he tried to wipe away sleep in his eyes, the CO's grabbed and almost broke his arm, even though there were 7-8 other CO's behind – very stressful for him.</p> <p>COMMISSARY – lots of unhealthy junk foods – he can't eat them b/c on a strict diet for health issues. They don't have proper hygiene products – the deodorant make him break out, then he has to wait week to see doctor. Products are overpriced – just draining money from inmates and their families.</p> <p>MEDICAL ACCESS & QUALITY – Guards delay in giving him white card when he requests them – has to wait several days to get and sign it, then takes nurse 4-5 days to come. Nurses are pretty good.</p> <p>BEDDING – Mattresses are very hard and uncomfortable – causing him back pain, very difficult to sleep. He has back issues and seeing chiropractor before.</p> <p>SANITATION – He doesn't think they sanitize things – e.g., doesn't think his sandals were sanitized before. No other issues with clothes / laundry, except that they don't fit (underwear too big).</p>	Compatibility for programming
Main North	<p>Hasn't pull them from cell in middle of the night for interrogation, allow other inmates to harass and provoke him, and they ignore him when he asks them to stop the inmates' harassment, or to speak with lieutenant, or pushes emergency medical button. CO's also called him out over the intercom for talking to us (BBC attorneys) from his cell when we made our announcements.</p> <p>CULTURE – Harassment / disrespect goes both ways – CO's disrespect inmates, inmates also harass CO's. There needs to be more structure for inmates and from CO's. There are some professional CO's, but others are too lax – they let inmates have contraband and razors; only strict when lieutenant comes. There's lots of corruption. Lack of structure – people get assaulted. Some CO's don't even care if inmates file grievances/complaints, others do. He thinks the floor should take over jail to bring more structure. 4th floor is best floor he's been on – CO's treat with respect; inmates and CO's get along. 5th floor – most inmates and CO's are fine, but there are some bad CO's; he was assaulted twice by CO's on another floor. 6th floor – open program, inmates open their cells and get in CO's private areas; CO's openly tell inmates that they don't like other CO's. In looking, they'll clean up for show before the commission comes through; the problems happen in the back of the jail.</p> <p>USE OF FORCE – He was assaulted twice – CO's don't like him because of personal relationships from outside jail. He was assaulted by CO's in December, and later heard from other inmates that a CO "put a hit on him" b/c he'd filed an IA complaint re the assault. Another time he was assaulted by a CO happened while handcuffed – lots of inmates witnessed incident. CO's use force too much – they beat inmates up while completely chained, then say they put them in chains on afterward. If an inmate gets assaulted, CO's move them to another floor to hide them by moved to 8th floor, infirmary, 4th floor, old jail – to prevent them from being seen. He feels scared by the incidents of force that he witnessed by the CO's.</p> <p>GRIEVANCES – He didn't file grievance after being assaulted – grievances always get lost, inmates never get a response or anything back. The same thing happens with requests to probation officer.</p> <p>MEDICAL – Filed grievance because medical staff didn't give him the proper medications at the right time. They fixed his medications after the first grievance, but then messed up a second time. Infirmary is bad, doctors are bad, nurses are fine.</p> <p>MENTAL HEALTH – If someone talks to him counselor about how they're feeling. Mr. counselor says they're suicidal and moves them to 8th floor. 8th floor is very bad – they just overdose people with medications, so inmates just sleep all day and lose a lot of weight b/c too drowsy to eat. CO's harass and try to stress out inmates with mental health issues.</p> <p>TIME OUT OF CELLS / SAFETY – 1 hour every other day is not enough. Some inmates don't feel safe coming out of cells b/c they're afraid of getting hurt by other inmates, even with CO's there – CO's should put a stop to things.</p> <p>REENTRY – There are no resources for people when they come out – not even from probation. They just want to put people in homeless shelters or back in jail (esp. if they have mental health issues). They should give inmates the help they need when they come out, the way they help out CO's to go to college and get their jobs.</p>	Bedding
Main North	<p>CLASSIFICATION – Classification process should be more confidential. He is in protected custody b/c bisexual – not something he talks about here in jail, but during classification they asked him about it very loudly in front of people. He was assaulted by inmate – they should have just moved him to another dorm, but instead they moved him up from Level 2 to Level 4. Only supposed to be in Level 4 for 14 days, but has already been there for 80 days – supposed to be reviewed every 30 days for down-classification. In Level 4, he can't get the programming he wants, and can't apply to be a Trustee.</p> <p>DISCRIMINATION – He has experienced some racism/discrimination as Spanish-speaker – e.g., left for last to do things. Also experienced discrimination when assaulted by inmate, who looks white (but has Spanish surname) – even though CO's could see that inmate started fight and he was just trying to protect himself. CO grabbed him and twisted his arm until he fell like it would break, but didn't do anything to inmate.</p> <p>USE OF FORCE – He has only seen use of force 1 time against mentally ill inmate – inmate was complaining/asking to see Mental Health, and CO went into cell and beat him up.</p> <p>PROGRAMMING – He has been asking for drug recovery program for 2-3 weeks, but can't get into program until he's down-classed. He saw white inmates get into program within 1 week. Drug recovery program is only offered in English. Level 4 gets less program time – only 1 hour every other day, should be at least half hour every day.</p> <p>ISOLATION – He takes mood and anti-anxiety medication due to traumatic childhood. It's hard for him to be isolated and chained/restricted, wants to be around people.</p> <p>GRIEVANCES – Never filed grievance – doesn't like to complain or get involved, but thinks it's important to speak up. Grievance form and process are only in English.</p> <p>FOOD – there should be more natural food, even the meat is fake. He has stomach problems and food makes him sick.</p> <p>SOAP – They don't give inmates enough soap, so they have to buy their own. When he asked for soap, they only give 3 tiny bars/week – each bar only lasts 1 shower; but inmates want to shower more often (every day), especially if they work out.</p> <p>PHONES – Too expensive, should be cheaper or free; inmates should get 1 free call/week. He is unable to call family b/c no money.</p> <p>ACCESS TO ATTORNEY – Long delays when he tries to request visit with attorney – doesn't know if delays caused by Public Defender or jail. He puts in request form, but doesn't get any response until attorney gets back to him.</p>	Legal mail
Main North	<p>MEDICAL – He has had back problems since before jail – he put in white card to see doctor, but the nurse just gave him Tylenol and didn't even let him see doctor. He put in another white card to see dentist due to cavity – they just gave him 1 month of ibuprofen/Tylenol, doesn't know if he will get to see dentist at all or if he has to sign up again.</p> <p>CLOTHES – At other jails & prisons, they give inmates extra clothes and towel. Here, inmates only get one set of clothes, and only get to exchange them 2 times/week (Tuesdays and Fridays). If inmates work out, they have to wear sweaty clothes – causes them to break out in rashes. If CO's find someone with an extra towel, they take the towel and take away programming.</p> <p>TIME OUT OF CELL – Only allowed 1 hour every other day – they should get more time. Another unit in the pod (4C) gets more programming time, even though it's the same pod and classification. He tried to move to 4C to get more time, but shouldn't have to do that – they should get equal time. Time out is mostly at night, so inmates who want to get haircut get woken up in middle of the night (2 or 3AM), then try go back to cell covered in hair without any chance to clean off hair – very difficult to sleep afterward because very itchy. Inmates aren't allowed to shave until after 11PM – have to stay awake if they want a razor. CO's spit them if they fall asleep. There's nothing happening in the unit from 11AM – 6PM, CO's are on their cell phones, so inmates should get programming time then.</p> <p>FOOD – is worse here than any other prison or jail he's been to. Hot food gets soggy from condensation inside packaging, gets all mixed together, doesn't taste right.</p> <p>GRIEVANCES – Never filed grievance. Spoke with lawyer when he first arrived a month ago. If only one person puts in grievance, they don't do anything about it. Group grievances are hard to get everyone to agree on everything.</p> <p>VISITS – families have to make appointment for visits, then have to arrive 45 minutes early to sign in. If they arrive even 5 minutes late for sign in, the visit gets cancelled. His family drives from Salinas – they had first visit cancelled for missing sign-in, even though they were early for visit. Also happened several times to his neighbor. Other jails and prisons don't have this rule. Inmates are supposed to get 1 hour for visiting, but sometimes CO's bring them down 10-15 minutes late and don't let them make up the lost time, so they lose out on visiting time. During visits, inmates have to keep one hand cuffed – they should remove both cuffs.</p> <p>SANITATION – Cockroaches the size of his thumb are around all the time. Inmates have to put newspapers under their doors to block roaches from coming into their cells, but CO's take the paper and throw it away – they don't care that it's sanitary and tell inmates to just step on the roaches.</p> <p>He received a Rule Book when he was in the jail once before, but not this time. He used the grievance process once a long time ago but got no satisfaction. He believes that the people that deal with grievance do not have an open mind. Recently he has been getting out of his cell 2 or 3 times a day, which is good. There are no programs offered other than Catholic services. Sometimes they bring out food but it sits outside the cell until it gets cold.</p>	Racism; Language barriers for Spanish-speaking inmates; lack of privacy; concerns of bisexual inmate; access to legal counsel
Main North	<p>is aware of the grievance process. Tried to use it regarding lack of availability of vision care services. Has received no satisfactory response. He learned about the grievance process from a guard. He says there are two types of guards ones that are OK (25%) and those that are pricks (75%). He says that lately they have been let out of their cells 3 times a day which is an improvement, but it is not consistent – last Sunday they only got out for an hour. He thinks they should have video cameras in the jail to keep CO's in line. He complained about the clothing, both how long they have to wear the same clothes, and the fact that when they get new clothes they might be ripped or have holes so he ends up keeping his old clothes and washing them himself. He is concerned about filthy cells and lack of adequate cleaning supplies. Once he was transferred to a cell with feces on the wall and had to wait a long time before they gave him supplies to clean it off. Also, they run out of toilet paper. He has observed officers using excessive force, but not on him. He has never heard of the inmate Welfare Fund. He thinks phone call costs recently went down, but sometimes he goes weeks without talking to someone because it is so expensive.</p>	Religious services
Main North	<p>Does not remember ever being given a Rule Book. Doesn't use the grievance process because he does not think it will work since the officer reviews grievances about the officer. He has no problem with the cost of phone calls. He says they get out 3 times a day unless the CO's are short staffed, then they might not get out at all. He wishes they had access to programs like parenting classes.</p>	eye care

Main North	<p>Visitation: Frustrating that his family has to come so early because they live very far away, and even if they come before the visitation appointment, if they aren't early enough, they get turned away.</p> <p>Grievance: Doesn't really know much about it.</p> <p>Accountability of Jail Staff: There is inconsistency between how the different officers run the dorms, so the inmates have to figure them out. Today a sergeant came by but that is rare. They cleaned up the dorm a lot yesterday, and he never saw them clean like that in the years that he has been here.</p> <p>Culture: Things have improved recently for example, they have gotten second blankets, and thermal shirts.</p> <p>Out of Cell Time/ Isolation: This dorm is segregated into smaller groups so they don't enough out of cell time. In the past he has been left in his cell for 8 days at a time. Being alone all day like that would stress him out and make him feel depressed. It was hard for him to keep from losing control.</p> <p>Programs: Would like to see college level classes. The current classes are only one hour Monday thru Friday. Has heard from other inmates that other dorms have nutrition programs and other helpful programs to prepare them for reentry, but this dorm doesn't have them.</p> <p>Medical: Needs vision care. Can't see, and his glasses don't work anymore. Has had 3 eye tests here and would like to at least get a prescription so he can give it to his parents to get new glasses. The nurses tell him he has an appointment. He has not been given the date of the appointment, however, and he has been making these requests for 2 years.</p> <p>Phones: It's expensive. Sometimes he doesn't have enough out of cell time to talk. Mostly he would talk to family. Talking to them helps give him support and feel secure that he will have support once he is released.</p> <p>Commissary: Very expensive. Hard for his family to provide him money to buy things, even like soup.</p> <p>Hygiene/Cleaning Supplies: Not provided enough cleaning supplies, even though they inspect the cells for cleanliness every Wednesday. Has to use his own towel to clean the cell. Would be nice to get extra underwear so he can wash his clothes cause no he has no clothes to wear while he's washing his clothes. Has developed a rash. The laundry comes back very dirty. They only take the laundry to see if there is something in better condition than what they already have, and then wash it themselves.</p> <p>WF: He thinks it's only for indigent hygiene supplies.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main North	<p>Grievance: He thinks this is the same as an inmate request form. He said he made a request to talk to someone from "Friends Outside" but hasn't been successful.</p> <p>Culture: Don't get enough information about different programs or options that are available. Maybe they could post more on the bulletin board. People don't know that they can get the indigenous hygiene kit. On intake staff asked him who he "rolls with" and he was housed based on his response.</p> <p>Out of Cell Time: 30 minutes twice a day, sometimes once a day. Because they are segregated, they don't get much program time.</p> <p>Programs: Is in the rehab program. He likes it. The teachers and the lessons are good.</p> <p>Isolation: Feels really alone because they get so little time out of cell.</p> <p>Reentry: When he was released before, the staff didn't do anything to prepare him to be released. He didn't know how to get to the train, he had to ask people from the salvation army to make a call. They told him that there is general or government assistance across the street. Didn't get a map or anything.</p> <p>Medical: Needs to see the doctor to drain a cyst, he showed me and it's the size of a black bean. His doctor's appointment will be after his release date. He requested an appointment 2 or more months ago.</p> <p>Phones: Charges are too expensive, and they get charged for a full 15 minutes even if they get cut off when the call drops or the out of cell time is over.</p> <p>Commissary: Extremely expensive for cheap products. The Colgate toothpaste costs \$9 and the Aim costs \$3 but he says it's pure sugar.</p> <p>Hygiene/Cleaning Supplies: Don't get enough cleaning supplies. Need more cleaning fluid/disinfectant and need rags. His old suitcase had scabies. Other inmates have rashes and they don't want to get treated. He's concerned that it's going to spread. Only get the indigenous kit one time. Need more bars of soap and toothpaste, new toothbrushes on a regular basis.</p> <p>WF: They call it "get" money.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Main North	<p>Mental Health: Received a mental health assessment when he came in, but didn't need services.</p> <p>Inmate Safety/Culture: He has seen a couple fights here in a year or so but didn't want to talk about it because he felt like it was informing on someone for a crime.</p> <p>Visitation: Sometimes when things happen on other floors, everyone's visits get canceled. During visits with family he is shackled and on the other side of glass with a phone. It's very frustrating, there is no contact and he can't hold his kid.</p> <p>Grievance: Haven't filed a grievance because it doesn't seem to help anything so he thinks it's a waste of time. A lot of people write a grievance for the same thing, which was out of cell time, but it didn't do anything.</p> <p>Out of Cell Time: Usually about an hour or an hour and 30 minutes. Because they get so little time out, he sees some people going crazy.</p> <p>Programs: Not really interested in the available programs. Would like to see a program that helps him understand the consequences of being out in jail and how he can pick his life back up. Would take college classes if they had them. But he is worried that if his transcript said that he earned the credits in jail, that would look bad if he tried to transfer to a 4 year school.</p> <p>Medical: Made a request to see the doctor or nurse for scabies. It took about a month for him to get an appointment with a nurse. The nurse gave him an ointment that didn't do anything. Then after another month he got an appointment with the doctor. The doctor gave him an ointment that eventually did work. The doctor explained properly how to use the ointment. The inmate thinks the dirty laundry may have caused the scabies.</p> <p>Phones: Calls drop, and it's expensive, so he stopped making phone calls.</p> <p>Commissary: Has to buy his own soap and shampoo.</p> <p>Hygiene/Cleaning Supplies: Caught scabies. The laundry smells bad. When he washes the laundry with his own soap and the water runs brown.</p> <p>Other: Has heard other jails and prisons are much better. Some people seem to go crazy in here.</p> <p>When fights happen in other dorms, sometimes there is no guard in their dorm at all while they are responding. Now they have two guards though, but that's new.</p> <p>Sometimes the guards forget to double lock the handcuffs and they tighten.</p> <p>Mail: For a while he wasn't getting any mail. His wife was getting the mail returned to her. He can see it was opened and sent back. Has lost a lot of magazines and books that were supposed to come to him that he never received.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Comparisons, Staffing, Mail
Main North	<p>Visitation: Even if visitors are still 25 minutes early for the appointment, they get turned away because they didn't get there 30 minutes early.</p> <p>Grievance: Once the whole unit made a grievance regarding the same guard but never received a response, however that guard isn't there anymore.</p> <p>Accountability of Jail Staff: His mother sent him some books and the guard on duty signed a paper signifying that he had received the books, but the inmate never received them. He asked the guard to send the books back to his mom but the deputy says he doesn't know where the books are.</p> <p>Out of Cell Time: 30 minutes a day, but sometimes they don't get out of cell time at all. It depends on the officers. He doesn't have enough time to make phone calls and shower.</p> <p>Programs: Learning a lot in the program, enrolled in both the GED and the "3 Rs." There was "Masa" and Friends Outside program in juvenile hall. Would be nice if there were more programs. They only get these programs a couple weeks after Michael Lynes's death.</p> <p>Medical: Didn't get any resources when he was released from in the past.</p> <p>Medical: He had eye surgery before he came to jail, and he has submitted many white card requests to have checkups for his eye. He doesn't get any response. He is told they will make an appointment, but he never gets it. He is worried he will lose his vision. He also needs contacts, but they won't see him for that either. They say they will make an appointment, but he never actually gets an appointment.</p> <p>Phones: Not enough time to make phone calls. He tries to make phone calls everyday. Sometimes he has to cut his calls short because a nurse comes, or the guards put the dorm on lockdown. Even though the officers know the call is going to get cut short, they let him make the call anyway which wastes the money in his account. Sometimes when inmates make calls, it gets dropped and they have to hang up and call again and get charged every time.</p> <p>Commissary: Often he doesn't get everything he ordered but he gets charged for it anyway. It's also very expensive.</p> <p>Hygiene/Cleaning Supplies: Inmates don't get enough cleaning supplies. They need liquid soap. There is a mop but it is very old. They don't let the inmates clean their cells with the mop or broom. Inmates need an extra towel to clean because that's all they have to clean their floors.</p> <p>Mail: It takes more than a week for him to receive letters from his mom. His mom also sends church booklets or brochures with her letters and he never receives them.</p> <p>Clothes: Need an extra set of clothes for when they work out. He thinks inmates get scabies cause they didn't have a change of clothes.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Mail
Main North	<p>Mental Health: He thinks some inmates who get assigned to the dorm might need mental health help, but usually the guards will pick up on it after a few days and they get reassigned.</p> <p>Use of Force: If someone "mouths off" to a guard, they might get roughed up. The guards will call for backup first and might throw a punch or two. He said that culturally, his dorm doesn't feel comfortable talking about this kind of thing.</p> <p>Visitation: If they don't arrive more than one hour early they get turned away.</p> <p>Grievance: He made a grievance and didn't get a response.</p> <p>Accountability of Jail Staff: For the most part the guards are all right but some of them have a chip on their shoulder.</p> <p>Culture: The officers here, as compared with other facilities like prison and CVA, are not very kind to the inmates. The new ones, especially, seem to think it shows weakness to be kind. The older guys are more relaxed. Recently things have been improving.</p> <p>Out of Cell Time/Housing: He feels like they are being treated like they are in "the hole" because they get so little out of cell time. The inmates are very segregated even within their dorm so only small groups of people are out at a time. However, they are mixed in their program classes. Only get about a half hour twice a day. For the most part they all get along in his dorm so he doesn't really understand why they are segregated.</p> <p>Programs: Wishes there were more educational classes other than the substance abuse class. He wanted to go to the GED classes to have something to read but he already has his GED. Church comes once a week, and if their group is not out of cell while the church people are here, they aren't able to go because the groups can't mix.</p> <p>Medical: Used to charge \$3 per white card so he didn't make requests. Now there is no charge.</p> <p>Phones: Sometimes the calls get dropped. Sometimes there isn't enough time to shower and make phone calls.</p> <p>Commissary/Food: It's expensive. The food available is all chips, candies, and cookies. Would be better to have something more substantial. It feels like they eat like they are little kids. There could be more variety to the county meal food. They get 4 slices of bread with just a different kind of filling every lunch.</p> <p>Hygiene/Cleaning Supplies: Aren't allowed to get an extra set of clothes, so when inmates shower, they have to put on dirty clothes. In other counties they do receive extra clothes. Need more cleaning supplies. Inmates need an extra towel for cleaning. At least a washcloth and more Ajax. Only get laundry on Wednesdays but it is not enough. Deodorant is only available through commissary.</p> <p>Books: Would like more books from the library. They haven't brought any new books to the dorm for about a year.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Books
Main North	<p>Has been in his cell all day and kept isolated from other inmates without knowing why. He spoke with a doctor for mental health care but the doctor didn't say much. He was prescribed medication determined by Emergency Psychiatric Services before arriving at the jail.</p>	1																																	

	<p>Use of Force: Has had verbal disagreements with staff, but it never got physical. Sometimes they are disrespectful and it causes the inmates to act out.</p> <p>Grievance: Sometimes the staff doesn't even bother to read the grievances.</p> <p>Accountability of jail staff: Sometimes the sergeants don't come by at all.</p> <p>Out of Cell Time/Housing: Segregated within their dorm so their hours get divided up. Class time also interferes with their out of cell time. He doesn't understand why they are segregated amongst themselves. The dorm only gets out 30 minutes two times per day if they are lucky.</p> <p>Sometimes they go for a couple days without getting out of their cell all day. He thinks that if they were mixed with other races (white, black, Asian) there wouldn't be problems. The only problem would be mixing them with Hispanic people from the rival gang.</p> <p>Programs: The GED class is pretty good. Would be nice to have vocational classes such as cabinetry or auto work.</p> <p>Reentry: Now inmates are pointed to resources to help them when they get out, but they were not getting that until after August or September.</p> <p>Medical: Spent 2 to 3 hours waiting in the medical holding cells for the doctor for his wisdom teeth but they never saw him. No one explained to him why he didn't see the doctor. He had to wait until he got to prison, and they removed them there. Even when he files a white card, they usually don't actually take him to see a doctor, they just give him Tylenol. He has tried to see the doctor 3 times and has never seen the doctor.</p> <p>Phones: It's expensive, much more expensive than prison. Sometimes the calls don't connect or get disconnected. Sometimes he wants to make phone calls but they don't get enough time out of their cell to make the calls.</p> <p>Commissary: Expensive. He usually gets everything he ordered.</p> <p>Hygiene/Cleaning Supplies: Don't get enough cleaning supplies, only on Wednesdays. The trustees clean the showers, the yard, and the day room only on Wednesdays, but it should be more often. Inmates don't get enough Ajax for the whole week. They need cleaning fluid to clean the toilet and the floors. Need an extra towel to clean. They don't get a brush to clean the toilets, have to stick their hands in the toilet with the green scouring pads they get. Inmates need an extra set of clothes because they work out and sweat, so if they don't get an extra set, which is contraband, they have to put on dirty underwear. The laundry also comes back dirty. Only one set of clippers for the whole floor. It's very old, and they don't have anything to clean it between inmates. Razors are cheap and if they want to shave, they have to get it at 3 in the morning.</p> <p>IWF: Hardly get any handballs or basketballs.</p> <p>Food: It is not good. There is too much bread and not enough other nutritious food. They need more meat, vegetables, or beans. The meat they get looks and feels like plastic. The food causes gas and heartburn. Sometimes it's too greasy.</p>	1	1																																									
Main North	<p>Mental Health: Mental health has been giving his reports to the courts without his consent. He keeps getting referred for a competency assessment even though he has been declared competent.</p> <p>Grievance/Pro Per: He was not getting the legal materials he is entitled to as a pro per inmate. He has negatively impacted his case. He filed a grievance and got shut down and retaliated against. They went through his mail and delayed it. This is improper because he is pro per. They open it inside his presence. He filled out another grievance when that started happening to give to the nurse, but the guards tried to take it from him. He wouldn't let them take it because he was worried they would not actually give it to the sergeant like they said because they had retaliated against him in the past, but he never got submitted because the guards told the nurses not to take grievances.</p> <p>Retaliation: He heard through the grapevine that guards have threatened to move people out of their cell for speaking with the ADA interviewers. A sergeant insinuated that he would be moved to an undesirable dorm after he reported a use of force incident against him. This was just about 4 days ago. Said something to the effect of, "don't assume we put you there if you end up (in the other dorm). Has been moved to that dorm before after having an argument with a guard. He showed me that he has filed a lot of grievances dating back to September. Everyone involved in the medical class during the prison law office got "hipped out". Guards put him in a very isolated cell for filing a grievance. He can see if a guard retaliated him over there. He is afraid they will kill him or if his medical condition causes an emergency, they won't do anything.</p> <p>Culture: A lot of inmates have PTSD and the guards don't seem to know how to handle them. Guards lose control of their emotions. Guards are being too rough and put the handoffs too tightly on purpose. Have them in a small interview room for hours, and wait their words in a way that is painful.</p> <p>Phones: Calls do get dropped.</p> <p>Other: He suggests that cameras and/or a sergeant should be present for cuff-ups.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Cameras; Pro Per	
Main North	<p>Inmate Safety: Since are only allowed out of their cells in small groups, that limits contact. Visitation: One time his room got locked into a visitation room. Grievance: Filing a grievance doesn't do any good because nothing gets done. Housing: It's colder in the cells than the main areas. Culture: Some guards have issues, like anger management, and take their issues out on inmates for no particular reason. Out of Cell Time: His dorm is locked down 23 hours per day. He thinks it's different there are so many different classifications of people. They are lucky to get 1 hour per day, most days they get less than an hour. Isolation: 23 hours a day in the cell makes him start to feel pretty alone. Medical: It takes about a month to get to see the doctor. If you want to see them again soon after an appointment, it might take more like two months. Nurses will try to help the inmates because it takes so long to see the doctor. The Chaplin helped him get reading glasses. Reentry: Asked for "release meds" when he was released in the past but he didn't get any. Phones: He doesn't understand how they work. Other inmates have to help him. Commissary: Usually he gets what he orders, but for a while they kept giving him something he didn't order and they didn't give him something he did order. He doesn't want to spend too much money on it. Hygiene/Cleaning Supplies: He says they do the cleaning supplies they need. IWF: Officers keep the newspaper for themselves. He thinks it's supposed to come from the inmate welfare fund though. Sexual Misconduct: He says he has seen some "hanky panky" going on between guards. When pressed, he said he hasn't seen them having sex, but something just short of that. Housing: He said it's freezing cold in the cells all the time. The cold makes his injuries hurt more. He had to see a doctor to get an extra blanket. The mattresses are very thin and it causes him a lot of pain because of his medical conditions. Food: Not the greatest but it keeps you alive. He is diabetic, but he isn't on a diabetic diet because food is worse.</p> <p>Has filed many grievances. Sometimes guards don't file them. Usually more experienced guards do file them. Guards typically write a summary of the incident from their point of view. Guard have kept information from him regarding his account in retaliation for grievances. He now writes the captain(s) directly and typically receives a response summarizing any follow up investigation, but typically no relief is granted. More than 15x he has made grievances regarding his security classification not being downgraded after 30 days per DOC standards. His security classification finally was downgraded after writing one of the captain(s) directly. He learned about the grievance system from other inmates, and requested and received the inmate/orientation handbook and title 15 "cheat sheets" through the legal law research program. Things have noticeably toned down since the August beating.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Classification; prisoners in jail	
Main North	<p>He has been ordered released to mental health treatment now that a bed is available, however his psych and seizure medication is tied up for unknown reasons and he therefore cannot be released. Has made many grievances, but the process is "a joke." Inmates never know whether they have been filed, whereas years ago, responses were timely and inmates were given a number to track their grievances (before the Sheriff took over the jail). Has filed more than 30 grievances over the years. Gets a response about 30-40% of the time. Always gets some kind of response from the captain(s). Filed and won a settlement for excessive force years ago. Believes IWF is mismanaged and needs oversight because inmates have no input. Suggests that PIAF or the SCCBA could advocate for the inmates. Cannot afford to make phone calls. Noticeable changes since August - entire "to rearm" is gone now.</p>	1	1																																									
Main North	<p>"the Team" beat up inmate next door and the inmate defecated in his clothing as a result. He did receive the inmate handbook in intake, but he has requested title 15 materials that he has not received. Guards "beat" inmates cells in retaliation for filing grievances. He has filed 30+ grievances. Sometimes they are returning to him citing that there is no fileable grievance. Over the holidays, guards said if inmates did not stop filing grievances they would do a "tornado" meaning that they would search, and trash, all of the cells and once while the inmates were held in the sundeck area. Has been beaten by inmates for being the only inmate who had an all black pod. Doesn't know why he has been placed in an all black pod with so few white inmates. Only clock broken for 2 months, causing a lot of mental distress never knowing what time it was. Not all of the inmates get equal opportunities to make phone calls. Family has enough money, but he goes 6-7 days without being able to call because there are not enough phones. Receives demeaning and disrespectful treatment by guards when making grievances. Mailed in vents.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Main North	<p>Asked for grievance form 20-50A, gets it about 80-90% of the time. Filed about 5-20x, but doesn't usually the guard will just write that it was resolved. His never goes to the captain. Does not know how to go above the guards on duty. DEFINITELY faces retaliation in form of "stalemate", i.e. discarding personal items, removing recreation time generally occurring on the same day as the grievance is filed. Phone calls are expensive. Not enough phones. About 100 men, 4 phones in each pod. Use only permitted during recreation time, which is inconsistent. Medical care is ok.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Main North	<p>Filed a grievance when guards would not allow him to receive medication, and guard threatened him right away. He asked other inmates to watch his cell the next day because of the threat. Over the summer, prior to the August incident in the mental health ward, his tooth was kicked in during a cell extraction. He felt this was retaliation for an infraction he had recently received from the same guard. He never received dental or medical care following this injury and is still missing the tooth. Mental health inmates are treated very poorly. His neighbor was punched in the face immediately after calling a guard names. Would call his kids if it weren't so expensive.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Mental Health inmate treatment
Main North	<p>Cell Time: He is not let out of his cell frequently enough. Sometimes it is 30 minutes 2x a day, sometimes 1x a day, sometimes never that day.</p> <p>Isolation: When was gang active and was on walk alone status (for 6 months) he was let out for only 20 minutes every two weeks. One time, he went 21 days without being let out of his cell except to get pills. Because of that he has anxiety and stress to this day. They did not give him a shower that entire time (also negated). Keeping someone in his cell alone for that long then throwing him back with a large group of people. This applies even when he is let out of his cell now for 30 minutes a day. It is hard for him to go back and forth from isolation to groups of people.</p> <p>Grievance: he has filed a few grievances. One was because he did not get enough time out of his cell and could not talk to his family or shower. The response was that some COs collaborated to fix it while others did not.</p> <p>Quality of Mental Health and Programs: His anxiety is bad due to the solitary confinement but he does not want medication. He would like some kind of alternative treatment for anxiety and someone to help him with those methods. At the very least, a radio. The TV does not work sometimes. Phone calls: there are too many people attempting to make calls so you do not have a chance.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Main North	<p>police or inmates. Deputies completely leave the unit unmanned for hours (maximum 3 hours) at a time except for a "walk through" once an hour. If deputies are out of the unit, it can take a long time for them to respond to any issue. After the man died, deputies have been staying in the units. He does not know if the sergeants leave the units but he did see sergeants come in when the deputy was not there. If something happens while the deputy is gone, the inmates yell and everyone kicks their doors. But, if everyone wants someone to get beat up, for example, no one says anything. There is an emergency button that he thinks the deputies can see from the outside. In the past people hit the button and no one comes for hour. That is because people hit their button constantly (for non-emergencies). This is especially true of the mentally ill. Sometimes, deputies let out people simultaneously when they are supposed to be alone. Or, they will let inmates out at the same time. They could do this for any reason. For example, sophisticated gang members can manipulate the COs including giving COs incentives. The COs have grown up around here and they have friends. Or, the COs do this to retaliate. COs drop hints to inmates to beat up</p>																																											

	<p>He filed a grievance. A deputy forced him to walk in front of inmates in his underwear in the middle of the night, suggesting that he would be maced if he did not comply. People were whistling at him and there were gay people in that unit. The sergeant accused him of lying after reading his grievance about what happened. He called internal affairs but did not receive a response. The deputy was removed but then he was back within a few months and is "messing" with him. There is no respect if you are "PC." He is a Muslim and deputies throw away his prayer mat and book even though he has the proof that the jail recognizes his right to have these things. He requested a grievance for this and instead he was placed in a cell of a heroin addict who had defecated on the floor. He has witnesses because another inmate came to clean up the mess. When he continued to request the grievance he was required to give it to the deputy who was responsible for both incidents. He has filled out grievances many times for the same deputy but the sergeant responded once, saying that they would take care of it. He does not get receipts for filing his grievances. They do not get enough time outside of their cells (65 mins only) and they are let out during a time when your family would be working so you cannot call them. There are only 4 phones, no line system, and if people cut there are fights. There are two other phones that no one can use. He would rather be in the hole so he could get phone calls. They are told that they are not getting time outside of their cells because the deputies are short staffed. They need more soap. They get two bars a week. Many people have greased it and they haven't done anything. They make them go to the commissary to get the soap. Not enough clean clothes. He cannot get into the GED programs. He was told he has to be a drop out gang member. Another time he was told that he was "properly housed" or that they're full. He tried again in 2013 but was told "no." The IWf is for people who are indigent, but they have to pay back anything they use if money is put on their "books." Deputies have beaten him up (did not specify the number of times). All of the officers will then accuse him of having assaulted them. It would happen if he "talked sh#t" to the deputies. Deputies threw away pictures of his son. They bring him to visits late.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	Violation of right to religion
Main North	<p>Culture/Commissary/Hygiene: He would rather go to state prison than county jail because there are many more privileges in prison. You do not have to pay for toothpaste there but here you have to pay \$7. The canteen should have cheaper prices and more to offer. TV in main room is too small and in the corners which makes it less visible. They only give you a tiny tube of toothpaste, a bar of soap, and a toothbrush. In prison you can get a television and a stereo, but here you can't. It makes it much harder to do your time because you're isolated. Housing/Cell Time: The mixing of the security levels has negatively affected being let out of cells. Some tiers get out for a shorter amount of time than others. Some of the COs say they'd rather lock everyone down because it is less work for them. Phones: You have to pay \$5-56 a phone call but then the phone can cut off for no reason. Certain tiers can't even use the phone because they don't have money whereas other tiers will help each other pay. Medical Care: He went to IMC for food poisoning and they haven't given him anything for nausea or constipation and he continues to make requests. Hygiene: They have not had a pants change in two weeks. He was in the hospital sweating from food poisoning and he had to tell the CO he defecated them so he could get a new pair; they were stinking from the sweat. They should have a haircut more than once a month. It is embarrassing to go to court without one. They're good about giving razors. A person can only take a shower during the designated out of cell time, but he can only make phone calls during this time too and he has to wait several days before being able to talk to them. IWF: The IWF is when the jail gives you money but they subtract it if you ever get money later. Program: He wants to go to the drug breaching barrier program but he has been waiting a month. "CAGSD" was helpful. The people in the GED program are out of their cells for hours during the day. Inmate Safety/Access to healthcare: The deputies do not respond quickly. When he had food poisoning he was on the floor and told his cellie to call for the deputy. He was trying to get the deputy. It took 10 minutes to get up there. They asked "what's going on?" They asked the cellie what the cellie did because #5 was on the ground. The deputy told him to get up and said "I don't have time for this." The nurse came and told the deputy they had to take him to the hospital. The deputy didn't care. But then another deputy helped him and stood there with him and uncuffed him. After he returned the jail and was still sick that deputy got him more help, uncuffed him again, and eventually helped him to cell. They haven't filled the prescription yet (3 days later).</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	
Main North	<p>Hygiene: He has not had clean pants for 3 weeks and he washes his clothes in the sink. They need more soap, he goes 3-4 days without soap. Temperature: The heat is a problem but it gives him to hang the pants. It goes from extremely warm to extremely cold. They control this and it is a form of torture. Phone: there are three phones and 70 people waiting. There used to be three phones for each tier. The tiers have only 45 minutes to make calls. Housing: there should be one TV in the middle of the room so everyone can see it. Food: the food at Santa Rita jail was worse. But, he does not get enough food because the portions are too small, and your portion size depends entirely on who is the severest that day. Canteen: There is not a full catalog of the prices of things that are available. Other: He never received a rule book. Grievance/retaliation: He witnessed an instance of deputies assaulting a man and he has not reported it because he fears they would "go after" his family such as arresting or killing them. This has happened before (did not specify). Visits: After his wedding the event, there have been incidents with his family when they visit. The deputies at his mom and let people cut her in line. They would not let his kids see him because he had not signed the birth certificate even though his name was on it. A CO told him his mom had not come to the visit but she had and they would not let her in because she was late; they harassed her.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	Temperature: Rule Book
Main North	<p>Hygiene: They receive only two little pieces of soap a week that lasts two days. The only way to get more soap is to buy it. The CO will not give them soap when they ask for it. He sees the CO get mail because they just asked the day before. Housing: They combine security levels on a floor which creates an issue with too many people in a dorm. He is frustrated with people easily and he feels like the next move will be to a place with many people which will be problematic for his temper. This incentivized him to try to get increased to a higher security level and he asked for that to happen but they will not respond. Grievances: No one takes the grievances seriously. Cell time: Certain security levels are let out more frequently and longer than others. He heard from COs that he'd rather bring out a big group than a small group. Phone: Different levels have different ease/difficulty accessing the phones. There are not enough phones for the length of time they can use them. Every call is limited to 15 minutes by the phone company. The price of the calls went down. Other: Personal property: Deputies take his personal things when searching his cell and they rip up his things. Use of force: Deputies pick on people who won't fight back or won't report them. They yell at people and abuse their power. They don't treat the murders badly because they know those guys will fight back. Visits: His dad was denied approval for visits. He cannot find out - despite trying - how he can appeal the decision to deny his dad. He asked a CO who told him to write the captain but he does not know who that is or how to write the captain. Other: Rule Book: He never received one. IWF: He does not know the IWF by name. There are people who do not have money. They receive "welfare" but what they can order is limited to stamps, paper, pencil, eraser and hygiene products. When they get money, what they previously used is deducted. Hygiene: They have to buy deodorant, they receive new clothing a week and new underwear/socks 2x a week. He hands the clothes and washes them when he showers. Sometimes the underwear have stains on them. Program: He did the GED program in Elmwood. You have to put a request in and long process to get in. Some people have waited 1-2 months, sometimes longer. Only certain security levels are allowed in. All the privileges for his level are at Elmwood. But, because he is federal, he cannot go to Elmwood. So either he has to become a higher security level or he cannot program. Other: Legal Materials: He would like more information in the jail for federal inmates such as legal materials. And, it would be better if the COs knew anything about the federal system. Housing: It is problematic that they combined two dorms.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	Destroying personal property; rule book; violation of attorney/client privilege
Main North	<p>Hygiene: There is not enough soap. Cell Time: He is not let out enough; only 1-2 hours a day. Culture: Some of the COs are disrespectful in how they speak to the inmates including that they use profanity. It is deputy specific. Some deputies are respectful. Grievances: The grievance process takes too long as you attempt to exhaust your remedies from higher up officer to higher up. He has had cell mates whose property has gone missing and it gets "pushed under the rug." Grievance Retaliation: If a person files a grievance the COs treat him differently and "keep an eye" on that person. Mental Health Access/Quality: He wants a more engaging mental health program that would be more engaging. He completes a white card but it takes several weeks to be seen. No one "messes" with the medication. They do have therapists but it takes "forever" to be seen by one. Programs: The drug programs are beneficial and should be a top priority. The reentry program is really helpful. IWF: is a "rip-off." They have never seen games, basketball or books, or anything else from that money. Other: Personal Property: The COs search cells and people lose things afterward such as things from the commissary, pictures, and letters.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	Destroying personal property
Main North	<p>He doesn't use grievance process because cops will "put hands on you" or "lock you down." He thinks it is wrong to lock down a dorm just because on inmate acts up. He has been subjected to severe beatings while handcuffed. COs are inconsistent in terms of the time they let inmates out of cells. He really wants consistency. He also thinks everyone should not be let out at once because that causes problems with access to phones. Never received a Rule Book. Does not know what the Inmate Welfare Fund is. He'd like to see cameras in the pods. There are no classes offered in 7C. He would take classes if they were offered.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	guard discretion; cameras in pods
Main North	<p>COs "pick on" mentally challenged inmates because they are vulnerable; the COs don't pick on gang members because they fear retaliation. He doesn't use the grievance process. A CO has told him the grievance won't go anywhere. He has seen other COs rip up grievances. The biggest problem is the inconsistency about when they are let out of cells. He'd rather a CO just tell him he's not getting out today rather than say he doesn't know if he'll get out. "Prison sounds glorious" compared to this because at least you're allowed out of your cell in prison. He's never seen a Rule Book even though he has asked about it. He has never heard about the Inmate Welfare Fund. He has access to phones, but if the CO shortens the amount of time inmates are allowed out of cells, there's not enough time for everyone to use the phones. He wants to see the COs receive training in how to treat inmates like human beings. Inmate behavior when good COs are in charge.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	Deputy training; guard discretion
Main North	<p>Has used the grievance process. Learned about it from other inmates. Was not given a Rule Book. He has been told sometimes that he could not file grievances because no forms were available. He has used the grievance process to complain about laundry; the clothes don't come in on time; you have to wear the same pants for several weeks. He received no formal response to his grievance but his dorm officer did talk to him about it. Getting clean clothes remains a problem. He would not feel comfortable filing a grievance against an officer because he believes he would be retaliated against such as being left in his cell when other are let out. He thinks the grievance process needs to be more confidential, maybe through a sergeant instead of the CO. He is not familiar with the Inmate Welfare Fund. The cost of phone calls has been a problem for his family and girlfriend. He would like vocational training, such as computer skills. He thinks they should also offer classes in behavior modification to help inmates when they leave. He has noticed that recently the COs are letting inmates out of cells more often.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	
Main North	<p>Never used the grievance process. Did not receive a Rule Book, even after he asked for one. He is concerned about how little inmates get out of their cells. Since Mr. Tyne's death he has gotten better; they are getting out three times a day. He thinks they should be let out in smaller groups, like one-half of a tier because in large groups they don't have time to use the phones and showers because there are too many people. He thinks veteran guards do a better job of letting inmates out on a regular basis. Having regular times out of cells is the biggest thing - it helps everyone. Guards shouldn't punish everyone when one inmate acts out. He has taken advantage of meditation class and Catholic mass.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	
Main North	<p>He believes conditions have improved since Mr. Tyne's death. They get out of cells more. They have gotten better clothing and warmer blankets. He thinks the grievance process does not work. He has used it but gotten no satisfaction. He thinks inmates should not have to sign grievances to a CO, maybe there should be a lock box; there should be external review of grievances. He has seen COs simply rip up grievances. One CO gave him back a grievance he had fill out about a different CO and told him to take it back because that other CO would lock him up if he pursued the grievance. He thinks the phone system works OK. When COs are short staffed that might only get out of cells once and for a short time - not enough time for everyone to be able to shower and make phone calls. He thinks they should have more than one set of clothing for three days. He wishes the commissary sold food other than junk food. He wants eye care but there is none. He suggests there be a reward system for officer who act morally. He wishes they offered programs that would help inmates after release. The TVs are tiny and you can't hear the sound. Some visitors get turned away abruptly even after traveling a long way to visit. He did not get a Rule Book until he was there for 6 months.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	

Elmwood Women's	<p>CULTURE – CO's in 4A are nice, she gets along with them. USE OF FORCE – Never seen CO's use force on other inmates. OUT OF CELL TIME / PROGRAMS – She would like access to programs like other inmates get – e.g., AA, NA, church services, etc. She sees other inmates going to programs and wants to attend. She just became a trustee, so she's allowed out of cell to clean, serve dinner, etc. – makes time go by faster, helps inmates to develop good references. GRIEVANCES – Tried to file a grievance re perceived harassment of her son by other inmates – grievance was returned to her with no written response; not sure whether she should re file it or let it go. Rulebook contains explanation of grievance process. MENTAL HEALTH (QUALITY) – She likes the mental health medications they give her, it helps her to sleep. MEDICAL (QUALITY) – Medical care is good – she has seen the dentist and OB/GYN. PHONE CALLS (PROBLEMS) – Many inmates don't know how to use new phone system that requires typing in code. Phones don't take 800 calls. FOOD – Food is very good. HYGIENE – Inmates need more toothpaste – indigent inmates get very small sample-size tube in hygiene packages once/week, but the toothpaste always runs out and she has to wait a week until next distribution. MAIL – Takes a long time to get mail.</p>	1	1			1				1	1	1																							
Elmwood Women's	<p>HOUSING / HYGIENE – Cells are too small, inmates need more room to breathe. Not healthy for inmates to sleep so close to open bathroom. CULTURE – CO's in 4A are good. USE OF FORCE – Never seen CO's use force against inmates. OUT OF CELL TIME – inmates spend too much time locked down in their cells. CO's discipline inmates by locking them in cell, but this doesn't help them solve the problem. PROGRAMS – Inmates should get to do programs, take educational classes, address family matters. There are so many programs out there – inmates need something to keep their minds active. Inmates in 4A needs more books available. REHABILITATION / REENTRY – inmates need more assistance addressing underlying issues – drugs, etc. – to prepare them for release and keep people from continuing to come back to jail. GRIEVANCES / RETALIATION – She filed a grievance once – doesn't remember what it was about or if problem was resolved, but she was able to talk with someone about it (doesn't who). She is concerned that if she files a grievance, she might get a longer sentence. When she arrived, she was told that inmates should only file grievance for something very important, she believed that she was only supposed to file grievance if CO used force. MENTAL HEALTH (ACCESS / QUALITY) – inmates need better access to medication. She has been asking to get her medications – which she needs them for her court program – for several weeks. She thinks her medications are being taken away as punishment, but it impedes her from addressing her court case. FOOD – Food is bad.</p>	1	1	1		1	1			1	1	1																							
Elmwood Women's	<p>IN GENERAL – Food and living situation here in Elmwood are great – more than she had on the outside. Her big complaints are about conditions in holding cells and toilets in courthouse and Main Jail (disgusting, never cleaned, orange film growing in toilet, contaminated/diseased); having to wear ankle shackles in court; and being placed in isolated holding cells in courthouse. REENTRY – Most inmates are homeless, there should be more reentry planning / assistance for homeless inmates; jail is not the right way to house homeless people. Outside jail, many people don't have resources (e.g., bus fare, etc.) to get to court when required. CLASSIFICATION – Unfair/discriminatory to classify and segregate inmates based on their charges and mental health issues, etc. Inmates with mental illness are stigmatized. GENDER DISCRIMINATION – Unfair to discriminate between female and male inmates at Elmwood – male inmates have more opportunities and get to be outside in camps, women all locked inside. CULTURE – Some CO's are overbearing – particularly male CO's in women's units. If g., another inmate in unit has psychiatric delusions but is harmless – when male CO came in, the inmate was just standing there laughing – CO would have just ignored him, instead he got angry, chased her up stairs aggressively, made her lock down in room as punishment. 4A CO's would know how to handle her, but female CO's defer to male CO's. CO's all stick together – they all get involved if there's a problem with one inmate, but they don't let other inmates get involved together. USE OF FORCE – Never seen CO's use force against inmates. OUT OF CELL TIME – inmates should not be on 23-hour lockdowns – there's no reason for lockdowns, it's only due to staffing shortages. PROGRAMS – Inmates in 4A are not given any programming – she would like to have programs, classes, work opportunities. It's not fair that inmates in other units / other classifications get programs and they don't. GRIEVANCES / RETALIATION – She has never filed grievance – never wanted to complain about anything except 23 hour lockdowns. No concerns about retaliation. MENTAL HEALTH & MEDICAL (ACCESS / QUALITY) – Medical care is excellent; they make sure she gets her medications and treated her for injuries when she came in. Medical staff are as prompt as they can be – only takes 2 days to get care when she needs it.</p>	1	1	1		1	1			1	1	1																							Court holding cells, gender discrimination, classification
Elmwood Women's	<p>CULTURE – CO's do well and are very nice to inmates. USE OF FORCE – Never seen or experienced use of force by CO's. OUT OF CELL TIME – inmates in 4A are in lockdown, so they only get 2 hours/day out of cell. She thinks this is pretty good for being on lockdown; they're only required to get 1 hour/day but get 2 hours instead. PROGRAMS – Inmates in 4A don't get programming, only interactive journaling. She would like access to programs – especially NA or substance abuse programs, since lots of women are addicts or recovering. GRIEVANCES / RETALIATION – Never filed a grievance – hasn't had anything she wanted to complain about. MENTAL HEALTH (ACCESS / QUALITY) – There should be better counseling available for inmates – she has asked for counseling, but they just send a representative who listens and takes notes but doesn't provide any real counseling. Access to care is prompt – when she needed her anxiety medication, nurse came right away with meds. MEDICAL (QUALITY) – No experience with medical care PHONE CALLS (PROBLEMS / RATES) – She talks to her family every day, able to make as many calls as she wants during out-of-cell time. Only had one problem with phone rates – when family member tried to put funds on her book during call, they got disconnected and family member got charged \$x for disconnected call. No other problems with phones or rates. No change in phone rates since she arrived. FOOD – Food isn't very good, but she didn't expect it to be. It would be nice to get a snack. CLOTHING – They get enough clothes – 2 outfits/week + 1 underwear/day. There should be more thermals for winter – she hasn't been able to get a thermal because there aren't enough. COMMISSARY / HYGIENE – She gets commissary every week. It's generally ok, only had her order messed up once (gave her wrong product). Inmates should get shampoo if they can't afford it – lots of women don't have money for commissary, but they don't get shampoo in indigent kits so they're unable to wash their hair. OTHER – She is trustee (1 month as trustee) – it's a good experience; she gets extra meal as payment every time she cleans; she tries her hardest to clean well; they clean 2x/day every day. Selection of trustees – CO's observe inmates; inmates have to be cleared by nurse.</p>	1	1			1	1			1	1	1																							Trustees
Elmwood Women's	<p>HOUSING – She's been rehoused on several occasions as punishment for her conduct and got \$150 once. She was upset about CO's decisions to rehouse her. She's now in 4A – usually she doesn't like being in 4A because less out-of-cell time, but right now she's enjoying the solitude. CULTURE – Experience at Elmwood has gotten much better since when sheriff ran jail – CO's are much better; conduct is pretty good compared to what it used to be under sheriff. 4A CO's are prima. USE OF FORCE – She's never seen CO's use excessive use of force, but they can be heavy-handed when are trying to demonstrate control. OUT OF CELL TIME – inmates don't get enough time out of cell. Inmates in 4A are supposed to get 2 hours/day, which is too short; sometimes they get less time because locked down. PROGRAMS – She has gotten kicked out of various programs for misconduct (throwing books, arguing with other inmates), now she just does workbooks. GRIEVANCES / RETALIATION – She considered filing a grievance after argument with CO who infected her unfairly, but never filed it because she didn't think it would help her; later she got to talk with lieutenant about incident (unclear whether this was during infraction hearing?). She has no concerns re retaliation. MENTAL HEALTH (ACCESS / QUALITY) – Care is satisfactory. When inmates put in white card, they usually get a response that night ; and only have to wait a few weeks for appt appointment now – it used to take 4 weeks to get appointment. MEDICAL (ACCESS / QUALITY) – She has serious infection developing into ulcer – saw doctor twice, but recent appointment was cancelled – not sure why. VISITATION – Recent visit got cut short – supposed to be an hour. FOOD – is good for jail food, same as it's always been. HYGIENE – Sanitation/cleanliness are good.</p>	1	1	1		1	1			1	1	1																							
Elmwood Women's	<p>CO's are not as good. CO's are always using their cell phones, but CO's in her unit are still very responsive to inmates' needs and requests. In other units, she has observed CO's engaging in favoritism for certain inmates and violating privacy of others – e.g., CO would check the commissary accounts of other inmates and report the information to "favored" inmate; change around programming times of other inmates at request of "favored" inmate, giving extra meal trays to one inmate but not others; let "favored" inmate control the TV. Very bad and humiliating treatment in Main Jail (Bth floor) – they refused to let her shower for 10 days, wouldn't give her underwear, refused to give her sanitary pads for 3 days when she kept asking; threw her meals in on the floor – wouldn't hand it to her; not allowed to make phone calls. Conditions in cells are disgusting – beds have mildew, blankets smell foul, etc. CO's ignore inmates when they need something, act like they don't hear them – CO's refused to give TP when she asked (ignored her repeated requests); inmates shouldn't have to ask for TP – it's a basic necessity. SAFETY – Mistreatment by other inmates – In her previous unit, she suffered mistreatment by another inmate – harassment, stealing her food, messing up her cell and damaging property, and sexual harassment/molestering her. When she complained to CO about harassment and asked to be moved, CO wouldn't help her – just told her lock herself in her cell. They finally move her to another unit with higher security – feels that she was treated her very unfairly overall, compared to other inmate who harassed her. CO's keep threatening to send her back to her previous cell, even though she is terrified of other inmates. When there's mistreatment by other inmates, CO's just close the door to the unit and don't really know what happens inside cells. She just found out that she can complain about sexual harassment by other inmates by other inmates, didn't know before. USE OF FORCE – CO's in Main Jail use excessive force against inmates. In Booking (Main Jail), CO's used excessive force against her when she resisted oral swab (out of confusion – didn't know what they were doing to her or why); if CO's came at her, threw her on the floor, injured her arms and feet, dragged her across the floor. Even though she was resisting swab, it was excessive force for the situation. When she moved to Elmwood and gave oral swab, they were very good about explaining the reason for it. GRIEVANCES / RETALIATION – she has put in grievances to change classifications – has been waiting for months with no resolution. It takes 3-4 weeks to get any response. She put in several grievances about mistreatment by other inmate – CO's only talked to other inmate, but didn't resolve problem; she finally had to be moved to get away from it. Retaliation – Many inmates have lots of complaints, but are too afraid of retaliation or physical abuse to file grievance. Other inmates have told her that if she complains about a CO, CO will retaliate by mistreating her and will tell all the other CO's to mistreat her also. ACCOUNTABILITY – Doesn't know if there's any accountability for CO's. Rulebook said that inmates can take grievance up the chain of command if there's misconduct by CO's. MENTAL HEALTH (QUALITY) – Bth floor (Main Jail) – When she was suicidal, they took all her clothes and just gave her a cloth to cover herself – she</p>	1	1	1		1	1			1	1	1																							Harassment by other inmate (safety), sexual misconduct, language access/discrimination

Elmwood Men's	<p>Inmate Safety: The deputies flash the lights on and off to get the inmates' attention but this is dangerous for people with epilepsy. Visitation: There are times that people's families sign up and show up for visits but are turned away. Grievance/Complaint Process/Grievance/Complaint Retaliation: He does not filed grievances because nothing will happen. Someone filed a grievance because the water was too cold and they were told that the boiler was broken and that was the end of it. He has heard that if an inmate puts in a grievance then it results in mistreatment of everyone, but he could not be more specific. Accountability of Staff: He sees sergeants once a week only if there is an issue. He does not think/know if deputies are held accountable. Hoarding: There are misclassifications (one above re mental health) including people who belong in the infirmary and gang members who should not be mixing. People are reclassified frequently because of infractions. Culture: The deputies leave lights on all the time which makes it hard to sleep (including during the day). When someone has court or jail call, the deputy screams the inmate's name instead of walking to that person's bunk. This wakes everyone up and also requires the inmates to make sure that their fellow inmates do not miss the call; this should be the deputy's job not the inmates'. If the inmates are respectful generally the deputies are. The problems come because some of the deputies have certain regimented standards and there will always be a group of inmates who do not listen or follow the rules. Out of Cell Time: The length of time their lockdown depends on the deputy. He does not know how much time he is supposed to be allowed outside, but, depending on the deputy, they are allowed outside for most of the day outside permitting. Programs: The program seems to be "relax". His only issue with it was that there were people there who were there only because it helped with their court cases. Access to Physical Health Care/Quality of Physical Health Care: The response for any ailment is "drink water". The nurses are insensitive. He had to wait one month for cough syrup for a serious cough, before that he was told to drink water, take bubbles (for a cough), and gargle salt. He had to put in four request forms before he saw the doctor. Inmates who are withdrawing from drugs receive no medication and no one monitors the inmates to ensure that they are safe. Cleanliness: The inmates who are withdrawing from drugs defecate in the unit and the other inmates have to clean it up. He has seen only one inmate cart (since being in jail and it was to clean up blood from a fight). Phone Call Problem/Phone Call Rates: The phone calls are too expensive. He has spent close to \$400 in the last few months. He has noticed that his bills are not always charged at the same rates for no apparent reason. Commissary: The commissary is expensive (e.g. the soup), especially compared to other counties and state prison. The method of ordering is "stone-age" because they use bulkhead items. There are times he has been overcharged or received the wrong items. He noticed that he was charged for items he never received. He had to file two to three grievances before he finally received a refund. There was never an explanation as to why he was overcharged. IWF: Money was deducted from his books because of indigent fees he received in the past. There are people with \$75 balances and those inmates will not put money on their books because of the negative balance even though they do have money. The negative balance follows the inmates whenever they return to jail. Hygiene Cleaning Supplies: The inmates do not have enough cleaning supplies even though they request for more supplies (e.g. comet) every day. The deputies respond that they do not have any more supplies to provide. They receive a green</p>	1		1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
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Elmwood Men's	<p>booking. The deputies tease inmates in front of other inmates. The reason there is more force at booking is because the intake officers ask personal and offensive questions which upsets the inmates. For example, they will ask if the inmate has a job and if he says yes they will say, "really you have a job?" Grievance/Complaint Process/Grievance/Complaint Retaliation: He filed a grievance about medical staff because he was having symptoms of high blood pressure and he had a tooth ache, and it took two months to see a doctor. He could not rest because of the tooth ache. The deputy threw the grievance back at him and told him his only option was to fill out another white card. He persisted and received a response from the captain that said that it was not "him" responsibility but also that dental and medical were separate. The nurse is the gatekeeper to the doctor and will dismiss them so they never get seen by a doctor. If an inmate asks to write internal affairs or to write the Sheriff, they are denied forms. He has been told there is a phone number for internal affairs but when he called, the signal was busy. Accountability of Staff: He has never seen a deputy or nurse held accountable for misconduct. Culture: There are certain deputies who are more disrespectful. Examples include: "get on your bunks you idiots" or "f'll tell you to get on your bunk i'll wring you out." The disrespect makes him angry at those deputies and everyone will blame all deputies. The disrespect causes the inmates to fight each other. The nurses speak in their own language and show the forms to each other so he feels that they are making fun of him amongst themselves. There is a team of officers who harass and embarrass inmates by e.g. raising their bunks and destroying their personal property. They singled out particular people because they were gang members and they wanted to assert their authority. When that unit is there people do not walk outside because if they are the deputies will threaten the entire unit. Those deputies then blame one inmate for destroying/confiscating everyone's property and tell all inmates it is because of a particular inmate so it causes tension between the inmates. There was a time that someone gave this inmate a piece of chicken because it was his birthday. He walked by a problematic deputy and that deputy took it and threw the chicken on the ground in front of him, then made him wait outside in the cold while he raised his unit. Each deputy has different rules so the inmate has no idea how to act. There are some deputies that are great e.g. one will replace basketballs for the inmates if it goes flat or find games for them. Working Conditions: He is ill and asked to sit out from work but was told he could not by both the deputy and the nurse. If he does not go to work, he is infraacted and receives 5-20 days extra on his sentence and the deputies will threaten to lock him down for 22-hours. People are in fear and do not do anything about feeling too tired to go to class or work. If an inmate does not want to work he is sent to a dirty unit as his last order. People are coming down off of drugs at that unit. Out of Cell Time: When there are bad deputies they give the inmates 30 minutes a day versus the other deputies 2 hours. They have time for phone calls. Programs: RCP is good but if an inmate is sick he is forced to go or else is disciplined. When he graduated they did not want to let him leave the program because the country receives \$2,000 a day for them and the instructors tell them that. Access to Physical Health Care/Quality of Physical Health Care: He filed a white card and the nurse would not put a date on the request, would not sign it, and threw the request for the card. There is a problem with one nurse who is impatient and rude and who makes inmates wait while he looks on his phone. He had a broken collarbone and knee asked for a note to have</p>	1																																													Working Conditions
Elmwood Men's	<p>Grievance/Complaint Process/Grievance/Complaint Retaliation: This inmate does not file grievances because deputies tear them up and/or nothing because of the grievance. Many inmates never follow up because they leave the jail. He has heard internal affairs will look into complaints, but there are no truly independent agencies to receive grievances. Classification: The jail house inmates by race. Culture: Some of the deputies do not like certain gangs so they target them for harassment e.g. raiding their units. They will tell the inmates it is because they are Northerners (for example). Access to Physical Health Care/Quality of Physical Health Care: He has been waiting two weeks to see a doctor for shoulder and back pain from a car accident. He has only been able to obtain Tylenol for his pain. Commissary/Work: If an inmate does not have money, his account has a negative balance which will follow the inmate in and out of jail. Commissary: The soup is too expensive. Food: The deputies rush the inmates in out of the chow hall such that they have only 10 minutes to eat, and they have to spend half that time waiting for the food to cool. They move them within the hall table to table every minute.</p>																																														
Elmwood Men's	<p>Group Interview: There was a consensus among 8 inmates about the following issues (the inmates did not want to speak individually for fear of retaliation): Entertainment: They need radios. Out of Cell Time: They need more time in the yard with the basketball court and exercise equipment. Culture: The deputies are disrespectful and endanger deputy & inmate safety. For example, a deputy an inmate not to get off of his bunk and if he did he hoped the inmate got raped. Mattresses: The mattresses hurt their backs. Medical Access: They only pick up the white cards once a day and so if they miss it they are out of luck. Accountability/Grievance: The deputies are not held accountable and the grievances do not go anywhere. Utensils: The spoons are so small that they end up eating with their hands. Food: The food tastes poorly and they do not have enough time to eat the food. Work: They should be paid for working or receive the extra day credit they are supposed to receive under the rule book, like in prison.</p>																																														Prisoners in jail; unpaid work; safety; mattresses; utensils; radios
Elmwood Men's	<p>This inmate's main issue is the law library because he has a pending civil suit. Law Library: This inmate has nine prison priors which has informed his critics of the law library. He is not allowed pro per status until a civil complaint is filed, but how is he supposed to prepare the complaint without having pro per status? The only way to get pro per materials/privileges is to move to maximum security at main jail because they do not have a law library here. He intended to sue the City of SC because of liability with his arrest. He asked the legal research office for the claim form that must be filed within 6 months to preserve the suit. First they told him "we don't give out forms." He wrote 15-20 more requests. They gave him 5 forms and they gave him the wrong address which he later found out with further research. He asked the LRA for the Rules & Regulations of the DOI and received a written response that they will not provide that. The form also said that they will not provide the inmate the grievance procedures. (I did see the form but was unclear if it meant LRA does not have the information or the inmate cannot receive it from anyone; however, this inmate's interpretation because of the ambiguity was that he cannot receive it anywhere and he would not know where to ask if not LRA.) He tried to file his lawsuit but the jail would not let him have his books. The court rejected the filing for this reason. The court mailed the lawsuit back to him. It was confiscated as "contraband" because the package was too big without having a "legal mail" stamp even though it came from the court. He filed this, told the sergeant that this was unconstitutional, and the result was that the lawsuit complaint was placed in his property in booking, not returned to him. A person from Catholic Charities got it from his property and gave it to him. In order to be able to use the law library for a civil suit in proper they must provide the DOC with a copy of the lawsuit which is troublesome because even though it is public he does not want low level jail staff knowing his accusations when they probably would not go to the trouble of looking it up. He sent requests to LRA for help finding a lawyer and they sent him materials on things that would require a person to be out of custody (e.g. go to the self-help center, here is a list of places with free law resources). He cannot obtain any addresses for attorneys. He filed a grievance over the hole punch issue and the four deputies and a sergeant ridiculed him in front of other inmates saying "you think this fucking Staples?" It takes Catholic Charities two weeks to photo copy documents whereas it takes 48hrs for criminal pro per and the prison law library has a copy machine (and a stapler, westlaw, on site people to help with law, hole punch). The process with LRA is to send a lot of cases, information and never get any. He took a month and a half to get a copy of the civil rights act. It takes two weeks to get cases back which is terrible because cases have other cases cited in them so naturally an inmate will constantly need more cases. He thinks the librarians at prison are better supplied without having a safety issue because there are better screening over who goes in. But, they still do not deprive the other inmates of supplies. E.g. the deputies will staple their papers in hole punch for him.</p>																																														Law Library
Elmwood Men's	<p>This inmate brings comments from other inmates, too, who were fearful of retaliation for speaking with BRC. Medical—he hasn't gotten the care he needs. He needs appointments more often than every 6 weeks because his condition could get very critical. Soap—these guys don't have enough soap in the bathrooms. The guards aren't giving them the sanitary supplies then need. Commissary—food is too expensive. Shoes they buy there, they can't wear outside of barracks, which makes them pretty useless. Out of barracks time—guards don't open the big yard enough, plus those who work longer shifts never get to go out for exercise. Guards should give additional time slots for big yard for workers so they get exercise, too. Why can't they jog for exercise? Inmates get in trouble for jogging. Phone—not enough time to call family for those who work, and the times are when his family isn't available. Need more freedom about making phone calls. Culture—guards make up their own rules and never give a straight answer to inmates. Grievance—he's just been 2 weeks and no one told him about grievance process, so this interview is the first he has heard of it.</p>																																														
Elmwood Men's	<p>Prison v. jail - inmates are serving long (e.g. 30 years) prison terms now in county jails that are not designed for it and are deprived of privileges they would have in prison. Prison sentences are served locally but receive one third time like in prison. Other differences are no pay for work, no college courses or skilled trade certification programs recognized by State Board of Education or trade groups, overpriced & limited commissary, no music, no personal TVs or music devices, little time in yard, no hobby/crafts, no head phone, personal radios, few books. Inmates want same opportunities as in prison. Culture - there are a few good guards in jail. 50/50. But there are many officers and sergeants ignorant of the rules. Oversight—jail's gross misconduct toward inmates definitely needs more oversight. Use of force—a few years back, inmate was beaten while belted chained. Nose broken, pepper spray in mouth, thrown on the ground, stomped, punch, kicked, collar bone and ribs broken. X-rays by Valley Med support this. Then sent to Main #2 as a double red without a write up and bold charges would be brought against inmate if he talked. Inmate is finally speaking up because the statute of limitations has passed, so he could no longer be retaliated against for that.</p>																																														Prisoners in jail; Oversight
Elmwood Men's	<p>Grievance-Grievance procedure is broken, many denied and/or lost. Retribution by staff, violating rights or denying privileges. Need outside grievance monitor like in prison, secure lock box for grievances; mechanism for addressing class action grievances. Inmate input—"Men's Advisory Council" should be created to address issues, concerns, make recommendations to staff, with representatives from each dorm at monthly meetings with lieutenant's participation. Prison v. jail—Inmates should be issued a Title 15 Rulebook. Inmates serving prison terms get unfair loss of credits for relatively small infractions, no opportunity to correct behavior and receive credits back (unlike prison). Many infractions are issued as "Failure to Follow/Obey Instructions" when no instructions were actually given. Un-sentenced inmates are given more lenient punishments than sentenced inmates (e.g. infraction for extra clothes will be 2 weeks loss of commissary for un-sentenced vs. 30 days lost good time plus sent to lockdown for sentenced.) Hygiene-toilet paper dispensers on contact; sanitary, whynegs, rashes, bleeding. Need to put hand washing soap dispensers in all bathrooms, as soap is extremely inadequate for both showering and handwashing. Commissary—prices are too high. Should use inmate-run Commissary, to lower prices. Need more selection of food products (fish, seafood, vegetables, dried fruits) for inmates with special dietary needs (diabetic, asian, etc.) Phones—should be phones in barracks, not for inmates who work or program so they can have time for calls. Classification—"s-code" factors need to be addressed. Classification is seriously outdated on its "suspected gang members" database and has no procedure to be declassified.</p>																																														Prisoners in jail; infractions; inmate input; classification
Elmwood Men's	<p>Guard discretion—one officer on C Team has decided to change practice in a way that is making life difficult and unsanitary for the evening kitchen/cooking crew. Normally, they get clean clothes at the end of their 4-hour shift. This is because they spend the whole time washing the heavy trays and cards that are used for the whole facility's food, and the workers' clothes get soaked with water and covered with rancid food and grime as part of their work. This one officer has now decided not to give them clean clothes at the end of their shift, starting last week. It's unsanitary that the guys have to take their soaked, filthy clothes back to the barracks and continue wearing them. Retaliation—the men on his work crew are scared of reprisal for speaking up about the work clothing situation because the officer told them, "if you don't like it, then don't come to work," which is not a choice for the men with mandatory work requirements related to prison sentences. Grievances—he filed one. It took 6 weeks to get a response, and even then, the response didn't fix anything, though it was for a basic problem in the dorm. "I've lost all faith in the grievance system." We really don't have other options for how to solve problems here. Housing—they need a table in the dorm. He's working on his GED and has no place to write his assignments. Other barracks have tables, so he's unsure why they wouldn't have a place to write in his barracks. Commissary—it's too expensive, not enough selection or actually better choices. Hygiene—should be able to at least get a wash rack from Commissary.</p>																																														

	<p>Accountability: He doesn't see sergeants often. Culture: No one wants to be housed with black gay inmates. He had to switch cells 3 times because nobody wanted to be housed with him. The officers laughed it off. In other counties when inmates refuse to house with other inmates they are put in administrative segregation. Some of the people gave hateful reasons right in front of him. He has heard people say "I don't house with f**gers." People will tell him there is "going to be a problem" when he sits down with him. He has never experienced this kind of hate in the 3 other counties he has been incarcerated in. He feels the officers condone the behavior. He doesn't feel safe. He feels the dorm deputies should be consistent with the classification officers in that they must house with whomever they are told or be placed in General Population rather than Protective Custody. Out of Cell: inmates get at least 2 hours a day. It depends on the officer. Programs: He feels they are covering good material. He thinks they could cover more material about addiction and the behaviors behind addition. He feels the exercises and lessons are more therapeutic and less informative. Medical: It took about 2 weeks to get an appointment. It took 3 days for the doctors to fill the order for his essential medication. For 3 days he was told he was supposed to be at the pill call so he didn't receive any medication. When he did get his medication, it was half the dosage and he was told that he didn't need as much as he was getting before. Food: He thinks they cook the vegetables better here than other counties. Phones: Other counties have a free 30 second call. Commissary: He doesn't always get what he orders. Hygiene/Cleaning Supplies: Most counties provide soap and deodorant, here it's just soap and it only lasts 2 days.</p>																																		
Elmwood Men's	<p>Inmate Safety: He has seen officers watch fights happen for a couple minutes before intervening. Visitation: There are a lot of rules about clothing, keys, cash, and arriving early. People have tried to visit him but were turned away. Grievance: He wrote a grievance 3.5 months ago about a cockroach in his food. He never got a response. He wrote a grievance 2.5 months ago because a deputy told him he was not allowed to throw without explanation. Another deputy yelled at him and said he shouldn't have filed a grievance on the first deputy, accused him of causing problems and trying to get into the Mercury news, and told him he could take him outside and "fuck you up." He filed another grievance on the deputy who threatened him. He wrote to internal affairs and he just received a response that says the matter was resolved (but did not explain how). He believes the deputy was moved to a different dorm. The deputy continued to pick on him (threatened him with infractions) until he was moved. He requested a grievance from the same deputy and the deputy ignored him. He didn't receive his carbon copies of his grievance form back until he filed another grievance about not receiving the documentation. Accountability: He sees sergeants walk 2 or 3 times a day signing the logbook. They don't talk to inmates unless someone filed a grievance, in which case the sergeant will come by about half the time. He feels inmates have to be persistent to get a response. Housing: There is an ant problem in the summer. Ants crawl on him while he is sleeping. It's very cold in the winter. In the summer it's either way too hot or way too cold. Out of Cell: Inmates get about 2 hours per day. They usually get less on the weekend. Inmates are told they are short staffed or on lock down on the weekend so they can't get out of cell time. Programs: Class time each day has been cut in half so the course takes twice as long. The instructors are hit and miss, but he likes the one he has now. Reentry: He hasn't been told about reentry services. Medical: It takes 4 days to see the dentist for a painful toothache. The dentist told him he couldn't pull his tooth and he would have to come back in a month. He was sent back to his dorm but he doesn't know if he has an appointment or not. He made a medical request to see the doctor for a sore throat and he got an appointment 4 days later. The doctor gave him salt to gargle with. When he had a rash on his arm, the nurse told him she couldn't do anything to help him, so he didn't get any medication or ointment. Food: He found a baby cockroach in his jell-o. Commissary: Sometimes the items he orders are replaced with other items or are missing entirely. Sometimes he gets charged if he doesn't notice before he gets back to his cell. When there is a replacement he gets charged for what he ordered, not the replacement item. When he has been moved to a different dorm, the Aramark employees open his commissary bag and give the contents to the trustees, either assuming he has been released or he will never find out. He doesn't get refunded. He sees this happen each time. Hygiene/Cleaning Supplies: He has requested cleaning supplies for his cell and sometimes it takes 3 or 4 days. Clothing: It's hard to get the right size clothing. It can take 3 to 4 weeks to get 3X pants. The clothes are often smell like mildew. He has gotten a rash from the clothing.</p>																																		
Elmwood Men's	<p>Mental Health: He has been prescribed medication and mental health checks in once a month to see how the medication is working out. Use of Force: A couple times at the main jail he got slammed against the wall in the elevator and the guards tried to get him to fight. Visitation: Visitors have to be 45 minutes early for a 30-minute visit. If they arrive 44 minutes early, they get turned away. Grievance: Doesn't know what a grievance is. He never received the inmate orientation handbook. Accountability: He sees sergeants from time to time but he doesn't trust any staff generally. He doesn't know the sergeants well enough to know which ones can be trusted and which ones will retaliate. Housing: Some of the grime in the cell is so old it won't get clean. Culture: Inmates don't want to have to rely on the staff or officers for anything. The staff has their own "brotherhood" and the inmates have to develop their own "brotherhood". Out of Cell: 3.5 hours per day on weekdays, 5 hours on the weekend. Every now and then they get 1 hour on the weekend. Inmates are out of their cells this Wednesday morning, but he says this is rare. Programs: This is very important to him. He feels the GED program should be 5 days a week. Right now it's only 2 days per week. He feels it is important for inmates to have both the PACE and the GED program. Medical: When he had an ear infection, the nurse requested an appointment for him and it took about a week and a half to see the doctor. The doctor sent him to the E.R. at Valley Medical. Phones: He has requested cleaning supplies for his cell and sometimes it takes 3 or 4 days. Clothing: It's hard to get the right size clothing. It can take 3 to 4 weeks to get 3X pants. The clothes are often smell like mildew. He has gotten a rash from the clothing.</p>																																		
Elmwood Men's	<p>This inmate told me he is homeless. Mental Health: Mental health talks to him and gives him medication, but it is different medication than he gets when he is on the street. He thinks it doesn't work as well. Mental health staff comes to talk to him about every 1.5 months - 3 months about how the medication is working. He doesn't get any counseling through mental health but sometimes the classes help him with his issues. Inmate Safety: They usually break up fights pretty fast. He feels pretty safe. Grievance: He filed a grievance and never got a response. Housing: The cells are very cold. During the summer it's very hot most of the time. Culture: The staff can be rude. He thinks they are just doing their job. Out of Cell: 1.5 - 2.5 hours at night. It's rare to get out of cell time during the day on weekdays. They get 2 hours 3 times per day. Programs: He wishes there was not a GED class in this dorm because it cuts into the PACE program. Reentry: Lately no one has come around to talk to people about getting on medical after they are released. He is advised the medical care he receives. He takes medication and it helps him. Food: Sometimes he doesn't get enough food. WF: He is indigent and gets enough soap, stamps, and envelopes. He can't afford the phone or commissary though. Hygiene/Cleaning Supplies: He feels they get enough soap in his current dorm, but not all of the dorms. Clothing: They didn't give out thermals this year. They don't always have enough clothes when they do the laundry exchange each week. They only get new underwear twice a week, one pair at a time. Property: He says he never got some of his own clothes back. He says the clothes were in good condition. He never got a response when he complained about this.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Personal Property
Elmwood Men's	<p>Grievance: He'd rather let other people file grievances because he is worried about retaliation. Accountability: He sees sergeants during class or during pill call a couple times a day. He feels like he could talk to the sergeant, and he'd rather do that than file a grievance. Housing: It's too cold. Culture: He thinks they are getting more out of cell time lately because they are being investigated. Out of Cell: Sometimes they get locked down for no apparent reason. Programs: The GED is a great class, much better than the PACE program. Sometimes the videos seen irrelevant. Reentry: No one ever told him about reentry services when he was released. Medical: It takes a week or 2 to get an appointment to see the doctor. He needed it 4 or 5 times and it took a month. He got a chemo to be on the bottom bunk but no one told him until an officer asked him why he needed it. He got some pain medication. The care he gets is fine. Food: Sometimes the food makes people sick and is very salty. He says it's not good for the kidneys. Sometimes the trays come with something that he can't identify, he thinks it might be cockroaches. He thinks they get enough vegetables and fruit. Sometimes the carts are spoiled. If inmates get something really gross like with a cockroach or mold, they can ask for a new one. Phones: Sometimes the calls drop. It's expensive. Commissary: Sometimes he doesn't get what he ordered. Hygiene/Cleaning Supplies: The showers smell bad, but the trustees are working on it.</p>																																		
Elmwood Men's	<p>Grievance: He gets the run around. When he requested a grievance form the doctor told him he doesn't have the forms. The doctor said he doesn't know who he could get them from, maybe the pill call nurse. The pill call nurse said he had to ask an officer. The officer said he doesn't have medical grievance forms. Accountability: He thinks he sees sergeants about once a week but he's not sure which officers are sergeants. He doesn't feel he could talk to sergeants about issues. If he tried to talk to a sergeant, some of the deputy's would retaliate by raiding his cell. Culture: Different officers are coming through all the time and so when they get brushed off by an officer, the inmate may have been brushed off a dozen times already and the officer doesn't know. He has seen threatening posturing from the staff, or intimidation, but no physical abuse. Out of Cell: If there is no lockdown, they usually get 3 or 4 hours everyday. Programs: They don't have enough class time each day. By the time they do cell call, and oral reading of assignments and feedback, there is maybe only 30 or 40 minutes of curriculum. He finds the subject matter and the instructor excellent. Reentry: He knows about the reentry center but the staff didn't tell him about it. Medical: The doctor says the county's policy regarding detoxing from meth is that they cannot get any pain medication. He had a prescription for a neuropathy issue but he couldn't get the medication even though it is not a narcotic. He feels this blanket rule is unfair if people don't have issues abusing prescription medication (although he admits he is a meth addict). He was offered aspirin instead but it doesn't do anything for nerve damage, and the doctor admitted it would do nothing to help him. Food: For a county jail, the food is decent. Phones: 4 of the 8 phones are broken. Sometimes there is not enough time. Sometimes calls get cut off. He doesn't know why. Commissary: Expensive. But the list is better than the last vendor they had. Hygiene/Cleaning Supplies/WF: Other counties give out deodorant with the indigent welfare kit. Clothes: Inmates only get one set of underwear at a time. Only get clothes twice a week.</p>																																		
Elmwood Men's	<p>Mental Health: The mental health staff talks to him every 4 weeks. He doesn't feel they are doing a good job. Mental health requests always go through the medical nurse first, rather than straight to mental health. It takes a month to see the psychiatrist. He thinks they need more psychiatrists. Inmate Safety: Some officers pay attention, some don't. Some of them let fights happen, but not at this dorm. Accountability: He sees sergeants signing the logbook everyday. They don't talk to the inmates. He likes to go straight to the captain if he has a problem. Housing: The water in the sink shoots water out of the bowl, and he thinks there is too much water pressure. The hot water doesn't get warm enough. Out of Cell: They are supposed to get 2 hours everyday, but that only happens half the time. Programs: GED is only 2 days a week. They want to go all 5 days a week. Then he could get his GED faster. Reentry: The staff has never told him about the reentry center. Medical: His glasses are broken and taped at the moment. He got them in prison a few years ago. He needs a new prescription, but there is no optometrist. He says they don't take people to VMC anymore. The only thing the dentist does is pull teeth. They don't do teeth cleanings. Food: They don't get enough food. Commissary: The old vendor for commissary charged him for items he supposedly received during a period of time that he was in prison and this could not have ordered nor received commissary. Hygiene/Cleaning Supplies/Clothes: Sometimes it's hard to get supplies from the trustees. He has to find a nice one. They seem to think it is theirs. There is one trustee who gives him what he needs. It's hard to find clothing for bigger inmates. There are a lot of big guys.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Elmwood Men's	<p>Use of Force: At booking he sees a lot of inappropriate use of force: twisting of arms and rough treatment. When someone is being drunk and belligerent they are rough. If someone refuses to follow orders, they will slam them on the floor, or physically force them to move. Inmate Safety: Inmates do a very good job of hiding fights. Perhaps deputies should be better educated on how inmates resolve conflict. They will have fights in parts of the dorm outside of the deputy's view. They will make a circle walking around the 2 inmates with the conflict or make a wall to block the view. Visitation: It's hard for older people to visit because they have to sign up online and it's complicated. Grievance: Whenever he asks for a grievance form, the deputy asks what they want it for. They tell him to ask the deputy on the next shift. They usually try to talk them out of it or kick it on to the next guy. Accountability: He has seen deputies write up physical fights as if they were verbal fights, specifically stating it were being that because it involved less paperwork. Housing: It's really cold. It's a lot colder in the cells than the main room. The deputy told him they have no control over the temperature. Culture: Deputies complain about working overtime a lot and say things like they are doing overtime and inmates are being too loud so they are not going to get program time. The deputies assigned to the dorm are not consistent at this time. They basically have a substitute deputy everyday. Out of Cell: 2 hours per day on weekdays, 3.5 hours on the weekend. Programs: He thinks the classes should have fewer students because there is a lot of side chatter. The instructor does a good job of trying to maintain control. Reentry: No one ever told him about the reentry center. When people are released, this location is very remote so it's hard to get where they need to go. When people are released, no matter how much money they had when they were arrested, they only get 20 cash and the rest they give to a check. Medical: It takes about a week to get an appointment with the doctor. The doctor is very nice. Food: He does think they are getting enough fruits, vegetables, and meat, but it tastes bad. Phones: 4 of the 8 phones don't work. Commissary: It's hard to add money to people's books. He said that when a person enters the pin, the number pad on the computer scrambles the numbers into different positions on the keypad each time a number is entered. Hygiene/Cleaning Supplies: The clothes are very dirty. He was told by another inmate they use a detergent with ash in it. When he mixes his laundry, it runs black. He does his own laundry as soon as he gets it. There is a shortage of toilet paper. Classification: He is in a dorm with someone who was a criminal informant on his own case. He is a known informant. Classification should screen for this sort of thing. Forms: They run out of request forms all the time.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	Classification Forms

<p>Accountability: There was an incident when inmates weren't going to class right away and one of the deputies started yelling, swearing, and kicking chairs. One inmate refused to turn around to be cuffed and he refused. The deputies prepared to come in and pull him out, but the sergeant came by to smooth things over and calm things down. Once in a while a sergeant will come into the dorm for a brief time and see how things are going. Housing: It's cold. His mattress is missing much of it's stuffing and has holes that have been sewn up. When they get new mattresses, the deputies refused trade out his mattress, opting to trade with inmates who had much better quality mattresses and put those in the closet. They wouldn't even trade these better quality old mattresses with his poor quality one. Culture: When new mattresses are available, not everyone gets them. The trustees receive them and choose who receives the rest. Some deputies have innately poor people skills and yell at inmates when they make simple requests, but others are perfectly polite. Other jobs have dorms for older men and for veterans. Those dorms are less political and he felt more comfortable with that. He has been told that inmates can't be housed in dorms like that in Santa Clara County until they are sentenced. There is no consistency from day to day about how the dorm is run. They are verbally abusive, and threaten violence, but haven't used physical violence. Out of Cell: Last week, there was no yard time for 4 or 5 days. On the weekends, the yard is usually open all day. Programs: The classes can be redundant, but he thinks they are helpful for some of the inmates. Medical: His few remaining teeth are rotting the slowest one, and one or two broken teeth are just barely peeking out of his gums. He has been administered ibuprofen. The nurse looked at his teeth, administered ibuprofen, and got him an appointment for a weeks later. Phones: The charges are very expensive and there is not always enough time to make calls. If inmates don't have the numbers memorized, they are out of luck. Commissary: The commissary list says that the pre-paid calling card is for international calls only, but the calling card is the best way to call people because inmates can use their own money rather than having the call recipients put money on their accounts. Food: The stretch between 4pm dinner and 4am breakfast is too long. Shoes: He showed me his county issued sandals and they are falling apart. Property: The personal property he had on his person, other than his clothing, are not listed on his property sheet including his cell phone and wallet. He is concerned that means they don't have them. Clothes: Inmates only get one set of clothes, towels, and sheets at a time and only once a week. A lot of the inmates wash their own clothes, shower with their underwear on, or wash it in the sink. Inmates in this dorm don't receive a thermal and only receive one blanket. His blanket has holes in it.</p>																						<p>Personal property; shoes</p>
<p>Mental Health: He has PTSD and no one here has talked to him about it. Use of Force: A deputy once twisted his arm too far. When he told the officer he, he twisted it further, so the inmate pushed the officer against the wall. The deputy then dropped the issue. Inmate Safety: Most officers have a feel for when tension is rising. But sometimes inmates will get a couple punches in here and there without the deputies noticing. Grievance: He wrote a grievance about rude and unprofessional behavior by some of the deputies, and a sergeant came to talk to him. He never got a response from the team of deputies who the grievance was about in 2 or more months. Accountability: Sergeants do not enter the dorms for inspections; they just talk to the desk deputies. There is supposed to be 1 deputy for every pod. Housing: The dorm had a leaky roof for at least 2 months. He doesn't know whether it was fixed or not since it hasn't rained hard recently. He took turns switching beds with another inmate because water was leaking on his face. Inmates used their commissary bins to catch the water. When the deputies figured out what was going on, they provided some extra bins. The Styrofoam on the ceiling is rotting. Culture: Some of deputies are relaxed about the rules and some make up rules that are not in the handbook. In this dorm, inmates have leaders for different groups (Hornthorns, Blacks, Whites, and other) of people. Some of the deputies try to get the inmates to police themselves by threatening punishment for individual behavior. There is inconsistency between how different deputies run the dorm. Medical: He developed a rash that developed an infection with a boil about the size of a peanut from the deodorant. It took 2 weeks to get an appointment even after the nurse examined the affected area and commented that it could be a staff infection. The doctor said he really didn't want to prescribe him antibiotics, but after the inmate convinced him he had already exhausted first aid methods to treat the problem, the doctor finally prescribed antibiotics and that resolved the problem. Dentist only pulls teeth and does temporary fillings. If you have less than 6 months, you may never get to see the dentist. Phones: Sometimes the phones get cut off mid-call. The rates are high, but better than before. Commissary: It's expensive and the quality is poor. Hygiene/Cleaning Supplies: Inmates only receive one set of laundry in prison they get 5 sets of underwear and shirts, and 3 sets of outer shirts. They only receive new laundry twice a week. A lot of inmates are using their towels. The dorm needs a deep clean. Some of the deodorant causes allergic reactions. Ventilation Ducts: There is black mold in the vents. Lockdown: During shift changes, nighttime, and lockdown, inmates are only permitted to 2 inmates in the bathroom at a time, although there are 3 urinals and 4 toilets. Shift changes are 2.5 to 3 hours around 6 and 6 and some of the inmates are very uncomfortable holding it. During the night, inmates aren't permitted to get up from their beds for water.</p>																						<p>Ventilation; Lockdown</p>
<p>Mental Health: He has requested a meeting with mental health. He was in custody for 3 days and never got one. In booking they ask a lot of questions about mental health but don't do anything to help inmates. Inmate Safety: When he was punched in the face at the minimum-security camp, the guards didn't find out about his fight until afterwards. He was just breaking up the fight, not involved. Housing: They keep the dorm very clean. Culture: The officers in booking are very rude. Here at Elmwood, the officers are pretty nice. Out of Cell: They get a lot of time out of their bunk areas. They get a few hours of yard time each day. Medical: He was punched in the eyes at the minimum-security camp and a nurse examined and treated his injuries. They gave him ice, cleaned his wounds, and gave him bandages. Food: He really likes the food they provide here. He said he craves it when he is out of custody. Toilets: Inmates are only permitted to use the toilets 2 at a time at night. There are 3 urinals and 4 toilets.</p>																						<p>Toilets</p>
<p>Use of Force: He has seen people be ordered on the floor, comply with that order, then get pepper sprayed by officers. Others have been handcuffed and are under control but the officer will order them to stop resisting and knee them in the body. He thinks they do it with the intent to demonstrate to other inmates that their abusive behavior has consequences. Inmate Safety: The deputies use techniques to make inmates police themselves. They tell the dorm that one inmate is the reason they have all lost privileges or program time is delayed. They even do that with new inmates who are only in custody a few days. Visitation: Visitation is through glass, even though they are only level 2. Visits are 30 minutes as opposed to downtown where they are 1 hour. Grievance: Deputies usually let some of the rules slide, like allowing an extra towel, but they will enforce all the rules on inmates who file grievances, so he doesn't file grievances. Accountability: He doesn't usually see sergeants unless an inmate receives an infraction. Housing: It's very cold on the second floor, and cold air is blowing through the vents. For a month there was no warm water. It takes a long time for things like the comb or pencil sharpener to get repaired. Culture: He feels they are treated worse than inmates in prison, although most of them are not yet convicted. The deputies talk down to inmates and some lock inmates down when it's not necessary. Out of Cell: They have free time almost all day but sometimes they are only allowed in the yard in the afternoon. Programs: There are no classes in this dorm. He wishes there was more to do with his time, whether it is classes or a job. Reentry: He hasn't heard about any reentry services at the Santa Clara jails. Medical: He was prescribed a medication for a heart condition in prison, but the doctor at Elmwood told him they don't provide that medication because they don't "believe it is beneficial." They did not substitute with another medication. He has a skin condition and the doctor said he could buy what he needs to treat the condition on commissary. Phones: It's expensive. Commissary: It's expensive. Sometimes they substitute the items he orders for something else. He wishes pens were available because the pencils break. Hygiene/Cleaning Supplies: They aren't supposed to have an extra towel to clean their bunk or eating area. They only get one set of everything at a time. They replace the outer shirt 1x per week. Undershirt, underwear, towel, and socks are 2x per week. Food: There is no real meat. They get enough fruits and vegetables. Toilets/Water: They aren't allowed to get up for water to drink or use the toilet more than 2 at a time. Mail: Friends or family are not allowed to send envelopes or blank paper or stationary in the mail. Clothes: No one is allowed to have thermals in this dorm.</p>																						<p>Toilet/Water; Mail</p>
<p>Mental Health: He has never had a mental health assessment. He doesn't know how to make a request to see mental health. He has never seen mental health come talk to people. Visitation: He doesn't want anyone to see him in this place. Grievance: When he was planning to file a grievance, and the guards said they were going to shake down the whole barracks if he filed a grievance, so he didn't. Housing: At main jail the hot water went out for 5 days. Out of Cell: They have time out of their bunks all the time. They get about an hour of yard time each day when he was here this summer. Now they get about 4 hours of yard time per day. When he was in the minimum-security camp they were locked down all weekend with only 30 minutes per day out of the barracks. Reentry: He was told about the reentry center by the program staff. He received food stamps but it was not enough. He wanted General Assistance and housing assistance. They don't give any bus passes when people are released. Inmates walk over to the Great Mall and pawnshop after they are released so they can get money to pay for his programs, which were a condition of his probation, so he was rearrested. Phones: It's expensive. At the minimum-security camp, there wasn't enough time to make phone calls at night because that when everyone tries to make calls. The first time he was incarcerated he spent \$3,800 on phone calls in 4 months (his domestic violence victim paid for it). Commissary: It's expensive and there are not a lot of options. Programs: Even in program dorms, there is no domestic violence class or treatment. WF: He doesn't think the fund is paying for what the budget says it is paying for. Hygiene/Cleaning Supplies: There is no soap in the bathroom for inmates to wash their hands after using the bathroom. Some inmates use the green cleaning solution to wash their hands. They get enough cleaning supplies, but he doesn't feel that the county soap actually cleans anything. Food: He believes the food causes stomach pain, heartburn, indigestion, is very starchy, and does not have enough nutrients because it is so overcooked. Blanket: They are only allowed 1 blanket but they need 2. They don't change the blankets either, they never exchange blankets so some inmates wash their blankets in the shower. Clothes: They only get one pair of pants each week. Sometimes they don't have the right size.</p>																						<p>Blankets</p>
<p>Use of Force: Once a few years ago, deputies took him into a cell and he was shoved against the wall, thrown on the ground, his arms were twisted behind his back, and he was kned on the head. He says he doesn't remember why this happened but it had to do with his work at the minimum camp and he was trying to explain himself to the deputies when it started. Visitation: It's hard for his mother to get appointments. Once there was no bus available to drive to M & A and his mother was denied her visit although she had an appointment. He has been told that some of the visiting booths don't work. Grievance: He filed one once years ago but he never got it back, and this happens to other inmates often. It seems like a waste of time. Accountability: He rarely sees sergeants in the dorm, just the center deputy desk. Housing: There is no warm water in the showers. There are leaks in the roof and inmates have to use bins to catch the water. There are lots of ants in the summer. Some of the bins have cracks so they get even more ants trying to get into the bins. Some inmates have mattresses that only have stuff on one half of it even though there are mattresses in much better shape. Culture: One of the deputies threatens the inmates that they will be moved to another dorm if they are found with extra clothes. He feels that most of the deputies have improved their attitudes in the last few months, but about 25% (or less) of them have bad attitudes. One of them is always using the F word. Programs: Inmates in program dorms have to take the drug class whether or not they have a drug problem. He wanted more time to focus on his GEO class. Reentry: He has been in and out of the jails before but he hasn't been told about the reentry center or reentry services by jail staff. Medical: This is the most important issue for him. It takes about 2 weeks to get an appointment to see the doctor. He needs special accommodations for a medical condition he has and the medications he takes. 2 weeks is too long for him to wait for these accommodations (special diet, lower bunk, extra blanket). There is one doctor who seems like he is an anthropologist. That doctor never approves his inmate's medical accommodations. Phones: The fees are way too expensive. Sometimes he calls out of. Some of the phones don't work well, the buttons are sticky. Commissary: They sell manila envelopes but they won't mail those envelopes out anymore. WF: He doesn't understand how \$200,000 is spent on recreation when the TV's are so old, and there isn't much else except for the basketballs, handballs, and pull up bars, which are not new. They don't get incentive beverages anymore. The dorms were 1st class cleaner when they used to have them. Hygiene/Cleaning Supplies: There are only 2 rolls of toilet paper per day for 10 men. Inmates only get laundry twice a week and only one set at a time. Night Lockdown: Inmates are only permitted to use the restroom 2 at a time at night. There are 3 urinals and 4 toilets. Inmates are not permitted to get water at night-time. Mail: He wishes they didn't stamp "county jail" on the envelopes when they send out mail because he wants to write his kids and he doesn't want them to know he is in jail.</p>																						<p>Night Lockdown; Mail</p>
<p>Visitation: Visitors with open cases are denied. Grievance: When inmates file grievances, the deputies will call out to the dorm and say they are putting everyone on lockdown or they will move someone out of the dorm for filing a grievance. Accountability: He sees sergeants at the deputy desk about once a week. Once in a while sergeants walk around in the dorm with the deputies (once in 2 months). Housing: There are ants in the dorm. There is always cold air blowing through the vents, which makes it pretty miserable. Culture/Inmate Safety: Some deputies will come and talk to inmates like human beings, and the inmates really appreciate it, but other deputies will treat him poorly because of other inmates' behavior. He doesn't feel like inmates are being rehabilitated. Deputies will trash one inmate's personal bin because another inmate broke a rule or misrepresented the deputy to get the inmate out of the rule breaker. Sometimes inmates will beat the rule breaker up. The deputies will stop it, but sometimes they will let it go for a minute or 2, or will move the inmate out of the dorm. Out of Cell: The yard is usually open all morning up until dinner-time. Medical: He thinks they give too many tuberculosis tests. He had 3 in one year once. The following year they said he was exposed. He thinks it is because of all the tests. Otherwise, he is pleased with his medical treatment because they are sending him to Valley Medical Center to treat his life threatening illness, but less severe problems don't necessarily get adequate treatment by the doctors at the jail. The doctors here are rushed. Phones: Defense attorneys are never in their offices so inmates can't get in touch with their attorneys. Commissary: It's expensive. Food: The menu doesn't change much for a whole year. The meat is not real meat. Clothes: He has an extra set of clothes. They only get laundry twice a week. Sometimes they don't have the right size. Inmates get 10 minutes for walking around with a blanket or wearing an extra shirt.</p>																						<p></p>

Elmwood Men's	<p>Mental Health: Mental health has seen him about 3 times in the last 3 months. The mental health staff tries to push medication and doesn't offer counseling. They have given him information about relaxation exercises. Use of Force: There was recently a fight between a staff member and an inmate. 1/2 of the dorm was interviewed by an officer. Grievance: When he files grievances against medical staff, the grievance always goes to medical. The Lieutenant also signs off on the response. It takes a few weeks to a month to get a response. More than half the time, he does not receive a response. He has sent a letter directly to the Captain regarding medical treatment recently but he hasn't received a response yet. Accountability: He sees sergeants once a day during out of cell time. They sometimes talk to the inmates, but usually just check in with the dorm deputy. Housing: The cells are cold in the winter. Cold air blows through the vents so the inmates cover the vents up. Culture: The guards are a little strict, but he feels that is normal. Sometimes the medical staff tells him loudly, "don't cause problems." Out of Cell: They get up to 10 hours of free time on the weekends, about 3 hours during the week. Programs: There is an ESL class and a GED class. The GED class moves very slowly. Medical: The medical staff is able to treat him with minor issues, such as skin conditions. However, he has had many difficulties with more serious health conditions. He has been requesting treatment for problems related to a heart condition and blood disease for 2 months. They did provide him with an EKG and checked his blood pressure. He is told that things are normal, but he has serious symptoms similar to heart attack, paralysis 15+ times, and he has collapsed. One doctor says he does have a condition, but they can't help him. He finally had to have the courts intervene and order that he be sent to valley medical center for treatment. He feels it is obvious that he has health risks such as unstable heart rate and unstable blood pressure, but he received no treatment. When he had a concussion, they sent him to Valley Medical. Nurses are not always on duty, for example if they are on lockdown there is no nurse at all. Phones: He has no money for calls. IWF: He was told that he would have to pay the bill at the end if he takes the indigent welfare kit. Hygiene/Cleaning Supplies: Someone developed a rash but he thinks it might be something to do with the laundry. He believes he is not allowed to use the mop. He thinks they are for the trustees only. They only get one towel and have to use the towel to clean. Transport: When he was being transported in the van from the main jail he was handcuffed and when the van was jostling around he hit his head and suffered a minor concussion.</p>	Transport
Elmwood Men's	<p>Mental Health: It took him 10 weeks to get psychiatric medication. Use of Force/ Accountability: He feels intimidated by the staff. On several occasions when he has violated some petty rule that he was never made aware of, staff members have yelled and him and been rude. When he has asserted himself and informed the staff members that he will report the behavior to higher ranking officers, the staff members turn the situation around and accuse him of threatening the officers. He has been disciplined following incidents like this. On some occasions they have ransacked his cell, taken legal paperwork claiming it was a fire hazard even though it was in his county provided bin. Grievance: He put in a grievance, and he was told his legal paperwork was not destroyed but rather put in his property. He released his property to a friend but the paperwork was not there. He has requested an envelope and address for external affairs but has never received them. He is indigent. Medical: It took 10 weeks to get his medication that he had sent to the jail. He was sent into detox from his prescribed medication. It caused him to lose consciousness while he was in a single cell and hit his head. He woke up in the E.R. and had to stay at Valley Medical Center. He has made requests to see the doctor and it generally takes 2 months. He has not received the pain management he has been prescribed. He gets Tylenol with codeine 2x per day and he is still in a lot of pain.</p>	
Elmwood Men's	<p>Grievance: He received a response from the sergeant for both of the grievances he filed. When the dorm deputy searches cells, he dumps the personal belongings of inmates who file grievances. Accountability: He sees sergeants everyday, doing rounds. They talk to inmates once in a while. He feels he could tell a sergeant if he had a problem with a deputy. Housing: Cold air is blowing in through the vents. Culture: Some of the guards are nice, but others are rude. Out of Cell: They usually get 2-3 hours on weeknights. They get 2-3 hours 3x per day on the weekends (6-9 hours). Programs: He feels the classes are useful. The class is a little slow and it's reentry. They told him about reentry services and he has used some of the services. Medical: It takes about 2 weeks to get a medical appointment. No one informs him when his appointment is cancelled so he gets taken to medical and then turned away. IWF: He receives indigent envelopes, a spork, comb, aspirin, he has received soap (everyone receives the soap). Hygiene/Cleaning Supplies: They don't get deodorant anymore. They need a sponge or washcloth to clean their cells. They get scouring pads. Food: Some of the food is ok. They don't get any meat, just soy. Clothing: He had to put in a white card in to request a thermal shirt.</p>	
Elmwood Men's	<p>Mental Health: Mental health comes as soon as he needs them when he knows the deputies. At Main Jail when he had had episodes due to his claustrophobia, he is made to wait in a holding cell for him to calm down, then put him back in his cell. He had to wait a whole day for mental health to come talk to him because the deputy refused to let him out. Use of Force: He has had mental health issues due to claustrophobia. They extracted him from his cell to take him to an observation cell. Grievance: He asked for a grievance but the guards ignored him. Accountability: He sees sergeants everyday. They rarely talk to the inmates. He doesn't feel he could tell a sergeant if he had a problem with a deputy because it's up to the deputy to call the sergeant or sometimes the sergeants ignore him. Housing: The cells are small cause claustrophobia. Culture: The older guards are really nice. The newer guards are quicker to challenge inmates by handcuffing them or putting inmates in an isolation cell. The other inmates have been really nice to him and brought him coffee and food. Out of Cell: He only get 2 hours at night. On the weekend he gets out 6 hours per day. He doesn't know why he was put in a program dorm. Isolation: In another dorm he has been put in an isolation cell. Reentry: He has been put in touch with reentry services. Medical: He has been seen right away because of the severity of his injuries. He only received Tylenol. He showed me his injuries and he has serious bruises and burns from tapers that were used by police officers at the time of his arrest. Hygiene/Cleaning Supplies: He doesn't always get toilet paper when he needs it. Classification: He has been classified as Protective Custody and he doesn't know why.</p>	Classification
Elmwood Men's	<p>Mental Health: Mental health comes quickly when he requests it. They just talk to him to find out what the problem is, they don't offer counseling or therapy. It takes a few weeks to see a psychiatrist to get medication. He has had suicidal thoughts but he is afraid to tell mental health because he has been told by other inmates that they get taken to another room, stripped with just a blanket and kept on lockdown. No one seems to get any counseling. Use of Force: A couple years ago when he was sleeping, a guard called out to him for jail call but he didn't hear. The guard came into the cell and pulled him off the top bunk, twisted his arm up to the top of his back and it felt like it was going to break, aware at him, called him a "motherfucker." He said, "I am the law" so he can do what he wants to him. 2 other officers were laughing. He didn't have any injuries. He did the same thing to 4 other inmates that morning. He hit one of them with a flashlight on his back. He twisted a 70-year-old man's arm, as well. Visitation: Sometimes the visitation phone doesn't work well and it's complicated. The visits are only 30 minutes and only one person can visit at a time. He had family come visit from out of the country and he could only see one of his 2 family members. Grievance: It took about 3 months for him to get a response for his grievance. When he asks for a grievance card, the deputies ask why they want it and ask if they are going to give the money. He doesn't feel comfortable giving a deputy. Accountability: The sergeants come in to sign the logbook everyday and leave. They never come talk to the inmates. Housing: It's very cold. The inmates are only supposed to have one blanket. Out of Cell: He gets 2.5 hours per day on weekdays and Sunday. On Saturdays they usually get 3 breaks for about 2 hours. Programs: He doesn't really think the instructors or material are that good. They didn't have class for 2 weeks once because the instructor was just training the inmates that were preparing for the test. This dorm only has GED and ESL. Reentry: Once in the dozen times he has been incarcerated here they told him about the reentry center. It was an outside group for an employment clinic. Medical: It takes a long time to see the doctor. When he sees the nurse they write down some information, and then they get called out if they get an appointment. It usually takes 2-3 weeks to see the doctor. Some of the nurses don't seem to care about the inmates at all. He made a medical request for a thermal shirt. It was approved but he has to wait for a sergeant to approve. Phones: Half of the 8 phones in the unit work. They have been broken the whole time he has been here (2 months). The calls are very expensive. Commissary: The items are very expensive. Hygiene/Cleaning Supplies: They only give the green spray, comb, and a scouring pad once a week and it's at night. If he is sleeping, they don't give it to him. He uses his body towel to clean his cell. They do have access to a broom everyday. Only the trustees have access to the mops. They clean twice a week. Food: Sometimes the portions are small. They get the same food 3 times per week.</p>	
Elmwood Men's	<p>Mental Health: It takes a month to 1.5 months to see the psychiatrist. Use of Force: He thinks they could take it easier on the inmates since they are level 2 only. An inmate's shoulder was torn during a cell extraction. Visitation: The visiting booth is small and he always has 2 visitors at a time so it's hard for both of them to listen. Grievance: He filled out one grievance because he wasn't receiving his mail, and within a day they went to get his mail, and much of it was 1 to 1.5 months old. The officers asked if he still wanted to file a grievance. They frequently hold his mail, including newspapers and personal letters which show up 1 to 2 weeks late. He has seen other inmates have their cells ransacked 2 days after filing grievances, in a supposedly random cell check. This discourages him from filing grievances. Accountability: He sees sergeants at least once every other day. He wouldn't approach a sergeant if he had a problem with a deputy because he feels the sergeant would automatically side with the deputy. Housing: The cells are cold, but they turned up the heat about a month ago when a few inmates complained. Culture: There are cliques and groups that sometimes are exclusive. During classes they are more relaxed and inclusive. Out of Cell: On class days they get about 6 hours (including class time). If there is no class, about 3 hours. On the weekends they get anywhere from 1 to 9 hours depending on the officer. Programs: The GED class gives them time to come out of their cells and socialize. The instructor does a good job of including everyone. It allows for a positive atmosphere. Medical: It takes about 2 weeks to get an appointment. Phones: Some of the phones are broken, but they are usually repaired in about a month. Commissary: Every other week 1 to 4 items that he ordered don't arrive. A few times he was charged, but he told them and he was reimbursed. Q-Tips are not available. IWF: He is provided with soap even though he is able to buy soap on commissary. He uses it to wash his hands. Hygiene/Cleaning Supplies: The holding cells here and in the basement floor of the main jail and courthouse is pretty nasty. There is urine, feces, and he knows what else all over the floor. The benches are filled with grime between the wood. It is usually pretty cold there, too. There are no tweezers available. He is afraid to use the nail clippers because the whole dorm shares them and he feels it is unsanitary. He usually washes his own clothes because they only get laundry twice a week and he works out. Food: It's adequate. He believes all the "meat" is soy.</p>	
Elmwood Men's	<p>Phones: The guards treat the mandatory II inmates very cruelly. Grievance: He thinks inmates are retaliated against if they file the wrong grievance. He feels intimidated. Accountability: They see the sergeant sign the logbook if there is a problem, but they don't check in with the inmates. He doesn't even know who the sergeant is in this unit. Not so at the other county he was incarcerated in. When inmates ask to speak with a sergeant here, they don't get to speak with them and they might be threatened instead. Housing: There are water leaks on the ceiling in the cells and showers. The vents are clogged because inmates try to block cold air from flowing. No one airs out the dorm when they use pepper spray in the dorm so it's irritating for other inmates who were not involved, especially those with breathing conditions like asthma. Culture: At the other county when he was in jail, they sent trustees to check in on the inmates to see if there was anything they needed. They checked on the cells, kept the cells clean and newly painted. He did not have issues with his medication at the other county either. A lot of times were the staff placated him and say, "you'll get it to, don't worry," but his medication doesn't come. The staff could use more education and awareness surrounding HIV. Programs: The classes are working really well. He is really getting something out of it. Out of Cell: The inmates get about a half hour or an hour in the morning, class 2 hours in the afternoon, and 1.5 to 2 hours in the evening. On the weekend they sometimes don't get any, or other days they get 30 minutes to an hour. There is a deck to get fresh air unless it's raining. Medical: He has HIV and Cancer, and the pill nurse told him today that she didn't have any more of his medication. They are looking into it now. One time he got someone else's medication and he drank it and it made him really sick. He lost consciousness briefly when he was coming down the stairs and other inmates caught him before he fell. When he got here transferred from another county they "misplaced" his medication packet and it took him 2 weeks to get the medication he was already taking there. It took a month to even see the doctor. He was vomiting. He was told there was nothing the nurses could do until he saw the doctor. He feels tormented by the treatment he experienced here. Frequently the pill nurses don't have the medication they need. Sometimes they get nervous and give the wrong pills. The medical appointments are not private. Some nurses respect his privacy and others do not. The doctor is very respectful. He came back to talk to me on the morning of 1/26/16 and he hasn't gotten his medication today. This is the third day. He tells me he has been vomiting as a result. I spoke with him again in the get soon and he says he did get it of his medication. I also spoke with the nurse supervisor. The inmate says some of the pill nurses check off that medication was distributed when they haven't distributed it yet, so they are not following proper procedures for record keeping and pill administration. The nurses told him that some of his medication is very expensive in response to questions about why he is not getting his medication. He says he got medication for IWF from when he arrived in mid-December for 1 to 2 weeks. This is not consistent with what the nurse supervisor said which was that one of his medications that was prescribed and administered at SF is not permitted here because of potential for abuse. He told me he is fine with his anonymity being broken to report this. He also signed a medical record release form that the nurse supervisor provided to me. Hygiene/Cleaning Supplies: The cells are filthy with mold. Food: The food is always overcooked so he thinks if the vegetables had nutrition it is completely cooked out. The meat is not real meat. They aren't getting enough protein. The rice is hard. The carrots.</p>	Medical privacy, Weight

	<p>Mental Health: Someone will usually come talk to him at night, but they tell him it will take a month to see the psychiatrist. Use of Force/Inmate Safety: During booking one of the inmates to use the phone. He walked by another inmate he seemed to know, and the inmate kneed a guy and started punching him about 4 or 5 blows. About 5 or 6 officers jumped on him, took him to the ground, knelt him behind the neck with the officer's full weight over and over again, hog tied him with chains and pulled so tightly that he was bleeding around his waist, and slammed his face against the wall. He was screaming if he were dying. He says there was a video camera in the room and the officers didn't seem concerned about it at all. They told the inmate who was hit by that inmate if he retaliated, they would do worse to him. This really scared LV93.</p> <p>Grievance: He doesn't often file grievances because he has seen them thrown out or ignored. He has seen grievances go out, and never come back. Accountability: Once when a white supremacist inmate said something rude to a guard, the guard had a black inmate who was unsanitary serve him his dinner and bread roll on purpose to instigate the white inmate. He threw the roll back at the black inmate. The guard then called several other guards who came in and beat him up. When the sergeant came by to review the paperwork, the sergeant told her to change the report to be consistent with the other officers. Housing: inmates are limited to 2 flutes per half hour. It's very cold, and the vents blow cold air the cells. Culture: He sees guards sleeping when no other guards are around, or they are using their cell phones all day. Some officers say very inappropriate things to inmates regarding race, charges (child molesters), sexual orientation/gender, and sharing information about inmates' charges with other inmates. Some inmates will retaliate against inmates based on that information. Out of Cell: They get 1.5 hours and a 1.5 hour class.</p> <p>Programs: The class is split in half but reduces their class time and that makes the class last twice as many months long. Reentry: He says the reentry center is good. The program instructors usually tell inmates about it. When they are released, they aren't given release meds. Medical: He saw a man have a heart attack. He thinks if the staff was properly trained, he would not have died. Even the nurse didn't know what to do for or she panicked. He feels there is a real lack of training. Medication: When someone has been on psych meds on the street, if they missed a single pickup at the pharmacy, they won't allow inmates to have their meds and it takes a month to see the doctor. He was recently informed by the nurses that they were bringing a psychiatrist in to be on site. It's very serious because people with mental health issues need to be high priority or they will lose it which puts everyone in a vulnerable position. He needs surgery for 2 serious and painful conditions (and one doctor admitted he needed surgery) but when he was sent to the hospital, they just gave him morphine and muscle relaxers and just sent him back to the jail. They won't send him to have the operation. Phones: Sometimes there is not enough time. IWF: He doesn't get much money. When he orders the indigent welfare kit, he is charged when someone puts money on his account. Hygiene/Cleaning Supplies: They get Comet and a courtesy pad. It would be really nice to get a washcloth. The underwear he gets is sometimes so tight he can't wear it. Food: The food is disgusting. It has no flavor. They don't get enough protein, but probably enough vegetables and fruit.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Elmwood Men's	<p>Grievance: He doesn't like to file a grievance because he feels it is pointless and nothing is going to change. Accountability: He sees the sergeants in the dorm everyday. He has never seen an inmate talk to the sergeants. The standard reply is to talk to the dorm deputy. Housing: It's cold. He had to make a request through the doctor to get a thermal. It takes about a month. Out of Cell: 1.5-2 hours free time at night, 1.5 hour of class during the day. It used to be 3 hours until they added another class. They get about 2 hours a day on the weekend. He thinks they have less out of cell time on the weekend right now because the guard rotation is in flux. Programs: The subject matter is 10/10. The instructors are really dedicated to what they do. Anyone who says otherwise isn't not absorbing it. Medical: It usually takes at least a month to get an appointment. He'd give the quality of care a 5/10. Some of the nurses at Elmwood won't give over the counter medication unless the doctor approves it. There aren't enough doctors to see everyone. Families can't bring contact lenses to inmates. Phones: There isn't enough time out of their cell to call family. Commissary: It's very overpriced, but at least it's available. Hygiene/Cleaning Supplies: Cleaning supplies are available all the time.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Elmwood Men's	<p>Mental Health: He has never had a mental health assessment but he doesn't feel he needs one. Visitation: It's a long walk from the parking lot for elderly visitors. Grievance: When he threatens to grievance officers for not doing their job, they usually do it right away. Accountability: One of the sergeants told him to come to him with any problems and he feels comfortable doing so. Housing: His cell flooded during a rainstorm, but it got fixed a couple weeks later. Culture: In M & R, the dorms are racially segregated with "boxes" for each race. He was told he had to eat with his own race. He was eventually transferred out of the dorm because he didn't keep to his own race. Out of Cell: 1.5 hours of class in the afternoon, 2 hours free time at night. On Saturday and Sunday they get 1.5 hours 3 times per day. Programs: He likes the program classes a lot. They used to have more class time but it seems like the instructors are spread more thinly across the whole facility. They cover a lot of categories. Medical: He had an appointment at Valley Medical but the deputy told him he had to get there that day and it would be better to take him 3 days later. The inmate agreed, but he didn't have an appointment for 3 days later. He brought all of his medication with him to booking, but they replaced his medication with whatever they felt was appropriate. His blood sugar count shot up to nearly twice as high as it had ever been before. It took about 2 months to get his medication stabilized. He doesn't understand why they didn't use the medication he came in with because it was all working for him. The nurse evaluates people and if it's beyond her capabilities she will make a referral to see the doctor. It takes about 2 to 3 weeks to see the doctor. When they have an appointment at the medical building, they have to wait in a holding cell at medical before they get taken back to their dorm so he prefers to see the doctor in the dorm. When he told the doctor he was cold, the doctor recommended thermal underwear. 2 months later the toll hadn't received the thermal even though the sergeant had already approved it as well. There is no eye care here. I noticed his glasses have masking tape holding them together. Personally he feels only preventive maintenance medical care should be offered. He feels that only people who had medical care before being arrested should get medical care. The dentist doesn't do fillings, he only pulls teeth or does temporary fillings. This inmate is a veteran, and he wishes there were medical care here like there is at the VA. Phones: Only 4 of the phones work. Sometimes there is not enough time to use the phones. He thinks the guards are getting money from the phone charges. Commissary: It's very expensive. Hygiene/Cleaning Supplies: They get Ajax and there is a toilet brush available to the whole dorm. They have a broom available to them. They get wax to wax the floors as well. Food: The food is very starchy. He has gained weight. He is on a diabetes diet. Handicap: Most of the guards let everyone use the handicap showers. People are careless and there is soap on the floor which could cause the elderly or handicapped inmates to slip. One guard keeps them out of the handicapped shower. Holding cells: There is air conditioning in the holding cells (at Lev/Terran Street Court) even when it's cold. Shackling: It's very difficult for the elderly or physically impaired to get on and off the bus in shackles.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	
Elmwood Men's	<p>Mental Health: He would like to be reevaluated. He was told before that he didn't have any issues. Grievance: He grievance a trustee. He got a response within 2 days. They resolved the problem. Accountability: He rarely sees sergeants or other high-ranking officers. He does feel that he could tell a sergeant if he had a problem with the deputies. Most of the deputies are very respectful and mellow. Out of Cell: In this dorm they get a lot of out of cell time. 2-4 hours per day including class time. It all depends on the deputy who is working. Programs: The topics are good, but he wishes they hadn't split the program time in half between the PACE program and GED class. He says the instructor is willing to do 3 hours for each program. Reentry: He wasn't told about reentry services by the staff, but other inmates did inform him about services. Medical: He often gets released before he has a medical appointment. It's a hassle just to get basic first aid. It takes about 1.5 to 2 weeks to get a doctor's appointment. IWF: He doesn't think it's right that they debit people's accounts for the indigent welfare kit. He won't have any money to get home because any money he had when he was arrested will be used to pay for the welfare kits. He believes the inmate welfare fund's purpose is to pay for the indigent welfare kits. Hygiene/Cleaning Supplies: He has wax to clean the floors and it's very clean. Food: They get a lot of soy and it causes flatulence. The food isn't great.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Elmwood Men's	<p>Visitation: He doesn't know how visitation works. Accountability: Sergeants come in everyday to sign the log book. He doesn't think inmates are allowed to talk to the sergeants because it makes the deputy look bad. He doesn't want to make the deputy look bad because it would look like he was telling on him. Out of Cell: They usually get 3 to 4 hours out of cell time including 1.5 hours of class. On the weekend they get about 6 hours. Programs: He thinks it might be helpful to have the inmates who already have their GED help the ones who are still studying. Reentry: No one has told him about the reentry center. Medical: They have to file a white card to get a thermal shirt. Phones: Only 4 of the 8 phones work. Food: It would be nice to get bigger portions. He is very thin.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Elmwood Men's	<p>Mental Health: He has seen mental health. He thinks sometimes the staff doesn't believe him because they think he is just trying to get drugs because he has a history of drug abuse. Something traumatic happened to him in prison. He has been prescribed medication to help with stress and depression. He doesn't think it's enough. He hasn't had any therapy or counseling. Inmate Safety: Sometimes it takes a while for backup officers to get into the dorm to help break up fights. Grievance: He feels like grievances are pointless. He has heard some inmates are retaliated against by being beaten or cell shakedowns. He hasn't heard about that happening in this dorm. Accountability: He rarely sees sergeants. He doesn't think he could talk to the sergeants if he had a problem with a deputy. He doesn't think the sergeant would believe him over a deputy. Housing: There are cracks in the ceiling of some of the cells. He can see the robot. He never reported it to the deputies because he didn't think they would do anything about it but he asked for a room change and they granted it. It's very cold in the dorms. There is no heat coming out of the vents. Some people cover their vents because it's cold. Out of Cell: Some days they get 1 or 2 hours. On the weekend sometimes they don't get out until night time, and it really depends on the staff. Programs: The class is a little rushed. Medical: He has some muscle pain but he doesn't think the doctor could help him with it. Phones: His pin to use the phone doesn't work, so he is unable to use the phone. IWF: He thinks the indigent welfare kit needs 2 toothpastes not just one because it's so small. He doesn't think it's right that they are charged for the kits since they are supposed to be free. Food: Some food comes cold.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Elmwood Men's	<p>Mental Health: He has had assessments. He was prescribed way too much medication. He wants a doctor to get to know him to find the right medication and dosage for him. Inmate Safety: He has seen a fight happen in the open dorms and the trustees cleaned up the blood without the deputies ever knowing. Accountability: He has never seen a sergeant inspect his cell. He doesn't know who the sergeants are. He doesn't think anyone ever checks to see if he is alive in his cell. Housing: The cells are freezing. Culture: He would like if they had a steady deputy who takes ownership of the dorm, but the deputy who is normally here is on medical leave. Out of Cell: They get an hour at night, and usually an hour in the morning. On weekends they are locked down for most of the day and get about an hour at night. The inmates find it frustrating that they get locked down when incidents happen in other parts of the jail. He feels the inmates would be better behaved if they got more out of cell time. Programs: They are ok. He wishes the classes were longer. He doesn't understand how the program is helping him because some of the topics aren't relevant for him. He doesn't want to have to read in front of the class. Reentry: He learned about reentry services from the psychiatrist. Medical: The doctor ordered him a thermal shirt a month ago but he hasn't received it yet. He showed the order to the deputy on duty and the deputy never got it. Phones: He can't get them to work. Hygiene/Cleaning Supplies: The showers go from freezing to scalding. Food: The food is terrible and he needs a lot more calories than they have. He is very thin. Some of the food tastes so bad he can't eat it. A lot of it is pre-cooked. They are not served any cheese. He is told they don't serve any real meat, he thinks it's soy. He's vegetarian, and he was told the regular meals are fine for him. No one told him that it's soy for sure. The holiday meals were a little better.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Elmwood Men's	<p>The food is a problem, there is no variety and it is bland and tasteless. The portions they serve are also too small. The grievance process is one sided, sergeants always side with the guards. He has heard in various units that grievances don't work. It's always cold in their dorms; they don't give them thermals or extra blankets. Clothes they are given are always dirty. They have to wash the clothes when they find get them. Commissary is expensive and variety is lacking. Medical attention, said he had migraines and they wouldn't give him pain pills, they made him buy them in commissary. Officers treat Spanish-speaking inmates like they are idiots, when in reality they just don't understand.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Elmwood Men's	<p>Officers don't give inmates enough respect; they come into the dorm yelling for no reason. Safety is an issue, it always seems like officers aren't paying attention, they are always on their phone. The food is horrible; it comes cold, and sometimes burned. Clothes, they don't have enough clothes for inmates, they also come with holes in them. Calls are very expensive, and they are short; some officers don't warn them when they are cutting the phones so they lose money. Nurses also don't know how to talk to people. They yell, and even the officers have told them to be quieter. They don't separate mentally ill inmates and give them the proper attention they need. Commissary is also really expensive.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Elmwood Men's	<p>Officers need to act a little less childish; they need to give inmates more respect. The officers will investigate issues between inmates by calling someone out. All they do is yell at people wake up everybody, they think they run the jail they could get people hurt. Clothing is also an issue; he has to rewash clothes, like most of the other inmates. It would help if they had an extra set of clothes. He hates the food and thinks it tastes horrible. Commissary is really expensive. Phones don't always work in visitation booths and the way they treat visitors seems unprofessional. Phone calls also get cut off fairly regularly. Officers make the dorms into hostile environments they don't realize that there is a lot of gang activity. Officers have threatened inmates with retaliation if they submit grievance forms against them.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1

<p>to severe harassment, intimidation, and abuse by other inmates (primarily former gang members). E.g., other inmates threaten to beat him up if he doesn't give them his commissary items, or take his commissary as "payment" for providing protection, or threaten. Strong gang influence in dorm – even when main gang leader leaves, other inmates still fearful of inmate and harm. There's lots of fights in the dorm; lots of violence happens in bathroom area while inmates are locked down. Some PC units have active gangs within the dorm (Nortenos and Surenos) – intimidate and commit violence against other inmates.</p> <p>Click – it took 2 months for click in dorm to be fixed, even though inmates kept asking. When click batteries run out, it takes 1-2 weeks to get batteries changed. It's important for inmates to know the time, especially if they need to make calls at certain times. CO's won't let inmates ask what time it is – inmates not allowed to ask questions unless very important.</p> <p>TRUSTEES – Trustees discriminate against inmates who don't have money to buy them off; if inmates don't have money, trustees won't do anything for them. Trustees control the bunks and "sell" preferable bunks to other in exchange for commissary supplies.</p> <p>THEFT – During shakedown (dorm searches), other inmates enter dorm and steal inmates' personal items (e.g., commissary), and CO's let them. He lost several items worth \$5; when he complained to CO, CO apologized but didn't do anything to get property back. One CO allows Trustees to steal things from other inmates (e.g., commissary packets) and doesn't do anything about it. He stays quiet now b/c nothing that he can do.</p> <p>CULTURE – CO's abuse their power – overly strict, mistreat inmates, treat them disrespectfully; he feels that there's nothing he can do in response. CO spends all the time on their cell phones, rather than doing their job of watching inmates. CO's don't even respond when inmates are fighting inside dorm. Some CO's refuse to give yard time when inmates are supposed to get it b/c they just want to play on their phones and don't want to do the work of monitoring inmates. DISCRIMINATION – CO's treat Latino inmates worse than Americans; CO's get mad at him if he doesn't understand / doesn't respond to their orders in English – CO hit him for not following orders when he didn't understand them. Language access – Some CO's speak Spanish but refuse to speak it with inmates – they tell inmates, "We're in the US, not in Mexico." He doesn't think this is right. USE OF FORCE – Some CO's are very aggressive toward inmates – he's not sure if law allows them to use such force. CO's use excessive force against inmates who don't follow orders, even if inmate is unable to respond – e.g., CO hit when he didn't understand CO's orders in English; CO's in Main Jail used excess force against elderly inmate with limited mobility who didn't lock fast enough when ordered. CO's sometimes use force within dorm – e.g., hit an inmate in face while he was handcuffed.</p> <p>OUT OF CELL TIME – Some CO's refuse to give yard time when inmates are supposed to get it b/c they just want to play on their phones. It's very difficult, stressful, and boring to be denied yard time when they're supposed to get it.</p> <p>GRIEVANCES – Never filed grievance – nobody explained process, grievance forms are not in Spanish. He would like to file grievance if inmate-on-inmate harassment continues.</p>	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
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Elmwood Men's	<p>HOUSING – Gets cold in dorm, especially for older inmates – inmates only allowed 1 blanket, not allowed thermal shirt. Inmates have to get approval from doctor AND sergeant to have extra blanket or thermal – he's been waiting weeks to get approved, even though he has arthritis and cold temp is very hard for him.</p> <p>CLOTHING – inmates don't have enough clothes – there's often not enough clothing available at clothing exchange, so inmates get stuck with same clothes for days in row. Inmates try to wash their clothes by hand to have something clean to wear, but CO's don't like when they hang wet clothes to dry.</p> <p>CULTURE – He has no problem with CO's – they're just doing their jobs; they respect him and he respects them. Every CO runs things differently – inmates just have to follow their orders, or risk discipline if they resist.</p> <p>GRIEVANCES – Never had anything to complain or file grievance about.</p> <p>MENTAL HEALTH (ACCESS/QUALITY) – He doesn't have any need for mental health services, but it would be good if there were counseling available.</p> <p>PHONE CALLS (PROBLEMS / RATES) – He has no problems with phones – they're turned on and available at proper times when inmates need them.</p> <p>FOOD – is very bad, often burned and stuck to plate, portions are too small. Meal times are ridiculous – breakfast at 3:30 AM / lunch at 9:30AM / dinner at 3:45pm – inmates get hungry in between.</p> <p>HYGIENE – No problems – showers and soaps are there.</p> <p>COMMISSARY – Problems with commissary orders – items are often left out of inmates' orders, but commissary won't replace things once package is opened. Commissary workers should do better job to make sure people get what they order.</p>	1	1																																											
Elmwood Men's	<p>HOUSING – He prefers living in dorms over cells – inmates can walk around dorm and do what they want most of the day, only locked down on bunks 2 hours/day for counts. It's very cold in dorm – inmates don't get thermal.</p> <p>CULTURE – Treatment by CO's has gotten much better since sheriff took over from DOC.</p> <p>USE OF FORCE – CO's used excessive force against him when he tried to commit suicide – threw him against wall, threatened to beat him up if he attempted suicide again, left him in holding cell with nothing but TP roll to use as a pillow – CO's didn't even call mental health services or send him to Psych Ward.</p> <p>GRIEVANCES – He's not sure that CO would even give him a grievance form if he asked for one; doesn't know how to fill out grievance form – never received any explanation of grievance process or inmates' right to file grievance. No concerns about retaliation.</p> <p>OUT OF CELL TIME – Would like more yard time – they only get 2 hours/day.</p> <p>PROGRAMS – He has not been able to do programs at Elmwood b/c inmates have to live in cells to get programming – he can't live in a cell.</p> <p>VISITATION – He doesn't like that inmates can't get visits from people on probation – has friends and family who want to visit him, but can't. Lack of visits is especially hard for inmates with longer sentences.</p> <p>FOOD – is not good – could be improved and with bigger portions at meals. Lots of inmates don't have money to buy extra food from commissary.</p> <p>HYGIENE – indigent inmates still get charged for indigent hygiene kits – if they ever get any money on books, debit gets deducted off the top, debt continues to stay with them after release or if they come back to jail. The jail should stop charging for indigent kits, like they stopped charging for white cards.</p> <p>CLOTHES – inmates don't get thermals for the cold, even though inmates at Main Jail do get thermals. He makes money by washing other inmates' clothes.</p>	1	1																																											
Elmwood Men's	<p>doesn't keep inmates warm (see Clothes/Bedding).</p> <p>Dorm roof leaks in several places when it rains – now there's mold in dorm in several places around ceiling. Maintenance just patches over the leaks, but doesn't actually fix them.</p> <p>Inmates face trade-off between living in open dorm (with no programming), or living in cells in program dorm (very hard to be locked up for so many hours).</p> <p>FRUSTRES – steal food from inmates who get special diet meals. Even if inmates report it, CO's don't do anything.</p> <p>CULTURE – Although some CO's are good, many CO's abuse their power over inmates – yell at them for nothing just to exert power, threaten to write them up, take or throw inmates' belongings around, and/or discipline them excessively entire. CO's come into jail in bad mood and take out personal issues against inmates. Inmates get disciplined for very minor incidents – e.g., not getting up at the right time, hanging wet clothes to dry, not wearing bracelet, more than 2 people in bathroom, getting hot water during lockdown – even if inmate's conduct is caused by mental illness/disability. If one inmate doesn't do something right, CO's often punish the entire dorm and make everyone suffer – e.g., shakedowns, take away programming (yard time), put them on lockdown. CO's do shakedowns to punish/retaliate against entire dorm – make inmates stand outside during search; take away extra food or clothes. CO's punish individual inmates by putting them in cold room (holding cell), often for no or minor reasons, and leave them there in all night until breakfast the next morning. Inmates are afraid to complain or speak up b/c of retaliation from CO's, so they just stay quiet and tolerate mistreatment. One CO's mistreated / discriminated against gay inmate, even though he was in Protected Custody – inmate had to move to another unit to get away from CO. Inmates are afraid to ask CO's for anything – CO's yell at them if they come up to window to ask for anything, or do shakedown of entire dorm.</p> <p>USE OF FORCE – CO's use excessive force against inmates to keep them quiet and afraid of retaliation. CO's often use force against inmates who talk back (even just to answer them), or don't respond, or don't follow other orders. CO's don't use force in front of other inmates, instead they take inmates to the cold room to use force against them.</p> <p>OUT OF CELL TIME – 2 hours/day yard time is fine, but CO's take away everyone's yard time if one inmate does something wrong – even just looking in through window or talking to inmate from another dorm.</p> <p>PROGRAMS – inmates in PC dorm don't get programming, but if they want to move to program dorm they have to live in cells.</p> <p>GRIEVANCES / RETALIATION – He has put in many grievances about commissary – CO's and commissary staff always say that they'll check on the issue, but he never gets a written response and problems never get solved. He has given up on filing grievances – not worth the effort. If 10 inmates put in grievances, only 4 will get problem resolved, and those 4 have to continuously stay on top of the matter to get any solution. CO's openly threaten to retaliate with physical force against inmates who gripe them.</p>	1	1																																											
Elmwood Men's	<p>cold. Dorm does not have any tables and chairs to write letters, only in the eating area.</p> <p>jail is supposedly moving lots of inmates' units around and opening up more areas for inmates. They should open up more areas for inmates to go / do programs, but in reality they're just moving inmates from dorm to dorm to make it look like there's progress, not actually doing anything. They say the Main Jail is full, but there are lots of empty units in Elmwood (e.g., M-8).</p> <p>CULTURE – He has a good relationship with many CO's, so doesn't have any personal problems with. Many CO's are rude to inmates. When CO's get mad at inmates, they throw them in the cold room (holding cell) for 2-3 hours, throw inmates' belongings on the floor; throw away inmates' commissary products; and/or throw inmates' mail in the trash. CO's just play on their phones all day, they don't monitor inmates.</p> <p>CO's still do strip searches of inmates, even though not supposed to – only supposed to do pat-down searches.</p> <p>INMATE SAFETY – There's a high risk of fights between inmates b/c CO's are on their phones and aren't watching. When there's a situation, CO's don't do anything, even their job is to watch inmates and make sure they're all rights.</p> <p>USE OF FORCE – CO's beat up inmates and get away with it. If lots of other inmates witness beating, CO's move them around to other dorms/units.</p> <p>PROGRAMS – There needs to be more program opportunities for Level 2's and PCs. Level 2s in M-5 get less programming time compared to Levels 3 & 4 – they have to wait until other groups finish programming, and sometimes don't get time at all.</p> <p>GRIEVANCES – CO's are supposed to let inmates see the Department Operating Manual (D.O.M.), which are the rules that CO's have to follow, but they refuse to. Inmates have to sign for a Rulebook when they arrive, but they don't actually get a copy of Rulebook. He was forced to sign, but still hasn't gotten Rulebook. How are inmates supposed to follow rules when not given Rulebook?</p> <p>ACCOUNTABILITY – There's no accountability for CO's if they beat inmates or do other misconduct.</p> <p>MEDICAL (ACCESS / QUALITY) – His main concern is medical and dental care. Poor medical care – nurses say there's nothing they can do for inmates; and it takes months to get medical or dental appointment. He has injury that requires medication and has documentation from VMC re his medication, but he's been waiting over a month since he arrived to get the meds and medical devices that he needs. He had his medication in his personal property when he arrived and has been trying to get it for a month – he doesn't understand why they won't give it to him, and is concerned what will happen to it b/c it's narcotics. He also had to do drug test to get medicine in jail, but still waiting for meds. It wasn't until he threatened to file a grievance that he was able to get upcoming appointment with doctor.</p> <p>The nurse in Booking said he was supposed to be assigned to a bottom bunk due to injury, instead they put him in top bunk even though injury makes it hard for him to climb up – now nurses and CO's say there's nothing they can do, and say can't give him a lower bunk b/c it's needed for detaining inmates.</p>	1	1																																											
Elmwood Men's	<p>HOUSING – Temperature in dorm is very cold; they won't give him thermal for cold.</p> <p>HOUSING / INMATE SAFETY – In Booking, he was placed in module with lots of gang members. He didn't feel safe and asked to move to another module – CO refused to let him move unless he went to PC. He agreed only because it was his only option to move out of unsafe module. Now he wants to be reclassified b/c he has no reason to be in PC – no gang affiliation, no sex crimes, etc. He put in an inmate request for reclassification and keeps requesting an interview w/ sergeant, but he's been waiting a week with no response. He doesn't want to be in PC b/c they have fewer options and privileges – it's unfair that PC inmates have less privileges than GP.</p> <p>CULTURE – CO's talk down to inmates in disrespectful manner; some CO's try to humiliate inmates. Lots of inmates are afraid of retaliation/mistreatment by CO's, especially if CO doesn't like them. Retaliation – CO's will lock down entire dorm for entire day (allegedly due to "facility lockdown", even though inmates can hear other units out programming). If one inmate messes up, CO's punish entire dorm – take away programming, turn off TV, take away newspaper, turn phones off all day, take away yard time or refuse to give out handballs and volleyballs. CO's punish everyone to create hostile environment in dorm for the inmate who messed up – CO's want other inmates to deal with him, rather than discipline him directly themselves.</p> <p>USE OF FORCE – He has witnessed a lot of violence by CO's, especially in Main Jail and in Booking. If someone comes in drunk and talks back, CO's overreact rather than just brush it off as intoxication – CO's slam inmate on ground, twist arms and legs back ("twist him up like a pretzel"). CO's act like a gang. CO's act like they enjoy abusing inmates – afterwards they cheer and give each other High 5s.</p> <p>PROGRAMS – He wants more educational programming – inmates in PC don't have any programming options. It's unfair that PC inmates don't get same programming privileges as GP inmates.</p> <p>GRIEVANCES – He hasn't filed any grievances, doesn't know about other inmates' grievances.</p> <p>ACCOUNTABILITY – There's no accountability for CO's – inmates don't even see any supervising staff around dorms. He tried to contact a supervisor re his placement in PC, but he's been waiting a week w/ no response.</p> <p>MENTAL HEALTH / MEDICAL (ACCESS / QUALITY) – Mental health care and medical are good; medical care has gotten much better in recent years. It's good that jail stopped charging inmates for white cards, but they should never have charged in first place. There are long delays to see doctor, especially specialists – for appointment with dentist and optometrist, inmates have to wait months; for appointment with regular doctor, they wait weeks wait weeks, or nurse just gives them Tylenol and then they wait 3 months to see doctor.</p> <p>FOOD – is often too hot to eat, but seems to meet nutritional needs. He's been to other counties where food is much worse.</p> <p>CLOTHING – He keeps trying to get a thermal for the cold, but they won't give him one.</p>	1	1																																											bedding

