

***Jail Conditions:
Inmate, Staff & Family Perspectives***

**Report to Santa Clara County
Blue Ribbon Commission
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Introduction and Summary of Critical Issues

During January and February, 2016, our team of 11 attorneys interviewed 944 inmates, 8 family members of inmates and 33 jail staff. We conducted interviews with the promise of confidentiality in order to facilitate, to the extent possible, an open dialog about issues concerning jail conditions and operations. Our task was to be the voice of those who wished to speak with the Blue Ribbon Commission (“BRC” or “Commission”) but who could not or were unwilling to address the Commission directly. Our task was not to validate whether comments made to our team were true or false, but rather to accurately report to the Commission what we were told so the Commission can choose how to best make use of this information. Our job specifically did not include investigating any particular incident, such as an inmate’s complaint of use of force or a correction officer’s complaint about improper behavior by the Sheriff or other officers.

Clear themes emerged from the interviews we conducted. Out of the broad range of issues relating to jail conditions interviewees identified, interviewees frequently raised the following issues and reported that these issues deeply impact inmates, staff, and families. Two other issues—accountability and discipline for officers’ misconduct and the Inmate Welfare Fund (“IWF”)—are discussed in this report because the Commission specifically identified these areas of inquiry prior to the start of interviews.

Grievances and Complaints

Issue 1: Inmates, staff and families lack confidence in the grievance channels. Across all three groups of interviewees, the overwhelming consensus is that the grievance system is broken. Submitting grievance forms to corrections officers puts everyone—guards and inmates alike—in a difficult position. Inmates also reported numerous ways, such as officers refusing to accept grievance submissions, in which their grievances are not treated seriously. Inmates and families identified the fear of harassment and assault by officers extending beyond the formal grievance process into all methods of inmates asserting their rights.

Issue 2: Many inmate complaints arise from gaps between policy and practice. Though their explanations of root causes differed, inmates, staff, and families all identified a need for greater professionalism, defined as a greater coherence between policy and practice, among jail staff. The reported lack of professionalism is most apparent in the gap between policy and practice concerning:

- Unresponsive jail staff—The Inmate Rulebook advises inmates that they have the right to be informed of jail rules, procedures and schedules, but inmates consistently reported that officers are not responsive to inmate requests for basic information and problem solving.
- Excessive use of force—Inmates and families often reported that routine jail movements and lockdowns are often conducted with more force than is necessary and that, in emergency situations, officers’ use of force does not always stop when the emergency ends.

- Demeaning language—Though the Inmate Rulebook states that inmates have the right to expect that they will be treated respectfully by jail personnel, inmates consistently reported that a significant percentage of officers use dehumanizing and belittling language.
- Officer discretion—The Inmate Rulebook also specifies that inmates have the right to be treated impartially and fairly by jail staff, but inmates and families reported that officers’ discretion often results in favoritism and arbitrariness, due to officers making up their own rules or interpreting the rules in ways that are inconsistent with other officers.

Issue 3: Inmates and families report avoidable delays and deficiencies in medical care. Inmates consistently complained of long delays and outright denials of access to medical and dental care. Common complaints included difficulty in getting medical attention, appointments and prescriptions. Similar problems were reported by inmates regarding psychiatric care. Though access to and quality of medical care was reported as a serious problem at all facilities, complaints were significantly greater at Elmwood Women’s.

Issue 4: Inmates consistently complain of poor hygiene and sanitation conditions in the jails. Uncleanliness was a major inmate and family concern. Inmates noted that the ability to keep their bodies and surroundings clean has a major impact on their dignity, state of mind, and physical health. Many inmates reported rashes, ringworm, scabies, and staph infections from the lack of sanitation. Inmate and family comments focused on clothing (e.g., not having enough clothing and clothing being very dirty; lack of cleaning supplies), officers not giving inmates sufficient cleaning products to keep their dorms clean; and personal hygiene (e.g., lacking sufficient soap, menstrual pads, and supplies to maintain personal hygiene).

Issue 5: Inmates frequently were upset by insufficient and inconsistent out-of-cell time. Though it varies by inmate classification and the physical configuration of the unit, complaints about too little out-of-cell time are pervasive across all Santa Clara County jail facilities. It was reported to be especially problematic for inmates in high security, mental health, and protective custody units, where inmates get very little time out of cells. Surprisingly, it was even reported at Elmwood’s Minimum Camp for men, which is the unit in the Santa Clara County jail system where inmates have the most freedom.

Issue 6: Inmates complain about lack of transparency in the classification and inmate discipline systems. Both the classification system and the disciplinary actions that play a pivotal role in classification decisions are shrouded in a lack of transparency that, according to inmates, impedes their ability to understand what is happening to them and make positive changes to meet the jail’s expectations, and eliminates any opportunity for them to have a voice in disciplinary actions and housing changes.

Issue 7: Inmates serving prison terms in the county jail regularly complain about the differential treatment they experience in jail compared to that of serving time in prison. This issue affects a subset of inmates, but those inmates report being impacted in very serious ways across virtually every domain of their detention in county jail. Many inmates serving state prison

sentences in county jail believe that they are not being treated as the law requires. The most critical aspect of the differential treatment they report is that, according to interviewees, serving a prison sentence in County custody results in serving more time than would be required if housed in a state prison. We were told that the jail is not equipped for inmates serving long terms and who would have been in prison before realignment. These inmates almost universally said that jail policies need to be revised to accommodate their detention.

Issue 8: Understaffing, and related issues such as poor morale among corrections officers, creates many adverse conditions. Inmates and officers reported many problems that result from the jail's understaffing. Officers explained that past staff reductions make the jails less safe for inmates and officers alike. It was reported that, even when programs are planned and the schedule looks good on paper, the jails are not staffed sufficiently to implement programs safely, which results in lockdown and cancellation of programs. Understaffing contributes to the complaints by the overwhelming majority of corrections officers willing to speak with us about poor morale and lack of leadership.

Accountability and Discipline for Officers' Misconduct

Issue 9: The perception among officers, inmates, and families is that jail staff are not appropriately held accountable for misconduct. We consistently heard from jail staff that they believe that favoritism rather than objectivity pervades the department's systems for accountability and discipline, resulting in officers, lieutenants and captains who are in favor with the administration not being held accountable for misconduct. The other side of the problem is that jail staff often reported that leadership does not support officers and sometimes rushes to hold officers accountable before culpability has been established. The perceived combination of "sweep it under the rug" culture with "throw officers under the bus" reactions from administration results in staff morale that is reported to be exceedingly low. Inmates and families reported their inefficacy in impacting or correcting officer misconduct, as well as their desire to see greater transparency in the outcome of grievances, complaints, and Internal Affairs ("IA") investigations.

Inmate Welfare Fund

Issue 10: Inmates are generally unaware of the Inmate Welfare Fund's existence or purpose. Generally speaking, inmates do not know that the Inmate Welfare Fund ("IWF") exists. With a few exceptions, inmates do not know how IWF decisions are made or how it is intended to benefit them, apart from a vague awareness that it is connected to indigent hygiene kits, board games, or incentives. Some of the few that are aware of the IWF believe it is being misused and that inmates do not benefit from it.

Interview Methodology and Analysis

Inmate Interviews

Our team of attorneys began interviewing inmates at Main Jail North on January 6, 2016. We proceeded to Main Jail South, Elmwood Women's, and finally to Elmwood Men's, including Minimum Camp. We ended interviews on February 10, 2016, with a total of 944 inmates interviewed over five weeks. Given that the daily population of Santa Clara jails averages approximately 3500 inmates, our interviewers talked with 27% of inmates.

Almost without exception, our attorneys were treated professionally and respectfully by jail staff, who facilitated rather than impeded our work. In particular, we wish to thank Undersheriff John Hirokawa and Assistant Sheriff Troy Beliveau for ensuring we had the access we needed and for responding to issues as they arose.

Our attorneys went into every dorm and announced who we were, the purpose of the Blue Ribbon Commission and the interviews, the voluntary character of the interviews, the confidential and anonymous nature of interviews, and the logistics of our process. We made announcements in English and Spanish and we had a Cantonese-speaking attorney available, as well. Each inmate who wanted to speak with our attorneys gave us their name. Our interviewers often walked throughout the dorm, answering inmates' questions about the process and taking down names of those who wished to be interviewed. Each interviewee was subsequently brought by officers to an individual interview room for an interview with one of our attorneys. Inmates wore shackles during the interview only if their existing classification level so required; all other inmates were unshackled. We conducted interviews in English and Spanish.

The only unit where our process differed was in Minimum Camp at Elmwood Men's. Because of its different layout and the movement of inmates there, we posted signs about BRC interviews at designated times throughout the Chow Hall, and officers posted signs in the barracks for us. During scheduled interview times, some of our interviewers stood in the yard and talked to inmates about the interview process and made rounds to the barracks to announce the opportunity to interview. Three attorneys remained in the Chapel at the center of the yard to conduct individual interviews three at a time, each in a different section of the Chapel. The attorneys outside the Chapel kept a line of interested inmates and sent them inside the Chapel to interview as each previous interview finished.

Interviews were allowed to differ one from the other, based on the interviewees' experiences and interests. Interviews were directed by our attorneys, as needed, to keep the focus on conditions of confinement. Very few inmates misunderstood the purpose of the interviews or sought legal counsel from our attorneys regarding individual criminal or civil cases.

Interviewing attorneys took notes of each inmate interview and later entered a summary of each interviewee's comments into a spreadsheet. Each interview was coded by the interviewer

for correlation with particular issues. Interviews were not recorded or transcribed, though interviewers occasionally quoted verbatim from interviewees in their notes. As part of our promise to protect inmates' confidentiality and anonymity, the notes taken during interviews have been destroyed. Some inmates chose to write a letter to our office rather than be interviewed. Letters were transcribed and treated as interview notes. The Summary of Inmate Comments is attached as Exhibit A. Additionally, an electronic spreadsheet of the Summary of Inmate Comments with coding by issue is available by request from blueribbon@mosconelaw.com. The spreadsheet with coding by issue area allows readers and analysts to sort the interview comments by many different fields to delve into specific issues for deeper inquiry. For Commissioners and other policy makers who wish to understand inmates' perspective in greater detail, we recommend a close read of the interview comments contained in these supplemental documents.

Many inmates expressed appreciation for us being there. We heard comments such as "we've been waiting so long for someone to come talk to us," "thank you for listening to what we have to say," and "thank you for doing this—no one ever asks what we think." Spanish-speaking inmates expressed particular appreciation, as well, seeming to be pleasantly surprised that Spanish-language interviews were available.

Interviews of Jail Staff and Families

Our attorneys also interviewed 33 jail staff, including officers (also, "COs") and non-badge staff. We estimate this to be between 3 and 4 percent of the staff assigned to the jails. We conducted most staff interviews off site in various Santa Clara County locations. Throughout our time in the jails, our attorneys encouraged staff to talk with members of our team. We were consistently told that staff was afraid to talk with us because of possible retaliation by jail administration, despite our assurances that interviews could be done off-site and that we would ensure anonymity to the greatest extent possible. The interviews with staff were open-ended. We solicited staff's input regarding what they perceived as working and as not working at the jails, solutions for things that were not working, and suggestions for how to make the jails better, safer facilities for staff and inmates.

Our attorneys interviewed 8 family members at an office location in San Jose. We contacted family members through the DeBug Silicon Valley organization, which spread our contact information through its network of families of the incarcerated. Staff and family interviews were similar to inmate interviews in the sense that they were voluntary, confidential, and allowed to differ one from the other based on the interviewee's areas of interest within the overall topic of conditions of confinement. Attorney interviewers compiled staff and family interview notes separately.

A summary of interviewee comments is present, organized by topic, as Exhibit B for jail staff and as Exhibit C for family members.

Reports of Retaliation Related to Inmate Interviews

We gave interviewees the BRC attorneys' business cards so they would have a manner of reporting any retaliation linked to their participation in BRC interviews. Our attorneys did, indeed, receive quite a few phone calls from inmates on a variety of issues, some of which related to retaliation, and some of which did not. We received approximately 20 reports of retaliation or interference with BRC interviews. Only one inmate gave us permission to break his anonymity and report the matter to the Sheriff's Office, which we did. The 19 others remain anonymous and were, consequently, not reported to the Sheriff's Office for further investigation. Reports include:

- Two inmates said that deputies discouraged them from interviewing, which is why they initially "refused." They said that a deputy told them to only complain about facility issues, not deputies. One reported the deputy told him the inmates wouldn't want anything to mess up anything with their legal cases, implying that's what could happen if they spoke with us.
- Inmate reported that COs came in early in the morning and began shaking down inmates' cells. COs emptied food contents and took hygiene products. Inmate had a BRC business card. When the COs found it, one said "F*** the BRC".
- It was reported that COs seemed to be retaliating by locking inmates down for no reason after the BRC interview announcements.
- Inmates reported being locked down for 3 hours because a large number of them requested to speak with the BRC interviewer.
- An inmate reported that other inmates wanted interviews, but believe the COs have falsely stated that they decline interviews to avoid them talking to BRC.
- An inmate reported that he lost his job and was re-housed to a more restrictive setting in response to talking to a BRC interviewer.
- Inmates told BRC interviewers that other inmates didn't volunteer for interviews because they were scared of retaliation for doing so and some of them had a lot to lose. Occasionally, an inmate collected comments from others in the dorm and brought those comments into the interview, with his or her own.
- We received a report that, the day after BRC came, the whole pod was strip searched, understood by inmates as a warning or retaliation for talking to BRC. Each of the inmates who talked to BRC was random searched. A few days later, we received a report that the same unit was locked down again and strip searched again, which was attributed by inmates as retaliation for BRC cooperation.
- An inmate reported that COs ransacked the rooms and did not allow TV time or program time in apparent retaliation or intimidation after an inmate talked to BRC. COs have harassed several people, and inmates are suspicious of talking to the BRC and afraid of retaliation. The days that BRC interviewers are not in the facility, officers have reduced the program time.
- It was reported to us that, as retaliation for interviewing, inmates did not get feminine hygiene products for 7 hours, their out-of-cell time was wasted by COs making inmates wait unnecessarily, and COs were angry and argumentative.

- Inmate asked for second interview, during which he told BRC interviewer that the deputies in the dorm instructed the trustees to discourage inmates from interviewing.
- Inmates report that COs are talking with inmates about what was discussed in interviews. COs ask inmates what was said and/or inmates just tell them. An interviewer noted that, when COs were taking an inmate back to cell after interview, a CO made comments about how long his interview lasted and that he was “spreading the knowledge.”
- Inmate said that COs called him out over the dorm intercom afterward for talking to a BRC interviewer who came into the dorm to announce the interviews and sign up inmates for interviews.

Analysis of Interview Data

Ten issues are the focus of this report. However, other issues identified in the interview notes are also important and deserve the consideration of the Commission and other policymakers. The other concerns raised in interviews were either not as frequently mentioned or not as consistently presented as dire by interviewees. For example, complaints from inmates about food were almost universal in the interviews, but the degree of the impact was not presented to be as grave as the issues selected for emphasis below. The opposite is true, for example, of sexual misconduct—while the impact of sexual misconduct is potentially very severe, it was an infrequently-reported issue in interviews.

Readers of this report are advised to keep three dynamics in mind as they read and analyze the information in this report. First, our attorneys have not sought to determine the credibility of individual interviewees or the information they report. Interviewees’ comments were taken at face value. Where an interviewee made a remark that seemed not to make sense, our interviewers asked questions and tried to clarify an interviewee’s meaning, usually with success. In the few instances where an interviewee’s mental state seemed to impair his or her ability to give coherent comments, interviewers have so noted in Summary of Inmate Comments.

Second, because all interviews were voluntary, those interviewed are a self-selected sample of the overall interviewee pools. While approximately 1 in 4 inmates came forward to be interviewed, 3 in 4 did not. The percentage of jail staff who volunteered for interviews was small, with only 33 jail staff willing to be interviewed. And among families, who admittedly received a smaller outreach effort than inmates and staff, the 8 who were interviewed is a very small percentage of all inmate relatives. It is not possible to know whether the comments of interviewees accurately reflect those of the inmates, jail staff, and families who did not self-select to participate in this process.

Third, our interviewers observed variations between certain dorms or dorm-styles and the percentage of inmates who volunteered to speak. For example, program dorms and dorms with individual cells were more likely to have many volunteers while some open dorms and dorms with group cells had fewer volunteers, reportedly due to “politics” and fear of “snitching.” One

dorm was unusual in that only one inmate volunteered to be interviewed. Some inmates also spoke of an inmate culture that discouraged the reporting of acts of physical violence, even when those acts are committed by the jail staff.

Some Commissioners, policy makers, or other readers may hesitate to base policy and practice reforms on unverified comments given behind the safeguard of anonymity, for suspicion of comments being tainted by personal agendas, manipulateness, or an individual's lack of trustworthiness. However, the truthfulness, accuracy, and fairness of any one individual interview does not significantly impact the content in this report. First, the number of inmate interviews was sufficiently large—in fact, much larger than anyone expected at the outset—to overcome misleading statements in any single interview. This report does not highlight issues that were described in an anomalous manner by an inmate. This report captures trends reflected in large numbers, indeed hundreds, of interviews in a way that we believe are insulated from inaccuracies in any individual interview. Second, even if inmates' impressions are incorrect, those impressions are still drivers of behavior. For instance, an inmate may fear retaliation for submitting a grievance even though, in reality, that inmate would not be retaliated against. Both the perception and the reality result in the same outcome: the inmate doesn't submit a grievance and his or her problem goes unreported and unresolved. Thus, whether the problems identified by interviewees are "real" or "accurate" or "fair" does not change the reality that the interviewee *perceives* them to be problems.

Full Report of Interview Comments on Critical Issues

Inmates were tremendously responsive to the BRC interview process—with approximately 1 in 4 choosing to be interviewed. The result is that the Summary of Inmate Comments is a rich source of information about inmates' perspectives on current jail conditions. Given the number of inmates who had long-term experience in Santa Clara jails, or experience in other detention facilities and prisons, there are also quite a few comparisons in the Inmate Comments of how current conditions have changed over time or how they compare to other facilities.

It is worth noting that many inmates articulated an understanding that jail is not supposed to be pleasant. We often heard comments such as “The food isn’t supposed to be good—I mean, this is jail, right? But...” or “I understand that the COs need to be stern with us sometimes to keep the discipline. This is jail, after all. But...” For many, there was a recognition that some of their remarks were “not a big deal,” while other issues were critical to them. A comment from one inmate expressed the sentiment of many inmates that “Jail doesn’t need to be comfortable, but taking away unnecessary stressors like cold temperature, insufficient clothing, and fear of excess discipline would enable inmates to focus on their cases and on their personal development.”

Though interviewees addressed a very broad range of issues related to jail conditions, ten critical themes emerged from the interviews, as identified in the Summary. In this section of our report, we allow the interviews to speak for themselves. With limited commentary, the analysis below pulls relevant passages from interview notes, organized around each of the critical issue identified in the previous section.

Grievances and Complaints

Issue 1: Inmates, staff, and families lack confidence in the grievance channels.

Across all three groups of interviewees, the consensus is that the grievance system is broken. Of the 944 inmate interviews, approximately 690 inmates—roughly 73% of inmates interviewed and 20% of the total jail population—spoke about the grievance process or retaliation for using the grievance process. Complaints include problems obtaining a grievance form, officers not accepting forms, and inmates not getting a receipt, response, or meaningful answer. The resulting perception is that the formal grievance process is ineffective at resolving problems and that retaliation is common, in major ways such as moving an inmate to more restrictive housing, locking the inmate down more frequently, or infracting the inmate, and in less extreme ways such as throwing food at the inmate or ignoring inmate requests for assistance. Inmates and families also identified the fear of harassment and assault by officers extending beyond the formal grievance process into all methods of inmates asserting their rights. Many inmates refuse to complain, file grievances, or request anything from officers for fear of adverse consequence.

Two complaints stood out prominently against the various grievance problems reported. First, submitting a grievance form to an officer was roundly reported to be a major impediment. Inmates wondered how it could possibly make sense for them to give a grievance form about an officer's conduct to that officer, or even a different officer, and expect it to be properly processed, especially when grievances, they believe, are bad for an officer's employment record. Some officers also acknowledged that having inmates give grievance forms to them "puts inmates in a very difficult position." The fear of retaliation associated with handing grievances in to officers was reported many, many times. Second, we heard repeatedly from inmates that COs allegedly throw away grievances. While it was not within the interviewers' scope to ascertain how often this happens, inmates' perception is that it happens regularly, and that perception contributes to their conclusion that the grievance system does not effectively resolve problems.

Representative comments of inmates, jail staff, and families are identified separately below so that their various perspectives on grievances may be understood.

Inmates reported a multitude of procedural hurdles in the formal grievance channels—

- If you have a grievance, why do you give it to the officer on duty? There should be a box that is only opened by the Captain's office. They shouldn't go through the COs hands. That's why inmates don't think grievances work.
- Inmate has filed a number of grievances related to conditions of confinement. However, very few of them ever receive a formal response or complete the grievance process. This failure to be processed creates two problems for inmates. First, many problems go unresolved. Second, the failure to process the grievance prevents an inmate from filing a civil lawsuit, for failure to exhaust the administrative appeal requirements.
- The grievance process depends on the officer—one CO ripped up inmate's complaint.
- Guards often refuse to accept grievances that inmates attempt to file. They will simply ignore the request from inmates in solitary confinement. A significant number of written grievances are just not accepted by jail house staff.
- The supervisor refused to take a grievance, stating that the grievance could only be presented in English, that no grievance could be presented in Spanish, and that there was no translator or interpreter available. The grievance was "refused." The inmate remarked twice: "Even while you guys are doing these interviews."
- You usually end up giving the grievance to the same guard who committed the act so it just gets thrown out.
- She wanted to speak with Internal Affairs to report an issue related to her criminal case. Jail staff refused to provide her with a phone number. When she did get in contact with IA, the person said she would help but nothing was done and no follow up.
- There are issues getting the grievances getting past the officer to the superior. The on-duty officer will reject the grievance.
- He can't read or write so he's never filed a grievance.
- Grievances work best when many inmates all file for the same problem, like a "class action."

- Never filed grievance—nobody explained process, grievance forms are not in Spanish.
- Grievance was returned to her with no written response; not sure whether she should re-file it or let it go.
- She tried to file a grievance and asked the mental health nurse for a grievance form. Nurse asked her what grievance was for (not supposed to ask), then said it was not a valid reason and wouldn't give her a grievance form.
- He hasn't heard of the grievance process and never received information on it.
- It's bad for the guard's career, so guards don't want them.
- He got the pink receipt the day he filed the grievance, but never got an answer.
- When you ask for a grievance form, the officer asks why. Then they delay giving him a form, sometimes for days or saying they're out.
- Sometimes the guards tear up the forms, throw them away, and never even give inmate the pink copy. It has to go up the chain of command; the COs has to approve it going to the sergeant, but the COs can deny permission to talk to the sergeant, so inmates are stuck.
- It depends on the COs; some won't even give you a grievance form.
- Guards don't give out grievance form sometimes. They delay up to a month, and try to persuade them not to file.
- Some guards get angry when you ask for a form, so he won't ask certain shifts for forms.
- Internal Affairs didn't answer when inmate called, so she abandoned IA process.
- Inmate is unaware of other options like Jail Observer Program or Internal Affairs. Even though their phone numbers are listed in the dorm, they are nowhere near the phone and she's never seen them or known what that list was for.
- Internal Affairs and formal complaint to sheriff doesn't do anything, either. The only way to get your voice heard is to have a relative advocate on the outside try to help.
- He called Internal Affairs, but they didn't answer. Eventually, he got through and was interviewed by sheriff's office, but the investigator never took down sufficient detail to investigate and hasn't contacted him again, so inmate doesn't think IA is investigating incident.
- Here, there's only the jail's grievance system, but no outside reviewer. He prepared a group grievance for many inmates. A guard improperly told him "I will not accept your grievance. If you file that, I will infract you and add 30 days to your sentence." So inmate called Internal Affairs about guard's refusal to accept the grievance. IA told him it was resolved because inmate ultimately submitted the grievance, but IA refused to address the officer's threat.
- He has been trying to contact Internal Affairs about treatment for his medical condition, but was unable to connect with them, as the process to call them was confusing and his call dropped.
- He contacted Internal Affairs about a use of force report. The lieutenant there said someone had been throwing away his grievances so there was never an investigation conducted. IA then conducted the investigation, but said his claims were unfounded, even though there should have been video footage of the incident. He doesn't believe they looked into it.

- He called Internal Affairs and they took pictures of his injuries. They took his pictures again a week and a half later after they healed, claiming they knew nothing about the original set. When he was transferred to prison, all copies of his grievances had disappeared - he had intended to file a lawsuit so it left him nothing for his case.

Inmates' resulting perception is that the formal grievance processes are usually ineffective at resolving problems—

- Inmates do not usually file grievances. Lately, people write the captain because that works. The grievance will go to the CO who will write "resolved" but not send it up. The CO will put the grievance in the desk then give it to the CO who is the subject of the complaint. That discourages inmate from filing grievances. He has only filed one grievance in three years because nothing happens and there are "loopholes."
- Grievance process never results in feedback; "it's useless."
- Inmate doesn't use the grievance process because he does not think it will work since the officer reviews grievances about him or herself.
- Grievances—they never make a difference. No point in filing them anymore.
- "You learn to be submissive over a while" because there's no one to advocate for you. You just turn timid.
- Sometimes the grievances go unanswered because they are not turned in or the sergeants are too busy. Inmates together filed a grievance against an officer who threatened the lives of inmates in a "joking" manner with another nurse. The sergeant believed the inmates' allegation about the comment because there were many inmate witnesses.
- She has filed a number of grievances – she gets written responses back but with unresponsive answers (e.g. they have no control over issue, or she needs to talk with someone else). She is often concerned that grievances don't actually get sent out.
- There's no way to be heard—no good way to let higher ups know there is a problem.
- The results depend on what you grieve. Sergeants just concur with the COs, but never resolve anything about guard conduct. But, if you grieve a condition like cockroaches, it can work.
- He filed grievances about use of force and got no responses. He called IA, which came a week later. Nothing ever got resolved and no response. A relative advocates for him, too, but doesn't get very far either.
- Problems don't actually get resolved. Things happen all the time that need to be reported, but they aren't.
- You can call Human Relations—if you make a really big deal, they will try to help you, but not for everything.
- Inmate won't grieve an existing rule because doing so won't change the policy. How are inmates supposed to raise issues about policies that need to be revised?

Inmates reported that retaliation is common when they use formal grievance channels and when they attempt to speak up for their rights—

- Guards put inmate in more hostile housing to retaliate for his complaints.

- She has tried to avoid grievances because she's afraid of retaliation. When she told CO she wanted to file grievance about rehousing, CO yelled at her and keeps harassing her since then.
- No one reports anything because they are scared that they will suffer retaliations, that is why more people didn't volunteer to speak to the Blue Ribbon Commission.
- Inmate doesn't want to grieve the people responsible for caring for him through this medical crisis, because he thinks doing so will harm the medical care he receives. He'll consider a grievance after his medical crisis is over.
- 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.
- When she grieved an officer, the officer got mad and moved her to an ant-infested room with a broken toilet as punishment in the middle of the night. Officer took her into unmonitored closet at 2am. Another inmate's mom reported it to IA, who took inmate's statement, and guard was moved to different unit.
- When he was planning to file a grievance, the guards said they were going to shakedown the whole barracks if he did, so he didn't.
- Inmates are intimidated against filing grievances because the guards are the ones who control out of cell time.
- He doesn't file grievances because he's seen people get locked down for a week as retaliation. There's no real way to be listened to.
- She never puts in a grievance because the guards retaliate by putting them on lockdown, trashing their cells every 2 hours, or taking away their visits. They will make up some flimsy excuse for why the inmates are being punished, but they know it's retaliation for grievances.
- Inmates live in constant fear of retaliation of requesting any service, filing any complaint or raising their voice about any condition. Retaliation comes in the form of abusive language, threats of violence, harassment, and physical assaults.
- Inmate stated that inmates are scared to talk to the Blue Ribbon Commission because they like the programming in the dorm and do not want to be moved to another dorm. They believe that if Officers see them talking to the Blue Ribbon Commission they will be moved out of the dorm. The fear and threat of retaliation is real.
- Inmates are often the target of retaliation by Correctional Officers. For example, filing a grievance, voicing a complaint, or requesting toilet paper is often met with verbal assaults, derogatory language or physical assaults by Officers. Officers use violence and the threat of violence to intimidate, harass and degrade inmates.
- Inmate witnessed a very serious physical assault of inmate by guards. Afterwards, the guards came by each neighboring cell, and in a threatening tone, asked each inmate what he witnessed. The manner and tone in which the question was asked left him and other inmates with the impression that no witnesses should come forward and if they did, they would be subjected to physical assaults. Inmate believes this was done to instill fear and threat of retaliation if any inmate were to talk to Internal Affairs or any investigative body about the incident.

- The most frequent form of retaliation is the use of violence at the hands of rival inmates. Inmate discussed treatment he observed of another inmate who was more vocal in his complaints and regularly used the grievance process--after filing a number of complaints, his cell door was opened when a group of rival gang members were out of their cell "on program." The rival gang members immediately physically assaulted the inmate. The interviewee stated that he knew this would be the result of an inmate consistently using the grievance system.
- Inmate asked for more menstrual pads and got "written up" for it because CO said she had attitude. So she was retaliated against and won't file a grievance again.
- He's afraid to file one, even for medical, because then the guards will make your time in jail uncomfortable by doing things like kicking your door, dropping food, trying to get you to do something stupid.
- She was going to file a grievance, but when guards saw it in her cell, they tore up her cell and messed up her things. She didn't file the grievance. "You kinda just have to bite your tongue about everything in here."
- If you file a grievance, the guard will take programming away from the whole dorm.
- When he filed many grievances, they put him in the corner cell as punishment. This punishment makes many inmates not want to file grievances. They punish the inmates by sending them to a different floor, especially to the unit at Main Jail called "Siberia."
- Guards retaliated when he filed a grievance against them by turning off hot water and moving him to different housing.
- He grieved a guard who was harassing him, and then the CO followed him to new housing unit to keep harassing him.
- Inmate got rehoused by guard she grieved. Put her in dirty cell as punishment; wouldn't give her supplies to clean it. She doesn't use grievances unless it's really bad because it will come back on you.
- Inmate's dormmate did a grievance, and the officer immediately came to her and sent her to disciplinary housing for the grievance. She's scared to do a grievance because of getting an infraction for doing so.
- "If you grieve here, you get an infraction." When inmate gave guard the form, guard wrote her an infraction for being disrespectful.
- When he asked for a grievance form, the next shift handcuffed him on the sundeck, tossed his room, and put him on lockdown while other inmates were given out of cell time. One officer sent a trustee to talk him out of it. The trustee told him the guard was going to "roll him up" (move him to a different, less desirable cell) if he insisted on filing the grievance.
- He's seen COs retaliate against an elderly inmate for filing a grievance. The guard got in the elderly inmate's face and said he would f*** him up for filing.
- "There's more bad than good that comes from filing grievances." When his cellmate filed a grievance, the cop came with the grievance form and tried to intimidate inmate from filing it saying "I'm gonna make your stay here hell." After seeing that, this inmate won't file one.

Staff commented that the grievance structure is difficult for officers and inmates alike—

- One reported that grievances haven't been properly tracked for a long time. "Grievances get lost because the captain or lieutenant says 'make it disappear.'"
- One person said COs have intimidated inmates from filing grievances; others believe the grievance process can work.
- Others believe the inmates abuse the grievance process by repeatedly complaining about minor things ("this is not a country club").
- Others acknowledged that having inmates give grievance forms to COs "puts inmates in a very difficult position." One person said that retaliation or the fear of retaliation is a big problem.
- We were told that the current system is broken. "It would be better to have a box inside each unit so inmates could directly put grievance form in the locked box and a guard wouldn't ever have to be involved in the grievances. Guards shouldn't be able to open a box like that, only a captain or some separate entity responsible for reviewing grievances. Then the higher ups or outside folks would see how trivial many of the grievances are."

Families reported concerns about the effectiveness of the grievance channels and fears of negative consequences if they or their loved ones speak up for themselves—

- Her son uses grievances a lot, but guards told him to stop filing frivolous grievances. He called Internal Affairs, who won't give him any information, so he doesn't know if they're investigating.
- Internal Affairs was informed of the incident when her husband was beaten and sprayed, and they looked into it, but wife has no idea whether the investigation is going on or not, and no information on status of investigation.
- Grievances are perceived to be effective only rarely. After a while, most people give up filing a grievance, because they don't think they go anywhere.
- Inmates are threatened and don't file a grievance. If you push the issue, life gets hard for you.
- Guards have the attitude "please don't make more work for me." Some guards will actually try to resolve the issue. Giving the complaint to the guard who hurt you makes no sense.
- Forms are only in English.
- Generally, grievance forms come back with no explanation. Very few make it to Internal Affairs. Most guys say the grievance never get off the floor.
- The family member called the facility Captain once, and it resolved the issue.
- Her husband uses grievances and sometimes they result in change for a bit, but not long.
- The guards wouldn't resolve the grievances, and the inmates wanted to be heard, so inmates mailed completed grievance forms outside to family members, who filed them with Sheriff's Office from the outside. Neither the inmates nor outside family members ever got a response. It was the only avenue to be heard because why one would complain to the person who has hurt you? Too much fear of retaliation.

- Mother reported excess use of force to IA. IA went to interview her son, but didn't do anything, just "swept it under the rug." Officers told her son he shouldn't talk to IA or they would make his life difficult.

Issue 2: Many inmate complaints arise from gaps between policy and practice.

This issue is broadly about the collective attitudes, informal practices, and norms that impact how official jail policies are actually implemented. Approximately 601 of the 944 inmate interviewees addressed issues of culture and professionalism, while 458 interviews made comments related to excessive use of force. Some interviewees spoke to both culture generally and the specific use of force issue, for a total of approximately 698 interviewees that dealt with the interrelated issues highlighted in this section. While our attorneys do not recall a single inmate who said that jail staff was universally bad, very few inmates said the jail is free of problems with unprofessionalism. We were told very, very often that "it depends on the officer, like pretty much everything in here."

Regarding these issues, it is particularly important to note the significant differences in inmate responses. The variations in inmates' comments often seem linked to the inmate's housing placement, the cultural norms in that dorm, the dynamics of a particular shift of jail employees, and variations in skill levels and maturity across staff persons and inmates. As an example, one inmate said that the guards in her current dorm "bring cheer, joy, hope to inmates" and also said that some "COs treat inmates badly if they get pissed off at them, for example, refusing to turn in inmate request forms as punishment." This interview was typical of inmate and family interviews, which strongly reflected the understanding that some jail staff try to do a good job and treat inmates fairly according to jail rules, while other jail staff have very problematic behaviors that they believe the current jail culture is not able to remedy.

The reported gaps between policy and practice are most apparent concerning the following four issues, as further explained in the sections of interview comments below:

- Unresponsive jail staff—The Inmate Rulebook advises inmates that they have the right to be informed of jail rules, procedures, and schedules, but inmates consistently reported that officers are not responsive to inmate requests for basic information and problem solving. This was described as a lack of a "public service mindset" amongst officers, and was often attributable to officers spending significant time on their cellphones rather than tending to inmate safety and concerns. Officers also noted on-the-job apathy in their ranks, and explained it as largely due to low morale related to officers' being unsupported by jail administration, and by a culture that discourages officers from reporting wrongdoing.
- Excessive use of force—Inmates and families often reported officers' use of excessive force in routine jail movements and lockdowns. Interviewees emphasized that officers' use of force does not always stop when an emergency ends; physical violence and pepper spray often continue even after an inmate is fully restrained and no longer a threat to anyone's safety. Complaints of excessive use of force are more pronounced at Main Jail and booking, with fewer complaints at Elmwood Men's and Women's. Inmates

reported that some officers use physical force against inmates who “talk back” to officers and that a few officers use force disproportionately with vulnerable inmates, such as those who are mentally ill, elderly, or without family, because these inmates are less able to speak up for themselves.

- Demeaning language—Though the Inmate Rulebook states that inmates have the right to expect that they will be treated respectfully by jail personnel, inmates very consistently reported that a significant percentage of officers use dehumanizing and belittling language with them. The reported verbal disrespect unnecessarily exacerbates tensions between guards and inmates, creating avoidable hostilities and safety issues. Almost all inmates and families were quick to add that “not all guards are bad,” while emphasizing that the “good” guards do not have the ability or support from superiors to speak up or alter their colleagues’ misconduct.
- Officer discretion—The Inmate Rulebook also specifies that inmates have the right to be treated impartially and fairly by jail staff, but inmates and families reported that officers’ discretion often results in the practice of favoritism and arbitrariness, due to officers making up their own rules or interpreting the rules in a way that is inconsistent with other officers. There were many reports of a culture characterized by officers’ attitudes that “this is my domain to do as I see best” during their shift, with little adherence to established policy. Officer interviews also noted this phenomenon and explained that officers’ arbitrariness in enforcing policy makes it very difficult on officers who do try to operate by the rules, putting those officers at higher risk of grievances and discipline by jail administration. Many inmates reported never receiving a Rulebook (even after specifically requesting one), or receiving an out-of-date Rulebook, making it more difficult for them to know which rules are “real” and which ones are made up by officers.

Inmates consistently reported that officers are not responsive to inmate requests for basic information and problem solving—

- Guards don’t have a public service attitude, so the inmates get no help.
- Officers always say they are short staffed when they get asked for anything.
- Cops are always on their cell phones in the Information Center. Guards should have to leave cell phones in their cars, locker.
- He is a pro per defendant, and the court rejected his complaint because it was not hole-punched. The jail would not let him hole punch it. The four deputies and a sergeant ridiculed him in front of other inmates saying “you think this is fucking Staples?”
- When inmates have problems or need assistance, they mostly just get “band-aid” solutions – not real help or solution. E.g., if inmates have commissary problems, they have to go through onerous reporting process and paperwork to try to resolve problem – and often problem doesn’t get resolved – rather than having someone sitting down with them and helping them; if inmate is upset about something, COs ask what’s wrong but don’t provide any real support or assistance – they just tell inmate not to worry and then just send them back into the dorm.

- Deputies are on their cell phones frequently so they do not want to be bothered if you call to them for something so they get upset if inmates keep calling them. And, they are not watching the inmates.
- She uses request forms to find out when court dates are, etc, but she's never even gotten one back.
- Guards never give a straight answer to inmates.
- There are deputies on their cell phones who say "don't bother me." If you ask that deputy for an inmate request form they say "no, we're out."
- The majority of the officers are on their cell phones all the time. They yell at people to "keep it down," and he thinks they are distracted. They hide the phone use from the sergeants and higher ups. The phone use concerns him because he does not know if they are taking pictures or videos. A lot of times people actually start fighting because the deputies are on their phone and do not notice it happening before it escalates.
- The deputies are on their cell phones all day and all night. That is why the deputies deny people medical attention or other requests (e.g. for a toothbrush). One time a woman was having a seizure while they were on lockdown. Someone came to the door for help and the deputies ignored them until eventually coming in much slower than was appropriate for the situation.
- Sometimes, guards don't do cell checks either, so people can be really hurt and not get the help they need.

Jail staff acknowledged that many have become apathetic due to, in their view, a culture that does not encourage proactive behavior and to overall poor morale—

- Low morale makes COs not care and not want to be proactive. If they don't care enough to adequately staff the jails, then why should we care about how we do our jobs.
- The culture should be "if you see something, say something," but it is not. Suggestions about how to fix things fall on deaf ears.
- The culture is that it's "too hard" to deal with problems directly; it's easier to not look at them. Improvement is not a priority; minimizing controversy is the priority.
- The "sweep it under the rug" culture is due, in large part, to staff not wanting to rock the boat. The culture is to not take responsibility; to minimize things. It's called "kiss up, kick down"—kiss up to those above you and kick the problems down to others rather than deal with them directly. Part of it also is officers' desire to save face, "to not look like you have a problem."
- The administration promotes people based on who is a supporter of the Sheriff rather than who is best for a position. This results in people not wanting to voice their concerns because they will be perceived as not part of the team. It makes people think that doing a good job won't get them promoted, so they stop caring. If lieutenants and captains do not do their jobs, it all flows downhill.
- There is no incentive for good behavior. Why not reward COs who solve problems?
- Effort goes unrewarded.
- Positive reinforcement is nonexistent.
- The department is reactive instead of proactive.

- The Sheriff has undermined COs who want to be proactive.
- Supervisors do not follow up and do their job. They're on the internet all day, or just sit in the chow hall and watch the officers come in and out.

Use of force is often disproportionate to the need for force, according to inmates—

- Booking officers are over aggressive and use too much force.
- He was beaten by 7-9 COs after he was booked, while he had shackles on his hands and feet. He was kicked in the ribs and the head. While they had him on the ground they pulled his pants down and tried to rape him with a foreign object (likely a baton) but he yelled and resisted and they stopped. He heard one of the officers say "this one won't knock out". His ribs still have a bump. After that, they placed him in an all red suit, saying he was a gang member (although he denied it) and placed him in solitary on the 4th floor for one week.
- At least 3 or 4 COs took him to the basement and beat him - they knocked out his tooth. They stopped when they heard the sergeant approaching. He did not file a grievance because he feared retaliation; nobody ever gave him information on how to file grievances. When they transferred him to another floor after the beating the COs (who all talk to each other) poured all his shampoo and toothpaste over his personal effects that he had in a bag. He had to sleep without a blanket and sheets until he washed them because they were soaked in shampoo. On the second occasion, he was in a verbal altercation with another CO. The CO pepper sprayed him and handcuffed him on the floor - he started kneeling him in the genitals and hitting him in the ribs. A few other COs came over and asked what happened - the CO told them he had attacked him. They all started beating him and dragged his body and put his head in the corner, the sergeant came and said "stop dog piling him, get the hell off him."
- The COs had beaten another inmate unconscious and other inmates were yelling and banging on their doors in protest, but he was not. The guards singled him out anyway and about 8 of them beat him up in his cell with his cellmate, pepper sprayed them, punched him in the ribs and kicked him, kned him in the back, and twisted his wrist so that it felt like it would break. He told them the whole time that he was not resisting. They also pushed his cellmate's head against the wall and punched him in the ribs. He didn't file a grievance about it because he was afraid of retaliation—he saw it happen to another inmate who filed a grievance, then COs took him in his cell, pulled down his pants and molested him and pulled his penis.
- He has witnessed deputies beat up mentally ill and inmates who had been homeless "because they can" and because those people will not write a grievance. He cannot help those inmates because deputies would retaliate and he would not back down.
- Deputies beat up the mentally ill and older people because those people are weak and they do not know what is going on and they can send a message to other inmates this way. It is a particular group of "bad apples."
- Deputies pick on the mentally ill, elderly, and weaker people to send a message to stronger people; the mentally ill do not fight back "so you can send your message than if you picked someone who fought back." There have been incidents like a deputy forced a

mentally ill inmate to walk to his cell naked in front of everyone because he talked back to the deputy when he tried to get him out of the shower. He was assaulted first. This deputy repeatedly assaults mentally ill inmates. There was no grievance because mentally ill people do not know what is happening.

Families, like inmates, reported that excessive use of force is common—

- Her son has suffered multiple incidents of beatings and pepper spray. Once an inmate is restrained, he's no longer a threat, but the guards keep beating them badly after that. Documented in photos the guards took. Her son was denied shoes and bedding for 2 weeks after.
- The men cut their hair short because guards would pull them out by their hair.
- Her son was beaten by guards once for no valid reason.
- The guard would assault the inmate, and the guard would then charge the inmates with assault. For some inmates, their charges get increased afterwards.
- On "elevator rides" where there are no cameras in the elevators, the guards beat inmates. Her son saw a guard beat a young inmate "to a pulp." Why aren't there cameras in the elevators?
- Husband got beaten and sprayed.
- Guards broke her son's hand. When guards accompanied son to hospital, they told doctors he was faking, trying to get out of jail, but the doctor x-rayed his hand and found he was not faking.

Inmates very consistently reported that a significant percentage of officers use dehumanizing and belittling language with them—

- Most cops are respectful, but some belittle them, saying things like "Are you f***** retarded?"
- Officer said to inmate: "I hope the inmates in here rape your ass." A certain team is the worst. They provoke the inmates and talk to the inmates like they're trash.
- If the deputies could even just stop calling the inmates "bitches," "J Cats," or "nuts" it might cause a change in the deputies' perception and see the inmates as human.
- Guards regularly call the women inmates "bitch" and "broad."
- Guards called inmate a "bitch" and a "pussy" while beating him.
- "They talk to us like we are animals." I would rather be physically abused than talked to the way they talk to us, cuss at us, say we're low lifes, bitches.
- Some guards are respectful, but some treat them with unnecessary disrespect like "take that f***** thing down" and ripping a piece of clothing away, instead of simply giving instructions civilly.
- Some guards are good, but others are awful—it comes through in speech, mannerisms. There is a guard who calls the women "bitch" and "hoe" all the time, though that is not typical of how most guards talk to them. Another guard purposefully embarrasses them in front of all the others.

- One of his old cellmates started losing it because he wasn't getting any out of cell time, and the officers threw him down and said things like "shut the fuck up, I'm going to break your face."
- "Why are we being treated as less than animals?" Some guards are respectful, but the majority of the guards—especially at the Main Jail—talk badly to the inmates. Even if asking a simple question, some officers respond "why the f*** are you asking me a question?" Officers are supposed to keep the peace, but instead, they disrupt the peace.
- COs are rude, don't greet inmates, yell at them if they're away from their beds, and scream curses at inmates who make too much noise (e.g., "f***** bitch"). COs are not properly trained to oversee women inmates in a jail facility.
- A guard called an inmate for pill call, but inmate was in bed and didn't hear. The guard came in and pulled him off the top bunk, twisted his arm, called him a "motherfucker," and said "I am the law" so the officer could do what he wants to with the inmate. Two other officers laughed.
- He has a physical impairment and the officers make fun of him, they call him stupid for not understanding their English, since he is Spanish-speaking. Officers don't have any patience for people with medical issues.
- 9 out of 10 deputies have a mentality that the inmates are dirtbags and junk and a scumbag and talk to the inmates that way e.g. cursing at them or calling them names. They will do that when the inmate violates a particular rule when he just arrived and did not know about it, e.g. walking with his hands behind his back.
- Certain shifts are really belittling to inmates. They treat you like you're a dog. It's not right. There's racism; guards treat inmates different based on race, giving blacks and Hispanics a hard time.
- Deputies who are "good" look the other way when other deputies violate rules. For example, there is a deputy who calls the inmates "cockroaches" but no other deputy will tell him to stop.

Inmates report that officers have too much discretion to make up their own rules or interpret rules inconsistently—

- Every guard has a different way of running things. Guards don't follow the Rulebook, but make their own ways. Inmates act out because of the inconsistency.
- Guards on a certain team do not follow the Rulebook. Those guards make up their own rules, then infract inmates for not following them.
- "Sometimes, the guards make up their own rules. It should be consistent and it isn't."
- The guards make up their own rules for how to run things and don't follow the Rulebook.
- Inmates' access to cleaning supplies is completely up to the discretion of the Correctional Officers. There does not appear to be any routine or consistency as to when and why supplies are handed out.
- Whether an inmate receives an infraction depends on the deputy; they can violate the same rule and receive one from one deputy but not the other (e.g. forgetting to put on the wristband after the shower.)

- Some of deputies are relaxed about the rules and some make up rules that are not in the handbook. There is inconsistency between how different deputies run the dorm.
- The COs also make up their own rules as they see fit and punish inmates for not following them.
- Guards sometimes cancel visitation. It depends on who the CO is that day. They interpret the policy differently and have too much discretion to make family be 30 minutes early, 40 minutes early, not one minute late, etc. The jail should set a clearer, consistent visitation policy.
- Believes surveillance cameras everywhere would be helpful, officers have a lot of discretion and it would be good to have more watchful eyes.
- Guards won't let her baby in to visit, saying "no babies under 1 year" but they're just making that rule up.
- Some guards won't give out disinfectant; they use their discretion, which hurts the inmates.
- Officers have too much discretion, especially in the infraction process.
- There's a lot of variation in how guards interpret the rules.
- It's up to the guards to decide whether to open yard or not.
- There is a particular staff person engaging in serious misconduct and breaking the rules without consequence. She wants it to stop because it makes her feel really uncomfortable. But, there's no good way to deal with the situation because, if she grieves the staff person, everyone will know about it and she'll be in danger because he can seemingly do whatever he wants without being held accountable. It's pervasive behavior—"he goes by a different rulebook."
- There are inconsistencies between the deputies in terms of how the dorms are run. For example, some deputies won't allow the inmates to cuff their pants even though they are too long. Some deputies make up rules.
- There are unwritten rules that no one knows about when he first arrives and the inmate is then infraacted for violating that rule. There are deputies to make up their own rules just for the sake of giving orders.

Staff also commented on officers' use of discretion—

- Staff said that many officers make their own rules for how to run the jail during their shift.
- They reported that, when officers make their own rules, it leads to unsafe environments for officers and inmates.
- When one officer follows the rules, and the others don't (for fear of having a grievance filed or being reprimanded for harshness), it makes things really hard on the officers who do implement the rules.

Families also commented on the lack of professionalism in the jail—

- The biggest problem is the gap between policy/procedure and the reality. On paper, it looks very good, but in practice, it isn't.

- The family member sees guards on cell phone all the time when she visits. It's not all the guards are bad; some are really good. The bad ones were bullied, and now act as bullies.
- Guards told her to shut up. Many guards don't serve the public; they treat families like inmates, with disdain.
- Some guards are constantly on their cell phones, socializing, chatting, eating, conducting personal business on their phones, as if the families are not even there. Very unprofessional.
- Lack of consistency about when the lobby is open for visitors.
- Dehumanizing language (such as "I have a body here" and calling the inmates "animals") is belittling.
- Guards take things personally, when they should just be professional, instead. Her son is paying for his mistake by being in jail, but should shouldn't have to pay for it a second time at the punitive hands of the guards, who just take matters into their own hands.
- Even the officers/jail administrators who really want to help the family members can't show it in the jail because others on the jail staff get mad at them for being "soft."
- She's seen people who didn't speak English treated harshly.
- Guards take everything so personally.
- They change policy from time to time based on how they feel, not standard. There's no fairness there at all...instead of running things by the book, it's too personal.
- The guards just watch for someone to mess up, rather than supporting positive behaviors.
- All the guards have each other's back, so even if one person changed, it doesn't matter because they all act together.
- Most of the guards talk with inmates in a way that's not nice, but not all the guards.

Issue 3: Inmates and families report avoidable delays and deficiencies in medical care.

Inmates consistently complained of long delays, denials, mistakes, and poor quality regarding medical, dental, and psychiatric care. Common complaints included difficulty in getting medical attention, appointments and prescriptions. Inmates reported that dental care is limited, optometry is completely unavailable, and it takes weeks or months to see a doctor for urgent health issues. We were told that medical emergencies are not recognized or treated as such, and careless mistakes such as mixing up medications for inmates with the same last names, or failure to secure refills for prescriptions before essential medication has run out were reported to have grave consequences for inmates' health. Similar problems were reported by inmates regarding psychiatric care. According to inmates, the wait time to see a psychiatrist often results in the worsening of symptoms and imposes severe withdrawal symptoms on inmates who are reportedly forced off psychiatric medications on which they depend. Though the mental health team was reported to be relatively responsive to mental health emergencies, inmates reported that they need, but don't receive, counseling, therapy, and non-emergency mental health services. Access to and quality of medical care was a serious problem at all facilities, though reports were more frequent and more severe at Elmwood Women's.

Approximately 509 of the 944 interviewees (54%) spoke about their access to medical care or the quality of medical care they receive. Approximately 260 interviewees (28%), some of whom commented on medical care, also told interviewers about access to or quality of mental health care. Many interviewees gave additional emphasis to the importance of their medical issues by beginning an interview with a comment such as “my biggest concern is medical.” Below are inmate comments that illustrate their concerns.

Inmates expressed difficulty getting medical attention, appointments and prescriptions:

- It makes no sense that white cards [inmate request form for medical attention] can only be turned in at a certain time when some women can't be present at that time. Why not turn in white cards at any time?
- You can only turn in one white card, and only at the 11am pill call, which means you can't turn one in if you're out to court or have multiple issues, so you can't get what you need. You can't get a general appointment, like for a physical.
- When inmate was first booked, it took 2 weeks before getting her 3 times/day medication for a chronic condition. She finally faked an emergency so she could get to hospital and get her medication because she thought she would die or go unconscious without it. She got infracted for faking, but it was worth it because they finally gave the inmate her medication.
- Inmate came to jail with a broken bone, but didn't get surgery to fix it for 30 days. While waiting, she couldn't get sufficient pain relief or medical care for the injury, not even at Main Jail, 2nd floor. She went to the hospital 15 times in 1 month because the medical care was so negligent. Some women inmates are in such physical pain for untreated medical issues that they can't even shower or move. The nurses are unprofessional and don't offer them proper care in that condition. It's inhumane to make the older women, especially those with arthritis, sleep on such thin mattress; they need more care than that. Guards should take women's medical complaints seriously, rather than thinking inmates are just trying to game the system.
- Normal delay for an appointment is 6-8 weeks. Pill call nurses don't care about the inmates. “It's so hard to get appointments and be listened to.”
- Inmate has been diagnosed with a tumor on his back more than 18 months ago. Despite filing multiple white slips for medical service, he has not had any follow up medical care
- There's usually a 1-2 month delay to see a doctor, which is unreasonable. They only accept white cards on Mondays--why not every day?
- 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 for HIV and cancer. 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. Today is the third day he hasn't gotten his medication, though he got it by end of day. He reports vomiting as a result. 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 no medication for HIV from when he arrived in mid-December for 1 to 2 weeks. Nurse said one of his

medications was prescribed and administered at SF is not permitted here because of potential for abuse.

- Appointments delay up to 6 weeks or so. Even though doctor acknowledges the inmate has a certain medical condition, doctor says treatment is not available for it in jail.
- The pill call nurses don't seem to care. They're not responsive; just say to put in white cards.
- It takes about 5 white cards to get an appointment. She has sciatica & herniated disc because of the horrible mattresses. She still hasn't seen a doctor, but she saw a nurse practitioner who did something weird—she pulled down inmates pants to do a rectal exam, rather than having inmate pull down her own clothing. Provider tried to do rectal exam again, but inmate stopped her. Her records show she has a herniated disc, but she can't get help. The untreated pain contributes to bad attitude; her state of mind is better when her pain is better controlled. They keep promising her she'll have an MRI, but they never do it. Her situation is getting worse without proper treatment, and she's on a long sentence.
- Inmate has been dealing with serious stomach and joint issues for the past 4 months. His repeated medical slips have often been ignored and he continues to deal with stomach issues that limit his ability to sleep and live without pain. Inmate believes that unless he is near death, he cannot access medical assistance inside the jail. In fact, inmate has stopped filing medical slips because he believes they simply go ignored.
- Inmate was left cut and bleeding after an incident involving an officer trying to cuff him with handcuffs that didn't fit. The cuffs severely cut both wrists, however, he did not receive any medical assistance related to the bleeding, despite filing medical slips for a few days. He cuts became infected and he has significant scars from the incident. He never received any medical treatment related to the incident.
- Inmate arrived at the County facility on crutches, as a result of an auto accident. Upon arrival, his crutches were taken from him and he was forced to limp and stagger to his cell. He filed medical request forms for a cane and/or crutches but did not receive a response.
- She was transferred from a different county. She had several fractures and a surgery on her leg following a car accident. She is only being given 3 of the 5 prescriptions she already had before being transferred here. They have "replaced" 2 of her prescriptions with Tylenol and another over the counter medication and they cause negative side effects. She now feels pain that she was not feeling when she was given the right medications at the other facility. It took her about a month, but she now has an appointment to see the doctor about her leg's condition/pain management. She got an X-ray here for a broken digit and the X-ray confirmed it was in fact broke. It's been a week and she has received no treatment. She was not even seen by the doctor or given advice about how to care for it. The X-ray technician is the person who told her it was broken and showed her the X-Ray.
- He has serious symptoms similar to heart attack, paralysis 15 + times, and he has collapsed. One doctor said 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.

- 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 since it was all working for him.
- 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.
- His feet are swollen and they haven't given him anything to treat them, not even compression socks. He's been waiting 2 months for a response. When he sees doctor, language is an issue as there is no one to translate for him and he can't properly explain his symptoms to the doctor.
- He has seen a nurse tell inmates they don't have a valid reason to see a doctor when they requested an appointment. She refused to take the symptoms they were telling her seriously. Pill call is also an issue when officers use that time to intimidate inmates, telling them that if they don't take their pills they will get transferred.
- He was denied his asthma medicine for 15 days for no reason.
- He had his arm broken when he was arrested and requested medical care - they put it in a cast and said he needed surgery but it never happened, despite multiple requests and filing a grievance. He was never given information on grievances. His pinky is also broken. He also tried getting treatment for hepatitis C and never got an answer.
- He was seen at Valley Medical for an unrelated injury last year, and the doctor found kidney problems. The VMC doctors reported it to medical at the main jail, who never followed up on it. He later saw them for a different problem and they denied he had kidney issues despite his lab work to the contrary. He came to Elmwood and was referred to a specialist - it was a year and a half from the time doctors found renal issues to the time he saw the specialist. The specialist told him they needed a biopsy but it had been too long since his kidneys started failing, so they were unable to do it. If they had not delayed, he could have had the biopsy. He wanted to file a complaint but the doctor told him it was useless unless he had a lawyer help him.
- It took 3 weeks after entering the jail to obtain his seizure medications. He filed two grievances about it and received no response. He never received information on grievances. They made him wait almost a month for an appointment to get his seizure medications- he complained to the nurse and the CO said he was being disrespectful.
- 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 to him, and is concerned what will happen to it because 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.

- When inmates are really sick, COs just ignore until they're almost dying. Inmates have to go through lots of obstacles just to see doctor, so often they don't even want to make the effort when they're really sick. Nurses are ok, but COs cause problems for nurses and inmates trying to get medical care.
- She needed to see a doctor for an abscess but a deputy told this inmate and four others that they missed their appointments because the deputy was upset about the noise level. Inmate had to wait another month to see the doctor while the condition worsened. On another occasion, she had trouble breathing but was unable to see a doctor because, according to the deputy, it was a holiday.
- Inmate still hasn't gotten her pills, even though the jail has her prescription already. Even for a serious incident, you have to wait 2 weeks for an appointment.
- Inmate's left chest hurt when he breathed and two of his left fingers went numb. The nurse told him nothing and refused service to him multiple times even though he wrote it on a white card. She did not check his blood pressure or heartbeat with a stethoscope. The next day he told the officer, who locked him down. He hasn't seen anyone for medical care since then, although sometimes his chest still hurts. He keeps requesting medical care, but they have not responded to make an appointment. He has to keep requesting continuations of his medications on white cards, and often goes days without medications that he needs.
- He has had problems getting access to necessary medicines and inhaler, even though his condition is documented in his file. Nurse knows about his condition, but won't give him all necessary medications until he sees doctor for prescription – but he has to wait 1½ months for appointment with doctor. Jail is able to provide decent and fast medical care in emergency situations – he received very good and immediate treatment when he fell and cut his head.

Inmates reported that, when they do get a medical appointment, the quality of care is insufficient—

- 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 he needs and his pain is really bad, so he can't workout and keep himself healthy.
- Quality of healthcare is bad; she isn't getting what she needs for chronic condition.
- She got TB in jail because of being placed with a super unsanitary person. The doctor didn't give her any info or explain the medicine's side effects or anything.
- She has a chronic disease, and is not even getting her basic meds. The doctor just doesn't care.
- Medical care is terrible. The medical staff is very concerned with drug seeking behavior. Will not prescribe pain management medication. He received Tylenol when he had staples in his head. Sometimes it takes weeks for a white card request. Staff seems more

concerned with preventing the distribution of drugs than treating patients. In other counties, they solve the issue by dissolving medication in water and watching inmates drink it.

- She needs surgery but the doctor says the jail won't pay for it, even though the doctor admits she needs it. She has been told that she could lose her eyesight if her condition worsens.
- She thinks her blood should be tested (for diabetes) more than 2 x per week as it is now. Every time she is tested, the doctor says her levels are too high and increases her medication. She feels the doctor is not listening to her. She feels the medical care is really inadequate. She feels if she were not incarcerated, she could have gotten her injuries taken care of a lot time ago. The pain wakes her up and keeps her up at night. A white card request for a doctor's visit is required for even over the counter medication if the inmate needs more than one dose.
- He is not sure if he is being given the right medications that were prescribed by his doctor - they never asked him and did not let him take his own prescription medications into jail. He is simply handed a cup full of pills each day and when he asks what they are the nurses and COs dismiss him and are rude to him.
- He had an aneurysm and they dismissed it as pinkeye, gave him ibuprofen. He was finally taken to Valley Medical and had a scan that showed he had an aneurysm and he lost some vision in one of his eyes. Doctor said he wouldn't have lost his vision if they had sent him to ER sooner.
- He is diabetic and the nurses wait too long to give him food after he receives insulin, so his blood sugar gets dangerously low. Medical response time takes too long - if there is a man down it takes the CO almost 10 minutes to respond and the medical staff is slow and lackadaisical to respond - they don't treat it as an emergency although it might be. They also will not let him refuse part of his insulin although he knows his body better than anyone else - sometimes the full dose is too much; he feels the healthcare here is the worst he's had while incarcerated.
- He has a life threatening condition and they wouldn't continue his medication for it until he had testing done to confirm it, although he brought his medical records. It took a month before he received his medicine. He also had prior surgery that required part of his body to be in a cast- they took the cast off immediately when he came in and the bones have since grown crooked and disfigured, and are nearly poking out of his skin, and it hurts. Medical says he is fine and will not even give OTC painkillers for it.
- The inmate had cardiac surgery shortly before his incarceration and was assigned a top bunk, against his doctor's orders (and letter that the COs ignored). His surgical site was still healing and he slipped and landed on his hands, pulling the wires apart in his chest. Eventually he went to VMC and they said there was nothing they could do - they told him the same thing for a year and a half. They recently allowed him to have a plate surgically placed in his chest. His doctor said that because the jail waited too long to treat his chest that his sternum would never heal/fuse back together properly due to scarring. A CO who dislikes him drove his transport van to VMC for his surgery and stomped on the brakes/accelerated roughly on purpose - he hit his head on the ceiling

multiple times and had to grip the grate so he wasn't injured. They had performed a procedure involving his thigh artery, and the doctors cautioned the CO to drive carefully due to his condition. Instead, the CO drove back in the same manner.

- He had a minor heart attack and went to the ER by ambulance because they refused to give him his meds. When he returned they gave him the pills he was supposed to take. He worries if he had a full heart attack that he would die - there was a man who had one and was unconscious. The nurse saw him and just said "oh my god" repeatedly and went to find a binder to figure out what to do. When the EMTs came they asked why she hadn't at least done the basics to help the inmate, and she said she was looking for it in the book.
- Medical care is terrible - he had a mini stroke and told the medical staff did not believe him when he told them of his symptoms and kept telling him to fill out white cards when he told them he needed emergency care. It took them 5 days to send him to VMC. He had more symptoms after his stroke and a CO helped him call man down for immediate medical attention, because he knew he would not receive it otherwise. They did not give rehabilitative therapy after the stroke although he needed it. If they're out of medications the nurses will take pills from other inmates' daily pills and give them away.
- When she first arrived, the nurses were not providing her HIV medication at the time during which she was supposed to take them, which matters. She filed a grievance, but the deputy found that the grievance did not have merit even though the deputy did not consult with a medical professional to determine whether the inmate's medication was time sensitive.

Inmates said that medical emergencies are not recognized or treated as such, and it take weeks or months to be seen for urgent health issues--

- Inmate is not getting the care he needs. He was obviously in pain during the interview and has been on bed rest for weeks with some sudden, unexplained, very visible infection. The guards left him waiting 4.5 hours in transport to go to hospital, when he was in tremendous pain, which was very upsetting to him. The hospital gave him the wrong medication that didn't work. He was also misdiagnosed. He's very worried about his future health because this is a really serious infection that is not getting properly treated. He finally talked to the sergeant, who got the ball rolling when medical care was being non-responsive.
- It takes so long to get to medical, then the problem is gone. Delay is 6 weeks, approx. They will sometime send to a hospital, but only if you convince them it is a really urgent issue. Otherwise, they just leave you there.
- If one person gets sick, the whole dorm gets sick. If someone needs cough syrup or ibuprofen, it's a 4-day process because they have to fill out a white card and get it processed.
- She was experiencing bleeding on her back from burn injuries, and it took a week and a half to get an appointment.

- When she got a staph infection, she had a blister with green puss. She showed the deputy and put in a white card. It took about a week to see a doctor. When it was swabbed and tested, it was found to be MRSA (anti-biotic resistant staph infection). They gave her information that said she might be quarantined, but they determined it was not bad enough. She got a fever and felt pretty sick.
- This inmate came into jail pregnant and ultimately had a miscarriage. The nurse would not send her to the hospital or let her see a doctor; the nurse told her that until she had “toilet full of blood” she would not see a doctor. She asked the nurse 4-5 times over a two-day period and was only allowed to see one after she pretended to go into labor. The doctor at Valley Medical told her that the miscarriage could have been prevented if she were brought to hospital earlier.
- Even simple issues like diarrhea the nurses say that they can’t help him, even just with pepto-bismol. With issues like that it makes no sense to use a white card because by the time it gets approved the problem is gone.
- There was also an inmate complaining of medical issues in his dorm - he kept saying he felt unwell but was ignored - he died in his cell. Many medical complaints are not taken seriously, the nurses always tell people to put their requests on a white card the next morning, regardless of whether it's an emergency or not.
- Inmate broke her arm in jail - hit a window. Asked to call nurse but they said to wait until pill call. Asked for help at pill call and just got ice. They told her to put in a white card. Took 3 days to get a response. Finally got an x-ray and it was broken. So she sat with a broken arm for 4 days, with just ice. Doctors are terrible. They are understaffed and don't take you seriously.

Inmates say that careless mistakes happen often and can have grave consequences—

- A lot of times here the staff placates him and say, “you’ll get it to, don’t worry,” but his medication doesn’t come. He has HIV and cancer and the pill nurse told him today that she didn’t have any more of his medications.
- Frequently the pill nurses don’t have the medication they need. Sometimes they get nervous and give the wrong pills. 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. 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.
- Inmate says that the nurses regularly do not have the necessary or needed prescription medications that have been prescribed to inmates. He and others depend on daily blood pressure and diabetes medications. However, the pill cart is often out of these medications, forcing inmates to often go without the proper medications.
- He isn't getting all of the medication he needs, and the medical staff tell him they don't have it.
- Once the pill call nurse, who was a trainee, was insisting she had to take pills that she knew she was not supposed to take. They repeatedly insisted that she needed to take the pills, and got angry she was refusing. They later finally realized that they had

confused her with another inmate with the same (common) last name. The nurse said she checked her PFN, but she must have only looked at the name on her wristband and not bothered to confirm the PFN. This has happened to other inmates in this dorm.

- Once the pill nurse gave her medication that caused her to experience seizures and the staff locked her in a holding cell, waist-chained and shackled for 4 hours for observation until they finally called an ambulance to transferred to Valley Medical. She feels this was very inhumane treatment for a person who was experiencing a medical emergency.
- He filed a grievance at the main jail about the failure to provide him with medication for neuropathy and diabetes, and the nurse merely told him that he wouldn't receive the meds because they were a certain brand not used by the jail. After a week he was finally informed that he would get a generic replacement - he does not know why they couldn't have provided him those medications in the first place.
- Lots of miscommunication between COs and medical staff. Nurses have her under the wrong name, so she doesn't always get called for pill call. It can be very difficult to get meds when needed – she needed ibuprofen for an injury, but it took her approximately 1 week to get it; COs made her put in white card, then kept giving her wrong type of pain med; COs were very aggressive when she tried to get proper meds.
- Nurses give inmates the wrong medication; she has been given other inmates' medication.
- There have been a few times where he does not receive his insulin because of “miscommunications” (their words.) He thinks two of the nurses were doing it on purpose. A deputy backed up the nurse. They will stop giving him medication altogether so he has to re- request and re-see the doctor. He then has to repeat his medical history to the doctor all over again. Whenever his wife calls and speaks to medical it is fixed temporarily. The doctor does not know what he is doing or why he is there when he arrives.
- He informed the nurse and doctors of his medication allergies but they tried to give him one of these medications during pill call which he discovered because he is vigilant. The nurses do not check his blood sugar before giving him insulin which will harm him.
- They constantly mess up his pills and the nurses don't listen. He was given about half of his daily pills and had to ask the nurse repeatedly to check his file before she gave him the correct number. The nurses also show up at diabetic call without insulin.

Problems with medical care were reported to be worse at Elmwood Women's—

- “Medical is hopeless here.” When she came here, she had open wounds from prison that were still being cared for. The nurse & doctor misdiagnosed her and did a surgical procedure right there in her dorm, then sent her back to her cell without bandaging it, and then didn't have follow up visits. Doctor said she should be checked twice a day, but guards didn't check her at all, and infection worsened. She got hugely infected and had to be admitted to the hospital twice for lack of ordered follow-up care. Jail doctor still hasn't seen her. Medical appointment keeps getting cancelled here, so still isn't getting the meds the hospital ordered. She has a chronic health condition that makes follow up necessary.

- A girl in her unit was having a miscarriage, and the nurses didn't respond for 2 hours, even though they knew about it. When a fellow inmate/nurse tried to help, the guards wouldn't let her. Only when a bad incident resulted in another inmates' death did medical start responding.
- She went in for testing and they said they'd call if anything was wrong. They didn't call her, but she put in a card for an appointment to go ask about test results because she was concerned. It turned out she did have a chronic disease, but medical had not told her the test results. The doctor was horrible. He wouldn't give her any information and wouldn't treat it as an emergency, so this woman can't get treatment for this chronic disease she just found out she has. Doctor was so rude and hateful to her. She's worried about other people in here who never get called back with positive test results and are walking around with communicable diseases they don't know about.
- She came in addicted. Medical wouldn't give her a "kick pack" to help detox, even though they give them to some people. She was so sick, but they gave her a laxative rather than an anti-diarrhea medication, which made her have blood in her feces. She couldn't sleep for 3 weeks, nor eat for 1 week, but they wouldn't even prescribe Insure. She couldn't get a medical appointment for 3 weeks, and she continues to have 3 week delays for appointments. One doctor won't even listen to her; told her she could only be seen for 2 things at once, even though inmate had multiple things wrong.
- When she was having a miscarriage, she was bleeding so much, but nurse wouldn't give her help and didn't believe her that she'd been pregnant.
- It's horrible. Her roommate miscarried. The baby was dead inside her for 3 days before she got treatment. The doctor misdiagnosed her, thinking the baby's heart was beating, even though it was the mother's heart.
- This is a big deal. She had exceedingly heavy menstrual flow after recent delivery of baby. Doctor never examined her. They just drew her blood and said it was normal, but it wasn't at all normal. Outside of jail, her doctor would have sent her to the hospital immediately, but she got no care from the jail staff.
- She was detoxing from drugs when she came in. Medical didn't do anything to help. She thought she was about to die, but all they did was give her advil.
- She had a miscarriage here. She told nurse she was spotting, but nurse just said to do a white card. When you have something urgent, a white card is totally insufficient to address it. They eventually took her to the hospital. Med staff thinks inmates are always just trying to game the system, but the inmates have valid medical needs that need to be listened to.
- Inmate has chronic health condition that requires medication multiple times/day, but guard wouldn't let her out to get it because she was late.
- "There's nothing you can do. They just leave you to die." Inmate has a serious internal infection that she is not getting help for, plus a growth that the nurse won't look at. It takes a long time to get an appointment, then the doctor doesn't do a physical exam, just asks questions, and the nurses just take her blood pressure and give her Tylenol. There's nothing more the inmate can do to get help. She was clearly in tremendous pain, so the interview was cut short.

- She was prescribed medication for chlamydia although she had never taken a urine test. When she insisted on being tested, she tested negative. This was all while she was pregnant. Then they did a pap smear, colposcopy, and cut a piece of the cervix all while she was 3 months pregnant. The doctor told her she had cervical cancer before she even had the colposcopy. She was encouraged to consider abortion more than once. The doctor also said she had 2 fetuses that were conceived at different times. One of them miscarried, and the doctor recommended using suction to remove the deceased embryo, but she asked a nurse she knows and they said this procedure would be very dangerous to the remaining fetus.
- She has rare medical condition and has received extremely inadequate/incompetent care, despite providing diagnosis, documentation, instructions on care, etc from outside doctors. Doctors in jail frequently tell her that necessary medications / treatments are not provided in jail, and provide no substitutes. Her condition has deteriorated and she is very concerned that she will need amputation as a result.
- She has been hospitalized at VMC emergency room for her condition – even when ER doctors told jail doctors what she needed, the jail doctors said that they don't provide those treatments. She requested to see her own outside doctor, but jail doctors refused – said that they can provide treatment here, but have done anything further nor referred her for further care. Jail doctors have also changed many of her meds and/or tried to make her give up prescribed meds – told her that they don't give / don't allow her prescribed drugs, so gave something different.

Though the mental health team was reported to be relatively responsive to mental health emergencies, inmates reported serious problems with access to psychiatric care—

- Doctor told inmate to put in a white card for psychiatrist appointment, so she did, but appointment is delayed for 6 weeks. She can't get the medicine she needs, even though she was on those meds before. Doctor said it's not allowed, but alternate medicines don't work for her
- She had to wait 1 month to see a psych and get the meds she was on when she came in.
- MH does not come see her right away, waited 1 month. Then they gave her meds for a different condition she doesn't have, and no information about the new drug, and it wasn't right.
- It usually takes a month to see a mental health doctor so if inmates are already on medication when they are incarcerated, they will be without that medication for a month.
- It takes a month to see the psychiatrist. He thinks they need more psychiatrists.
- Has been three weeks without his mental health meds. He can't sleep without meds.
- Mental health comes to 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 had an attitude and cut him off a few of his meds without explaining why
- The inmate was housed at the main jail with a mentally ill inmate, who started hurting himself because the jail didn't have his meds.

- She was transferred to Elmwood from another county jail and brought her psychiatric medications (three types) with her. She had to wait one month to meet with the psychiatrist and did not receive two of those types of medication that entire time. She received the second type after talking to the psychiatrist but the psychiatrist refused to provide her with her third medication, stating that it was a narcotic. Without being on that medication, her anxiety has been terrible, she cannot function, she cannot talk to people, and she is shaky and nervous. She did not file a grievance about this issue because it will not help. The second medication she is on has given her many side effects that she previously did not have (when having taken the medication outside of jail) even though the medications are supposed to be identical. When she told the psychiatrist, the psychiatrist suggested taking her off of the medication so now she lies and says the side effects are gone because she is scared he will take her off of it.
- He was told there was a three month wait for a psychiatrist so he lied and said he was hearing voices so he could see the psychiatrist in a few days. The psychiatrists overmedicate inmates and prescribe serious drugs like lithium and Depakote unnecessarily. The doctor who actually prescribes the medications spends five minutes with the inmate and does not explain side effects of these medications.

The lack of prompt psychiatric care was reported to result in the worsening of symptoms and imposes severe withdrawal symptoms on inmates who are forced off psychiatric medications—

- It took 10 weeks to get his medication that he had sent to the jail. He went 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.
- When she came in, she told doctors about her outside medications and gave them her doctor's contact information, but the jail only gave her one of her medications and took her off the others cold turkey. They also put on a psych med she's unfamiliar with, and she's not sure if it's safe for her to take it.
- He was on medication to wean him off of drug abuse before he entered the jail, but here they just took him off his medication cold turkey.
- The pill cart is often out of psychiatric medications, forcing inmates to often go without. These inmates are denied medications that allow them to program with other inmates and keep them calm. They often miss these medications and it results in dangerous situations in the dorms.
- Inmates often receive the wrong medications and there are significant delays in the distribution of new prescriptions. These delays in distributing psychiatric medications expose inmates to dangers from fellow inmates who need treatment and proper medication.
- This inmate has anxiety and entered jail on anxiety medication. It took her five weeks to see a psychiatrist and she was forced to be off of the medication "cold turkey" this entire time period. The result was that she had daily panic attacks with no treatment.

She called for the emergency mental health staff but those people would not help her because she was not suicidal.

The jail's dental care is insufficient to meet inmates' needs, according to interviewees—

- They don't do cleanings or anything preventative, only teeth pulling and fillings, which is really a problem for long-time inmates like him.
- After more than 6 months of filing white slips related to his tooth, inmate 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. Inmate 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.
- Inmate had a significant dental issue that took more than 10 weeks to resolve. Inmate 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, he had to have the tooth extracted.
- At first, they wouldn't give him a dental appointment, then they did, but it was scheduled for several weeks out. When he finally said he was going to file a grievance on the dentist, the dentist finally gave him some help for his infection.
- Inmate was in need of dental services for an infected tooth. After filing out a white slip, it took more than 8 weeks for his tooth to be assessed. It also took multiple white slips and multiple grievance forms for him to get formal assessment from medical staff. Once he was assessed, the tooth was immediately removed.
- Dental appointment was put off 3 weeks. If you don't have a fever at that moment, you don't get seen. Dental only wants to pull teeth, but she needs her teeth to eat—would be better to fix them than pull them.
- Dental—there's no preventative care, and there's a 2-3 month wait for appointment.
- Inmate has been trying to get dental care for a rotten tooth for more than 6 months. He has filed a number of white cards requesting service and has filed a number of grievances related to his inability to get dental care. Upon finally receiving a dental appointment, he was transported to the dental location but the dentist did not arrive. Upon returning to jail, the Officers asked him to sign a refusal form. However, he did not refuse the dental service, the dentist did not arrive. He is still seeking dental services for a painful toothache.
- He has been dealing with an abscess in his teeth. He has been told that it can kill him if it ruptures. He has requested a stronger pain medication because it throbs while he is sleeping and it is painful to chew. He has a stack of at least 10 white cards. The nurses say that he needs to keep submitting white cards.

Inmates report that eye care is completely unavailable in the jail, even with a court order—

- Inmate needs prescription glasses to see. He has received a Federal and State Court order to allow him to receive eye care to address his vision concerns. However, the County facility will not allow him to access a doctor to address his vision issues. They have ignored his medical requests. He has also filed a grievance over the issues, but it has yet to be resolved. According to inmate, he has followed all the necessary legal steps to be allowed eye care, but the jail continues to neglect and refuse his requests.
- It took inmate 18 months of filing white cards to finally receive eye glasses, which he needs to see more than 4 feet in front of him. His first day in custody he filed a white card regarding his eye glasses. He was initially told that the County facility did not allow for vision care. He continued to file a white card requested glasses every day for the next two months. Contrary to the initial information he received, the facility eventually scheduled him an eye exam. 12 months later he finally received his eye glasses, after filing multiple grievances and multiple white cards for medical service.
- A judge twice ordered the jail to take this inmate to have his eyes examined, but the doctor will not refer him, stating: “we do not do that.”

Issue 4: Inmates consistently complain of poor hygiene and sanitation conditions in the jails.

Approximately 803 of the 944 inmates interviewed—85% of interviewees and 23% of the jail’s total population—identified hygiene and sanitation issues as a concern. For many inmates, this was the first topic out of their mouth, and it was one inmates emphasized. In fact, some inmates agreed to interview solely for the purpose of talking about hygiene conditions.

Inmates often described the jail as “our house” and noted that the ability to keep their bodies and surroundings clean has a major impact on their dignity, state of mind, and physical health. Many inmates reported rashes, ringworm, scabies, and staph infections from the lack of sanitation. Inmate and family comments focused on clothing, lack of cleaning supplies and personal hygiene. Both official jail policies and informal practices were reported to function as barriers to better jail sanitation, and inmates often indicated that the problems would be relatively easy to reverse:

- Clothing: Most inmates report that they receive only one set of clothes at a time, exchanged once or twice a week, so they must live, sleep, and exercise in the same clothes for several days in a row. Clothing is often still dirty when it comes back from laundry. Both the scarcity and dirtiness of clothing often force inmates to wash their own clothes or hide extra pairs of underwear and socks, exposing inmates to infractions, which can extend an inmate’s time served and can result in an inmate being rehoused to a more restrictive dorm. Such consequences seemed disproportionate to many inmates who simply wanted to maintain good personal hygiene.
- Cleaning supplies: Inmates consistently reported that officers will not give them sufficient cleaning products to keep their cells and dorms clean throughout the week. Inmates are not given sponges or washcloths to apply products when they are provided, and inmates are not permitted to have an extra towel—other than one used for their personal hygiene—to clean with. The lack of supplies is particularly problematic due to

the presence in the dorms of mold, leaks, insects, and bodily fluids from inmates who are sick or detoxing from addiction.

- Personal Hygiene: The lack of sufficient soap in the dorms and restrooms was often cited as a major, and fixable, concern. Female inmates regularly noted that they are not provided with enough pads for menstrual cycles. Many inmates explained how they are all affected by indigent inmates' inability to maintain good hygiene because indigent hygiene kits do not include shampoo, conditioner, deodorant, or enough soap or toothpaste.

Inmates' families were also concerned about the hygiene issues, though officers did not often raise the issue in interviews.

Inmates complain that the scarcity and condition of clothing impedes their personal hygiene and puts them at risk for disproportionate disciplinary responses—

- Inmates are not allowed to have more than one set of clothes per week. They are provided one pair of underwear, one pair of socks and one pant and one shirt for an entire week. This is unsanitary, as inmates are forced to live, eat, workout, and sleep all in one set of clothing for the week. This differs significantly from other counties in the area. He is unclear on why they are only provided one set of clothing per week.
- Inmates wash their clothes in cells every day since they get sweaty from exercise, only allowed one each of underwear, socks, shirt, have to wear for 7 days; other jails provide extra towel, underwear, and socks.
- They need clean clothing more frequently. He had his extra clothes confiscated and was infractioned for this. The Lieutenant punished him by sending him to isolation for 7 days. He appealed to the captain arguing the punishment was too harsh but has not heard back (1 month later). He has received clothes with poop stains, holes in the socks.
- Clothes are exchanged too little; they receive infractions for washing/hanging clothes
- inmates wind up washing their own clothes in cells because jail only provides 1 set of clothing, and laundry is only once a week.
- At other jails & prisons, they give inmates extra clothes and towels. 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 COs find someone with an extra towel, they take the towel and take away programming.
- Underwear has blood marks on it. Have to wait 3-4 days to change our clothes.
- They should not get into trouble for washing their own clothes.
- They need clean clothing and towels more frequently. People are forced to hoard clothes and then the deputies overreact when they find extras by raiding the units and locking down inmates, but the punishment depends on the deputy.
- Clothing is torn, wrong size in poor condition, old, dirty. They're unhygienic, especially underwear – inmates break out in rashes from clothes; wash their own underwear to ensure that it's clean. They give inmates same towels for showers as used for floors – there should be separate shower and cleaning towels. Sandals are broken and not

disinfected – COs refuse when inmates ask for replacement, or tell them to just buy their own from commissary; some inmates have to sew their sandals to hold together. Sandals get wet in shower, then start to mildew and get clothes wet.

- They don't pass out thermals although it's cold.
- They should get their own set of clothing as the clothing isn't laundered properly and is permanently stained (especially the underwear). He has been to many prisons, but says this jail broke his spirit.
- Inmates need long sleeve shirts for the cold during winter – can only get thermal if prescribed by doctor.
- The inmates do not receive clean clothes frequently enough and what they receive (sheets, towels, underwear) have blood, other “questionable stains” and rips. He pays the trustees to have first pick of sheets and clothing. The inmates clean their own underwear because of the stains or to keep the same underwear if it is new. There is one deputy who will see the clothes drying, check if the inmate has a second pair, and then confiscate the hanging pair.
- They don't have clothing in his size, so he keeps his clothing and washes them himself. Sometimes he gets a "new" set of clothes that fits but they're dirty and when he washes them he sees dirt coming out of them. He wonders if they're washed at all.
- The inmates receive pants only twice a week, even though the inmates bleed through the pants because their maxi-pads are too short. The deputies will not exchange the pants for those inmates.
- If clothes are not available in inmates' size during clothing exchange, they don't get any clothing at all for several weeks. Clothes not washed well – inmates get scabies, staph infection, rashes from clothes. Inmates used to get thermals for cold, but not anymore. Inmates have no place to hang wet clothes – they're supposed to be allowed to hang clothes, but COs often make them take clothes down.
- Inmates shouldn't get infracted for having another set of clothes or washing their clothes, which leads to more time in jail just for trying to keep yourself clean. Some weeks, they don't even get clean clothes, if there's a problem in another part of the jail. Clothes are really gross and dirty.
- The workers' clothes get soaked with water and covered with rancid food and grime as part of their work on kitchen/scullery crew. Normally, they get clean clothes at the end of the 7-hour shift. 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 barrack and continue wearing them.
- There's often not enough clothing available at clothing exchange, so inmates get stuck with the same clothes for days in row. Inmates try to wash their clothes by hand to have something clean to wear, but COs don't like when they hang wet clothes to dry.
- Inmate has experience in other county facilities in 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.
- They should be able to wear shoes out of dorm. They have to walk to meals even when it's raining, so socks get wet, and only have 1 pair, so have to have wet feet all day.

- For oversize "big boy" clothing, they only send new clothes one time per month. The bigger guys smell bad because they can't change their clothes and having an extra set is an infraction.

Inmates consistently reported that officers will not give them sufficient cleaning products to keep their cells and dorms clean throughout the week—

- 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.
- Jail provides small amount of Comet, solution, and scrubber supposed to last a week, but insufficient; if ask for more, told to wait.
- 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.
- They do not have enough cleaning supplies so it ends up making many people sick, especially because everyone is in close proximity with one another.
- Unit infested with roaches; showers are filthy, have grime and clogged drains, and are only cleaned once a week.
- Inmates are required to clean cells and resort to using clothing to clean cells because jail doesn't provide supplies; inmates requesting mops during out of cell time are told mops unavailable
- Rooms are unsanitary and they give you a broom and some cleaning solution but nothing to actually scrub. You can't ever get your room actually clean.
- There was a unit with black mold, the deputies knew about it but no one fixed it. The trustees tried to clean it but they did not have bleach. The inmates were moved because of the mold after 9 months.
- The jail does not provide the inmates with supplies to scrub the bathrooms--there only six sinks for 60 men and one has been clogged for a month, middle shower is clogged which causes flooding, and the toilets overflow.
- The inmates clean the bathroom everyday but it is never sanitized. They receive only a small ½ cup of comet and two spray bottles of cleaning salutation which is spread among all inmates. The inmates dump half of the spray bottle in the mop bucket. The rest is for the bathroom, dayroom and pod. That ½ cup of comet must be used for each toilet, stall and sink.
- The showers are filthy. The black mold is visible. They do not receive enough cleaning supplies to clean the entire bathroom and dorm and they need bleach.
- If it's not Wednesday, they have to ask for cleaning supplies daily. Sometimes the guards won't give them cleaning supplies; it depends on the guard.
- The lack of clean clothes and cleaning products place unnecessary stress on inmates and prevent them from meeting weekly clean cell checks.
- Inmates receive insufficient cleaning supplies. They are required to have their cells checked for cleanliness on a weekly basis but are not provided supplies to keep their cell space clean. For example, many inmates must use commissary purchased soap and shampoo in order to clean their cells.

- Inmates withdraw from drugs when they arrive and they are not provided with any care or attention. The inmates vomit and defecate on themselves and throughout the unit but hazmat does not come. The other inmates have to clean this up.

Inmates were very concerned about jail policies and practices that make it very difficult to keep themselves clean and healthy—

- She has to rely on the indigent hygiene kit, and it's just so horrible. There's no shampoo, so her hair looks greasy and people call her "J Cat" to mean she's crazy, when she's not, she just looks bad because she can't take care of her hygiene properly without basic supplies.
- Inmates use sinks to bathe, ask for floor towels to keep floor dry; if cell is searched, guards take floor towels; using showers is too time consuming and takes up out of cell time;
- Jail provides very small soap bars that don't last, so inmates buy soap and shampoo, very expensive.
- Need to put hand washing soap dispensers in all bathrooms, as soap is currently inadequate for both showering and handwashing.
- Some inmates can't afford soap and they never pass out free soap anymore.
- Blanket exchange should be done more often, as blankets become dirty and unsanitary.
- Inmate did not get feminine hygiene products for 7 hours.
- Inmate needs more pads - not enough per menstrual cycle. Need more soap.
- Women only get 2 menstrual pads per shift; it's not enough.
- Some guards don't give them enough menstrual pads, and the pads are very bad quality, so it's not enough.
- Guards say they don't have any soap. Soap from Commissary comes only on Wednesdays, which is sometimes a long time. Need more soap!
- The new rule is that indigent inmates don't get indigent hygiene kit when they arrive— have to wait until Commissary day. If they're off the streets, their poor hygiene affects all the other inmates until the new inmate can get cleaned up.
- 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.
- Many guys steal an extra towel so they have one to clean body and 1 to clean cell/floor. They need 2 so they don't have to be unsanitary by using the cell cleaning towel for their bodies.
- 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 Cos will not give them soap when they ask for it. He sees the COs get mad because they just asked the day before.
- They can't have an extra towel to clean their cell with, so they'd have to use the same towel for their body and cell/floor, which is unsanitary.
- They need another towel, one to clean their cell and one to clean their body. They have to steal, and then they get disciplined. How are they supposed to keep their cell clean?

- 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.
- Upon arrival, you're not given deodorant. You have to buy it from Commissary, but if you're indigent 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.
- Indigent kits need deodorant, shampoo, conditioner, too.
- For indigent inmates, the facility does not provide any toothpaste, deodorant or shampoo. Many inmates do not have any financial support on the outside. As such, they must live with very little soap or hygiene supplies. This creates sanitation issues in the dorms and cells, often resulting in other inmates being required to take care of fellow inmates' hygiene needs.

Families were also concerned about the hygiene conditions faced by their relatives—

- The jails are filthy, including Elmwood. The inmates get staph infections.
- The clothes are filthy, and inmates get punished (sometimes severely) when inmates have an additional pair of underwear, just to keep themselves clean.
- It took 4 months to get nail clippers for her son to keep himself tidy.
- Sometimes, the jail says there are no clean clothes, and inmates have to wear the same pants another week.
- There's no hot water in Main South.

Issue 5: Inmates frequently were upset by issues related to insufficient and inconsistent out-of-cell time.

Complaints about too little out-of-cell time are pervasive across Santa Clara County jail facilities, with the exception of a couple of dorms at Elmwood Women's. In total, approximately 481 inmates interviewed, or 51%, spoke to interviewers about the issue of out-of-cell time. The concern is especially acute for inmates in high security, mental health, and protective custody units, who get very little time out of cell. However, it is reportedly also true even of "yard time" or "out-of-barrack time" at Elmwood's Minimum Camp for men, which is the unit in the Santa Clara County jail system where inmates have the most freedom.

Inmate comments often varied by their classification and the physical configuration of their housing unit. Most inmates in single or double cell dorms reported that they are out of their cells for only 30-60 minutes a day, many times going several days on lockdown, which means those inmates cannot shower or make phone calls to family or legal counsel, until the lockdown is lifted. Many inmates reported that the amount of time they are out of their cells is entirely dependent on the officer on duty. Inmates and officers explained that the uncertainty about when inmates will be given out-of-cell time leads to build up of psychological stress that puts inmates and officers at unnecessary risk for avoidable violent outbursts.

Even where inmates' comments were consistent across different dorm configurations and classification levels, limited "out of cell time" can look quite different for different inmates. For

example, Level 4 inmates in maximum security and Level 1 inmates at Elmwood's Minimum Camp both reported having insufficient time to shower, call their families, call legal counsel, and exercise. However, the 30-60 minute "out of cell" time is likely to be the only time the Level 4 inmate has out of his or her cell, while the Level 1 inmate may be "out of barrack" for many hours a day on a work shift, though locked down to his barrack at almost all other times.

Though inmates and jail staff call out of cell time "programming time," it is important to note that "programming time" involves no structured programs. "Programming time" is inmates' time to shower, make phone calls, get hot water for soup, move around, and interact with others. In this report, we refer to such time as "out of cell time" to avoid the misrepresentation that inmates have organized programs or classes during this time. We refer to structured programs such as GED, parenting, and addiction recovery courses as "programs."

Many family members, and a good number of inmates, were also concerned about the deficiency of formal programs for their rehabilitation and constructive use of time, but it did not rise to the level of universal concern among interviewees. Inmates and families who expressed this concern often said that programs should be available to all inmates, rather than limited to certain housing units. The issue takes on particular importance in the context of the jails' shift to long-term housing of inmates serving state or federal prison sentences and those awaiting trial for many years. We heard multiple reports of inmates who had been in county jail for 7 years and counting, some of whom had come directly from juvenile detention, who were very concerned with the lack programs because of their own cognitive decline, mental apathy, and lack of preparation for successful reentry to society.

Complaints about inconsistent, insufficient out-of-cell time are pervasive—

- There's no consistent time out of cells. The new guards don't give out of cell time because they're not trained enough. When guys don't get time out of cells, it makes people more aggressive, agitated. The inconsistency means that you tell your family that you'll call, but then you can't call them, so then they worry.
- They do not get released from their cells because the deputies are on their phones. They were let out 45 minutes a day this week.
- They don't have time to shower, so they do bird baths in their toilets in their cells.
- Some guards give enough out of cell time, but not others. There's a lot of variation. The problem is that, without time out of cell, you can't call family, shower, cook, exercise, etc. It "messes everything up" not to have it. If they're loud, they get locked down early. Everything depends on which officer is on duty.
- Time out of cell is only 30-40 minutes. Inmates even recently were on lockdown for 2 days, and the guards usually don't tell them why. Guards--the deputies like to play on their phones rather than give time out of cell. The old guards are responsive, but the new guards say "it's not my unit" like they don't have authority for full management of their unit, but they do.
- When they don't have time, they can't talk to their attorneys, which interferes with accessing legal services. Some guards are always on their cell phones. Sometimes, the

guards write lies in the log book, so that it looks like they had out of cell time, but they didn't.

- It's gotten better since Tyree died. Now, there's more programming and out of cell time. Everyone is happier, more mellow because there's more out of cell time. There is a misunderstanding that 3 hours/week is sufficient—it's not, but some guards think it is.
- They only have 3 hours/week, which isn't enough. He needs more time to call his attorney, who only works M-F, 9-5.
- There's not enough yard time. All levels need more yard time and exercise. Across the units, they rarely use the yard. They spend too much time on their bunks and even have to eat on their bunks. Also, the mattresses are really bad, so because they spend so much time on their bunks, their bodies hurt a lot.
- Inmates don't get enough exercise time to keep healthy. Why not on the weekends or anytime? The guys build up too much testosterone with no chance to work it out, have fun, exercise.
- Inmates in Protective Custody and in Solitary Confinement do not get daily out-of-cell time as required by law. Most PC inmates are housed with other PC inmates. As such, they are allowed out with other inmates they can align with. However, in solitary, PC inmates are housed in pods and dorms that also house active gang members. As such, the PC inmates are rarely allowed outside of their cells and often have their out-of-cell time shortened, ignored or skipped to allow out time by active gang members.
- Time out of cell in many dorms is very limited. It largely depends on the mood and ability of the officer on duty. The more experienced officers who know how to talk to inmates and handle themselves often allow inmates out of the cells. However, there are a large number of officers who lack people skills and have a very combative relationship with inmates. These officers tend to require inmates to stay in the cells for extended periods of time and cancel programming (and phone calls, showers, and activities). In the past few weeks, inmates have been required to stay in their cells for 2 to 3 days in a row, as a result of officer staffing issues.
- Group punishment in the form of lock down leads to less time to use phones.
- Sometimes inmates don't get out for 5 days at a time.
- They usually get 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.
- Inmate's dorm is locked down 23 hours per day. He thinks it's because 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. 23 hours a day in the cell makes him start to feel pretty alone.
- COs have authority to do as they please - some only let them out for 30 minutes per day although they are supposed to come out for 3 hours.
- They open the yard from 8 to 11 a.m., when they know the inmates have class from 8 to 10:45 a.m., so they don't have adequate yard time.
- Inmates should get time outside to get fresh air—inmates in her pod are not allowed outside at all. They only get time out of their cells 5 times/week, for 1-3 hours, but it's never a set schedule, just random amounts of time. They only get out if COs want to let

them out; if COs need to attend to other inmates, they have to go back into cells and don't get to make up lost time.

- When BRC attorneys got here, guards started opening the big yard for exercise, but before that, it was only once a month.
- They are not being let out. Once, they went three days straight (including no shower) without being let out. When they threatened a grievance they were given 40 minutes. They get 1x per day 30-45 minutes. The officer said it because they have multiple levels in the same unit.
- Inmates in psych units get very little time out of cell. According to Rulebook & Title 15, all inmates have right to certain amount of exercise. Inmates in psych units don't get any real outdoor time or opportunity for exercise – just enclosed cement volleyball court.
- 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.

Officers also note problems with the amount and unpredictability of out-of-cell time—

- Inmates need regular time out of their cells and inadequate staffing has led to COs not being able to give inmates regular time out. This frustrates inmates and they take their frustration out on COs.
- If inmates, especially mental health inmates, can't count on getting out they get upset; it's a recipe for disaster.
- If inmates don't get regular time out, they may end up hurting themselves.

Many family members were concerned about the deficiency of formal programming—

- Program offerings are very limited for her son. The conditions of no programs exacerbate mental health problems, stress. Just staring at a wall all day makes people apathetic. Their IQ slips away. The lack of programming really impacts behavior and mental health, and probably physical health (no direct sunlight). Nothing to do. Many of them are there for years with nothing to do. There's a spiritual impact, too. Can't go to church. You get handcuffed and strip searched if you ask to see clergy (because you've seen a stranger).
- There's a room of board games, supposedly, but they're not out. Very few basketballs or board games. There's always a reason for the guard to deny the requests.
- The traditional 12-step programs aren't available in the jail. They want to try and get AA into the jails. The problem is that the jail won't let almost any inmates meet in groups, which is the main barrier to this and so many programming deficits. The jail also says there's not room to have programs, but there is.
- Her husband did an academic certificate by mail correspondence and worked on his case. Wife sends him printouts of books. This is a big issue, though, because the jail isn't providing any programs. For reentry, one day the inmates are going to get released, and

what skills are they going to have? They need anything except just sitting there. Just sitting there means that other things kick in—mental illness, anxiety.

- Her son has no access to constructive activity. Family sends him books, but that's all. They need to give them something to do—otherwise they would go crazy.

Issue 6: Inmates complaint about lack of transparency in the classification and inmate discipline systems.

Inmates believe that both the classification system and the disciplinary actions that are reported to play a pivotal role in classification and housing decisions lack transparency. According to inmates, the absence of information impedes their ability to understand what is happening to them, their ability to make positive changes to meet the jail's expectations, and their opportunity to have a voice in the disciplinary actions and subsequent housing changes taken against them. Inmates often mentioned a 30-day review of classification status, but added that they were never informed of the results of that review or the rationale behind it, nor given the opportunity to have input in the review process or to appeal decisions.

The two primary components of the disciplinary system the inmates complained of were infractions and custody inputs ("CI's".) Inmates apparently have the formal right to tell their side of the story in an appeal of an infraction, though the inmate consensus was that "sergeants always side with the officers," making the appeal right one in name only. CI's were sometimes called "silent infractions" because inmates are not told when they receive a CI, do not have access to them in their file, and do not have an opportunity to tell their side of the story. Both are reportedly used to reclassify and re-house inmates for reasons that are opaque to them, leaving them with no information to improve their behavior. Inmates often reported their belief that officers abuse their authority by giving infractions arbitrarily, classifying inmates based on stereotypes, and moving inmates to more restrictive housing as punishment.

An aspect of the classification system that, while not affecting all inmates, was reported to be particularly problematic is the classification of mentally ill inmates. Our interviewers conducted a number of interviews, particularly in group cell units such as those at Main Jail South, in which inmates complained of being housed with mentally ill inmates in general population cells. Inmates reported that some inmates in those cells were too mentally impaired to care for themselves. For example, our interviewers heard multiple complaints that inmates had to make certain cellmates take a shower, as they did not know to do it themselves and started smelling bad after days or weeks of not bathing. Inmates said that COs routinely pass the responsibility for the care of mentally ill inmates to their non-disabled cellmates, which endangers all parties involved. There were multiple reports of attacks by mentally ill inmates on their cellmates, and of non-disabled cellmates placing mentally ill inmates in dangerous situations. They are also particularly vulnerable targets in group cells, as their erratic behavior often triggers angry or violent reactions from others, and they are unable to report abuse when it occurs. Inmates believed that COs do not have the training to handle mentally ill inmates, and that COs often turn a blind eye to inappropriate conduct towards inmates with mental illness.

Inmates report a need for greater transparency in classification and discipline to help them understand the expectations for their behavior and to challenge decisions, if necessary—

- Inmate got upclassified very suddenly and got no explanation why. “We don’t have to tell you anything.” She couldn’t find out if she had any CI’s or what the problem was. How can she correct herself if she doesn’t know what she’s doing wrong?
- She got upclassified and doesn’t know why, though she thinks it was due to Internal Affairs’s investigation, as retaliation. She has asked what she needs to do to get downclassified, and no one tells her. Inmates get CI’s the inmate can’t see and can’t explain their side of story, but the CI’s get used to make classification changes.
- Inmate was originally housed on another floor and was a "pod worker." He asked to no longer serve as a "pod worker" and, only days later, he was moved to solitary confinement and has remained on the floor for over a year. He has filed multiple grievance forms over his classification but has received no response other than that he is properly housed. According to inmate, there is no opportunity at the County level to challenge or have your housing classification challenged or reviewed.
- She was moved to Level 4 for no reason. She was told she had excessive write ups, called CIs. She twice filed a grievance about the move but got nothing back.
- Classification system is unclear—they do a review monthly, but he hasn’t gotten downclassified. He wants an explanation of why he is in this restricted custody; it doesn’t make sense to him.
- Classification/downclass decisions can take a long time and the inmate doesn’t know what’s going on. Need more transparency and updates about classification requests so inmates can set their expectations accordingly.
- Inmate got upclassified after she was attacked and responded in self defense. The jail acknowledged that it was self-defense, but still upclassified her. Inmate can’t get information or challenge the decision because classification just says “resolved.” Some good guards will call classification to find out what’s going on for you, but there’s no transparency about why she was moved or how to get back.
- He has also been repeatedly denied re-classification to a lower security level multiple times for no reason - they never give a justification.
- He also feels classification is messed up - he is typically a level 1 inmate but is housed with people facing life sentences - it puts him in danger. They have not given him a reason for his classification.
- Their cell move requests are always denied. He also requested to be downclassified multiple times and they keep saying he would be notified of downclassing soon, but it never happens.
- There is supposed to be a routine review process to downclass and believes he has not been even reviewed. Has submitted a grievance form about his classification and was only told he was properly housed, but there was no further explanation. Was taken to max units in old jail, for absolutely no reason, no write-ups or anything.
- He is here on a misdemeanor charge but is improperly housed with killers. He's requested a move and merely told he was properly housed without explanation. He turned in a grievance about his classification and did not hear a response.

- The deputies lie in the infractions and there is no way to challenge them. She has not seen a sergeant interview anyone with respect to an infraction. The staff will offer the inmate a plea and will tell the inmate how much worse the “sentence” will be if the inmate takes the issue to “kangaroo court” (the formal infraction process). When she went through the process in 2012, she was not allowed to bring a witness.
- Inmate and many in his dorm have been in solitary confinement for more than 10 months, with no classification hearing or any idea of how long they will be held in solitary. They are being held permanently in solitary confinement with no ability or procedure to challenge or be heard on why they are housed in the solitary dorm, or to downclass. In comparison, at the state prison level, all solitary housing classifications are reviewed every 30 days and inmates receive a hearing at which they can hear why they are being classified in solitary confinement. No such practice exists at the County facility. Inmate has filed grievances challenging his classification, but he has not received a final response; many of his requests have simply gone unprocessed.
- She has been given infractions frivolously. For example, she agreed to watch her friend through the glass of the door while that inmate was receiving an infraction (to be a witness). Inmate was then infraacted for inciting a riot. She successfully fought two of the charges. Inmates used to be entitled to hearings on infractions where they could call witnesses. They still have the ability to have the Lieutenant talk to witnesses but they do not have hearings.
- In a disciplinary action against an inmate, sergeant-level told him “whatever you tell me, you’re gonna be found guilty.” It’s a kangaroo court. But, inmate doesn’t get a copy of that appeal because the forms aren’t in triplicate that high up. That makes it hard to follow up later on because there’s no paper.
- She found out deputies have placed negative notes in her file but she does not know what the notes say. This should be changed because how can she change or reform her behavior if she does not know what she is doing wrong?

Issue 7: Inmates serving prison terms in the county jail regularly point out the adverse differential treatment they experience in jail compared to that of serving time in prison.

This population is a subset of inmates, and these concerns do not necessarily impact inmates not serving a state prison sentence. However, the number of inmates in this population is large, and those inmates report being impacted in very serious ways across virtually every domain of their detention in county jail. Inmates told us the jail is not equipped for inmates serving long-term prison terms who would have been in prison before realignment. These inmates almost universally said that jail policies need to be revised to accommodate their detention. Inmates serving state prison sentences in county jail report that they are not being treated as the law requires. We often heard, “I would rather have gone to prison.”

We do not have a way of readily determining how many inmates addressed this issue in their interviews. In part, that is because inmates described the problem in many different ways: Title 15 treatment, AB 109 inmates, 1170(h) prison sentences, realignment problems, serving prison sentences in jail, prison v. jail differences, DOC treatment, CDC policies, prisoners in jail, et

cetera. It is also due, in part, to the fact that the significance and prevalence of the issue became clear only as interviews progressed, so our attorneys had not been consistently tracking the issue from the beginning.

The many ways this is a problem for those serving prison sentences in county jail, according to inmates, include:

- More time served than if serving time in prison (“third time” in prison, “half time” in jail)
- Not being paid or receiving the “good time” credit they are due for days worked in jail
- No educational or vocational opportunities beyond GED for successful reentry
- No contact visits with their children for some inmates, including those in protective custody
- No access to outside review of grievances, such as prisoners have
- No access to the Title 15 Rulebook, only the county jail inmate rulebook
- No access to eye care, thicker mattress, storage bins, sufficient clothing, and other issues impacting daily life over the longer term

Some jail staff also report it being a problem that they do not know which set of rules to follow for inmate treatment, transport, and access to services, given that the jails house federal, state, and county inmates in an integrated manner.

Inmates serving state prison sentences in county jail report that they are not being treated as the law requires—

- Most important issue is that inmates serving prison sentences in jail are being discriminated against, not getting what the law requires. They are given a Rulebook for county jail, but not a Title 15 Rulebook. When he has grievanced it, the response is that the jail doesn’t have to give him one. First, the prison has more rehabilitation to help guys for reentry, but they are being denied reentry services here. Second, if they were in prison, they’d be getting “third time” on their sentences. They end up doing more time here because they are low level, which doesn’t make sense. Third, prisoners can send complaints to an outside entity in Sacramento, if informal resolution at the jail fails to solve it. Here, there’s only the jail’s grievance system, but no outside reviewer.
- The guys serving prison sentences in jail aren’t getting Title 15 protections. The jail won’t give them a Title 15 Rulebook, so inmates can’t enforce their own rights. Also in prison, they’d be getting more credit for time served than they do in jail. These conditions matter a lot because some of them are serving long prison sentences (e.g. 7 years) in jail, so the difference in time accrual is significant. Big problem is that the jail doesn’t abide by Title 15 for inmates serving prison time. First, inmates don’t get as much credit for time served in jail as they do for time served in prison (“third time” v. “halftime”). It’s a disservice to inmates; if they’re violent, they go to prison and get to serve less time, but if they’re non-violent, they have to serve more time in jail. Those serving prison terms need to get same treatment as in prison, too, like payment for work, more clothes, and programs. Most men in Minimum Camp have to work, which is

mandatory, but they don't get paid, like they do in prison. That's unfair, and an extra layer of punishment on top of the sentence punishment.

- He's not getting the treatment or benefits (e.g. education above GED) he would if serving time in prison. He's 19 and already has his GED, but if he doesn't get some education, he'll be back in jail all his life. He doesn't get as much credit for time served as he would in prison. They're not getting "good time" for working. They don't get paid for work, nor any kind of benefit or shorter sentence.
- Unlike prison, they don't get paid for work here, nor Title 15 treatment, nor Title 15 Rulebook; treated as county inmates. He would serve less time if he would have been sent to prison.
- Big problem—the jail is not equipped for inmate serving long-term prison terms who would have been in prison before realignment. "I would rather have gone to prison." Now that prison inmates are here, the jail needs to take a look a lot of things. It's a problem for inmates who are here serving long sentences (ex. mattresses are horrible, no writing pens, too little space to store belongings).
- The rules need to be revised now that prisoners are serving time in jail, to accommodate people on long sentences.
- Now that prisoners are here, jail needs to reconsider its policies to respond to long-term prisoners. Examples: thicker mattresses, eye glasses, more storage bins, different programs. Prisoners should be housed separately from jail inmates. "I would rather be in prison" than jail because we don't get the things here that prisoners should.
- Women serving prison sentences should be moved to a different dorm all together where they could have their rights like they do in prison. They need programs like college by correspondence, which they can't do at Elmwood. They need trade certificates and college to be prepared for reentry, or they won't have skills to survive. There's also no eye care/glasses in jail, though there is in prison.
- There are a many inmates serving extended sentences (more than 4-5 years) inside the County facility. But, there is a complete lack of incentive programs for inmates at the County, which has resulted in many State inmates housed at the jail as serving longer sentences than for inmates with the same sentence and record during confinement in prison. For example, many prisons offer incentive classes and 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 these opportunities because the programs simply do not exist at the County level. According to inmate, this results in longer amounts of time served for inmates serving time at County.

Jail staff also commented on the rules confusion for different classes of inmates—

- Much of the reason the jail doesn't know what it's doing is because it doesn't know if it's a jail or a prison.
- "There are competing rules/requirements for housing federal prisoners, state prisoners, county inmates, and ICE inmates. But, the jail doesn't know which one it is or which rules to follow, which results in confusion all around."

Issue 8: Understaffing, and related issues such as poor morale among corrections officers, creates many adverse conditions.

Inmates and officers reported many problems that result from the jail's understaffing. In fact, every staff person interviewed described insufficient staffing of the jails. Staff explained that past staff reductions make the jails less safe for inmates and officers alike. Inmates most often noted long periods on lockdown, missed medical appointments, and lack of sufficient shower or phone time due to insufficient staffing for the safe conduct of these activities. It seems that, even when programs are planned and the schedule looks good on paper, the jails are not staffed sufficiently to implement activities safely, which results in cancellations. Unlike some of the other issues, understaffing is a shared concern of both inmates and officers.

Inmates reported cancellation of appointments and activities due to short-staffing, or at a minimum, to short-staffing being used as the excuse for cancellation of scheduled activities—

- There are not enough officers available to take level 4 inmates to and from their medical appointments. It often takes months to get an appointment unless there is a medical emergency, but even then, it could be a couple weeks.
- Her medical appointment was rescheduled 6 times because jail was short staffed.
- At times, they have a hospital appointment, but the guards won't take them, so then they lose the appointment, even if their condition is serious.
- He had an appointment at Valley Medical but the deputy told him he had a lot to do 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.
- Inmate was pepper-sprayed in a fight, and guards didn't give her new clothes or towel for 2 days, saying it was a staffing issue--too many inmates and not enough staff. So she had to sit in pepper sprayed clothes and hair for 2 days. Staff said they didn't have time to search for clothes her size. Also a staffing issue for yard time. Sometimes they don't get to go into the yard because it's short staffed. Some days they don't go into the yard at all.
- There aren't enough guards to give them yard time if there's anything else going on in the jail.
- Staffing shortages in units also cause inmates to spend much more time on lockdown due to lack of COs – not even allowed out to shower.
- When COs are short staffed that might only get of cells once and for a short time -- not enough time for everyone to be able to shower and make phone calls.
- Inmates are told they are short staffed or on lock down on the weekend so they can't get out of cell time.
- Visitations are too short, a half hour, and only two a week. They give them an excuse that they are short staffed.
- Program time is cut short. Sometimes the COs say they're short staffed and he just sees them on the floor doing nothing. They say they're under lockdown and don't let them out but he doesn't think they're actually under lockdown. They cancelled his visit

because they said they were under lockdown, but he saw that other visits continued and they kept bringing them up for other people.

- They are on lockdown a lot and he feels like for those serving long sentences that they should be allowed to do something instead of being stuck in a cell all day. the COs are short staffed and it happens frequently. It causes the inmates to become aggressive and fight.
- Some COs are great, but others sit on their phones and lock them down for 4 days, claiming to be short staffed when they have the same number of staff members.
- The jail is understaffed which makes everything hard for everyone, especially the doctors who have seen too many people in one day to give each person care and attention.

Almost every jail staff member interviewed reported concerns relating to understaffing—

- In past the jails were “fully staffed” and this made the jails safer for COs and inmates.
- Staffing cuts increase tension and that increases danger.
- Ideal staffing level at the Main Jail is six deputies on a floor: One each pod, one at the control desk, one supervisor and one overseeing movement of inmates. Minimum staffing is supposed to be four deputies: one in each pod and one at the control desk. However, often they have only three deputies on a floor, which means inmates can’t get let out of cells as often, programs get cancelled and visitation times get cut short or cancelled. Also, officers are alone in a pod with up to 90 inmates and almost no back up.
- Staffing shortages are unsafe for officers and unfair to inmates. Inmates need a routine, but inadequate staffing means their routine constantly gets disrupted.
- They are trying to save money by putting personnel and inmates at risk.
- Under the old civilian system, there was enough money for the jails. But, part of bringing the jails back under the Sheriff was the Sheriff’s promise to cut the budget. So, under the Sheriff, there are massive cost controls in place. The Sheriff doesn’t staff the jails appropriately, instead relying on mandatory overtime and leaving positions unfilled.
- Staffing has been way too thin since the jails came back under the Sheriff’s office.
- Staffing has been better since the BRC was created, but it will go back to inadequate levels after the BRC goes away.
- Lack of adequate staffing also makes things unsafe because COs cannot do as many searches for drugs and contraband.
- Insufficient staffing means staff can’t do what they need to do.
- Staffing cuts means inmate welfare checks are inconsistent.

Accountability and Discipline for Officers’ Misconduct

Issue 9: The perception among officers, inmates, and families is that jail staff are not appropriately held accountable for misconduct.

Approximately 512 of the 944 inmates interviewed or 54%, addressed discipline and accountability of officers. We also heard from jail staff that the jail administration sometimes

does not hold officers accountable for misconduct. Many staff members believe that if an officer, sergeant or lieutenant is “in favor” with the administration, then they will not be held accountable for misconduct or unethical behavior. On the other hand, officers believe that if you are not perceived as part of the Sheriff’s team, then you may suffer unduly harsh discipline or other punitive consequences. Many people complained of a culture that they variously described as one of “fear,” “intimidation,” or “retaliating against you if you rock the boat.” The other side of the accountability problem is that jail staff often reported their perception that leadership does not support officers and sometimes rushes to judgment against officers before culpability has been established. The combination of “sweep it under the rug” culture with “throw officers under the bus” reactions from administration results in jail staff morale that is reported to be exceedingly low – “the worst it has ever been.”

Inmates and families reported that the jail’s culture is to turn a blind eye to problems, rather than to address them. When misconduct does come to light, inmates and families do not see officers being held accountable. The notable exceptions are the officers implicated in the Tyree case and related current investigations. Inmates and families reported a sense of inefficacy in their ability to impact or correct guard misconduct, as well as a desire to see greater transparency in the outcome of their reports through grievances, complaints, and Internal Affairs investigations.

Several officers were strongly in favor of adding more cameras, both fixed cameras within the pods and body cameras. The advantages they cited were that cameras would keep inmates in line, keep officers in line, and when incidents occurred there would be clear evidence about what happened. Several inmates also suggested increased use of cameras.

Inmates see little to no officer accountability for their actions and would like more oversight—

- There’s no accountability for COs if they beat inmates or do other misconduct.
- There’s no accountability for COs – 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 with no response.
- Guards are never held accountable. Internal Affairs and formal complaint to sheriff doesn’t do anything, either. The only way to get your voice heard is to have a relative advocate on the outside try to help.
- There is no accountability among the staff. They should have a Men’s Advisory Council like in prison, where inmate representatives meet and address concerns with staff with the assistance of a mediator on a monthly basis.
- No accountability for COs – nothing ever gets changes; she has no hope that things will improve.
- COs never held responsible, just sweep things under the rug.
- Sometimes the sergeants don’t come by at all.
- Sergeants come by o

- Once every two weeks or so. It varies.
- There should be more assessment and oversight of COs themselves to maintain integrity and accountability. Most CO misconduct happens when COs are alone, or sometimes with other COs who go along. She did hear about IA investigation of one CO based on inmate's grievance.
- If the beatings were on videotape or a sergeant were around they wouldn't be doing it. There is supposed to be a sergeant or video for every cell extraction. Sergeant claimed he was present overseeing 4 cell extractions that happened at the same time, which isn't really possible.
- He sees the sergeants do a walk-through for inspection about once a week. The floor staff doesn't like them to talk to the sergeant, and tells the inmates that if they have an issue, they should talk to the floor staff and not the sergeant.
- Inmate believes an independent person should review the complaints because all the COs just cover for each other. They should also have recording devices and record their actions for accountability.
- Sometimes things change for the better in the jail, but then things fall apart later. There should be something ongoing, like ongoing BRC visits, unannounced, so that things can't just fall apart again in a couple years. When visitors are coming in, the guards make sure things are "fixed", but it's not like that all the time.
- Jail needs independent monitor to see how inmates are treated.
- Inmate suggested that officers wear body cameras. He suggested that cell extractions are a major source of conflict between inmates and officers. Inmates are often assaulted during these episodes and have no recourse against the offending officers. Body cameras would provide a lens into the actual facts of the extraction, not just the report of the officers.

Jail Staff also expressed concerns about lack of accountability and leadership—

- Several people said that leadership does not hold COs accountable for "bad" behavior. "COs investigate themselves, so nothing happens." "The Sheriff can't stand negative attention so bad behavior goes uninvestigated."
- Some complained of what they believed have been "unethical" practices by "leadership" and that "unethical leadership causes unethical behavior" by corrections officer. "All of the problems come from the top—senior management."
- We were told of several officers and supervisors who staff believed were retained and even promoted despite serious misconduct -- "that sets a tone." "The disciplinary process is different if you are 'liked.'"
- Many expressed the belief that supervisors are promoted based on who they know, not on how they do their jobs or how much experience they have. We were told that a lot of officers don't think the new sergeants are qualified to be in their position. They felt only "yes men" were promoted.
- Interviewees told us that lieutenants and captains are not held accountable, so it trickles down. To change it, "you have to hold the supervisors accountable and get rid of the

Sheriff and the people who have been re-hired by the Sheriff, who have charges against them. Clean house. Get rid of people who have bad backgrounds.”

- Several interviewees said they have reported misconduct by other officers and nothing has happened.
- We were told that an officer who brought misconduct to light was suspended for 2 weeks and transferred to another facility, and that another officer was demoted because he did not support a program that the Sheriff supported.

Families’ comments align with inmates in identifying a lack of accountability and a desire for change—

- She sees no accountability to officers for their misconduct.
- If there is any accountability, it’s not transparent.
- The culture in the jail is, when you see something wrong, to look the other way and not open your mouth about it.
- Even the officers/jail administrators who really want to help the family members can’t show it in the jail because others on the jail staff get mad at them for being “soft.”
- Methods of public feedback need to be much more visible. Now there’s the Jail Observer Hotline, but the information is very limited, not in clear form.

Inmate Welfare Fund

Issue 10: Inmates are generally unaware of the Inmate Welfare Fund’s existence or purpose.

Generally speaking, inmates do not know that the Inmate Welfare Fund (“IWF”) exists. Of the 944 interviews, only 163 interviews, or 17%, touched on this issue, and often only to the extent that “Inmate has not heard of IWF.” Some dorms had an IWF budget posted near the phones, but that generally did not increase inmate understanding. There may be changes that are needed on the policy or administrative side of the IWF, but from the inmates’ perspective, relatively few of them had anything substantial to say about recommended changes. Many inmates also spoke of an issue that is directly related to IWF, phone call rates. Inmates often said that phone call rates were too expensive, which is problematic because the cost impedes their ability to call their families.

Inmates reported a general lack of understanding and benefit regarding the IWF—

- Inmate has discussed the lack of Fund items available to inmates for the past 3-4 years with multiple Sheriffs and has written letters to the Sheriff's Office regarding this issue. Inmate is unaware if any items supposedly funded by the Welfare Fund are actually received by inmates.
- Believes IWF is mismanaged and needs oversight because inmates have no input.
- If there is an Inmate Welfare Fund, then how come "nothing comes back to the inmates?"

- He is familiar with the welfare fund. However, in more than 12 months he does not believe any of the items from the list posted in each cell have actually been provided to inmates.
- He believed that the county took money out of the inmate welfare fund, millions, to hire officers.
- Inmate hasn't heard of it, even though she's been here over 7 years.
- His understanding is that the IWF is supposed fund items for inmates, but he does not think that it is being used.
- He hasn't seen any improvements supposedly made by the Inmate Welfare Fund that they post on their budget allocation sheet. They don't even give out chess sets and all their books come from a charity.
- There are no chess sets, a complete deck of cards, or library.
- Inmate is aware of the Inmate Welfare Fund, but he is not aware how the funds are spent. He has not seen any items provided to inmates that are paid for by the fund.
- He knows what it is, that it is supposed to fund cable TV, games, etc. Their TVs get purchased by it. He doesn't know how it works, though.
- Inmates with funds do not like having to subsidize cost of supplies for inmates without funds.
- She has seen IWF signs which suggest that there is money owed to inmates. She does not how to receive the IWF benefits.
- IWF is a "rip-off." They have never seen games, basketballs or books, or anything else from that money.
- There is a list posted of the items the IWF is to pay for but they have never seen any of those items. What they have is very old (e.g. Monopoly.)
- Where is the money going? There's supposed to be a fiscal budget of funds to benefit inmates, but inmates don't see any of the benefits. Money is supposed to go for items like hotpots, board games, etc – but many hotpots don't work well, inmates have to put in repeated requests for board games, TV's are very small, etc.

Some inmates knew the IWF pays for indigent kits from Commissary—

- The Inmate Welfare Fund charges people for basic necessities for personal hygiene. They shouldn't be charged.
- He hasn't heard of the Inmate Welfare Fund but has heard of the indigent package in Commissary, but thinks it's unfair because they charge the inmate for it anyway if the family puts money on the inmate's account in the future.
- 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.
- Indigent inmates get charged if money is put on their accounts later.
- The inmates may receive an indigent kit if they do not have money. But then commissary charges the inmates who could not afford it. They are charged \$100s of dollars every time they come in and out of the jail. The jail will use any cash he had on

him when he is booked in the jail toward his outstanding commissary bill from the last time that he was in jail.

- The inmates have to pay for the “free” indigent kits. The hygiene kits do not have deodorant so he smells like body odor because he cannot afford it.
- Money was deducted from his books because of indigent kits 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.
- She does not use the IWF because she does not want to owe money.
- Inmates have negative charges on their bills because of the indigent kits.
- She has not heard of the IWF, but she has seen an “indigent kit” on the commissary kit. The kit says “\$1.25” so it is unclear if it actually costs money.
- He does not know much about the IWF except that there is money that is supposed to go toward recreation and hygiene but they did not see those things for a long time. They see it a little now like free soap.

Some inmates knew of IWF as the fund that pays for incentive sodas given as a reward for work or cell checks—

- Roughly 3 years 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 paid for by the Fund. 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 inmate.
- Inmate believes that incentive beverages were paid for by the welfare fund. However, over the past year or so, none of the beverages have been distributed and he does not believe the program is still used. He is unaware of any other programs that are provided for by the Fund.
- Inmate believes the Welfare Fund pays for incentive sodas and incentive meals for inmate pod workers. Inmates who clean the floors and hand out meals are often rewarded with drinks and extra meals. He believes the Fund provides for these extra meals.
- One time, two years ago, he received an incentive soda for passing cell inspection, but he has never seen them since.
- He's heard of the Inmate Welfare Fund beverage incentive but they never received anything, and they haven't had soda in the jail for years.
- The cleanest dorm is supposed to get soda from the IWF, but they never do.
- IWF is a joke. Supposed to be used for incentive sodas or meals, and games but they never see it. Would like to see a chessboard or something.

Approximately 293 inmates also spoke of an issue that impacts IWF directly, phone call rates—

- He has never heard of IWF, but finds phone calls too expensive.
- He is under the impression that the IWF is supposed to help pay for phone calls

- Phone call are too expensive, which means inmates can't make them and morale suffers.
- He thinks phone call costs recently went down, but sometimes he goes weeks without talking to someone because it is so expensive.
- Calls are way too expensive - her family can't pay.
- Inmates who don't have money should get at least 1 free call/week. It's very hard to feel singled out because she can't afford phone calls, and very hard to be isolated from loved ones.
- Phones are too expensive, especially for inmates without much money. Local calls especially should be cheaper. They just got access to phone cards, which allow for a few more calls, but still should be cheaper.
- Phone rates just dropped, but vendor 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 are more expensive than in prison and keep him from calling his family.
- Rates are cheaper in prison.
- The phone is expensive and was taking money off his brother's card automatically, without his permission. His brother had to discontinue it so now he can't call him. He can't call his family due to the cost.
- Inmate would call his kids if it weren't so expensive.
- Phone calls are too expensive for his mother, so he does not call home.
- The phone service is very expensive and the price often results in his ability to use the phone to call his mother and wife. The price is a prohibitive factor in his ability to access close family members on the outside.
- Phone calls are really expensive. Jail makes a lot of money off inmates. Guards cut off yard time with no notice, which wastes the inmates' and families' money.

Some inmates suggested that the IWF fund particular things—

- It should provide better mattresses.
- Welfare fund should pay for indigent telephone use.
- They need books and more or better exercise equipment.
- Funds should also be invested in programs to help inmates rehabilitate for reentry.

Conclusion

Although well over 50 pages, this report is merely a summary of the wealth of data provided to us by a large number of individuals who genuinely seemed excited about having a chance to express their views about conditions to this Commission. We were struck by the generally focused and earnest attitudes of inmates, staff and family members in their attempts to give us their perspective on problems at the jails. Not surprisingly, many individuals had their own issues or “axes to grind,” but rather dwell on those issues they provided us with their perspective on the broader picture we were striving to portray.

While many individuals spoke of their fear that they would suffer adverse consequences from speaking with us, many others spoke of their fear that the spotlight thrown on jail conditions by this Commission will quickly fade and that their concerns will become yesterday’s news. It is our hope that the information we have collected can help this Commission push for real, permanent changes that improve the jails for those incarcerated there and their loved ones, and for those who perform day-in and day-out the extraordinarily difficult and critical jobs associated with housing 3,500 inmates in a safe and humane manner.

Exhibit A

SUMMARY OF INMATE COMMENTS

MAIN SOUTH	
1.	<p>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 retribution. "I know when to keep my mouth shut."</p> <p>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.</p>
2.	<p>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 so responsive. Cleaning—if it's not Wednesday, then they have to ask for cleaning supplies daily. Sometimes the guards won't give them cleaning supplies, 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 culture 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.</p>
3.	<p>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. Roadmap to Recovery is available,</p>

	<p>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 weekday options, too, for some family member.</p>
<p>4.</p>	<p>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 planted 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 down 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/wk. They should have a lot more time in the fresh air, for health and exercise and keeping from getting sick because 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.</p>
<p>5.</p>	<p>Sanitation—the cells are dirty, and there are cockroaches and holes in walls. Guards---they 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 other than to offer 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.</p>
<p>6.</p>	<p>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 thermals, 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</p>

	<p>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. Yard—all you can do is stand around or play with the little rubber balls, no hoops or basketballs. It's enough time 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 be 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.</p>
<p>7.</p>	<p>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 "gay" 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.</p>
<p>8.</p>	<p>Things have been going better since Tyree's death. More courteous and thoughtful of inmates as people since then. Before then, 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.</p>
<p>9.</p>	<p>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 tell about it. 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. No one is inquiring if anyone here needs help. Religious service—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</p>

	<p>it exists. Got a Rulebook. Hygiene—the showers flood to their ankles, which is unsanitary and keeps them from showering. They’ve told the guards about it, but it’s not fixed. Upon arrival, you’re not given deodorant. You have to buy it from Commissary, but if you’re indigent 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 delays 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.</p>
<p>10.</p>	<p>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?</p>
<p>11.</p>	<p>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 excessive force used on him many times.</p>
<p>12.</p>	<p>Medical--There’s such a delay to get a medical appointment, so you’re communicable to your cellmates the whole time. Grievances—He got 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 cooler guard gave him one. Culture--Some guards just want to go out of 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 “tuck your tail” to ask for it, or they accuse you of having attitude.</p>

	They're bullies. Some do their job peacefully, but not others. Programs—none are available in this 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 so unsanitary.
13.	Culture-- Guards are disrespectful. They take things personally and in an inhumane way. The guards prejudice everyone, even if they aren't convicted. Guards want to impress the higher ups, so they're overly combative. Guards are just waiting for him to make a misstep so they can use force against him. Guards will talk to you really loud to you so they embarrass you in front of everyone else and get you to shut up. Guards abuse their authority. Even when they say they'll bring you something, they don't. Dental—he has teeth problems. At first, they wouldn't give him an appointment, then they did, but it was scheduled for several weeks out. When he finally said he was going to file a grievance on the dentist, the dentist finally gave him some help for his infection. Food—asked for a diet without sugar because he has a rotten tooth. But, they won't change it. Grievance—guard asked him to change his statement, and wouldn't accept his grievance as it was. Retaliation—he thinks jail will move him to Elmwood for talking to Blue Ribbon Commission, which he doesn't want. When we're gone, it's just us and them, and the guards will do what they want to rough you up. If you go over their heads, they resent it. Classifications—they do what they want to with you. In other states, they treat you like a human, but here, they don't and they lord it all over you.
14.	Has talked to other attorney and the consulting firm. After he talked to BRC the C.O.s ransacked the rooms, did not allow any TV time, no program time, and turned off the TV during football game in apparent retaliation or intimidation. C.O.s have harassed several people, and inmates are suspicious of talking to the BRC and afraid of retaliation. The days that BRC are not here, they have reduced the program time. One C.O. allows only 20 minute programs, but pretends they are 1:30 program lengths. Has had problems with mail being returned to family without reason. Grievance process is not explained and the C.O.s hassle the inmates for turning in grievances. Welfare fund should pay for indigent telephone use. Mirrors in cells are useless. Toilets clog up often and are not sanitary. Toilets not unclogged as punishment, Not allowed to exercise with partner for no reason. Pulled late for visits for no reason. Fee to add money to an inmates account is too high. Sergeant encourages use of power over inmates. Rewards should be provided to C.Os who do a good job -- opposite of "grievance" -- or commendation, from prisoner to guard should be allowed.
15.	Inmate asserts that he is being set up for attack by a group of individuals. He has presented many grievances and nothing is done.
16.	Vents don't work well. Subjected to a physical assault, and C.O.s took his property. Filed a grievance, but the response was that the property was "properly disposed of." Too a month to provide that response which did not address the problem. The cops from outside are worse than the C.O.s .
17.	Attacked in jail twice. Mafia has paid for him to be killed. Improper effort to move him to different state.
18.	Would like there to be areas where rehabilitation activities/experiences are done, as opposed to just detention experiences. Has presented a grievance that CO spent too much time on cell phone and not doing job. Had a "fight" with that officer before the grievance was resolved. That officer

	then made him move rooms. Complained that the officer complained about gets the grievance first, and then the Sergeant. Complained that COs on 8th floor were "lackadaisical" and not as attendant upon needs. The COs need to be more respectful. CO "fatigue" needs to be dealt with -- When the COs become fatigued is when there are problems.
19.	Has been assaulted while being moved from Palto to Main South. It took 2 months for proper health care for his injuries from the assault. He has turned in many grievances, to which he received no response until an outside investigation started after the BRC started. Reluctant to talk to investigator because he is one of them. Nurses ignore his medical complaints and delay treatment by doctor. Placed in cell with clogged toilet "full of feces" as punishment. Later abdominal pain complained of, which resulted in ambulance trip to Valley Med. No heart monitor taken. First told he would immediately be taken to surgery, then just held for 48 hours. Grievances are not answered or are frivolously answered. Yard time is unfairly provided to those who "ask first." Basketball court has no backstop. Presented grievance about inability to contact bail bondsman - no reply for over a month. Indigent inmates still charged for hygiene items, etc., by running a negative balance on account. No response to his medical grievances. Concerned that they are trying to cover it up. Complained of excessive hours in chains
20.	Grievance process really delayed to just have Sergeant tell you you're wrong. After BRC announcements, seem to be retaliating by locking down for no reason. Has not provided grievance himself because it is a waste of time - nothing happens. C.O.s are not meeting minimum time out of cell. Classification is a problem, and doesn't seem to be based on reasons. More programs for rehabilitation needed. Also needed: Board games, new TVs, dip and pull up bars. More than minimum time out needed. Religious services only once a week and sometimes not during program time. Grievance process is considered a joke. Information about what is a proper grievance and what the inmates' rights are should be provided. Present grievance only to be told it is not in their rights. Need to know what the rules are. If C.O.s do something wrong they are just reassigned, not punished.
21.	Day after BRC came, the whole pod was maximum strip searched. Understood as warning or retaliation for talking to BRC. Not let out enough. Could be let out 3 times a day. Sometimes locked down for days. 72 hours is maximum experienced in 3 months. Grievance process wont do anything. In 3 months, presented 5 - 10 grievances and nothing was done. Jaw broken in riot, taken to dr. but no treatment for 3 days. No x-ray for 1 year. Presented grievance about 3 day delay and no response. Need to retrain old officers who have just been doing the same thing for years, while newer officers follow the protocol.
22.	Grievance -- Cell gets raided right after and they tear up your room. Cellie did it and nothing was done about the grievance. Has not presented grievance because of fear of retaliation and no knowledge of how to do it. Have to wear same clothing for too long. Jail is dirty and not enough supplies provided to clean. Searches are extreme and one officer grabs genitals hard. Showers are filthy. Not enough program. Locked down on holidays so they cant call their families. Day after BRC announcement the whole dorm was searched and randoms have increased. Each of the people who talked to BRC got random searched.
23.	Did not experience retaliation initially. Would be locked down if cell not clean, but not given clearing supplies. If given cleaning supplies, they would be confiscated during search. Showers are

	<p>never cleaned. Grievance is not taken care of. Told it was forwarded, but no action taken. Took 2 months to be told that. Scared to do a grievance because of retaliation of cell search or strip search. Complained of medical issue but told just to wait and see if it went away. Dental tooth pain, dentist did work but it hurts more. Only 4 phones during program time, and not enough time allowed for everyone to use the phone. Too long between changing clothes -- 1 pair of underwear for 4-5 days.</p>
<p>24.</p>	<p>Grievances do seem to get where they need to go, but take a long time to be responded to. The grievances are not looked at fairly and are "lost in the sauce." The inmate infraction process is not fair, and sometimes results in multiple punishments for one infraction. Inmates are not allowed to know their rights in the system. They give you a handbook when you come in, but take the handbook away when they do a search. Also, fear of retaliation prevents inmates from presenting grievances. Blanket exchange should be done more often, as blankets become dirty and unsanitary. The COs' attitudes have changed dramatically over the last 90 days, and they have become more understanding and human.</p>
<p>25.</p>	<p>There is a cockroach infestation in the jail, he had one fall from the ceiling onto him while he was trying to take a nap. He kept it to show the officers and wrote a grievance about it but nothing has been done. There is no access to cleaning supplies to try and keep things clean. There are also no programs down in the south part of the jail. They only have bible study and only sometimes. Has asked for soap and the officers act like they are asking for take-out or something. Officers are also always on their phones. The bathrooms in the south part of the jail are a dump. There's also no privacy, other inmates can see when you're showering. The bulletin board in the dorms should at least have bail bonds listings, calendars of when you get things, inmates shouldn't have to ask others, they should give them this information. Hasn't been able to make a call because the officers haven't given him the pin he needs, had to ask another inmate to use his phone credits and account to talk to his wife. Food looks like cat food, there are times that it is so hot its burnt. You eat it or starve. There hasn't been hot water in south jail for a while and they haven't fixed it. In other counties, you have family deposit money into your commissary and then you get a receipt, here, they don't do that, they give a list of everyone's account, which should be confidential.</p>
<p>26.</p>	<p>There is not enough time outside of cells, on the fourth floor people are locked up for 47 hours in a row. He thinks this is a Title 15 violation. They have asked several times for Title 15 handbooks but they get denied. Sometimes they pull inmates out 20-25 minutes late for a visitation and they don't get to make it up. Getting medical attention take a long time. An inmate's hand was fractured by a confrontation and beating by an officer and it took them 3-4 months to look at it and get x rays. Has heard of officers getting inmates up in the middle of the night, chaining them up and going to the yard and beating them up. The food is very disgusting and some officers take away the hotpot so they can't even make their food from commissary. Inmates aren't always allowed to shave when they are supposed to, in particular during trial. The grievance process doesn't work most of the time, maybe 35 % of the time you get a response.</p>
<p>27.</p>	<p>There are officers here that are very disrespectful of inmates. If an inmate is sleeping and food comes, they knock on their doors, hard, just to frighten them. There are no programs down in the south jail. Elmwood is nice because they give them classes. In the main jail, Southside they don't</p>

	<p>have any programs. Elmwood is also a lot cleaner, they also have hot water, and there hasn't been hot water in the south jail in a while. The showers are dilapidated and the vents are all clogged. There are periods of time here that inmates don't see the sun. Medical attention is hard to get in the jail, you have to be dying. The food is also horrible. A year ago, he saw an inmate shackled and arguing with officers, and two officers slammed him against the wall headfirst and they started hitting him, when they picked him up it looked like he was dead. The next day officers came with cameras to record the scene but they had already cleaned up all the blood. He never changes his clothes he washes them and keeps them, because when he exchanges them they come back dirty and smelly. He has asked officers for requests forms and gotten no response and no form.</p>
<p>28.</p>	<p>Has had an issue with an officer in the last year. During shakedown one day an officer thought he had been purposefully keeping an extra set of underwear from him. The officer got mad and put him in a chicken hold while another officer comes and pushes his head as hard as he can into a metal wall. He then told to look at the officer in the eye when he talked to him, then he punched him, he did that twice. Then the other CO hit him in the ribs again. When they were both done, they told him to get up and leave. The next day they told the next shift about what happened and that they wanted to put a grievance, they told them that they couldn't they have to put in the grievance to the night shift, when the incident happened. There was an investigation but nothing has come from it. Has also seen on one occasion, three officers beating up an inmate, it was bloody, he was older, likely almost 50, he could hear him say, "sorry, sorry" but the officers didn't care. During that incident an officer asked him whether he had seen anything, he said no, and the officer lead him to believe that he knew he did but that was the right answer. Has had his safety in jeopardy by having an officer tell the inmates in his dorm that the shakedown they were doing was because of him. He thinks the officers on the nightshift are the worse. He has seen officers make fun of a guy that had dialysis needing to use the bathroom. Clothing is issue, he said they only getting one set at a time. There is only one shower for 50 people. The white card process takes a long time, it can take up to 15-20 days. Officers have there own TV that they watch while working, they even get mad if inmates are too loud.</p>
<p>29.</p>	<p>He thinks there should be a bulletin board that has a schedule of when they eat, what they are going to eat, bail bond numbers and other instructions. Right now if someone comes in new they have to ask other inmates about the process and schedules. There are hazards in the bathroom, big holes, rust, and green mold and mildew on the ceiling. In his dorm there is only one showerhead that works. He thinks they should also have more days when they get commissary. Inmate requests forms aren't accessible he has asked three times recently for one and has yet to get one. The food is also really unhealthy, they need to provide more greens, more leafy greens. He has had to wait a day to get a medical device that is necessary for him because a nurse had forgotten about him.</p>
<p>30.</p>	<p>He has been at the jail for several years now, and even back when he first arrived there was never really anyway to keep the areas, in particular the bathrooms clean. Even in terms of clothing, if an inmate is sick, there is no exception to the clothing policy allowing them only one set. The structure in Southside is not setup for long-term sentences, maybe short term. They send people in here without hygiene product, toilet paper, soap, etc. They expect other inmates to give them things they need instead of providing them with basic necessities. There is also only one nail clipper for hundreds of inmates, it is unsanitary, people have diseases. The food they serve to the inmates is also atrocious, they don't prepare it well, beans are as hard as rock. It is food he wouldn't even feed his dog. There is no programs or classes in the Southside so inmates can't really rehabilitate. He</p>

	<p>thinks there should be programs and books offered. He has seen officers beat up a mentally ill inmate. He has also seen an older man who was shackled beat up by four officers; there was no reason to do it. No one reports anything because they are scared that they will suffer retaliations, that is why more people didn't volunteer to speak to the Blue Ribbon Commission. Has had problems getting medical attention because the white card process takes to long to be reviewed and get a response. The housing assignments also don't make sense, they house inmates that are mentally ill with inmates with no problems and that creates conflicts. Inmates like himself feel like they are acting like nurses, therapists and nannies because they have to take care of other inmates. To use the TV they have to stick their hand in to the electronic panel to change the channel, they are going to get electrocuted.</p>
<p>31.</p>	<p>There is no hot water in the Southside; inmates can't even take warm showers. The food is bad, it is bland and the portions are small. Not all dorms have hotpots like his, so they can't heat up soaps or coffee from the commissary. The TV they have is old and the buttons are broken, they have to use a piece of paper with an eraser on the end to change the channels. The calling system is expensive; it costs at least 5 dollars to make calls. If inmates are doing a prison term in county jail they should get the prison privileges at the county level too. The older cops are respectful, some of the younger cops, have a chip on their shoulder. If officers were more understanding things would be different. The housing assignments don't make sense, dropouts feel like they need their own sections. Inmate's mental health issues are not addressed, that's why housing is a problem, mentally ill inmates need to be housed where they can get treatment. People that have been in prison should be housed with other inmates that have been in prison. They hold them for hours in tanks when they have court.. Some of the officers will give them attitude when they give them requests forms. For inmates that don't speak English getting the phone set up is not easy. Commissary is also expensive, especially compared to the prices in prison.</p>
<p>32.</p>	<p>The grievance process is problem. Inmates have gotten together and asked to submit a group grievance and they have been told by officers that they can't do that so when they later ask for individual forms officers are hesitant to give them all grievance forms. The process only seems to work when they grievance things that are out of the officers control, like chaplain services. Officers usually try to persuade inmates not to use grievance forms. The officers can be very unprofessional, he has had an officer try and intimidate him by taking him to a room with another officer and asking him if wanted to get something of his chest, insinuating that they could go at it and fight. He even reported that incident to internal affairs and has heard nothing from them. He thinks officer have too much discretion, there is no accountability for their actions. The conditions of the facility are horrible, the water is dirty, and there are bugs everywhere. Things like commissary and calls are expensive. Housing is also an issue; they house gang dropouts with sex offenders in protective custody but that created problems. Dropouts should be housed together. The food they serve the inmates is also very unhealthy and mostly bland and overcooked. Before the Tyree incident, officers down on Southside would take inmates on "elevator rides" which meant putting an inmate in an elevator with no camera and beating them up. They also conduct strip searches more often then he thought was allowed, like during shakedowns.</p>
<p>33.</p>	<p>His biggest issue is with the access and quality of medical attention inmates receive. He has put in a white card for multiple medical issues he has and the response is slow, currently he's been waiting 2 months for a response. His feet are swollen and they haven't given him anything to treat them, not even compression socks. When he is able to see a doctor, language is an issue as there is no one to</p>

	<p>translate for him and he can't properly explain his symptoms to the doctor. He thinks they don't give big enough portions of food. Also they are not given sufficient supplies to keep things clean, especially those that are there for a long time, like those serving federal sentences, they need to keep things clean. They have gone weeks without hot water in Southside. Some officers use excessive force, he once saw at 3:00am a guy get beat up by officers, they even splattered the wall with blood and cleaned it up immediately. The facilities are also falling apart, the room he was first put in, was shutdown because of leaking water, it was horrible. Officers on the night shift spend there time watching TV and make the inmates stay quiet so they can watch their shows. They also give inmates yard time at 6am when it is cold and now raining. Commissary is also very limited here, mostly rice and soup.</p>
<p>34.</p>	<p>There are no shower curtain that work in the dorm, he had to make one, there really is no privacy in the bathroom. The mattresses are horrible, there is no cushion left in them. He thinks commissary is pretty expensive. Classification and housing is a big issue, inmates that come in that are detoxing off drugs they should have a tank. Cleaning is also because they don't get enough supplies to keep things as clean as they should be. Clothing, they need to give them two sets, so they can wash them and let them dry. The officers also pass at mail way too late, they always pass it out at midnight, lights are out, no one can read it.</p>
<p>35.</p>	<p>There are definitely problems with some offices; he has seen them knock an inmate off a top bunk. Also, is an inmate tries to help other inmates they can get in trouble. In terms of medical attention, they use to charge them \$3 to put in a white card just for simple pain pills. Visitation is also been issue because they will cancel visitation for someone if the visitor is just 5 minutes late. He has also seen Cockroaches in food trays that were sealed. Inmates have put in requests forms to fix the facilities, like the mirrors and they never get responses. The commissary is very expensive and they often throw them their bag of stuff and it is missing items, they can't really argue that because they just get told they are lying. He also said that they often get dirty clothes back, and that in federal prison they get more than one set of clothing. He thinks they should let those serving prison sentences more clothes sine they will be there for a long time. The grievance process isn't helpful because officer get mad when they ask them for forms and when they do get forms they end up getting retaliated against, usually by having their security level changed. Housing could be better; it would make more sense to keep all inmates who are serving federal sentences together. Because there are no programs in Southside the least they could do is provide books, especially books in Spanish.</p>
<p>36.</p>	<p>The inmate believes one of the biggest issues is with housing, he thinks that federal inmates should be kept separate from state inmates. The food is also a problem, it is not healthy especially for someone like him who is diabetic and they don't understand that he has to eat more often to maintain his blood sugar levels. The officers abuse their power, they recently placed shackles on his ankles too tight causing lacerations and they didn't care , even though he is diabetic and something like that could be very serious. Commissary usually doesn't come complete and inmates are missing things they ordered.</p>
<p>37.</p>	<p>They give them yard in the morning, too early so no one comes out. They also only have one nail cutter; he doesn't use it, its not hygienic. The food is bad and he never eats it, mostly relaying on commissary that is expensive. There is also not enough variety. On the Southside there's often no</p>

	<p>hot water. There's also a big water leak in their dorm. There is also no access to programs in South or even access to games, he has seen a storage area full of games, but they never get them. Clothes, they only get one set, it should at least be two so they can wash the other. In terms of housing he believes that the federal and state inmates should be in separate areas. The federal inmates should get the same privileges they would get if they were in federal prison. Also there are people with mental health issues that should be on 8th but they are mixed in with everyone. Currently there is only one showerhead for 50 people in his dorm.</p>
38.	<p>The food they serve at the jail is bad and commissary is expensive and most of the food they sell is very unhealthy. Phone calls are too expensive for him to make calls. He would like to see them get another pair of clothes, they only get one pair and if they get extra clothes they get taken away. It is also difficult to get medical attention, the white card process to takes too long. Also for non-English speakers there isn't always a translator to help communicate with the doctor. There are no programs in the South jail; they don't even give them books. This is not a place for inmates that are serving long sentences. In his dorm they have one showerhead for 80 people, the facility really isn't up for the use it gets. There are some officers that cross the line in their treatment of inmates, they are constantly telling them to be quiet when they are out at yard.</p>
39.	<p>The food they give inmates is horrible, it's bland and pretty much no one eats it. They don't get fresh vegetables. Housing assignments could be better; it makes more sense to house federal inmates separately. Inmates can't even talk or watch TV; they aren't allowed to make any noise. Most officers are just rude, disrespectful they shout about everything. They only take them out to the yard once a week. He would like to see them get contact visits. The holding cells for court are horrible and ridiculous; they stage them for 4-5 hours before their court appearances. He would like to see them give inmates that are serving long sentences an extra set of clothes. The facility itself is bad, they only have one showerhead for about 80 people and when it rains it leaks. It takes a long time to get seen by medical; you need to be very sick to see someone soon. There is always a problem with commissary, there is always stuff missing, it's also expensive and doesn't have much variety. They don't offer any classes or programs in the south jail, they don't even provide books. The officers give them yard at 6am in the morning when its cold and no one wants to go out. He has also noticed that mail takes a long time to reach its destination, two weeks within the city limits.</p>
40.	<p>He thinks that the mixing of state and federal inmates is a problem and causes issues within the dorms. The lack of programs offered to inmates in the south jail could result in severe psychological issues. He has seen officers use excessive force on an inmate, beating him up in the yard and then later having to deny he saw anything to the officers for fear of retaliation. He has a physical impairment and the officers make fun of him, they call him stupid for not understanding their English, since he is Spanish-speaking. Officers don't have any patience for people with medical issues.</p>
41.	<p>He has not gotten proper medical care, he has two hernias and they refuse to operate they just give him pain medication. The unit he is in needs better cleaning, it is only cleaned every three days it really needs to be cleaned twice a day with the number of people in here. They don't give them enough cleaning supplies either. The air in the jail is really cold and they only recently gave them thermals and extra blankets. Officers wake up the inmates at 3am to go to yard. When they do shakedowns they have thrown away his stuff, stamps and photographs, he put in a grievance and they said they only threw away contraband and even said the sergeant was present during the</p>

	<p>shakedown when he was not. They did not have hot water for two weeks until the Blue Ribbon Commission came. Inmate safety is also an issue; they have protective custody inmates that are gang dropouts getting haircuts by active members. The lack of hotpots in the south is unfair since the north has them. Commissary is also very expensive like calls, he lost \$60 on two phone calls and there is no way to fight it. The officers take advantage of the weakest inmates, like older inmates. He once saw an officer go into a cell of an older man who had very little hearing left, and they pushed the guy up onto the wall and hit him in the ribs.</p>
42.	<p>There is no hotpot for his unit and they haven't had hot water for weeks. They barely got hot water back when the commission came in. Requests forms take forever, he has seen them take all day to pick up the forms from inmates. When the forms do get picked up the response time is slow. In terms of clothing, they only get one set. The cleaning situation is very poor, other counties you always get broom and mop twice a day here they barely give them Ajax and a scrubber. This situation leads to infections and diseases. Officers give them yard time so early in the morning that no one wants to go out. They throw people that have mental issues with others and there are issues and violence. These issues would be resolved if the housing assignments were better thought out.. The dorm is not sanitary there is mildew and mold. Officers act rude and unprofessional; they actually talk to you in other counties, here they just yell and ignore inmates.</p>
43.	<p>The Southside has been without hot water for weeks, he contacted Internal Affairs but never heard anything. It wasn't until the Blue Ribbon Commission came that the water was fixed. These officers treat inmates like crap. The yard is disgusting, they have segregated kennels and there is mold everywhere. The officers are on their phones all the time. The whole main jail south is unsanitary. There is also no programs or classes offered in the south. Most inmates are afraid to put in grievances. The food they provide is also garbage.</p>
44.	<p>He thinks that inmates in protective custody should be in separate individual cells. Inmates also need more privacy especially in the bathroom.</p>
45.	<p>The hot water in the south jail has been a problem recently, it was just fixed, but before that they had no hot water. The housing and classification of dropouts leads to compromising their safety. Dropouts in protective custody are sandwiched between general population, people that want to beat him up. It takes a long time to get medical attention; it is harder than it should be. He thinks they look for reasons not to send someone to the medical floor. The food is garbage. He would like to see them give inmates contact visitation, especially for inmates that don't have violent charged. Phone calls are very expensive; they are cheaper on state prison. Commissary is horribly overpriced, 99 cents for a top ramen soup. Bags of coffee here are \$6 at state prison they are \$2.</p>
46.	<p>The conditions of the south jail facility are horrible, the ceiling is really old, and the whole facility is falling apart. They should be able to use the chow hall for meals instead of eating at their beds. It is so hard to get a book in the south jail; they should have a jail library. There hasn't been any hot water for weeks, it wasn't until the commission came around that it was fixed. The commissary is really expensive and there are few healthy options. The mark up in this county jail compared to prison is ridiculous. They are only given yard two times a week. Some inmates fear using the grievance process because of fear of retaliation. Officers treat the mentally ill really poorly, they put them in chicken wing holds often. Inmates requests to use the restroom during booking, and they won't let them go so they end up peeing on the floor. Clothing should be made more available to</p>

	inmates, they only give them one set, they need two or three. In his Southside unit there is only one showerhead for 80 inmates. Mail has been a problem because there is no way to assure that their letters are being delivered.
47.	The grievance process has not worked for him, the last time he submitted a form it took 4 months to get a response and he was just blown off. There has been retaliation for inmates that use the grievance process. Officers are always busy on their phones and if an inmate disturbs them they get mad and punish the whole dorm and tell them it's because of one inmate, singling them out. He believed that the county took money out of the inmate welfare fund, millions, to hire officers. Once when he had mobility issues he was jumped by three officers, they twisted his arm out of his socket. The medical attention he received from valley medical was horrible. The brutality of the guards is protected by the county.
48.	He has personally suffered abuse from the officers, some are ok but some will give them black eyes. They also ignore their requests to fix things like the hot water. Grievances are also not taken very seriously. The temperature is always cold; they blast the air in the dorms. They have little access to proper cleaning supplies.
49.	There hasn't been any hot water in the south jail for weeks. The officers also are very stingy with the soap, sometimes only giving the soap every two weeks. The commissary has been coming late and there have been problems with receiving their mail
50.	Use of Force: NT18 discussed the regular and routine excessive use of force by the correctional officers. The officers will regularly use the interview rooms and showers to physically assault inmates they have issues with. For example, the correctional officers will pull inmates out of their unit in the middle of the night, take them to the showers or interview rooms (which are hidden from sight of units) and physically assault them. Prior to the Tyree incident, this was being done regularly and consistently. NT18 stated that even for minor disagreements between officers and inmates would be handled in this fashion. Retaliation: NT18 had his bed and bunk searched everyday for over a month in retaliation/response to him filing a grievance against a correctional officer. According to NT18, under policy and procedure, correctional officers are supposed to randomly search a handful of beds a day. However, these searches are used to hassle and discriminate against certain. Inmate Welfare Fund: NT18 is unaware of the Inmate Welfare Fund. Grievance Process: NT18 has used the grievance process, however, he understands that filing a grievance will earn him harassment from correctional officers. He knows that it is a consequence of filing a grievance.
51.	Use of Force: NT35 was the victim of a physical assault by a Correctional Officer. During the assault, his left eye was severely injured and he was repeatedly kicked in the head. He was repeatedly punched and kicked in the back and the ribs after he was cuffed and shackled. He believes the assault was in response to a former cellmates altercation with another correctional officer. Retaliation: NT35 stated that the fear and threat of retaliation by correctional officers is well understood amongst inmates. He stated that inmates must balance the consequence of filing a grievance, i.e. guaranteed harassment at a minimum and an assault at its worst, with the low probability that their grievance will be fairly evaluated by prison staff. NT 35 does not file grievances, and has not for a number of years, stating that its not worth the repercussions. Inmate Welfare Fund: NT35 stated that he believes the Welfare Fund pays for incentive sodas and

	<p>incentive meals for inmate pod workers. Inmates who clean the floors and hand out meals are often rewarded with drinks and extra meals. He believes the Fund provides for these extra meals. Medical Care: NT36 has been diagnosed with a tumor on his back. He was diagnosed with a tumor more than 18 months ago. Despite filing multiple white slips for medical service, he has not had any follow up medical diagnosis or service. NT36 would like to receive medical attention regarding this issue.</p>
<p>52.</p>	<p>Medical Care: NT36 needs prescription eye glasses. He has filed a number of white slips requesting an eye exam. However, his requests have been met with denials of service. He is informed that he cannot get eye care while housed in the County facility. Without a prescription, NT36 has a difficult time seeing. This creates a security threat to himself and others. Dental Care: NT36 has been waiting for dental service for more than 8 months. He has filed numerous white slips requesting dental care related to an on-going toothache and has yet to receive a dental appointment. He continues to make requests for appointments but is having a difficult time getting an appointment scheduled. Medical Care/Pain Killers: NT37 had a hernia removed while he was incarcerated at California State penitentiary. During the procedure, a mistake was made resulting in significant and chronic pain in his lower abdomen. As a result of this post surgery injury, he received some pain killers at the State prison. He continues to experience pain and discomfort related to this injury. Although his injury is well documented and has been evaluated by the State prison system, the County facility continually denies his request for ANY medical attention related to his chronic pain. While NT37 understands that the facility cannot just simply pass out pain relievers to any and all inmates who request them, NT37 believes he should have some access to pain relief for his well documented injury. Programs: NT37 discussed the importance of programs (educational, art, religious) for inmates. While very few programs are available for inmates, when they are available there is a noticeable difference in inmate behavior. For example, a few months back an "art contest" was conducted in a number of the floors. The contest generated allot of interest from a variety of inmates and broke the monotony of jail life for a few weeks. It was a well implemented program that brought some joy and excitement to grim circumstances for many. Religious Services: NT37 stated that the religious services and meal options are very minimal for non-Catholics. The religious services, other than Catholic, are insufficient for the number of non-Catholic inmates. For example, NT37 stated that there needs to be more services available for Jewish inmates and followers of the faith.</p>
<p>53.</p>	<p>Commissary: NT37 complained that there are insufficient cleaning supplies and cleaning materials available at the Commissary. For example, NT37 has experience at other jail facilities. At these other facilities, wash clothes and soap/shampoo is readily available for purchase by inmates. However, at the County facility inmates are not allowed to purchase wash clothes or sufficient cleaning supplies. He is unclear on why they are prevented from purchasing these materials. Clothing: According to NT37, inmates are not allowed to have more than one set of clothes per week. They are provided one set of underwear, one pair of socks and one pant and one shirt for an entire week. This is unsanitary, as inmates are forced to live, eat, workout, and sleep all in one set of clothing for the week. This differs significantly from other counties in the area. He is unclear on why they are only provided one set of clothing per week. Retaliation: NT37 witnessed the physical assault and death of an inmate at the hands of Correctional Officers in late summer 2015. After the incident, Correctional Officers came by each neighboring cell, and in a threatening tone, asked each inmate what he witnessed. NT37 said that the manner and tone in which the question was asked</p>

	<p>left him and other inmates with the impression that no witnesses should come forward and if they did, they would be subjected to physical assaults. The inquiry was made multiple times with the same tone and expression by the Correctional Officers. NT37 believes this was done to instill the fear and threat of retaliation if any inmate were to talk to Internal Affairs or any investigative body about the death of the inmate.</p>
<p>54.</p>	<p>Grievance Process: NT38 has filed multiple grievances over living conditions in the South jail. For more than a year, NT38 and other inmates in the South facility have lived in cells with non-operative lights, no hot water, a cells infested with roaches and mice. Despite filing grievances, they have not received any formal response or if they do receive a response it simply states that work orders have been filed to address the sanitation issues. However, there has no improvement of the conditions for more than a year. NT38 explained that he and many other inmates have lost faith in the grievance process. Use of Force: NT38 has witnessed a significant amount of physical assaults of inmates by Correctional Officers. In particular, he stated that inmates in protective custody are often the target of these attacks, as the guards can assault them without consequence or fear of violence from fellow gang members. Similarly, NT38 discussed how Correctional Officers often open doors of inmates under protective custody while active gang members are outside of their cells. Active gang members are required to assault inmates in protective custody when the opportunity presents itself. Officers are well aware of this active gang code, as such, they often create opportunities for active gang members to assault protective custody inmates by opening doors are opportune time to allow for assaults on vulnerable inmates. Sanitation: As discussed in the grievance section above, NT38 discussed the sanitation issues within the County facility. For example, when NT 38 arrived in the South jail, his cell was covered in hair, had blood on the walls and was covered in a weeks worth of old food containers. He did not receive any cleaning supplies to address the conditions in the cell for more than two weeks. In general, inmates are not provided sufficient materials to maintain clean cells, let alone clean cells that they inherit. Laundry/Clothing: Inmates are only provided one clean set of clothing per week. This is insufficient and unsanitary for inmates to sleep, workout, eat and reside in only set of clothing a week, according to NT 38.</p>
<p>55.</p>	<p>Access to Legal Materials: NT39 has had all of his legal materials and documents thrown away by Correctional Officers on at least 3 occasions. His case research, documents and filings have been thrown away and trashed by Officers. The motivation for this was NT39 was documenting Correctional Officer behavior. When they learned of his documentation, they entered his cell and threw all away all of his legal materials that he had gathered over the course of more than 2 years. Retaliation: As discussed above, NT39 was the victim of retaliation for asserting his legal rights. Retaliation is also very evident for any inmate considering filing a grievance on a Correctional Officer. The process requires that an inmate ask an Officer for a grievance form, and then the inmate must submit the grievance to the officer (perhaps the very officer who he is filing the complaint against). This process creates numerous opportunities for conflict and for harassment against inmates who even consider filing grievances. Mail: NT39 stated that his mail often fails to arrive at his cell or his mail is delivered to the wrong inmates, exposing confidential materials to other inmates. Correctional Officers are negligent when distributing mail and often make mistakes that result in the loss of mail. Correctional Officer Training: NT39 believes that the County hires a large number of Correctional Officers with low IQs. He finds many of them very difficult to interact with and a large number of them come across as stupid to NT39. He believes that if the County made an attempt to hire more Officers with a college education, there would be improved relations between the inmates and jail staff. Child Support: NT39 has filed many information requests and</p>

	<p>grievance forms to get assistance on how to pay his child support payments while he is in the County facility. Despite his requests for assistance, he has been unable to pay his child support payments and is receiving notices that he is delinquent in his payments. However, he has the resources and interest in paying his support payments but is unclear how to set that up while in the County facility. Correctional Officer Behavior: NT39 reported many instances of Correctional Officers being the source of rumors about inmates that motivate and instigate violence against inmates. For example, Officers often tell other inmates that an inmate has been talking to Gang Intelligence, when in reality the inmate is at Court or meeting with a doctor. The Officers start many rumors that expose inmates to violence or threats of violence.</p>
56.	<p>Medical/Eye Care: NT40 needs prescription glasses to see. He has received a Federal and State Court order to allow him to receive eye care to address his vision concerns. However, the County facility will not allow him to access a doctor to address his vision issues. They have ignored his medical requests. He has also filed a grievance over the issues, but it has yet to be resolved. According to NT40, he has followed all the necessary legal steps to be allowed eye care, but the jail continues to neglect and refuse his requests. Haircuts: NT40 is in protective custody. According to NT40, the only inmates that are allowed to cut hair are active gang members. In order to get a hair cut, NT 40 is shackled and cuffed in a barber chair with an active gang member holding clippers and scissors close to his head. He believes this is an unnecessary risk, especially for vulnerable inmates on protective custody. Sanitation: Inmates are not provided enough cleaning supplies to keep and maintain clean cells. Similarly, there are not supplies available for cleaning their cells at the commissary. Despite being required to keep tidy cells, they are not provided the materials to keep the cells clean.</p>
57.	<p>Retaliation: NT41 reported that Correctional Officers are keeping track of inmates that speak to the Blue Ribbon Commission. Information that an inmate has talked to the Commission is beginning to be met with subtle harassment of inmates by officers and he anticipates that assaults will begin when the Commission is no longer in the facility. Medical Care: According to NT41, no medical issues are treated at the County facility. They simply create delays, excuses and neglect to treat any issues that are not immediately life threatening. And even under those conditions, everything is done to avoid providing actual medical treatment to an issue. Similarly, they use delays in scheduling to avoid treatments. Often requiring inmates to sit in a small room, shackled for 9-10 hours before receiving service with no access to water or bathrooms. This prevents many inmates from trying to access medical services. Sanitation: NT41 states that in the South facility, he has not had access to hot water in more than 8 months. No hot water for cleaning, for showers or for coffee or commissary items that require hot water. They also do not have a hot pot on the floor to allow inmates to distribute hot water to each cell. As such, they go months without any hot water in the facility. Visitation: Despite a lengthy on-line approval process and on-line scheduling, Officers often enforce obscure rules related to visitation that prevent family members, many of whom travel far distances, from seeing their family and friends inside the County facility. He believes the rules are randomly enforced to prevent certain inmates from seeing family members. Inmate Welfare Fund: NT41 is aware that funds are taken from inmate phone calls and other sources to provide a funding for programs and services available to inmates. However, over the past few years, NT41 is unaware of any programs or services made available to inmates from the Fund. It appears that all of those services have been stopped. Programs: There is a complete lack of educational, religious or alcohol/drug related courses available to most of the inmates at the County facility. This lack of programs does not provide inmates with any of the necessary skills or opportunities to improve their lives before they re-enter society. NT41 would like to see more programs to help inmates transition back into society.</p>

<p>58.</p>	<p>Inmate Safety: NT42 has been the victim of two physical assaults by other inmates in recent months, both resulting in him being in the hospital. Both attacks were caused by Correctional Officer neglect and laziness. NT42 was assaulted by another inmate who was able to slip out of his shackles and proceeded to beat NT42 with his chain and shackles. NT42 was beaten while he was in shackles and was unable to protect himself. Similarly, NT42 was assaulted by rival gang members when a Correctional Officer allowed rival gang members to enter a dorm while NT42 was still out of his cell and in the shower. This incident caused serious physical harm to NT42. He believes both incidents could have been avoided by Correctional Officers upholding safety and security procedures. Sanitation/Cleaning Supplies: The facilities in the South jail are filthy and unfit for inmates. The cells are filthy, the walls often covered in blood and urine. The cells are also infested with roaches and mice. Inmates are not provided with the cleaning materials that allow them to maintain clean cells. This just exacerbates the already dirty conditions. Soap: Inmates are not provided soap. Inmates that cannot buy soap from the commissary, they are not provided any soap for hygiene. This creates issues within the cells and amongst cell mates. Inmate Welfare Fund: NT42 is not familiar with the welfare fund. Mail: NT42 complained that his mail is regularly delivered to the wrong cell, often to mentally ill inmates who refuse to return it to the proper dorm. This delivery to the wrong cell often releases confidential information and pictures to the wrong inmates. NT42 stated that he has found pictures of his daughters in other inmates cells due to these mistakes by Officers delivering mail.</p>
<p>59.</p>	<p>Sexual Misconduct: NT43 discussed incidents of sexual misconduct between Officers and Inmates. In the South facility, he stated that he has heard rumors of sexual relations between Officers and Inmates. According to NT43, there are old tunnels below ground that run between the jail and the court house. These tunnels are used for sexual activity between inmates and Officers. Drugs: NT43 stated that drugs are rampant inside the facility. Most drugs are readily available to inmates, if they have money to purchase them. Drugs are often brought into the facility by Correctional Officers, according to NT43. Retaliation: NT43 stated that most inmates are scared to complain about anything that happens inside the jail for fear of retaliation by Officers. From verbal harassment to physical assaults, inmates are vulnerable and often the victims of retaliation for even standing up for themselves, let alone filing an actual grievance. Sanitation: The conditions in the South jail are filthy, according to NT43. Problems with ants, roaches, and mice are a regular concern. Many of the dorm rooms leak, exposing inmates to leaking water and standing water on the floors of the jails. Similarly, there is no hot water available to most of the South jail. However, this past week, and in response to Blue Ribbon lawyers being inside the facility, warm water has returned to the cells and showers. NT43 expects the water to be cold again once the Blue Ribbon Commission lawyers are no longer inside the facility. Inmate Welfare Fund: NT43 is not aware of the Inmate Welfare Fund.</p>
<p>60.</p>	<p>Dental Care: According to NT44, the only dental care available at the County facility is tooth extraction. NT46 has lost two teeth due to delinquent dental services. For example, after complaining of a tooth ache and filing a request for dental care, it took more than 6 months to get an initial appointment with a dentist. At that point, the toothache had become infected and he was forced to remove the tooth. Clothing/Hygiene: NT44 only receives 1 set of clothing a week. One set of underwear, one set of socks, one pant and one top. The laundry often returns filthy so inmates are forced to wash their own clothes in their cell sinks. They are similarly only supplied one small bath towel per week. This towel is often used as a bath towel, a towel to clean up spills in the cell, and also used to keep their cell clean. NT44 has experience in other Bay Area jail facilities, this is the only facility that only provides one towel per inmate. It is not enough for the amount of issues that the towel needs to be used for. Commissary: The Commissary does not sell any wash</p>

	<p>clothes. Again, in comparison to other facilities, this County jail is very minimal in items to provides and allows to its inmates. Most other Bay Area county facilities allow the sale of wash clothes. Also, related to Commissary, items are often removed from the Commissary list and/or not delivered to inmates. Inmates do not get compensated for many of these items. They pay for items that are discontinued and not delivered. Medical Care: According to NT44, many of the nurses are unaware and/or unknowledgeable about the prescriptions and medications that they disperse. They are often unaware of what they hand to inmates and do not know the purpose of many of the pills/medications distributed. Yard: NT44 and other inmates were informed that Pull-Up bars and other work out materials were going to be made available to inmates in the yard outdoor spaces. The bars have arrived, but they have been sitting outside in the rain and are not accessible by inmates for more than a month. NT44 would like the exercise equipment to be installed, as promised, so inmates can begin to use the equipment.</p>
61.	<p>Medical Care: NT45 is still in need of medical attention for a hernia related issue. He has been waiting for more than 6 months to see a doctor related to his hernia, despite his regular filing of medical request forms (that until recently cost him \$3 a piece to file). He stated that there is very little medical attention or services for any inmates. Requests for attention are ignored and unless you are bleeding on your cell floor, you are unlikely to get any medical attention or services. Retaliation: Inmates are often the target of retaliation by Correctional Officers. For example, filing a grievance, voicing a complaint, or requesting toilet paper is often met with verbal assaults, derogatory language or physical assaults by Officers. Officers use violence and the threat of violence to intimidate, harass and degrade inmates. The culture of the South jail is that inmates are treated like dirt and should feel lucky if they are not assaulted by Officers. Sanitation: NT45 stated that the conditions in the South jail are very dirty. Many of the cells are infested with ants, lice, roaches and mice. Inmates are not provided enough cleaning supplies to maintain clean living areas. Similarly, the dorms are not regularly swept or mopped so the filth just continues to build with little to nothing done to ever clean it up. Mental Health: Inmates with mental health issues are often the targets of assaults by Correctional Officers. Similarly, they are often denied proper cells and are often neglected of mental health services that they need. No Hot Water: NT45 has been in the South jail for more than 18 months. Before the Blue Ribbon Commission arrived, he had never had warm water in his cell or shower. As the Blue Ribbon attorneys arrived, suddenly warm water was readily available in cells and in showers.</p>
62.	<p>Showers: The water in the showers is always ice cold. However, when the Blue Ribbon lawyers arrived, the water suddenly got warm and has been warm for the past two days. Use of Force: NT46 has not been in the facility very long, he has seen nothing but professional conduct from the Correctional Officers.</p>
63.	<p>Food: NT47 stated that inmates are regularly served food that has expired. Many of the packaged fruit products have expired before they are served to inmates. Also, the quality of the food is very bad. It is often served frozen and undercooked. This often leaves inmates without enough food to eat and hungry for most of the day. Harassment/Retaliation: NT47 stated that inmates are often harassed by Correctional Officers and are often the victims of verbal and physical assaults. Officers quickly resort to physical confrontations and combative interactions over small and inconsequential issues. NT47 has witnessed inmates be physically assaulted in the cells for requesting additional toilet paper. Clothing: Inmates are only provided with one set of clothing per week. Inmates must live, workout, and sleep in the same set of socks and underwear for the week. This does not provide a clean environment and creates unsanitary conditions amongst inmates. NT47 has been incarcerated in other Bay Area facilities, he is not aware of any Bay Area facilities that only provide one set of clothing per week. Mail: NT47 stated that his mail is regularly not picked up or delivered.</p>

	<p>His mail regularly ends up in the hands of other inmates or goes lost. Inmate Welfare Fund: NT47 is unaware of the Inmate Welfare Fund.</p>
<p>64.</p>	<p>Haircuts: Protective Custody inmates are given haircuts by inmates who are often still active gang members. The rules of jail house gangs require active gang members to assault inmates in protective custody when the opportunity presents itself. As such, many protective custody inmates are hand cuffed and shackled and placed in the barber chair, where an active inmate may be required to cut the inmates hair. This creates a very dangerous and vulnerable situation for protective custody inmates. Cleaning Supplies: NT48 stated that inmates are not provided enough cleaning supplies to keep and maintain the cells in a sanitary. Inmates are only provided a small amount of cleaning supplies once a week. The amount provided does not allow inmates to clean the entire cell, let alone enough for the remainder of the week. Inmates need to be provided with more cleaning supplies. The lack of sanitary conditions inside the facility create unhealthy environments, exposing inmates to infection and disease. Hot Pots: Many of the hot pots in the South Jail no longer work. Many dorms do not have access to any hot water. There is no hot water available in the cells and there is no hot water distributed to inmates throughout the day. The lack of hot water prevents inmates from eating many items available through the commissary. Medical Care: Medical Care is non-existent in the County facility. According to NT48, unless you are dying on the floor, you will not get medical attention in the facility. Sanitation: NT48 stated that the South jail facility is filthy. There is significant mold on many of the walls. Many of the dorms leak water and the facility is rarely swept and mopped despite the high amount of foot traffic that comes through the facility. Retaliation: According to NT48, inmates do not complain, do not file grievances, and do not talk to Correctional Officers unless necessary because there is a legitimate fear of assault and violence from the Officers. Inmates have learned that you cannot complain about treatment by Officers without severe repercussion.</p>
<p>65.</p>	<p>Haircuts: Protective Custody inmates are given haircuts by inmates who are often still active gang members. The rules of jail house gangs require active gang members to assault inmates in protective custody when the opportunity presents itself. As such, many protective custody inmates are hand cuffed and shackled and placed in the barber chair, where an active inmate may be required to cut the inmates hair. This creates a very dangerous and vulnerable situation for protective custody inmates. Use of Force: According to NT49, the Correctional Officers often spread misinformation and rumors about protective custody inmates creating tension and rivalries amongst inmates. For example, Correctional Officers will often spread misinformation about which inmates have been talking to the government about cases or other information. This information can quickly put inmates in danger and expose them to assaults and physical harm. This tactic places inmates in danger without the Officers having to physically assault inmates themselves. Hygiene: For indigent inmates, the facility does not provide any toothpaste, deodorant or shampoo. Many inmates do not have any financial support on the outside. As such, they must live with very little soap or hygiene supplies. This creates sanitation issues in the dorms and cells, often resulting in other inmates being required to take care of fellow inmates hygiene needs. Clothing: Inmates are only provided one set of clean clothing a week. Laundry is only delivered once a week. Inmates must eat, sleep, workout and live in one set of underwear a week. This is not enough clothing. Inmate Welfare Fund: NT49 is aware of the Inmate Welfare Fund, but he is not aware how the funds are spent. He has not seen any items provided to inmates that are paid for by the fund.</p>
<p>66.</p>	<p>The jail is overcrowded and not in compliance with state standards - he wrote the state department of corrections and they agreed. He was received infractions for filing grievances and complaints seeking better conditions of confinement and trying to obtain medical records. He was blocked from obtaining medical records and filed a grievance. However, the only way he thought the grievances</p>

	<p>would reach the proper authorities was to send it as legal mail. When the jail staff found out he'd sent grievances as legal mail the COs, lieutenants, and captain retaliated against him by giving in infractions and placing him in isolation for filing the grievances. Medical care is poor - it took 18 months to receive an x-ray for his back, which showed he had degenerative disc disease. Despite his condition he was cleared to work and re-injured his back there. The CO's behavior towards him triggered his anxiety and he received mental health services. The COs made fun of his mental illness on the way to his appointment. He filed grievances because they held him in a room for 2 hours on his way to the appointment but it was denied. He's seen COs treat mentally ill inmates with hostility and beat them. He's also seen the COs use insulting, profane language and excessive force against other inmates.</p>
67.	<p>They receive too few cleaning supplies and too little clothing. There are no programs; he was placed on a waiting list for Roadmap to Recovery. Commissary is expensive and the food is low quality. They unfairly racially stereotyped and classified him as an active gang member. He wears a red shirt, which affects his criminal case when he appears in court labeled as an active gang member. Classification will not downgrade him. He wrote a grievance about being improperly classed as a gang member and they informally agreed he did not have significant infractions warranting a level 4 classification, but nothing was done. He was placed in solitary confinement despite not having write-ups or a history of violence. He was given an infraction for protesting with other inmates when the guards kept searching their cells and throwing their belongings everywhere/destroying property, and humiliating an inmate by making him squat, cough, and spread his cheeks. The infraction was used improperly as reason for not moving him to a lower classification. The COs also confiscated his legal mail and intimidated him, saying he shouldn't tell anyone about it. He filed grievances but they never received any meaningful resolution, and he was retaliated against for it - they brought him outside and threatened to take away his visitation if he kept filing them. Phone calls are expensive and keep him from calling his family.</p>
68.	<p>The inmate filed multiple grievances and complaints in the past with no meaningful results. Some were not assigned tracking numbers, showing they were not submitted properly and only responded to by the offending CO, who dismissed it, and some never received responses at all. He was assaulted on 5 to 6 occasions by COs, who used excessive force against him. When he complained the COs wrote a false account of what happened, and the sergeants and captains always sided with them. The CO's account of what happened was impossible with the way they were situated in the room. Nobody investigated his grievance or spoke to inmates who witnessed the beatings. He stopped writing grievances out of fear they would hurt him again. The COs also retaliated against him for filing grievances. After one assault, he filed a complaint and was placed in solitary confinement in a cell with no proper ventilation, where he was held for 6 months under lockdown. They also harassed him more after that and would not help him with small things, such as giving him toilet paper and giving him infractions so he looked like he had behavioral issues. He also tried to see a doctor for back pain and they denied him, saying he was lying. He filed a grievance and it took 6 months before he received an appointment. During that time he also had an infection in his jaw, but was never seen by a doctor or given pills. The doctors don't want to provide care to inmates and do the minimum possible. He had specialists from VMC prescribe medications, but the doctors at the jail would not honor them. The COs also prevented him from seeing his doctor - they took him out to the yard and made him miss his appointments. The grievance process will never work if it is run internally - they need outside oversight, investigation, and enforcement of the grievance procedure. He feels completely separated and isolated from the jail in ad seg, and the COs only check on him every 2 hours. If he had an emergency he would likely die in there. There is no hot water/hot pot, and insufficient cleaning supplies.</p>

<p>69.</p>	<p>Before Mike Tyree's death there was a lot of physical abuse by the guards. He heard them dragging inmates out and beating them in a remote area at night while they were handcuffed - you could hear them screaming in pain/for help. They now turn off all the TVs if an inmate is being too loud - he feels unfairly punished for the actions of others when they turn off his TV as it takes his mind off his case and from jail. Some of the COs have bad attitudes towards the inmates, and don't speak to them like grown men. One CO yelled at him for trying to talk out of his cell to another inmate and accused him of checking out the nurse. The inmate, who was in his cell, got into an argument with the CO. The CO called for backup and 4 or 5 COs came and dragged him to an interview room and cuffed him to the floor and left him there for 4 or 5 hours, during which he could not go to the bathroom. They also cuffed him too tight and the handcuffs cut into his wrists. They do this a lot to punish inmates, sometimes leaving them there for 5 or 6 hours without bathroom breaks, and the inmates end up going to the bathroom on the floor. He hasn't tried filing a grievance or complaint because this kind of treatment seems normal here, and he's seen COs throw grievances in the trash and retaliate against people who file them by tearing up their cells and messing up their things. Nobody ever gave him information on grievances. They don't go outside enough - they go to the yard three times per week for an hour and a half. Shower time is separate and there are only three working showers. The water is ice cold (there is no hot water) and they only shower every other day. They don't wash the clothing enough. The food is not very good and he is often still hungry after they eat and commissary is expensive - the ramen is marked up tremendously. They have giant cockroaches in the cells. He has reading glasses but he needs prescription glasses and filed a white card for them. It took a month and they only scheduled him to see a nurse who had him read an eye chart on the wall, but he still has not seen an optometrist and it has been 3 to 4 months. He still does not have prescription glasses. He's heard of the Inmate Welfare fund through the free stamps/envelope kit, but you have to pay the money back. Telephone calls are too expensive and so are toothpaste and toothbrushes - they should give out more of those. They should take the grievances and complaints out of the hands of the COs – the COs are not objective and they're not going to investigate – there's an "us against them" mentality. 99% of the time the sergeant will come in and sign with the officer; the person reviewing needs to be someone in a position with no stake in it. • They want them to clean every Wednesdays – it isn't always clean and they haven't been providing a broom and a mop every week and they have to clean their own cells; they used to have an extra rag and they took it away, they said there's no such thing as a floor towel. They only get toilet paper with twice a week; it's not enough to last them, sometimes the COs don't bring it to them.</p>
<p>70.</p>	<p>The hot water doesn't work and it's not very clean or sanitary in the cells. They don't give many cleaning supplies or clean around the toilet although 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 f__s" 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</p>

	<p>unit, 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 the guy was 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 often 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 had 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 also 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 cellmate was threatening him and they just moved him to maximum security. The officers need to be taught about sexual harassment/abuse – sometimes they come in and play porn on their phones loudly and over the PA system, they're not supposed to be on their phones at all. Phone calls are difficult to make and expensive.</p>
71.	<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 has never 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>
72.	<p>The COs retaliate against inmates who file grievances; they shake 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</p>

	<p>___ 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 "chickenshit" 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 soda in the jail for years. The Roadmap to Recovery program was helpful and changed his way of thinking, but they should reward the 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 them. People also become aggressive and lash out at each other. There are times when he's been housed in open dorms where he's 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 eat in their bunks there.</p>
<p>73.</p>	<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 bird baths. They are supposed to be let 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 raided and trashed their cells and took away all their underpants, shirts, socks, and any extra uneaten food. He never received information on the grievance process from the jail. The inmate requested to go to a program dorm 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 damp 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>
<p>74.</p>	<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 outside (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</p>

	<p>force against inmates - it's happened randomly and usually comes from the same CO's It's happened 2to 3 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 given 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 tier 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 cords 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 fair for them to sit a whole hour – sometimes they don't let them see them – they say there's a facility lockdown but it's not even in that area, but they don't get 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>
<p>75.</p>	<p>The inmate feels he is improperly classified. He started as a maximum security inmate, but was downclassified to general population and then downclassified again to a program dorm. He was then spontaneously "upclassed" 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 downclassified to the captain, some of which never received responses, and when she responded she 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 denials. The same Lieutenant who denied his classification request then responded to his grievance, saying that he was not qualified to be downclassified 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 be 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 Roadmaps 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 2 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 sundeck 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 where they can play handball, but they only allow 2 people on at a time; when he first came there was a basketball and handball court and 4 people were allowed on at one time. They built pullup and dip</p>

	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.
76.	<p>The guards use excessive force and he has been beaten by the COs around 4 times since he's been in this jail. On the first occasion the COs shoved him against a wall and twisted his arms behind his back when they asked about his tattoos and he didn't want to talk about them. In the other cases they beat him while he was handcuffed. He filed a grievance about the beatings and it was returned without resolution, only saying that he could take legal action; he called internal affairs and they told him they would investigate but could not tell him the outcome of the investigation. The same officers who beat him still occasionally work his floor. Recently, he was recovering from surgery and the COs were angry at someone else for working out loudly and told him to control them although they were in a different cell. The inmate told the CO that was their job. They later came and did a sweep of the cells, strip searching the inmates and giving them new clothes that were all too small. They opened the door and handcuffed him in the back of his cell and grabbed him by the hair and started beating him and his cellmate and placed his cellmate in an empty cell. When they came back to the cell the guards had thrown everything everywhere and destroyed their property. There were footmarks on the pillows, destroyed personal items, and ripped family photos. He suffered two black eyes and other injuries from the beating. He called internal affairs and a CO came in the next day and intimidated him, saying he was snitching to internal affairs and filing grievances. The inmate had to file a grievance for the CO to be kept away. He was transferred to another floor, but still visits the inmate's floor regularly. The grievance that he filed against the CO was given to an officer on another shift, but that officer gave it to the CO who he complained about, although he does not even work on their floor, which is outside protocol. It is supposed to go to officers working on the same floor and eventually to the sergeant overseeing that floor. The same CO that he had written the grievance about had written on the grievance that his allegations were false and put it in his gate, showing nothing had happened with it. He never received information on how to file a grievance when he came to jail. He's filed over 25 grievances – all in response to being beaten by the CO's. He always gets responses from sergeants and lieutenants saying that his accusations have no merit, and he does not feel the process is meaningful in any way. He wrote a letter to the captain two months ago to appeal the grievance and has not heard any response. The clothing is in bad condition and not changed often enough - they have to wash their clothes with their own soap, but they don't receive enough soap either. They also do not receive enough cleaning supplies. There was sewage leaking out for four days on their floor and the COs were dragging phone cords and food cart through it and walking in it. It is unsanitary. They also have too little time in the yard - only 1.5 hours 3 days per week and there is nothing to do there - they are just dog kennel cages with nothing inside them. He has also been repeatedly denied re-classification to a lower security level multiple times for no reason - they never give a justification. They used to review peoples' cases every 69 days, but they don't do that anymore. He hasn't received glasses after requesting them over a year ago. The jail said there is nobody to pay for it. He saw the doctor in the jail; they set up an appointment after he filled out a white card; a nurse had him read a line on the wall and read it 5 or 6 times in each eye – she told him to read the same line in the right eye and he remembered it and told her; she said there was nothing wrong with his eyes. His family has a hard time getting a spot to visit him as the slots are limited. They used to have to stay in the lobby overnight to ensure that they'd get a spot to see him.</p>
77.	<p>He has requested to be re-classified multiple times to a lower security level and is always denied for no reason. He has not had a disciplinary issue for over a year, and the charges were dropped for the original disciplinary issue that had him moved to the maximum security floor in the first place. He filed grievances about the classification issue but they kept giving him a response saying that he's a</p>

	<p>threat to general population inmates and that he's properly housed; he has not tried to file again as he feels the process is meaningless. He never received information from the jail on the grievance process. He was also retaliated against for filing grievances - he was denied an open cell that he wanted for no reason and the CO said the only reason he could have been denied was probably because he had filed a grievance in the past. He's had COs use intimidation against him and they put on their shackles too tight while they searched his cell. He has seen the budget posted for the Inmate Welfare Fund but does not know what it is. Visitation is difficult because there are limited spots for family members and they fill up almost immediately. In the South jail they only have visitation four days per week and his family can only get certain days off work to see him. He tried to access medical care but sometimes they don't receive the responses they want – he was having irritation in his throat/tonsils and they just gave him cough medicine although he didn't have a cough. He also has trouble scheduling appointments- they'll give a certain day for the appointment and then change it without warning; they tend to schedule them on days they have court. It has taken a month and a half to see a dentist after he put in the request and they only do the bare minimum - filling cavities and pulling teeth. The attorneys are only allowed to see them at a certain time lately – they only have a window from 9 to 11 in the morning (he's not sure if it's certain days) and they're under lockdown a lot and their attorneys have busy schedules and find it difficult to see them now. They don't receive clean clothing often enough and have to clean their clothes with their own soap. A lot of the clothing is ripped (like the underwear) and full of holes. The officers are known to search the cell, damage personal property (such as family photos), and throw away food items – sometimes they do it to retaliate against someone on the tier, for example if someone is in a verbal dispute with the officer. They do out of cell time in the yard either too early or too late - at 6AM or 10PM. He doesn't see the purpose of the kennels outside – they go from one cage to another and they just bring you and your cellmate; there's only one bathroom that's pretty dirty out there and they tell them to wait until they go back in. The food is not very good and he relies on commissary, and there is rarely hot water to bathe with – it is usually cold.</p>
<p>78.</p>	<p>Mental Health: Doesn't like to take medication, but he thinks they are going to give him medication. He has met with mental health before and he finds it comforting. He's afraid if he tells some things to the doctor that he will get locked on a psych ward or in an insane asylum. Sometimes he gets very frustrated because he has memory issues and sometimes he misses court dates because of it. When he gets really frustrated, he wants to just cause chaos because he wants the world to suffer with him. He's afraid if he tells mental health about some of these thoughts they'll do something bad to him.</p> <p>Use of Force: Has seen a good change with the officers recently. Usually when the inmates get treated poorly it's because they are acting up.</p> <p>Culture: The inmates kind of keep themselves under control. The inmates police one another's behavior because they won't want one inmate to ruin things for everyone else.</p> <p>Out of Cell Time: Gets about an hour twice a day. Sometimes only 20 minutes. Within the dorm they are broken into small groups, but he does seem to think that was for legitimate reasons.</p> <p>Programs: Would be nice to have art. Need more writing materials, like normal sized pencils.</p> <p>Reentry: There is a place called "reentry" but he hasn't ever used it.</p> <p>Medical: Pretty responsive in emergencies.</p> <p>Hygiene/Cleaning Supplies: Doesn't get enough soap. Don't get deodorant. Need rags or something to clean. They have to put their hand in the toilet and clean with the green scouring pads. Would be nice to have gloves but doesn't think they will get them.</p> <p>IWF: Forgets to request the indigent soap. He has memory issues from falling on his head.</p> <p>Razors: The staff disciplines them when they keep razors. They are restricted from being out of cell with other people. Some people use the razors to sharpen their pencils because the pencil sharpeners don't work. He says there wouldn't be a need to steal</p>

	<p>the razors if they had a working pencil sharpener. He seemed to suggest that razors might be coming in from outside but he didn't come out and say that to me. He says security is tighter here than in prison. Games: The game boards are very old.</p>
<p>79.</p>	<p>Mental Health: Gets medication for mental health. Also has consultations to ask how the medication is working. A lot of people get put on a lot of psych medication. Basically it just makes people tired. Everyone seems to get the same medication "Risperdal," "Depakote," and "Rimrod." He was on medication to wean him off of drug abuse before he entered the jail, but here they just took him off cold turkey. Some people are walking around here like zombies.</p> <p>Use of Force: One time he was handcuffed after being maced, and got kned the face multiple times although he was not resisting and he was already on the ground. He has seen in other inmates get DA referrals if they tell the nurses or lieutenants or sergeants about inappropriate use of force. After the incident when he was kned in the face, the sergeant told him they were debating whether to give him a DA referral or just a write up. He feels like the Sergeant told him that for a reason, and that reason was to keep him from reporting it. Housing: Thinks it would be better if the sundecks were all combined, but he thinks they are broken up because there are so many protective custody inmates. They have games in the cell and TVs. There are no windows in the cell. The vents are really dirty, and blow out black soot. Today there is no hot sink water. There is no hot (boiled) water in this area so they can't get cup of noodle or rice or anything that needs hot water. In other counties, sometimes they bring a big hot water thermos and serve it twice a day. They do not get a pillow. They have to buy it from commissary. Culture: A lot of the deputies are fine, but the living conditions are bad. Guards pick up bad habits from other guards. Often they are just playing with their phones. Out of Cell Time: Get about 1 or 2 hours twice a week. In the sundecks that have handball, there is a very narrow space. Got more time out of the cells when he was in North. Programs: There is nothing productive to do. Both programs are "run of the mill" typical programs. Would be nice to have a pre-release program. Would be nice to have more programs for people with mental health or addiction issues. No rehabilitation here, just sitting around waiting. Some inmates are prevented from participating in some programs because of classification problems. Reentry: There is a reentry center across the street that is really good if people are willing to use it. Usually probation office lets them know about it, and a coordinator does come around, but inmates kind of have to find out about it themselves. Some people might not know about it. Some people get out at 10 at night and there is nowhere for them to go.</p> <p>Medical: Terrible. Just stopped charging people for white cards. Very concerned with drug seeking behavior. Will not prescribe pain management medication. He received Tylenol when he had staples in his head. Sometimes it takes weeks for a white card request. Staff seems more concerned with preventing the distribution of drugs than treating patients. In other counties, they solve the issue by dissolving medication in water and watching inmates drink it. Phones: Cost too much. Need a new carrier. Hygiene/Cleaning Supplies: There are very large cockroaches. Get one set of clothes, and take showers every other day in cold water. Only get clean clothes twice a week. Take "bird baths" to keep clean. Need an extra cleaning towel. Inmates receive no washcloth to wash their bodies with. Classification: Inmate files are to be reviewed every 30 days. But he hasn't been downclassified despite the reviews. He hasn't had any incidents. Many people don't get downclassified for over a year.</p>
<p>80.</p>	<p>Visitation: No problems yet. Grievance: Filed one grievance and was told they couldn't do anything about it. Sergeant actually talked to him about it but said he basically didn't have a legitimate grievance they could solve. Culture: Night officers are grumpier. Don't get soap at night. Don't give them program time. Out of Cell Time: Get about 4 hours per week. Used to be a big yard, but now it's broken up into smaller "kennels." Programs: Doesn't think there are any programs here. The</p>

	<p>programs are mostly on 7B. Reentry: He has never been told about any reentry programs. Medical: Inmates get a physical once a year. They gave him an X-Ray of his chest and he's not sure why. He has never submitted a request. Phones: Cost went down recently, but they drop the calls a lot and they can't get reimbursed. The telephone guy will say maybe the call recipient had bad reception but he's calling a landline. The deputies sometimes turn off the phones while they are mid-call. Commissary: Best part of jail. He consistently gets what he orders. Food: If he didn't have commissary he would starve. For him it would definitely not be enough food but he says he eats a lot. The meals don't really cover all the nutrients they need. The meat isn't real meat. Hygiene/Cleaning Supplies: It is not sanitary at all. Showers are broken. For at least 5 months the showers haven't been working in his area. They have to use neighboring showers and they smell like urine. They are permitted to shower every other day, but there isn't enough time. They only let the trustees clean the showers every other day. The drains in the shower don't work so they have to plunge it. 40 people are using the same 3 showers. The other set of 3 showers are not working. He has never gotten dirty clothes. They get laundry twice a week. That's not enough. They wash their clothes themselves. They usually wait until they get good quality clothes and keep washing it themselves. The trustees often are able to keep an extra set of clothes. They get 2 blankets now, but didn't used to. It's very cold down here.</p>
<p>81.</p>	<p>Visitation: Sister couldn't visit cause they said his appointments were booked up even though he had no visitors. Grievance: Never got a response when he filed a grievance about medical. Accountability of Jail Staff: Only sees the sergeants once a week. Out of Cell Time: Gets yard 3 times per week. About an hour or an hour and a half. Programs: Never been told about programs. Reentry: No services. Medical: Been in a lot of pain over an injury to his face. The doctor doesn't believe people. Doctor gave him Tylenol and said if it keeps bothering him he can see a specialist. Hasn't been able to sleep well. He has to live with the pain. The ibuprofen he got messes with his stomach. He had to wait about a month and a half to be put on a list to see a specialist. Even though the doctor knows people are in pain but tries to push the problem down the road to delay treatment. Phones: Sometimes when he buys a phone card he never gets it. He can't reach his attorney. Food: Food is nasty. He heard they are supposed to get 2 hot meals a day but usually they don't. He doesn't eat any of the food, only commissary. Hygiene/Cleaning Supplies: Showers are clogged up so the water is clogged up to their ankles. 3 showers for at least 40 people. Sometimes people get soap but sometimes they run out.</p>
<p>82.</p>	<p>Visitation: This area only gets visits on Saturdays and Sundays. They don't let his visitors schedule far in advance anymore. Visitors have to schedule it the day before the visit. If the visitor doesn't show up they have to wait for the whole hour anyway. Grievance: They don't advertise it. Programs: Not on this floor. Culture: If fights are going to happen, it's going to happen in the snake pits. (A guard told me this area is called the snake pits because the inmates are packed so closely together). Out of Cell Time: Gets yard twice a week for an hour. Reentry: Just started a reentry process but it's not for everybody. Only for people on probation or parole. Generally don't hook people up with resources. Medical: Takes about a month to see the doctor. Phones: Phones stay on pretty much all day. Phones are cut off sometimes, so they have to use more money to call back. If the call is dropped in under a minute they reimburse you. If it's over a minute they don't. The call recipient has to call to complain to get reimbursed. Food: Food is nasty here. The cooks are bad. They have a meal they call "cat food." Other jails have better food, but the portions are bigger here. Hygiene/Cleaning Supplies: Used to shower in their unit, but they're broken so they have to shower in a different unit which is usually flooded. There is no hot water in the unit (sink). One of the 2 toilets doesn't work. In one sink the cold water doesn't work either. Inmates get one roll of toilet paper once a week and it's not enough. Inmates get laundry twice a week. Laundry isn't</p>

	<p>clean when it comes back. Don't get soap if there is money on their account. Costs \$1.20 at the store. Inmates have to have a 0 balance to get the free soap. But if they have a good rapport with the officers they can get soap. Staff don't give out toothpaste. The only get a small tube when they first come in. A lot of people do "bird baths" because the shower water is so cold. Clothing: Just started providing coats 2 days ago for when they are in the yard in cold or rainy weather.</p>
<p>83.</p>	<p>Mental Health: Got a mental health assessment when he came which consisted of them asking if he felt like killing himself. If you want to see mental health for stress, you really need to keep requesting it over and over again. Use of Force: Quick to threaten the pepper spray. He has seen people come back after a confrontation with guards with black eyes. During cell extractions he has seen someone get their heads slammed against the concrete floor. When people have military training, the officers will use more force. Grievance: When they file one, they do get a piece of paper back and often it does have a sergeant's name on it. Retaliation: Every time an inmate puts in a grievance, they raid the rooms. Only happens whenever someone files a grievance. He thinks people didn't want to talk to us because they would be retaliated against. Accountability: Sergeant comes by once every 2 weeks or so. It varies. Housing: Beds squeak, it's cold, 12 people sharing 3 showers, toilets and sinks are leaking, the floors were wet constantly for about a month until a plumber came. Out of Cell Time/Culture: Get out of their cells every 2 or 3 days. They are supposed to go out in the freezing cold, in the rain at 6 in the morning. They will be stuck out there for an hour. The guards laugh at them. Guards will harass them and slam the doors and do a check when people are sleeping around 2 or 3 in the morning. Guards can be disrespectful. Usually the younger guards are more disrespectful, though that is not always the case. Depends on who is doing the training. He thinks this county is very corrupt. Programs: He isn't aware of any programs except in 7b. Medical: He has been dealing with an abscess in his teeth. He has been told that it can kill him if it ruptures. He has requested a stronger pain medication because it throbs while he is sleeping and it is painful to chew. He has a stack of at least 10 white cards. The nurses say that he needs to keep submitting white cards. When they go to medical, they are put in a nasty holding cell for a long time. They don't do vision care here. Phones: Can't tell his family what's going on because the phone calls are recorded. Hygiene/Cleaning Supplies: Cockroaches are running around in the showers. They have black mold in the showers. Smells like urine. There are piles of hair, feces, and dirt in the showers. Inmates are not allowed extra towels or clothes. Only get one set twice a week. Women at Elmwood get extra clothes. Inmates here wash their clothes in the toilet. He doesn't get the free soap. He has to get other people to buy soap for him. He received soap in other units, but not where he is now. The brooms and mops are so dirty that it won't help clean their cells. They use cardboard from their lunchboxes to sweep the floor. Before people come to visit, the staff clean things up. They won't show us the medical holding cells (urine, blood, vomit, feces, spit), the court holding cells. Food: It's nutrition but it's nasty. Bologna everyday. Breakfast at 4. Slice of bologna, maybe a bagel, jelly and milk. Fruit every now and then, or cereal. Sometimes you can't even tell what it is you are eating. Sometimes there is stuff he wouldn't even feed a cat. Vegetables are overcooked and no longer seem to have nutritional value. Only get 15 minutes to eat their food. If they want to keep the fruit, it gets confiscated. Officer sensitivity – this inmate needs two sets of cuffs because of an injury. The officers tell him he is not going to get special treatment. He was told they will only accommodate his injury if he gets a "chrono" (white wristband signifying that he has a medical issue).</p>
<p>84.</p>	<p>Mental Health: It takes 2 weeks – 1 month to see mental health. If you say you are having suicidal thoughts, they take all personal items away from the inmate, leaving only a mattress. Use of Force: One of his old cellmates started losing it because he wasn't getting any out of cell time, and the officers threw him down and said things like "shut the fuck up, I'm going to break your face," and</p>

	<p>stomped on his bare feet with their boots. The cuffs were tight enough to leave marks on his wrists. Visitation: He always gets brought to visitation late, and he doesn't know why. Grievance: He doesn't file grievances because he knows that the deputies will retaliate against them. The deputies will slam inmates against the wall, and their cells get searched. When the deputies are retaliating, they will mess up the whole cell, throw things on the ground. Wants a place where they can keep their legal papers cause they all go missing when they search the cells. Seems like they do it cause they don't want to work. When they do file grievances they do get a written response. One of the arrested officers said he repeatedly threatened to check the inmates buttocks and he and fifteen other inmates filed complaints. The sergeant dismissed his grievance because his charges were serious. Basically the sergeant said, your charges are so serious, how can you feel threatened by anybody. Accountability of Jail Staff: Sees the sergeant in the dorm once a week. When people like us come through the jail, that's when the staff are on their best behavior. Out of Cell Time: They usually get yard time at 6 in the morning. Today they had it later in the day and he thinks it is because we are here. Programs: 7B is the only dorm with programs. Isolation: The isolation floor has the worst deputies. They go out of their way to mess with inmates. They used to knock his trash into his cell. Phones: They turn off the phones from 5 to 7 in the afternoon because of shift change. Commissary: The dorm needs a hot pot to eat a lot of the stuff, but in this dorm they don't have any hot water. Hygiene/Cleaning Supplies: Bathrooms are horrible. The shower area is dirty (dirt, hair, trash/lint, feces), they get flooded, they have seen really big cockroaches. The drain gets clogged up regularly. Food: His cellmate gets diarrhea very often. They filed a grievance but got retaliated against. No flavor. Just enough to not starve. Go to sleep hungry everyday. Dinner is a little bigger. Clothes: Only get laundry twice a week.</p>
<p>85.</p>	<p>Visitation: It's hard to get visits. The appointments are first come first serve so visitors have to schedule them at midnight sometimes. The visitor rooms are very dirty. Inmates safety: Doesn't have to worry about other inmates hurting him. Culture: Some of the guards are pretty cool, others are lazy and don't get them things that they need, so they have to file grievances. Use of Force: He asked a guard to help him because he didn't get a full set of clothes he was a little mad. The guard slammed the door, came back and searched his room, throwing photos and legal papers and coffee on the floor, the guard tried to grab him and he threw the guard off. The guard threw him against the wall in his cell, he got on the ground when he realized more guards were coming, 15-20 guards came in, grabbed him, used a camera to video tape. A guard twisted his hand and threw him against the ground, stomped on his feet. He fractured a bone. Grievance: He put in a grievance for use of force and never got a response. Housing: Only get hot water in the sink in the morning, the rest of the day it's cold. Here they have to use the phones through a slot in their cell gate. When he was in 4 there were cockroaches. Court holding cells have no toilet paper and they are very dirty. Out of Cell Time: Gets about twice a week for about an hour and thirty minutes in the "dog cages" in the yard and sometimes it's at midnight or 1 am. He's freezing and wet. The guards typically make them wait to use the restroom. Only put 2 people in each "dog cage." Programs: No programs in his dorm. Medical: Had an injury that left him swollen and in pain. Took about a month. His bone was broken and they kept giving him ice but he didn't get an X-Ray for a month. The guards took his bandages away. Then he had to wait another 2 months to get another bandage. He asked his lawyer to help him get an appointment. His lawyer recommended that he file a grievance. He never filed one cause he didn't think it would work. He made a medical request for itchy skin and they gave him dandruff shampoo. Phones: Have to set a time for the dorm to make calls. Sometimes they get cut off if they are making a call at the shift change time. They don't get a warning. Sometimes the calls get dropped. Commissary: No boiling water available in the dorm for the food. Has to use the</p>

	<p>soap from commissary to clean everything. Food: Can't eat the food they give him because it is so bad, he only eats commissary food. IWF: They have gotten more workout equipment. Hygiene/Cleaning Supplies: Washes his own clothes. Has had the same pants for 4 months. Cleans cells with the soap he buys, cause the Ajax isn't enough. Have to sneak extra towels to use for cleaning. Only have access to showers every other day. They barely give out any soap and they don't really work. People have gotten scabies. He get rashes he thinks from dry skin. This dorm doesn't have a trustee to clean the cells. Haircuts: only do it once a month or less. Sometimes there isn't enough time to get to everyone. The people who cut their hair aren't professional and don't seem to know what they are doing. Clothing: It's pretty old. Bins: Only get one bin to keep personal items. Nowhere to keep his paperwork. Searches: Even when they keep all there stuff in their bins, they still get dumped during a search sometimes. Plumber: The thinks the plumber purposely breaks things to get more work. Vision care: Need vision care. They gave him an eye test, said he is nearsighted but he never got a prescription.</p>
<p>86.</p>	<p>Mental Health: Once a year they come in and ask if people are suicidal. Use of Force: There was a fight in his dorm and everyone in the area got maced. Two officers who have since been put on leave or fired told him they would take off his cuffs if he wanted to fight. They didn't, but one of the deputies backhanded him while he was cuffed. The officer that backhanded him saw him in a different dorm later and pulled him out of his cell, and insinuated publicly in front of the other inmates that he was coming to inform on the other inmates. They brought him into an interview room and tried to find out if he was going to file a grievance. Threatened to fight him again. He said no, he wants to talk to his attorney. He told the deputy, if he would just leave him alone, he wouldn't file a grievance or a lawsuit. Once he said that, they took him back to his cell. The other deputy tried to apologize to him. Seemed like he knew the other deputy was in the wrong, but wasn't willing to stand up to him. Hasn't had any other incidents. Has seen other inmates get beaten to the point where they are crying. Sometimes even after the inmate is subdued, the officers keep going. Visitation: Get 2 one hour visits per week. Until about a year ago, visitors had to come at midnight and wait because visits were first come, first served. 4 visitor days per week. Grievance: He gets a response when he files grievances. He has grievance the grievance process. He was told that his grievances weren't being processed outside the floor. Sergeants were signing off and lieutenants weren't reviewing them. Sometimes it doesn't even go to the Sergeant. He was told that even if the grievance is checked as resolved, a sergeant does review it. Inmates have been told that group grievances are not allowed, but he reviewed the handbook and it says that group grievances are allowed. Accountability: In the last month or so, there are a lot more tours and people conducting interviews. Sees sergeants about once a week. Rarely sees the lieutenants or captains maybe once every six months. Never seen the Sheriff herself in here. Some of the officers are great. Others are hotheaded. Housing: Always have leaks, but plumbers come. He thinks they purposely don't fix it so they get called back. Once, everyone's toilets flooded. Culture: When he was getting yelled at by the deputies who he had an issue with, they threatened to tell the "OG" inmates that he was being disrespectful. Sees a drastic change in the deputies behavior since a lot of incidents have been in the news. They used to raid their cells more often. They have been more courteous, received more workout equipment. Use older/more respected inmates to keep younger inmates in line. Out of Cell: 3 hours a week in the yard "dog kennels." Only taken out there with their own cellmates. They are able to talk to the other inmates in the dorm, but through fences. Just enough space to do push ups and jumping jacks, and now they have dip bars. Programs: Have 12 step program. No GED or further drug and alcohol classes unless you are on the 7th Floor. Medical: No eye doctor. Has glasses that aren't his prescription. He was able to receive a court order to see an optometrist because he is pro per. He was told that his options were to get help</p>

	<p>from friends outside (they would come with random glasses and see if they work) or to have his family pay \$18,000 for transportation to the optometrist. Phones: They have a phone on wheels and they have access to the phone for 1 hour per day while they are in cells. IWF: Doesn't know where the money is going. They do have TVs. They used to give out soap fairly often but they don't seem to hand it out anymore. Thinks maybe they give them if you ask for it. Sexual Misconduct: During cell extractions, they have pulled the inmates' pants off and drag them down the hallway, in one case they grabbed him by his underwear. More like humiliation than sexually motivated though. Hygiene/Cleaning Supplies: Give a green gleaming solution and comet. A green scouring pad. Usually they give out a floor towels, but sometimes they confiscate them. Food: Better than Alameda county. Classification: Some people have been classified in this dorm for more than two years. When they file requests, they are informed they are properly housed. Nobody gives them any information about how they can be downclassified. He got moved because of an altercation his cellmate was involved in. He was put in solitary confinement. He believes this was a punishment without due process. Doesn't seem to be any way to get out of double red.</p>
<p>87.</p>	<p>Mental Health: He sees people degrade from the person they are when they come in and when they get to the end of their time here when their case is finally adjudicated. Use of Force: He has been kicked in the head and thrown to the ground, punched in the ribs, his cellmate got beaten when he still had stitches from surgery, yanked out clumps of hair, dragged out of their cells half naked, slammed against walls. Has permanent scars from the handcuffs from this day. Maced for no reason (thought they were flushing contraband but they weren't). Yanked their underwear hard enough to cause rug burn. Cellmate had black eyes.</p> <p>Visitation: Have to log on around midnight to be able to get a visit. Their visits get cut short cause they don't always get there on time because there is a lot of traffic. Consistently gets two visits per week. Grievance: Usually gets ridiculous responses to them. In one case, he got a response from a higher ranking officer, but the response didn't have anything to do with his complaint, it seemed to be more of a motivational message. He also got an infraction during one of the incidents that lead to one of his grievances, the officer that signed a statement about the incident was not even there. Usually get an answer to pacify the inmates or shut them down. Only get the forms back about half the time. He thinks the process is a joke. He has been able to write the captain. Had to request a form from an officer who admitted he hadn't seen one in a while. Accountability: If the beatings were on videotape or a sergeant were around they wouldn't be doing it. There is supposed to be a sergeant or video for every cell extraction. Sergeant claimed he was present overseeing 4 cell extractions that happened at the same time, which isn't really possible. Housing: Afraid of getting cancer because there is asbestos in the walls. The deputies have admitted they worry about the same thing. Stuff is caked on the walls. Deputies have told him, that when they have to repair the walls that they have to quarantine the area because there is asbestos. The plumbing is always an issue. Multiple times the hall has been flooded with up to 6 inches of water for hours. They are stuck in the cells for that. Have been handcuffed to chairs for hours in the dining area. There is feces and cockroaches in the water. Water spews out of the drains. They are not regularly taking out the trash so people are flushing trash down the toilets to keep from attracting cockroaches. He has woken up with cockroaches on his body. There are a few hours of warm water in the showers or sink in the morning and that's it. Out of Cell: Usually get 1-1.5 hours three times per week. In the kennels. No bathrooms, no way to get water. If one person needs to use the restroom, they all have to go back in. Hasn't seen the sun overhead in 4 years. Usually take them out early in the morning or late at night. Lately they have been taking them out after 11 p.m. 1:30, 2:30, 3:30 a.m. Even in the rain. Programs: One recovery program for people in this dorm but that's it. It's just books. Friends or family can purchase books and send it through catholic charities. Can also get</p>

	<p>them through the Chaplain. Culture: Sometimes it seems like the beating are just sadistic and not for discipline or to keep order. Has seen a lot of changes in the last 6 months. Finally got 2 blankets and pull up bars in the yard, but the bars aren't installed yet. Isolation: Inmates in isolation cells are more susceptible to being beaten up because no one can see. Medical: He has been denied medical care because the doctor says he's worried about getting in trouble for prescribing too much medication. Has had a half done root canal for 3 years. Doctor said he would put him on a low fat low salt diet but it costs three times as much as the regular food. Phones: Phones cut out sometimes. The phone guy is actually pretty good about bringing them up to date on the phone policy and checking the accounts. Commissary: Gets something cheaper than what he ordered. Get charged if they open the bag, but don't know what they got until they open the bags. Aramark is pretty good. Looks like rats have chewed on the bags of stuff, it's smashed together. IWF: It's a joke. Supposed to be used for incentive sodas or meals, and games but they never see it. Would like to see a chessboard or something. Hygiene/Cleaning Supplies: Get a scouring pad and a silver dollar worth of comet once a week, and a lot guards allow a floor towel in this dorm. But sometimes they do raid them and get infraacted for it. Every time they get an infraction they get put in solitary, usually for 10 days. Food: Doesn't eat the food much. It's unhealthy, always covered in gravy. Has talked to the doctor because he has very low energy. Clothing: Don't get clothing that fits. Don't have large outfits. Classification: Got upclassed 6 months into his stay, although he was a victim. He has grievance it, tried to talk with classification, and the answer he always gets is that he is properly housed. He was involved in 2 incidents. He was assaulted in his cell twice, once over clothing. HE refused to exchange his clothing cause they didn't have anything big enough to wear (he's pretty tall and broad shouldered). Got sprayed by deputies who were accusing him of flushing contraband. Boiled Water: Don't get any boiled water for commissary food.</p>
<p>88.</p>	<p>Mental Health: He has received no mental health assessment. Use of Force: When he was young, he would have altercations with guards when they were rude, but now he knows what will upset them and just lets it go. Visitation: Inmates are taken to visits late and visitors get stuck waiting for 20 minutes. Grievance: He received a response from a higher-ranking officer, but the response was dismissive and didn't seem to investigate the issue. Accountability: Sergeants come by about once a week. Out of Cell: Inmates in his dorm get 1.5 hours of yard time 3 times per week. The yard is full of muddy puddles and inmates are not provided with equipment to clean it. The yard is about 30 feet by 30 feet. There are pull up bars but they haven't been installed yet. The daytime deputies only take them out once in a while and they typically only take them out late at night. Programs: There are no programs in this dorm. Inmates can make a request for AA to come visit, but there are no other substance abuse programs available. Isolation: When he was in an isolation dorm, he was once strip-searched by 10 guards and while he was searched, other guards trashed his cell. The staff put him in a filthy cell. Using his bath towel, it took him 2 days to clean the cell and he wasn't given any cleaning supplies. Medical: The dentist told him that this facility will start root canals but don't finish them and they don't do teeth cleanings. He got a temporary filling about a year ago, but it's starting to get painful again. The dentists pull teeth, but they don't fix them. Phones: It's expensive so he can only make calls once every other week or so. Commissary: It's expensive. Soap and shampoo are very low quality and leave a film on his skin. There is a shower gel, but it irritates his skin and gave him a rash for 3 months. Hygiene/Cleaning Supplies: The vents and bars are covered with dust and asbestos, there are cockroaches everywhere, and he has woken up to cockroaches crawling around his bin. The hallway leading to the cells only gets cleaned about once a month. Get a watered down disinfectant fluid to clean their cells and comet for the toilet and sink, and a scouring pad. Only get one set of clean clothes for 4 days and they need at least 2. Inmates are only permitted to shower every other day and only get one towel. The shower floor needs to be</p>

	<p>scrubbed better because he gets cuts between his toes every time he takes a shower, so he takes a “birdbath” instead. For the last year, the hot water has been oily. Food: He is on a low salt, low fat diet. Otherwise he gets stomachaches and heartburn. Letters: He has not received any of the cards or letters that his girlfriend has sent him. He sent a letter to the district attorney to ask for them but received a response that they don’t have them. She doesn’t receive any of the letters he sends her either. He has never received an explanation for why the mail has been intercepted or where it is. Classification: Doesn’t have any violence in his charges or background but he is classified as double red. He thinks it is because they are trying to make him miserable so he will turn on his co-defendants. Sandals: His sandals smell bad and make his feet itch but the staff will not give him new ones.</p>
<p>89.</p>	<p>Mental Health: He feels he could benefit from some therapy for self-reflection. The mental health staff is only concerned with whether inmates are going to kill or hurt themselves or others. Use of Force/Culture: Some of the staff is rude, and he thinks that causes some inmates get violent. He thinks the guards on other floors beat inmates up in cells where no one can see them. He thinks some of the guards are on steroids because of they way they talk, the magazines they read, and they have boils that seem consistent with steroid use. Inmate Safety: If there is a fight, the guards jump in. Visitation: It’s hard for visitors to get an appointment in a maximum-security tier. Grievance: He has never received any response for any grievance he has filed. In prison, there is a 30-day limit by which the inmates must receive a response. He says the inmate orientation handbook doesn’t explain the grievance process. Accountability: Sees sergeants about once a week. Out of Cell: 3 times a week for 1.5 hours. This is an improvement from a few years ago. The inmates are put in a small cage in the yard with their cellmate. The other inmates are in other cages with their own cellmates but they can speak to one another through the fences. Programs: There are no programs at all in this dorm. There is something called “Roadmap to Recovery” but it merely consists of packets that are dropped off and picked up by program staff. The young inmates really need programs because otherwise when they get out, they have the same mentality landed them in custody in the first place, or worse. Isolation: There is no system for receiving new books so they don’t have anything to read, and inmates start to lose their sanity when they have no friends to talk to. Inmates in isolation only get one hour out of their cells every other day. There is a place called “Area 51” where inmates are completely isolated and don’t talk to anyone, but he doesn’t know where that is. Reentry: There is a resource center across the street and it’s really helpful, but he only learned about it in prison. Medical: It takes 3 weeks to a month to get an appointment to see the doctor. Phones: Sometimes he doesn’t have enough money to make calls. Calls get dropped sometimes, for example, yesterday his call was dropped 3 times. This dorm has a phone on wheels so they have enough time to make calls. Commissary: The noodles cost \$1, which is way too much. This dorm doesn’t have any hot water to cook the noodles, so they soak it in cold water. Hygiene/Cleaning Supplies: Inmates only get one set of laundry twice a week. In Santa Rita the inmates get three sets, once a week, so they can wash the clothes. The inmates at Santa Rita are also permitted to hang the clothes to dry, but not in Santa Clara County. The inmates sometimes receive a small amount of disinfectant, but receive a sizeable amount of Ajax regularly. The inmates need a washcloth, right now they have to sneak an extra towel from the laundry. The blankets and the thermal shirts are never collected to be laundered. Food: Inmates receive no salt, pepper, or butter. They get milk twice a day. The bread is usually stale. They don’t get enough meat. Classification: Some of the inmates have prison classifications that are very old and haven’t been reevaluated. He doesn’t have any violence in his history for the last 8 years, but is classified as double red. Because of the prison classification he received, he cannot be downclassed unless he</p>

	<p>goes back to prison and is reclassified. This jail needs to have a procedure to downclass the inmates.</p>
<p>90.</p>	<p>Use of Force/Inmate Safety: When he has had fights, the guards can be a little rough, and use pepper spray if people don't comply with their orders. Sometimes they pepper spray innocent bystanders, too. Visitation: He has to remind the guards about his visits when the time comes. Otherwise they get transported to visitation 30 minutes late, which cuts their visit short. Grievance: The offending officer himself responded to his grievance, and wrote that it was resolved. One of his grievances did go up the chain of command, but the higher-ranking officer just referred him back to the offending deputy's response. He received an infraction that he thinks was in retaliation for filing a grievance. Accountability: The sergeants come by about once a week. He doesn't feel like they really know what is going on. He hasn't had a good experience talking with sergeants. Housing: Hot water has been out for about a week, but that isn't a typical problem. Out of Cell: Typically they are taken out to the yard 3 times per week for 1.5 hours. There is a small amount of room to walk around. Sometimes they aren't able to go out to the yard if they are on lockdown. Sometimes they make up the time on another day, but sometimes they don't. Programs: No programs in this dorm. Reentry: He has never been informed about any reentry programs although he has been released from this jail before. Medical: He has had to wait over a month before. Doctor told him his injury had to heal on its own. He had his wisdom teeth pulled at the facility, and he thought they did a good job. He received Vicodin for the pain and when he ran out and was still in pain they gave him more right away. Phones: Sometimes the calls are dropped and they are expensive. Family or friends who put money on a card get charged a fee every time add value. Commissary: Sometimes they replace the item he ordered with something else. It's expensive. Hygiene/Cleaning Supplies: The welfare kit only includes a toothbrush, a small tube of toothpaste, aspirin and a spoon. He does not automatically receive the soap, he has to plead with the guards for the soap, but he is not charged for it. Food: He doesn't think they get enough protein. Usually they are served a lot of sandwiches with just a slice or 2 of meat, and only with lettuce about once a month. He has never seen a tomato. Sometimes there is a small amount vegetables on the side. The meals mostly consist of starch or soy. He thinks they aren't getting fed enough. The mealtimes are odd: breakfast is 3 or 4 in the morning, lunch is around 11 or 12, and dinner is around 3 or 4. Other: Clothing: twice a week they receive laundry including, one pair of socks, underwear, 1 towel, 2 sheets, 2 blankets, 1 pair pants, and 1 top. The inmates have to wash their clothes, in between, but they need another set of clothes to wear while they are doing the laundry. They also need an extra towel to clean the floors.</p>
<p>91.</p>	<p>Use of Force: Sometimes the guards put the handcuffs on too tightly, or slam him against the wall unnecessarily. When he got in a fight, they beat him up pretty badly, yanked his arms up behind his back and lifted him off the ground. There is a chair in booking that if the inmates move at all, it tightens the chains around their waists. He was in the chair for 6 hours following that fight. They didn't allow him to use the bathroom or get water. If the inmates urinate, the guards beat them up. Grievance: He does get a written response, but they usually either say they can't assist him, or tell him to go through another process. Housing: There is no hot or warm water in the sinks or showers. Culture: The guards are more likely to use force against inmates who are not in gangs. Some of the guards are disrespectful. Out of Cell: 3 times per week they are brought to the yard for 1.5 hours. They are put in a cage with only their cellmate. Programs: There is a writing program but nothing else. Medical: Takes about a month or more to get an appointment with a doctor or dentist. The dentist only pulls teeth, he doesn't fix them. Hygiene/Cleaning Supplies: The inmates need disinfectant. Usually they only receive trash bags. The hallway doesn't get swept. When the toilet overflows into hallway, it gets left like that for a week. The inmates asked if they could clean</p>

	<p>it, and they were told it wasn't their job. Eventually they had a trustee clean it. Food: The food is "nasty." It's not healthy either. He doesn't think they get enough vegetables or protein, but he eats it because he's hungry</p>
<p>92.</p>	<p>Use of Force: Once the guards were raiding the cells, and another inmate started swearing at the deputies, and when he looked up to see what was happening, they beat him up. They also beat up 4 other inmates who were also looking to see what was happening. A guard pulled him off his bunk, threw him on the floor, then 2 other guards came in and they kicked and punched him. They kicked the side of his head against the floor, one guard pulled off his pants (for no apparent reason at all), swore at him, called him a "bitch" and a "pussy." They pulled him backwards towards the elevator. They took him to the basement to a holding cell and beat him up. They left him there for about 5 hours. He had cuts from the cuffs, couldn't feel his thumb, had bruises and cuts on his face, and chunks of his hair had been ripped out. He thinks this happened as a group retaliation for them counting out loudly during one of their workouts and not stopping when they were told they were making too much noise. Visitation: He gets visitors on holidays, and things generally go pretty smoothly. Grievance: Doesn't seem like the grievances get investigated. Sometimes it's the offending deputy they have a problem with that responds, sometimes a sergeant responds, but once he made a grievance after getting beaten up, and the sergeant who was present was the one that responded. When he got beat up, Internal Affairs came to talk to him after he called them. They interviewed all of the inmates that got beaten. I.A. said they would do an investigation and send a letter upon completion, but it's been about a year and the inmates never received a response. Accountability: Sergeants come for inspection about every other week. Sometimes they check in with the inmates to see how they are doing. Housing: The hallway outside the cells are dusty. They only get cleaned about every other week or once a month. Sometimes they don't have any hot water. Out of Cell: The inmates are taken out to the yard 3 times per week for 1 to 1.5 hours. Lately it's been raining so sometimes they don't do it, or they will do it early like 6 am or around midnight. Most of the time, they get yard time during the day. The yard area is about 8 by 15 feet. Programs: No programs are available in this dorm. He wants to get his GED, but because he is double red he can't. Isolation: It's lonely in isolation, but they get out of their cells every other day. When he was in isolation, he didn't usually go outside because it is only an hour and he needed to take a shower. Medical: He put in a white card to have his face examined when he was beaten by the guards. They took X-rays of his cheekbones because they were hurting. He also received pain medication. It took about 2 weeks to get an appointment. Hygiene/Cleaning Supplies: The guards pass out comet and disinfectant once a week. He uses his own soap to clean his cell sometimes. He washes his clothes with soap or shampoo because the clothes from the laundry are not clean. The guards have been giving them extra towels to clean their cells recently, but when the guards search the cells, they take them away. Food: Some of the dinners give him a stomachache. The vegetables don't seem fresh, and the food can be oily. Commissary: The inmates in this dorm don't get boiled water for commissary food.</p>
<p>93.</p>	<p>Use of Force: When they got in trouble for working out, the guards came in and beat up 8 or 9 inmates for "resisting." When this kind of thing happens, they make them lie down face down in their bunk, but instead of cuffing him, they twisted his arm up to his shoulder blades which was very painful, and as soon as he moved because of the pain, they said stop resisting and 3 more officers jumped on him and started grabbing his legs and twisting him up, supposedly in an attempt to restrain him. Once he was cuffed, they slammed him against the back wall. As I interviewed him, I could see that his cuffs weren't double locked so when he moved, they tightened, leaving a red mark on his wrists. Visitation: Before they could make appointments online, visitors had to get here before midnight and wait all night long. His wife used to sleep in the daycare area in the lobby.</p>

	<p>Now that appointments can be made online, it's easier, but they open at midnight, and they will run out of appointments by the morning, so the visitors have to log on at midnight. Grievance: The inmates in his dorm filed a grievance when the inmates got written up for working out in their cells and the guards wrote that it was gang activity. His grievance went up the chain of command for 3 rounds of hearings with a sergeant, lieutenant, and eventually the captain who said they shouldn't have been found guilty of infractions, despite the decisions by the lower ranking officers that the infraction would stand. Accountability: He sees the sergeants do a walk-through for inspection about once a week. The floor staff doesn't like them to talk to the sergeant, and tells the inmates that if they have an issue, they should talk to the floor staff and not the sergeant. Housing: There has been no hot water in the dorm for a week. They said someone came to fix it today but it's still not working. During the summertime hot air blows through the vents. During the winter, cold air blows through the vents. Out of Cell: 1.5 hours 3 times per week in a small cage in the yard with their cellmate. They are able to talk to other inmates through the fences. There isn't any equipment in the cages. Medical: It takes about a month to get an appointment. The inmates get no privacy with the doctor, there is always a correctional deputy standing over their shoulder. The care he received was pretty effective. When he cracked a tooth, they tried to convince him to let them pull the tooth, but he convinced them to fill it. Commissary: It's expensive. IWF: He has brought up the budget with the sergeant. They used to give incentive beverages. He sees that it is still listed on the budget, but he hasn't seen them in years he has been here. One sergeant told him they would look into this and later responded that just because the money was budgeted for incentive beverages doesn't mean they have to spend it on that. Hygiene/Cleaning Supplies: It's hard to get cleaning supplies. The inmates only get Ajax and a scouring pad. They don't receive disinfectant. He would like a washcloth or some kind of cleaning towel. Some of the officers will give them a floor towel, but if they find one, it will be used as an excuse for a write up. If they get a write up, they will get a hearing with a sergeant and potentially an infraction. Food: The inmates are served no fresh vegetables, they are all burned or steamed beyond recognition, no salad either. Every once in a while they get lettuce with their sandwiches. They don't get much meat. They get soy burgers. Classification/ Programs: He has been classified as double red for 3.5 years. He has never received a write up, never received a rules violation, and has never been told why he is double red. He has never been before a committee. He can't do the GED program because of his classification. He has put in requests to be downclassed, and he is told he is properly housed with no other explanation. In prison they had a process to downclass, and they were given justification for why they are put in a high security classification.</p>
94.	<p>Use of Force/ Inmate Safety: Once, when he got in a fight with another inmate, and the guards pepper sprayed him badly. His face was very swollen, and it looked like he got beaten up. He has seen other inmates get beaten up by guards. Visitation: Visitors are supposed to arrive an hour early. If they are one minute late, they are told the visit is canceled. The visit itself is only an hour. Grievance: He doesn't know much about the process. Once everyone in the dorm filed a grievance for an infraction they all received, and it went to the sergeant and lieutenant told them they needed proof of innocence to have the infraction dismissed, but they appealed to the captain and the captain checked off a box saying the infractions were dismissed. He says the form did not explain why it was dismissed (Although another inmate in the same dorm told me the captain found that there was insufficient evidence of an infraction to begin with). When they made a group grievance, their cells were raided in retaliation. Sometimes the guards will even take away things the guards gave them. Sometimes when they don't find any contraband, they will take their commissary items, soap, or shampoo. Accountability: He sees the sergeant about once a week, sometimes every other week. Inmates can't really report staff misbehavior to the sergeants or higher-ranking officers</p>

	<p>unless they have proof because otherwise the sergeants will just believe what the staff says.</p> <p>Housing: The hot water was out for a week. The guards said they are fixed, but it's luke warm. The "water closet" leaks. Culture: Lots of things changed since Michael Tyree's death. Out of Cell: Typically they are taken to the yard 3 times a week for 1.5 hours. Once they didn't get out for 7 days. There is a big cage for just the inmate and his cellmate, but they can talk to people through the fences. There are pull-up bars in the yard area, but they haven't been installed yet. Programs: He put in a request to do the GED program, but he was denied because he is a double red inmate. Medical: He got a rash on his arm. He received hydrocortisone. He made a request for vision care. They gave him a "number" reflecting his vision based on a DMV or elementary school type of preliminary vision test, but he knows this is not the same number an optometrist would provide for a prescription. He has seen inmates be taken to Valley Medical Center to see the optometrist to get glasses. He was told he would have to pay out of pocket and they have never seen it done.</p> <p>Commissary: Sometimes the inmates get charged for items that never arrive. The shoes are very cheap and rip open after about a month. IWF: He usually passes inspection, but he says just one time, two years ago, he received an incentive soda and he has never seen them since.</p> <p>Hygiene/Cleaning Supplies: Inmates don't get a broom or a mop to clean the cells. They aren't supposed to get extra towels. They only get one set of clothes, but when they work out, they have to wash their own clothes and wait for them to dry. The laundry doesn't come back clean. Indigent inmates only get two small bars of soap each week, and it takes a whole bar to wash their bodies. That's what they also would have to use to wash their spoon or cells. Food: He doesn't eat the food because it is so bad, he just eats commissary food. Spoons: They get small sporks that are too short to stir their coffee. Classification: He made multiple requests to be downclassified weeks ago and has not received a response. Has been double red for at least a year and a half. The charges that cause him to be classified as double red were dismissed more than 6 months ago, and he still has not been downclassified</p>
<p>95.</p>	<p>The tier is unsanitary and has been repeatedly flooded with sewage/feces. Cockroaches come out of the sewers and they've never allowed them to clean their cells with a broom and mop, even though they have feces on their shoes from stepping on the floor when it's flooded. Classification has housed him in maximum security for an excessive amount of time. He was housed down here for covering his window to go to the bathroom when the female nurse came by; he's never been in jail before and other individuals with violent offenses have been downclassified. The medical care is poor. He had an aneurysm and they dismissed it as pinkeye and gave him ibuprofen. He was finally taken to VMC and had a scan that showed he had an aneurysm and he lost some vision in one of his eyes. The doctor said if they had sent him to the ER sooner he wouldn't have lost his vision. There's no difference from the 3rd tier that they shut down due to poor living conditions and the floor they are on now. He feels the jail is trying to cover up for the poor conditions by giving them blankets and thermals because the ventilation isn't working. The yards are flooded during the rainy season – nobody sweeps the yard – some mentally ill inmates defecate out there on the floor – it then gets flooded and they have to stand in the water – the conditions out there are bad and they expect them to refuse the yard but it's the only time they get out of their cells. The conditions in the cells are also unsanitary - they aren't given enough cleaning supplies to pass their weekly inspections and there are feces around the toilets - he believes staph and scabies have been transmitted around the jail this way. They sometimes get less than 3 hours per week outside and have put in grievances but never receive a response. The majority of the time the COs working on the tiers will fill it out and write that the situation is resolved when it isn't. They're being classified in maximum security for an indeterminate amount of time and keep getting told that they're being considered for a downclass in the near future. He's never had an infraction as an individual; he put a request in a month and a</p>

	<p>half ago and his last response told him to maintain positive behavior and he'd be notified of his move soon even though he's never had a disciplinary issue in the jail– he still hasn't heard anything about being moved. They've heard rumors they were supposed to shut this tier down – classification is supposed to re-evaluate everyone's case and get them moved out, but classification came and said everyone else had to be moved before them. He feels like the inmates on his tier are the test dummies for everything – they were the first to get the dog kennels in the yard and the inmates feel treated unfairly here. He's experienced retaliation for grievances he's filed – they come on the floor calling them snitches.</p>
<p>96.</p>	<p>He needs orthopedic surgery but the medical providers said they do not have the resources to operate on him. He has difficulty walking and is taking painkillers but they only help a little bit. He filled out multiple white cards for medical appointments and it takes about a month before he had an appointment. The doctor sees him every three to six months for his leg. He's never filed a grievance – when he came in nobody gave him information about the grievance process. Based on his treatment from the medical team he feels like a grievance would be pointless. Living conditions in the jail are poor. There is no hot water for their showers and it tastes of chlorine, there is dust on the bars outside their cells that they breathe in regularly - they don't get trustees to clean it. They have too few sets of clothes - only one per person and they are often in poor condition; they have to hold on to the same pair for 3 days and it's unsanitary. The mattresses are in poor condition and wear out easily. Before Mike Tyree's death the COs would find any way to restrain an inmate and they tried to provoke them into fights so they had justification to beat them. When he came in the COs called him names and tried to provoke him to fight, but he ignored them because other inmates warned him they would use it as an excuse to beat him. He's seen them use excessive force against people - they took a drunk man who had just come in and restrained him for no reason - he was not resisting. He also saw COs accidentally allow out two cells at the same time containing inmates from enemy groups. He has not heard of the Inmate Welfare Fund, but has used the envelopes and stamps in commissary. Phone calls are expensive. He doesn't feel they get enough time out of their cells – they get 4.5 hours per week; the yard is full of small cages – and he doesn't understand why they can't put a basketball court in the larger yard and put in a few groups at a time – they always keep you with your cellmate so you don't see anyone else – it makes him feel a bit isolated. Classification keeps refusing him for re-classification, he puts a request in every 3 months and they say he's properly housed; he hasn't had any incidents since he came in; they haven't had any hearings to see if he's eligible for reclassification</p>
<p>97.</p>	<p>He's filed grievances in the past but the COs don't really look into details – lately they have after Mike Tyree's death and there haven't been as many issues. However, in the past they shackled him in a cell for no reason for hours and didn't let him use the bathroom; they simply said that he was a maximum security inmate – they said they saw him pass him something to another inmate but they didn't see anything and assumed that he did it; the CO came to his cell with 3 other COs, they strip searched him and put him in a cold room for 4 hours straight. When he came back his cell after being held his cell was wrecked – there was lotion and coffee all over the floor, they disposed of personal items; they crumpled his letters and photos. He doesn't feel like the grievance process is effective, in the past they used to put “resolved” and said he was a maximum security inmate and could be restrained without any further explanation but they never actually resolve any of their issues; the COs continue working the same shifts and never get in trouble. Lately they've written grievances about the puddles in the yard and the drains weren't working right – they try to fix it, but it's only certain COs who try to do it; they were complaining about the cold temperature in the jail and most of the tier put in a grievance and they gave them extra blankets. They don't clean the cell floors with mops or brooms so they use their own towels to clean them. Sometimes the COs give</p>

	<p>them an extra towel for the floor but others on a different shift will take them away. There's dust on the bars but nobody cleans them and they breathe the dust in. The water temperatures are very cold - there is no hot water. It has been that way for a week. In the past they had shakedowns – they would do it once a month – they were all working out one time and the COs asked some inmates to stop but they kept going, so the next week they did a shakedown and gave everyone clothes that were too small and they were put in the yard for 3 hours, and their things were destroyed; it's a certain group of COs, they try to humiliate them, taunt them and provoke them (to give them an excuse to beat them). They were also beat up and sexually harassed; the COs pulled their hair and one grabbed an inmate by his underwear and pulled them hard; many of the inmates wrote grievances for the shakedown. None of the COs were reprimanded after multiple grievances were filed about these shakedowns – some moved and some moved to classification; one of the inmates had to add a page to the grievance describing what happened; the sergeant wrote on his grievance that he should stop spreading rumors about them. The process to move cells on the floor is unfair - they have to go through classification to request a cell move even though it's not like that on other floors. Their cell move requests are always denied. He also requested to be downclassified multiple times and they keep saying he would be notified of downclassing soon, but it never happens. He last put in a request 3 or 4 months ago. He has not filed a grievance over the classification issue because he feels the COs all know and protect each other. He would suggest that someone independent and above the COs and sergeants review the grievances. it doesn't matter what you file on the white card, they give you a cold setup for a week – an allergy pill, Tylenol, and cough syrup and if you don't get better in a week you have to ask again; they give you the same thing no matter what it is; it can take 2 to 4 weeks to get an appointment when you put in a white card. He has heard of the Inmate Welfare Fund but doesn't know what it's for and hasn't enrolled in any programs. He doesn't use the phone as much, phone use sometimes gets disconnected; the calls are expensive. They get the minimum time of 3 hours required by law but it's at odd hours - sometimes they are out until 2AM; the guards pick odd hours hoping they refuse but they go anyway because the guards will say they refused and they don't make up the time. They also pass out razors at odd hours - 4AM or 10PM - many of them are asleep at those hours. They only have haircuts once a month - lately it's been two since the COs have been changing a lot. He has issues getting mail – he's sent a few letters that never got there; sometimes it takes a while to receive mail; a lot of people complain about pictures – the jail takes away pictures because they are gang related when it's pictures of their families. It's hard to get spots for visitation. When they pulled him out to speak to the Blue Ribbon Commission the officer was rude to him. *The author notes that the officer approached the blue ribbon commission after the interview and told them that the incident was taken care of already by the lieutenant and sergeant and they the inmate was talking to everyone about his side. The blue ribbon commission refused to discuss what the inmate told them and he kept insisting that it was taken care of and tried to discredit the inmate. The inmate finds phone calls are expensive and charge more than advertised so he can't talk to his family (calls are supposed to be \$5, but he was charged \$10 per call). The food is terrible. He ordered stamps from the Inmate Welfare Fund a month ago and hasn't received them.</p>
98.	<p>He was in an altercation with the police before he came into jail. At booking one of the COs saw that a female officer had scratches on her. The sheriffs in the booking department brought him to a holding cell and pulled his underwear up very hard – all his weight was suspended by his private parts. They were prodding him with objects and they had his hands in handcuffs and twisted behind his back. He reported the incident to internal affairs who never notified him of a resolution, although they interviewed him about it years ago. Nobody gave him information on the grievance process when he came in. He's seen mental health care over the incident but it takes them a long</p>

	<p>time to respond to requests for care. He's not satisfied with the care he's getting from them – it is impersonal; he sees the workers but they change all the time – when he goes to the interview they're ill prepared and haven't read his file – he sees them once a month. The psychiatric medication he's taking isn't effective, but they won't let him have the prescription psych meds he was taking outside of jail. • He's never filed a complaint against mental health care b/c he's afraid they'll cut off his meds; he's seen it happen to other inmates numerous times where if they complain they get cut off their meds – they can sometimes get back on if their condition becomes acute. He's heard negative things about filing grievances from other inmates – there's retaliation – the COs don't give you soap or don't let you shower. it seems like little stuff but it's important to them because if they miss a shower they don't get to shower for 2 days. He feels like they should make the grievance process more personalized. People file grievances and never hear anything back. Instead the receiving officer should sign it in front of you or resolve to work on it so the inmate isn't waiting forever without a response. The food is poor and commissary is overpriced, and they only have the choice of one vendor - it is a monopoly. They don't have clothing in his size, so he keeps his clothing and washes them himself. Sometimes he gets a "new" set of clothes that fits but they're dirty and when he washes them he sees dirt coming out of them. He wonders if they're washed at all. They don't get enough cleaning supplies to effectively clean their cells. He doesn't feel like they get enough time out of their cells – they're supposed to go out 3 times per week but they let them out at 2AM – they know the more awkward the hour the more chance they'll refuse so they won't come out; the inmates go to yard during the crazy hours because they're afraid they'll take it away if they don't go. Sometimes they don't run yard – he's gotten less than 3 hours per week numerous times; the cages outside are very small and there's no bathroom - it can be uncomfortable and some of them have medical issues. It would be nice to have interaction with others aside from their cellmates – it would be nice to use the big yard again, he heard they used to rotate 6 people – it makes him feel isolated to only see his cellmate all day. There is black dirt in the cell vents that they can't remove - he's concerned they're breathing it in. There has been no hot water for a few weeks. He has not heard of the Inmate Welfare Fund but was in the 3 Rs program and liked it. He wishes there were more board games and books to keep them occupied. They have TVs but they're very small. He's had problems getting care from the optometrist – he requested care multiple times and had to have his people get an old prescription filled and send the glasses to him. The phone call rates are expensive and kept him from calling his family. There is also an excessive lag in receiving mail. He received legal mail that they had held so long that the 6 month appeal window on the legal decision had already passed by the time he received it.</p>
99.	<p>He was beaten twice by COs – there was a fight between two groups of inmates and he happened to be outside when it happened – he was pepper sprayed and they handcuffed him. At least 3 or 4 COs took him to the basement and beat him - they knocked out his tooth. They stopped when they heard the sergeant approaching. He did not file a grievance because he feared retaliation; nobody ever gave him information on how to file grievances. When they transferred him to another floor after the beating the COs (who all talk to each other) poured all his shampoo and toothpaste over his personal effects that he had in a bag. He had to sleep without a blanket and sheets until he washed them because they were soaked in shampoo. On the second occasion, he was in a verbal altercation with another CO. The CO pepper sprayed him and handcuffed him on the floor - he started kneeling him in the genitals and hitting him in the ribs. A few other COs came over and asked what happened - the CO told them he had attacked him. They all started beating him and dragged his body and put his head in the corner, the sergeant came and said "stop dog piling him, get the hell off him." After that he was moved to maximum/lockdown – his name got around and the COs would all come around and intimidate him and twist his arms, saying "you want to attack us?"</p>

	<p>Classification said he'd never downclass because he attacked a CO; he tried once and they said he would never be eligible because he's properly housed. Since the death of Mike Tyree they COs are trying to behave – sometimes the COs are still rude and don't want to do anything for them; they ask for phone changes and sometimes they walk out and pretend they don't hear them and don't transfer the phone to the next cell. He's seen COs retaliate against an elderly inmate for filing a grievance against him – he was getting in his face and swearing at him saying he would f___ him up for filing them and intimidating/threatening him. He filed a grievance once when the inmates tried to not give him yard for 3 weeks and they were doing a gang related workout – it took them 3 to 4 days before they heard something – everyone in the tier filed; the charges for that ended up being dropped; when he sees people filing grievances they don't get a response for 3 to 4 months; they didn't resolve it quickly – there was a lieutenant or captain who interviewed them and called them all liars; they told them they would lose yard for 3 weeks along with commissary and TV – they all filed grievances again – they came back and said the grievances were overturned after that. However, afterwards when they went to shower their cells were torn up by the CO's The water is very cold. He feels isolated being locked up 72 hours a day – the only time they go out is when they go to the yard – they have dog cages and they don't get to interact with anyone; they don't have a basketball court or handball; most of the time they don't let them out in the big yard; they usually close it off. They only get out 3 times per week. He washes his clothes once a week, most of the time the clothes stink even though they're new and they only get one pair. His sandals are also too big - they don't have ones that fit his feet. The food is disgusting and he won't eat many of the meals. Outgoing mail is slow and is picked up maybe one time per month. Incoming mail is ok. Using the phone is expensive and it drops his calls. He hasn't heard of the Inmate Welfare fund but was in a program dorm - the 3 Rs, which he liked but thought the instructor could have been more engaging. After they knocked his tooth out he filled out a white card to repair his tooth, but the dentist refused to treat him. He filed a second request and the second dentist knew him from juvenile hall and fixed his tooth. Razors – lately they pass them out two times per week; they should get them more than that but they pass them out at breakfast at 4AM – they don't want to shave then; it's too late and the lights are off; they cut themselves because it's too dark.</p>
100.	<p>The water is always cold and they have too little clothing - only one pair of underwear. The food is gross - he eats from commissary and it's expensive there. The temperature is always cold in the cells. Depending on the COs the cleanliness is ok, some COs will let the trustees go into the cells with a broom to sweep - they usually get passed out every 4 days. He hasn't tried writing a grievance because they don't seem to go anywhere; nobody gave him a handbook on grievances when he came in this time but he was given one in the past when he came in. Some COs go on power trips and are demeaning to the inmates - they speak to them like they're not people. He's seen COs use excessive force down in the holding tanks – when he first came in he saw them beat up an inmate for screaming and getting crazy – the cops told him to be quiet and he wouldn't, so they handcuffed and started restraining him for yelling; they were choking him out although he was just yelling; lately he hasn't seen excessive force used. Phone calls are very expensive and has kept him from calling his wife and family. His wife also can't visit him because she has a record from almost 10 years ago. He doesn't not know why she shouldn't be allowed to visit since it's behind glass. He complained and they told him to write to the captain. He wrote and never received a response. He suggests that they could improve the complaint process by actually responding and giving a good justification for denying inmate requests, rather than dismissing them for no reason. They don't get much time out in the yard - maybe 3 times per week for two hours. He doesn't mind much since there isn't anything to do out there. A basketball court or some other type of</p>

	<p>recreational facility would be nice. He has never heard of the Inmate Welfare Fund but was in Roadmap to Recovery and enjoyed it. It was not difficult to get in.</p>
<p>101.</p>	<p>A CO attacked him for no reason while he was walking back from court. He filed two grievances and there was no response to either. He contacted internal affairs and spoke to the contact person; the lieutenant there said someone had been throwing away his grievances so there was never an investigation conducted. Internal affairs conducted the investigation and said his claims were unfounded. There should have been video footage of the incident but he doesn't believe they looked into it, otherwise they wouldn't have dismissed his claims. They should perform psych evaluations on the COs and make them all wear cameras, make it easier for inmates to obtain video footage, and protect inmates better. On a separate occasion, the COs had beaten another inmate unconscious and the other inmates were yelling and banging on their doors in protest, but he was not. The guards singled him out anyway and about 8 of them beat him up in his cell with his cellmate, pepper sprayed them, punched him in the ribs and kicked him, kned him in the back, and twisted his wrist so that it felt like it would break. He told them the whole time that he was not resisting. They also pushed his cellmate's head against the wall and punched him in the ribs. They handcuffed him too tightly and took him out. He didn't file a grievance about it because he was afraid of retaliation – he saw it happen to others; when they filed grievances, they retaliated – the COs took him in his cell, pulled down his pants and molested him and pulled his penis; he went crazy and they took him out and beat him; he filed a grievance they came back and beat him again – there were 3 or 4 CO's There was second inmate who they also beat, he filed a grievance and they beat him again. On another occasion they shut down the whole tier for no reason and took his extra bedding (they thought it was extra but it wasn't – it was his sheet and pillow), so another inmate became angry and threw his milk. He didn't want to be in the pod so he said he did it – the COs took him out and beat him in an interview room – there were 6 of them; they kept him in an interview room shackled for 8 hours – it hurt his wrists/hands and they had deep red marks the next day; they wouldn't let him go to the bathroom or see medical during that time; at one time he had to yell man down because he fell and the chains were tight and hurting him and he couldn't get back up. They took his milk at breakfast the next day; he filed a grievance about the incident and never received a response – he didn't appeal it because he's written the captain multiple times and never received a response so he didn't bother. On another occasion, he didn't receive breakfast because they miscounted and they didn't have any more food – he said it was a violation of their rights – they said they were ordering one and he never got it; he filed a grievance. In retaliation they fired the trustee who was on breakfast duty and the COs pulled him into an interview room and said they would beat him up if he filed anymore grievances. Because they fired the trustee one group blamed another for the firing and tensions became very high in the dorm - someone could have been stabbed over it. The COs should know the rules of the inmates and their conflicts a little better for safety reasons. The cells are unclean (especially the floors) and he believe there is a dead animal in the air vents - it smells like decaying animal when the air blows out of it. The food is terrible quality and his cellmate had food poisoning from eating a spoiled egg. Instead of sending him to medical to make sure he didn't have a virus they just gave him medications for nausea and diarrhea. The clothing is bad – a lot of times it has stains on it, it's still dirty, there's mildew and mold on it and paperwork still in the pocket. He's had a cavity for a month and hasn't seen a dentist; he's filled out 3 or 4 white cards and hasn't seen the dentist- they gave him ibuprofen for swelling but there's nothing for pain, infection, or anything; he was also getting a prescription for Vicodin for an old back injury but they won't give it to him because they said he'd sell it to other inmates. Half of the mail doesn't make it in, even though family members confirm they sent it. He's put in multiple grievances and they blame the post office – they say it's thrown away for being over postage, but the post office doesn't</p>

	<p>throw away mail; every time he sent out a letter, they tried to find anything small they could pick at to prevent him from sending it; they'd tell him to fix it and then he'd do it and they'd refuse to send it anyway. The yard is all cages – like for a level 4 prison although this is a level 1 jail. There's no reason to separate everyone – it's traumatizing and not right – he feels isolated; they took away the basketball court and only let them have handball. They only get out 1.5 hours 3 times a week - he feels it isn't enough. He's never heard of the Inmate Welfare Fund – he got his certificate from a few programs – Roadmap to Recovery and graduated them; the teachers are horrible – they talk down to you, make you feel horrible, downplay, minimize, they do everything they can to make you feel bad; a teacher wrote him up for passing a test an hour early and said he was cheating; he took the test 7 times already and knew all the answers – they got in an argument and she said he was unintelligent and not doing anything; she wrote up another guy for no reason because she didn't like him. They need better teachers for the programs and screening teachers to see if they're capable of doing it. He's tried accessing mental health services- some are good, but he's asked for some to come and they never came; he talked about conditions in the jail, they tried to justify what was happening in the jail or disagreed about it; he saw many people who worked there so the program is mainly good. He feels like the jail is targeting him and sabotaging everything he does – when he puts in paperwork it gets denied – like requests for cards, chessboard, request to see the chessboard, motions to file – he sends them back and says he doesn't do it right – his lawyer won't help him – it makes no sense; someone on the staff told him that if he keeps fighting the system they would kill him – they were trying to warn him to be careful</p>
102.	<p>The inmate was taken to the VMC for medical care and got into a dispute with a CO over using the bathroom. The CO kept insisting he use the commode in the room with the door open, while he was on camera and in front of the nurses. The CO said “do you want to use the f__ing bathroom or don't you?” –; he said if he went to the bathroom he'd have to go with the door open, and he could see him on the camera. The CO said he had no choice and had to use the commode – but he didn't fit in the commode. He finally convinced the CO to let him go to the bathroom in the hallway to preserve his dignity, but the CO shackled both legs and his waist, chained his arms to his legs, and dropped shackles on his legs on purpose to injure him, kept pushing him towards the restroom, and took away his toilet paper in retaliation. That night the COs kept coming into his room and turning his lights on and off – after they went to the restroom they'd leave the door open so he could smell it; they must have come in 15 times. He went to sleep and a new CO woke him up aggressively and started shaking his arm in his chains told and cursed at him. He called for a witness and asked to see a nurse and the CO threatened to kill him; he called down and asked to talk to his doctor. Another CO walked out and said “I don't think you want to do this”; he said “I f__ing feel sorry what's going to happen to you p__ of s__.” The doctor came and he told her he was threatened by the COs; he complained that the COs would not let him talk to anyone else. The doctor said she'd send him back to his unit with antibiotics and he asked to be transferred – he asked her to keep in mind what he spoke about in case something happened to him. He was transferred back to the jail in a van and the acting sergeant was there filming the trip; the video has audio so the COs didn't talk – they asked if they had done him any harm on the way there and he said no; while the CO is talking to him, the officer is behind the camera flipping him off and making gestures behind the camera to show they thought he was crazy. When he came back his cell was trashed and he heard the COs talking about him - he was worried they were plotting something against him. He was then elevated in classification for no reason. He started writing a letter about the incident and couldn't stop crying, so he asked to see mental health. He asked five times in the evening and they did not send anyone until the next morning when usually they respond instantly.</p>

103.	<p>There is no hot water and the showers are ice cold. They don't give enough cleaning supplies so the cells are very dirty. They don't give enough clothing and it gets dirty because they don't let them have an extra set. They don't have a hot water pot for the food and they can't cook commissary food. They have sink water but it's kind of unsanitary. The food is gross and the menu unvarying. Commissary is expensive. Fights break out regularly - inmates pass each other on the floor and start fighting. The COs do their job of containing it quickly but often end up using excessive force once the person is subdued. The COs also single out inmates that they're familiar with and search their cells/tear up their things. He filed grievances a few times, once because the CO gave him an infraction for no reason; another CO said they'd give him an infraction for not having a wrist band although other inmates didn't have their wrist bands on – he sent the grievances out and they never came back. He does not feel the disciplinary system is fair. He has little faith in the grievance process. Nobody gave him a handbook on how to file grievances and he never gets responses. He would suggest that the COs actually follow through on grievances. He also sees them avoid disciplining people that they should because they don't want to do the paperwork. It puts the inmates in danger. Classification is biased - if they don't like you they place you in a bad cell. He was placed in a cell with mentally unstable inmates because they did not like him. Medical care can be unresponsive - it sometimes takes 3 or 4 requests before they make an appointment. He once filed a grievance over visitation because they sent out the wrong person and he missed his visitation entirely. They responded by saying that he should file for another visit but his mother lives far away. He was in the Roadmap to Recovery program and enjoyed it, but it was difficult to get in. The phones are expensive and calls sometimes drop. There is nothing to do in the yard - they just put them in cages out there. They need a basketball court.</p>
104.	<p>There is no hot water pot and no hot water for showers. The food is not edible- he eats commissary instead but it's expensive. They receive too little clothing - they should at least have 2 pairs of everything so they can change when it gets dirty. The cells are dirty and the toilets don't work properly in there. He filed grievances in the past at Elmwood when they put him on lockdown for over two weeks and did not let him out to shower for a week. He also filed a grievance there for cutting off his visitation. He was also handcuffed and left in a cell for 8 hours for requesting medical care and excessive force was used against him while at Elmwood. At this jail, the COs were moving from inmates from cell to cell and beating nearly all of them, two by two, when they protested. He's seen COs use excessive force on multiple occasions, such as multiple COs beating a much smaller inmate who was not being physically aggressive. He would change the grievance system so that the inmates would actually receive responses to them. He feels they should let them out once per day and put them in the large yard. He finds the phone too expensive. He hasn't heard of the Inmate Welfare Fund but feels they have more programs at Elmwood, and that a parenting class at this jail would be helpful.</p>
105.	<p>There is no hot water in the showers - the boiler always breaks, and they don't have a hot pot to heat food. They put too many people in the group cells at once - he feels endangered because tensions get high with too many personalities. The toilets often don't work. He once filed a grievance because the COs threw away a lot of his food during a random cell search - he receive a response agreeing with the CO's He does not feel the grievance process is effective. He did not appeal it because the COs told him it would go to the same officers. He was never given instruction on how to file grievances, and they should have a designated independent individual to investigate grievances. The holding cells while waiting for court are unsanitary - they often place 15 people in the same cell for 3 hours with a locked door and there's an open toilet in there that smells awful. He's not usually housed with those inmates and sometimes they become aggressive - it is dangerous. They don't let them out enough to the yard - only two times per week, three at most.</p>

	<p>Hygiene is also an issue because they don't give out soap and indigent inmates can't obtain toothpaste. He hasn't heard of the Inmate Welfare Fund but feels the indigent commissary package is too small and does not last more than a week. The phone is expensive. They also don't have re-entry programs in the jail that would help transition out - they have better re-entry coordination/programs at Elmwood. He's seen multiple COs use excessive force about three times, usually the inmate is handcuffed and not resisting. They take them to the elevator and beat them and he can hear them screaming and pleading.</p>
106.	<p>The shower water was hot today, but before today it's always been cold. Commissary food items require a hot pot, which they don't have. The COs are overly aggressive and he's seen them use excessive force two or three times, at least once with a mentally ill inmate. He was talking to himself and the CO became fed up and came up and twisted his arms behind his back and made him cry. When he came in nobody gave him information on how to file grievances. He notices some COs are meaner after they file grievances, but some become nicer towards the inmates because they don't want another grievance filed. He feels like classification sometimes overpopulates a dorm with a certain race - it causes tension and endangered by it since they form gangs based on race here. Classification also housed a mentally ill inmate among them - he felt he should have been in special housing, and that it placed the mentally ill inmate in danger to be with the general population. Another inmate was beaten badly by his cellmates for protecting the mentally ill inmate and sent to the hospital for serious injuries. He is also not sure why he was classed as a high security inmate when his offense was not violent. The phone is weird and calling collect is confusing - it's kept him from calling his family. Regarding the Inmate Welfare Fund, he was enrolled in the 3 Rs program and enjoyed it. The food is low quality and has no taste - he can't tell what kind of meat they serve. They don't get out enough from their cells and need more activities in the yard - people are more aggressive from being stuck inside, and not having proper workout equipment (pull up, dip bar) outside.</p>
107.	<p>They don't have a curtain for the shower or the toilet so they have to do everything out in the open - he feels it's humiliating. The inmates make shower lines but they make them take it down. On some floors they don't let inmates out of their cells until late at night - it prevents them from contacting the people they need to, such as their lawyers. They don't have showers frequently enough - only every other day. The clothes are not changed out enough - it's unhygienic. Many COs are disrespectful and rude and ignore requests from the inmates for basic necessities. They are also rude to inmates with special medical needs - some of them take medications that make them drowsy and he's seen them hit the arm of an elderly inmate and bang on the bunk above him to wake him early in the morning. They are supposed to have haircuts once a week but only get them once every two weeks or once a month. Medical care takes a long time to respond to emergencies. They had a man down in their cell and it took them 30 minutes to arrive and 45 minutes to take him out. The medical staffed strolled into the dorm in no apparent hurry when it happened, when they didn't know what type of medical problem the inmate had - it could have been life threatening. It also took them 4 months to respond to two medical requests he made. Dental also takes a long time to schedule and they only pull teeth; they don't perform cleanings. He's written multiple grievances at this jail and at Elmwood and never receives responses. The grievance process would be improved if they answered them. Visitation is too short. Classification placed him in immigration detention when he asked to be transferred to Elmwood although he is not an immigrant. It took 6 months to receive a letter sent to him in the mail. Food is unvarying and commissary is overpriced. Phone calls are expensive and they do not have enough time out for everyone to use the phone. He doesn't like going to the yard because it's just being transferred from one cage to another - they need a basketball court. He hasn't heard of the Inmate Welfare Fund, but believes they could use a</p>

	parenting class at this jail. They downclassed him when they sent him here but the higher security floor had hot water in the shower and a hot pot.
108.	<p>He is diabetic and the nurses wait too long to give him food after he receives insulin, so his blood sugar gets dangerously low. Medical response time takes too long - if there is a man down it takes the CO almost 10 minutes to respond and the medical staff is slow and lackadaisical to respond - they don't treat it as an emergency although it might be. They also will not let him refuse part of his insulin although he knows his body better than anyone else - sometimes the full dose is too much; he feels the healthcare here is the worst he's had while incarcerated. He is allergic to the clothing and it gives him a rash - although he's made multiple medical requests they haven't responded. The showers are very cold. He also feels classification is messed up - he is typically a level 1 inmate but is housed with people facing life sentences - it puts him in danger. They have not given him a reason for his classification. He's noticed COs are overly aggressive and 6 to 8 of them will respond to a situation when only 1 or 2 are needed to contain it. He's seen them use excessive force at booking, smashing people's heads on windows and twisting their arms because they're unresponsive and sleeping due to being on drugs, even though they're barely conscious and non-violent. He hasn't been able to use the phone because it's too expensive, so he can't speak to his family or make arrangements for his life outside. The cells are unclean and there is no partition for the toilet so you have to do it in front of everyone, it is humiliating. The hygiene among inmates is poor, and they improperly house mental health inmates with the general population - they had one mentally ill cellmate and they had to make him shower because he didn't know to do it himself. The quality of the food is terrible.</p>
109.	<p>There is no hot water in the showers and black mold inside the mattresses and under the paint; the dorms are very cold. He complained about the water to the sergeants who said it was fixed, but it wasn't fixed. Food is unvarying. He feels disciplinary action here is unfair - they chained him in a room for 6 or 7 hours for arguing with jail staff. They didn't let him use the restroom so he had to go on the floor in there because he had no choice and they put him on lockdown for a month and only let him out to shower every other day or every 3 days. He is a mental health inmate with multiple severe mental health diagnoses and feels that he is not properly housed- certain conditions related to living with the general population exacerbate his mental health condition - the conditions sometimes make him want to harm others or himself. He told this to psych and they said they would look into having him rehoused but couldn't promise anything. He feels his housing is retaliation by classification - he was initially housed in mental health housing but they moved him for no reason. The COs do not have a good understanding of what mental health inmates need or how to handle them and should have additional training so that they can deal effectively with it. They don't have a library and many inmates are very bored. Dental doesn't do cleanings - they only pull teeth. Nobody gave him information on how to file grievances. Regarding the Inmate Welfare Fund, he was in Roadmap to Recovery and rates it a 5/10 - it's very redundant - they should have more personal interaction and therapy instead of just giving homework. He's seen the fund allocation sheets for the Inmate Welfare Fund but hasn't seen any changes with the things they've supposedly funded - they haven't even fixed the hot water. They were also approved for hot water pots over a year ago and never installed them. The food is unvarying and bland. There is black mold in the mattresses, and too little clothing given - they need a second set. The cells are very cold and have no natural light coming in. The yard is a bunch of cages designed for ad seg activities, not general population inmates. He also saw COs use excessive force against an inmate - they took him out and beat him up because he protested when they didn't give him his special diet food. He had another cellmate who was handcuffed and beaten in the elevator by 6 COs after booking. The phone is very expensive and the cost keeps him from calling his family, making him feel isolated-</p>

	they live far away so they can't visit often. He does not feel complaints are evaluated fairly because all the COs protect each other. There should be an outside agency that handles complaints that actually responds and resolves them.
110.	The COs are rude at intake and used excessive force against him when he came in and when he was released. A sergeant witnessed what happened to him at intake and did nothing. He was beaten upon release in an interview room by a CO for giving his sheet to a cellmate. He did not resist while they beat him - they twisted his arms so he flinched in pain and they said he was resisting and beat him further. Afterwards he limped home and his toe was swollen - he had to go to the ER for it. He hasn't filed a grievance because he never received information on it and doesn't know how to do it. The cells are cold and COs don't allow them to save food, which is a problem because they often don't get enough. Classification houses people based on their first impression of them - they gave him a much higher classification than warranted because the COs beat him at intake, although he hadn't been physically threatening or violent. He feels the COs always side with each other no matter what and has little faith in the fairness of the disciplinary/complaint system. The yard has very little to do and is boring - they need a basketball court. The food is poor quality and he would like a hot lunch for once. The phone is too expensive for too short ad time- it keeps him from calling his family and girlfriend. The bedding is of poor quality - the mattresses are too thin and they don't get pillows.
111.	The showers have no hot water. He's seen the COs use excessive force at least twice. He doesn't want to complain for fear of retaliation and he never received information on how to file grievances or the use of force. Since Tyree's death there hasn't been as much rudeness from the CO's He has heard of the indigent package from the Inmate Welfare Fund but they charge for it, and take away money from inmates' families when they send it to pay off the debt. He hasn't heard of their programs. They should give extra sheets and exchange the blanket more than once per year. They don't get enough time out of their cells - only 1 hour 2 to 3 times per week. He doesn't go outside anyway because the yard is enclosed and the let the inmates out too early - often at 7AM. There is nothing to do out there as they're just in cages, and they have to stay out for the whole hour.
112.	The inmate is improperly housed in a general population dorm when he has physical and mental disabilities. He is also a level 1 inmate who is housed with level 3 cellmates. The COs in the jail do not understand how to accommodate physical or mental disabilities and don't care if inmates have special needs - which they state bluntly- they need training on the subject. He is unsatisfied with the medical care - it is very difficult to get an appointment and he has orthopedic issues that cause pain, for which he took prescription painkillers outside. The staff won't even give him over the counter painkillers until he sees a doctor, but they keep ignoring his requests for medical care. It has been months and nobody has responded. He hasn't made a complaint because the COs and medical staff tell him the proper avenue is to keep filling out medical request cards. He also hasn't filed a grievance because he fears retaliation - he knows that they re-classify people who file grievances in undesirable parts of the jail. He feels the grievance process is pointless anyway as the COs and medical all side with one another. They also have no hot water and oversized clothes are hard to obtain. They don't have enough yard time and the yard has nothing to do but stand in a cage. He hasn't seen any improvements supposedly made by the Inmate Welfare Fund that they post on their budget allocation sheet. They don't even give out chess sets and all their books come from a charity. He has heard of COs using excessive force in the past, beating inmates in the elevator with night sticks.
113.	COs used excessive force against him in the past. He was supposed to be transferred to Elmwood and they left him in a cell for 7 hours and he fell asleep. A CO came and when he didn't want to wake up he called backup. Ten COs came- they threw him against a wall and twisted his fingers,

	<p>injuring them. He asked medical to fix them but they wouldn't do it. They usually don't fix injuries caused by COs to avoid leaving a paper trail. He is also disabled and has limited mobility. Recently a CO came into his cell screamed at everyone to get up, but the inmate's physical disabilities prevent him from moving quickly. The CO screamed at him when he said he had a disability, and said he did not care, and that the inmate was not housed in a medical dorm. He feels improperly housed in the general population dorms- his classification was based off one nurse's observation that she did not see him use his cane much on the few occasions she saw him. They did not let him use a cane in his cell for four months, although he needs to use it constantly, exacerbating his symptoms. Some COs understand how to accommodate his disability, but the CO who told him he didn't care about his disability is training new COs, and they all have the same attitude. He is yelled at for not moving fast enough (despite his disability) and COs call for backup and beat him when he can't do what he's told. His request to be re-classified to a medical dorm was denied for no reason. Medical care is poor and he has had persistent migraines for 6 months, but they told him they have no money to conduct a CT Scan when he requested one. They postponed his appointment to be seen for his migraines by 2.5 months. At first they only gave him over the counter medication, and the medication he now receives doesn't help. He is still waiting to see a doctor for GI problems and his meds are ineffective. He needs constant access to a bathroom but was moved from the second floor where he had his own toilet to a group cell where he has to share with 14 inmates. It is unsanitary and difficult for him. Many of his cellmates have severe mental illness and are also improperly housed with the general population. They don't know how to bathe themselves and can be dangerous - one mentally ill inmate beat another cellmate with a cellmate's cane. They brought the mentally ill inmate who attacked his cellmate back to the same cell afterwards. He's never filed a grievance and never received information on them, but he knows that inmates have to give them to the offending COs, who throw them out. The food is terrible and phone calls are too expensive. He has never heard of the Inmate Welfare Fund.</p>
114.	<p>The COs don't treat the inmates with respect. Many of the inmates housed in the general population have mental and physical disabilities, and the COs have no desire to learn or understand how to accommodate them. He feels housing mentally ill inmates in their cell endangers everyone. One mentally ill cellmate beat another with his cane. The mentally ill inmates are unable to take care of themselves and sometimes endanger themselves unknowingly, but the COs claim they have no room to put them elsewhere. It affects his own mental well being and he has to take psych meds for the stress he experiences from living there. The COs also belittle the mentally ill inmates - they are very rude and call them derogatory names. When the disabled inmates don't understand them, they say "Quit being a dummy, you know you understand me." He has also tried to speak to them about accommodations and they just say "I don't care." He also saw around 16 COs jump on an inmate in a wheelchair because he refused to give up his wheelchair when he arrived to the floor where he was housed. They wrenched his arms and dropped their knees on his back; he didn't see the inmate afterwards, but the same COs continued working the floor. The medical wing is not much better than general population dorms- he was housed there and was under lockdown most of the day - he got out 20 minutes twice a day- he didn't see a reason for it. They had the ADA come in and consult who should be placed in which cell to best suit their needs. Afterwards the CO said he ran the place and moved everyone to different cells. Medical care is poor, and he often waits hours in the shower room for his appointment - it is hard on him physically due to his condition. It takes a long time to get an appointment - up to a month. He has a life threatening condition and they wouldn't continue his medication for it until he had testing done to confirm it, although he brought his medical records. It took a month before he received his medicine. He also had prior surgery that required part of his body to be in a cast- they took the cast off immediately when he came in and</p>

	<p>the bones have since grown crooked and disfigured, and are nearly poking out of his skin, and it hurts. Medical says he is fine and will not even give OTC painkillers for it. He hasn't filed a grievance because he heard of many instances of retaliation; he was not given information on grievances. Food is poor and is cold or burnt; the menu never changes. The problem COs are training new recruits to treat the inmates badly. They conduct random searches and trash their cells, destroying personal property, such as family photos. He's never seen the improvements the Inmate Welfare Fund claims to have made - they don't have board games or books and they charge for the indigent kit. Commissary is overpriced and phone calls are confusing and expensive. His psych meds are not working.</p>
115.	<p>The inmate has HIV and was fired from his job by a CO. His doctor called and told them they couldn't do that and they re-hired him. However any time the CO sees him working he fires him again and he has to have his doctor call to have him re-hired again. This has happened multiple times. The CO who fires him also goes around telling people his diagnosis and asks him within earshot of other inmates why he's not fired - leading them to question what his issue is. He filed a grievance but never heard back. Some of the COs make him feel like he should be quarantined and make a big deal out of it. He also has mental health issues and ended up decompensating and cutting himself - he told the CO he needed to be taken out and restrained, but they ignored him until he made his cuts much worse. It took them an hour to take him out to the psych floor. The doctor told him to file a grievance and the CO responded saying he didn't wait long enough to be taken out and that it wasn't the CO's fault. He never received information on grievances and never appealed it. He felt like they overloaded him with psych meds when he came in, and that it led to his erratic behavior - he's cut down on them and feels much more stable now. He sees many mentally ill inmates improperly housed in the general population dorms. They can't take care of themselves and he has to tell them to shower. They also should not house them with people who are detoxing - they defecate on themselves and need to be in a hospital. They ask the COs to have hazmat clean it but they never come, so the inmates clean it, at the risk of contracting a disease. Phone calls are expensive and the cost prevents him from calling his wife. He was in the Roadmap to Recovery but thought it was poor- the teacher was terrible and wrote rude and derogatory things about him when he did not turn in his assignment on time due to his medical condition. The food is bad and clothing isn't laundered properly - inmates often wash them before wearing and squeeze dirt out of their "clean" clothes. The yard is dehumanizing - a series of dog kennel-like cages.</p>
116.	<p>The cells are dirty and there are no dividers for the toilet or shower - it is gross. The phone is expensive and he can't afford to call his family members, who don't even know he's here. He asked to move cells and put in 5 requests but they just keep saying they'll forward it to classification. It takes two weeks to see the doctor and multiple requests, and the nurse tried to diagnose him without seeing him. He's never filed a grievance because he's heard of inmates not receiving responses or being beaten in retaliation. Dental is not good -they only pull teeth instead of filling them. Classification is biased and based on whether the person there likes you or not. He was classed on a higher security floor because classification didn't like him because they saw him in a verbal argument with their friend at booking. Mentally ill inmates are also improperly housed with the general population, which endangers the mentally ill inmate - he could be beaten up by his cellmates for his erratic behavior, or injure someone without knowing. Another inmate was placed in the cell and detoxing and was moaning in pain - he should have been in the hospital. Another inmate was detoxing and asked to see the doctor, they simply sent him back with water and said he was dehydrated when he needed more serious medical care. The COs do not have the ability or training to deal with disabled or sick inmates - classification should especially be trained to catch these symptoms. They also disproportionately populate the cells with certain races, which causes</p>

	<p>conflict and makes the minorities feel threatened and outnumbered. He's seen 3 fights in the cells based on race, and one inmate had to go to the ER. They should keep the races proportionate to each other. The COs are too aggressive. He hasn't heard of the Inmate Welfare Fund. The food is ok but they ignored his special diet request. They don't have enough clothing to last a week. The yard is too small, and they should offer more educational programs other than the GED and drug programs, and parenting classes to help with re-entry.</p>
117.	<p>He is a representative for his cell. There is no hot water or hot pot to properly cook food and the cells are overcrowded. There is 1 toilet and 2 sinks for 14 inmates. They have too little clothing. There are people in his general population cell who should be housed in psych and two medically fragile inmates who should be in the medical dorm. It is dangerous for the mentally ill inmates, since some may react badly to their behavior. The food is poor quality. He's heard the COs use excessive force against two of his cellmates - they were kicked and beaten while handcuffed for not agreeing to a bunk change, and the COs were not held accountable for it. He's afraid of being retaliated against by being rehoused for speaking to the blue ribbon commission, as he knows that they retaliate by moving people to higher classifications/worse units. He filed a grievance about the hot pot in the past; the CO just signed it and gave it back. He never received a grievance handbook although he was supposed to. His cellmate asked for a dental appointment and they told him to come back in 3 months, and haven't scheduled him since. It also takes a long time to see medical staff, and the care is poor- one inmate was bitten and told to put gauze soaked in hot water on the wound. Since they don't have hot water he asked what to do and the nurse just said she didn't know, and didn't offer any solutions. Mental healthcare is also poor, a cellmate said he heard voices and they sent him to the 8th floor, but they sent him back to his general population cell a week later. Inmate visits are cut short, and phone calls drop but are still charged. When the jail cuts phone calls before certain times they can't be reimbursed for the calls. Calls are expensive and keep the inmates from calling their families. There isn't enough time out in the yard - they go twice a week and rarely go to the big yard. There is nothing on the big yard except handball, and you can't go to the bathroom out there. He's never heard of the Inmate Welfare Fund.</p>
118.	<p>Living conditions are poor. They only provide one pair of clothing every 4 days. The cells are overcrowded, with only one working shower for over 30 inmates in his dorm. He's written grievances but nothing happens to them. Some COs are aggressive and rude. He witnessed COs using excessive force against inmates twice. There were three COs vs. one inmate both times. He heard a deputy training new COs and telling them to hit, push, and twist the arms of inmates to make them comply. He feels they should supply nail clippers at the same time they supply hair clippers instead of making them cut their nails in the yard. Many inmates don't want to go to the yard, which looks like dog kennels. The COs also shut down their time out of the cells early when the inmates are too loud - they scream at them and turn off the TVs. He feels it is unreasonable to expect 60 men to be quiet when they are let out so little. The times they allow them to use the phone is also often too late for him to call his family. There are many fights that break out in the cells between inmates and the COs are not even aware of them. One inmate had a serious medical condition and was told he had to wait two weeks for an appointment but ended up having to be taken to the ER immediately. Another inmate's shackles cut into his foot and caused an infection - his foot is swollen, but the nurses won't send him to the doctor. He feels it's inhumane. The food is poor and commissary is expensive. He also feels his mail was unfairly kept from him. Classification improperly houses mentally ill inmates with the general population. They are abused by other inmates in plain view of the guards, who laugh at them. The COs tell the inmates it's their responsibility to care for their mentally ill cellmates and have no understanding of how to accommodate the mentally ill. He has never heard of the Inmate Welfare Fund and feels the</p>

	<p>indigent packet is unfair, as inmates have to pay for it eventually. He has filed grievances but nothing happens. He feels the process of filing grievances should be more clearly explained - he never received information on how to file them.</p>
119.	<p>The COs use excessive force. When inmates with medical conditions can't get up fast enough when they order it, they slam them against the wall; when people are drunk at booking the like to twist their arms painfully. He also sees an excessive number of COs responding to a situation - although an inmate will already be restrained by 5 COs, they call backup and 30 of them will come and jump him. They retaliate against one inmate who has a lawsuit filed by not allowing him to have any clothing in his cell and placing him in solitary confinement without any of his personal effects. He's written grievances but never receives meaningful responses - he feels they are pointless. There was a mentally ill inmate improperly housed in his cell who put himself in danger by consuming the blood another inmate had spit into the urinal. They told the COs and they still refused to have him moved to more appropriate housing, despite being a danger to himself. The same inmate later attacked the inmate. Another mentally ill inmate attacked his cellmate with a cane. The COs are understaffed and as a result many of them do not let them out of their cells much. It is also difficult for attorneys to visit inmates because their visiting times are very restricted. There was also an inmate complaining of medical issues in his dorm - he kept saying he felt unwell but was ignored - he died in his cell. Many medical complaints are not taken seriously, the nurses always tell people to put their requests on a white card the next morning, regardless of whether it's an emergency or not. Some COs also seem to be on their phones all day and they frequently don't see fights happening between inmates. Some of them also treat inmates inhumanely, harassing them and telling them to get up while they're on the toilet. Clothing is not exchanged often enough, the food is poor and commissary is expensive. It is very cold and there is no hot water. They are never let out on the big yard, and the smaller yard is divided into cages. There is no basketball hoop or any type of recreation equipment out there. They have very little time out. He is in a workbook program and enjoys it, but wishes the jail had more books</p>
120.	<p>He came in with a bad back condition and had an MRI done with significant findings. He filed a request to see a doctor and did not see one until he filed a grievance after 6 months of waiting. The doctor did not believe him about his condition and asked to see his medical records before he would treat him further. He tried to obtain his medical records but was unable to because the phone was too difficult to use. The doctor prescribed him Tylenol but the pain continued for three months and he couldn't sleep. He asked for an extra mattress for his back but was denied. He was sent to physical therapy but they were unable to do anything because he has to remain chained during the appointment and they can't get around them. He has given up on trying to obtain medical care and has not filed any more grievances because he feels the process is pointless. He was never given information on how to file grievances when he came in. Sometimes his packages don't come in commissary even though his family has paid for them, and they have to call commissary to reissue it. He also stopped receiving magazines that he subscribed to in the mail although there was no discontinuation in his subscription. He has also been requesting to be put in a lower classification for a year and repeatedly denied. The classification department keeps telling him that he is eligible but needs to wait another month - they have done this for 6 months now. He obtained the inmate handbook and it said for any infraction you're supposed to get a disciplinary hearing within 30 days - he's seen people come in for a month and go back where they're from even when they were upclassed for being violent, but they just told him that he was housed properly because of his charges. He filed a grievance about not being downclassified and he never got it back - he didn't even get a receipt. He feels like the grievance process is broken - he feels like it should go to someone who can do something about it, and they should actually get feedback. They only get 2 visits per</p>

week for an hour – he wants more. His family has to drive down and wait and sometimes they don't even get in – it's happened a few times, and making the trip is hard on them. Sometimes they cut visits short or they are pulled for their visits 15 minutes late because they're serving a meal, so they miss part of their visitation time. He has seen COs use excessive force against inmates and they tried to provoke him in order to beat him up. One CO made up story about him saying something about his mother in Spanish, then stripped all the inmates, put them in pants and tops that were too large for them, and dragged some people off the floor by their hair and beat them up. While in a holding cell, they pinned him to the wall, unshackled him and asked what he was going to do to them. He said nothing because he knew they wanted the excuse to beat him if he allowed them to provoke him. They returned him to his cell. The COs also used to shake down the floor in the early mornings, dragging people off the top bunks and saying they weren't complying with their orders because they weren't getting up fast enough, but it was very early in the morning and the inmates were asleep or just waking up and didn't know what was going on. Visitation is difficult because of the limited number of spots available for families to see them. The phones can be hard to use and can be expensive to call - they lowered the price but it's still high - it's kept him from calling his family. He hasn't heard of the Inmate Welfare Fund but has heard of the indigent package in commissary but thinks it's unfair because they charge the inmate for it anyway. He's having trouble getting mail - he doesn't receive magazines he's supposed to and he sees the COs keeping magazines and reading them before giving them back. They mix up peoples' mail as well and give other people their pictures. It also took mail a while to arrive over the holidays because the staff wasn't working. To improve the grievance process he suggests they actually look into the matter and not just respond to the grievance. They shouldn't be summarily dismissed.

MAIN NORTH

121. He has been in and out of SCC Jails since the 1990s. Five deputies beat him up to "teach him a lesson" for having committed a burglary in a certain neighborhood. They had actually mistaken him for another inmate. The grievance process is "a joke." Nothing happens when you file a grievance. A deputy poked him with his baton while he was shackled to the point that it left marks. He filed a grievance and nothing happened. The doctors wrote the marks off as a "rash." He has told an officer before that he wanted to make a complaint about a deputy but nothing happens. One time he was told that the rule is that he is to speak with the deputy about his complaint first and he is to give the grievance directly to that deputy. He feels that the deputy will change or throw away the grievance, and he feels forced to confront someone only to get in trouble for doing so. No matter what the complaint is about, there is no response. There has been a problem with not enough soap. When people complain, the deputies will say "file a grievance" in a way that suggests that they think the process is a joke. There is a term known as an "elevator ride" when deputies take you in an elevator and beat you up which they can do only in elevators that do not have cameras; this was something that happened in the past. Deputies may push you into the wall if you're handcuffed, they beat people up, they knock their teeth out, or break their face. You can't defend yourself because you will "catch a case." The "prime" example is the man who was killed. Deputies beat up the mentally ill and older people because those people are weak and they do not know what is going on. They do this to teach other people lessons. It is a particular group of "bad apples." There is retaliation back and forth between the deputies and inmates. There are deputies who are professional. Deputies are on their cell phones frequently so they do not want to be bothered if you call to them for something so they get upset if you keep calling them. And, they are not watching the inmates. People are let out of their cells only 30 minutes a day and the deputies do what they want to do in terms of how they let people out and who they let out. Some deputies let them out for more than 30 minutes; it depends which deputy it is. There is a general understanding among inmates that people will talk on the phone for only 15 minutes each and people do not have enough time to

	<p>use the phone. The phone calls are too much money and if they are locked down right when they make the call they lose that money. Sometimes the phone cuts out for no reason and they lose that money. He cannot receive calls and cannot speak to his attorney confidentially by phone. Deputies have taken legal mail and told other inmates about certain charges of different inmates so those people will get beat up. Deputies will throw away your personal items if they do not like you. He did the drug and education programs after waiting for a month to get in. He found it to be beneficial. But, the programs are a package deal. He thinks you should be able to pick just drug programming or just education. There is a problem with food: the portion sizes are too small. He only receives a small bag of cereal for breakfast (he did not discuss other meals). He is aware that the IWF is state money that you are supposed to "get" but says that if you do receive the money then later get money on your "books," they will deduct the IWF money from your books. There is a list posted of the items the IWF is to pay for but they have never seen any of those items. What they have is very old (e.g. Monopoly.) The cells are unsanitary. They do not allow the inmates to use cleaning materials unless they "throw a fit." "They" come by with a stinky bucket. Their clothes are washed once a week, except for t-shirts, underwear, and socks which are washed two times a week. He has to eat at 3am. He feels it is just to keep him uncomfortable. He is handcuffed unnecessarily. He was shackled on the sun deck but the cuffs on his ankles were so tight he could not stand. The atmosphere since the man was killed is totally different, but he could not explain how.</p>
122.	<p>Programs: They need more rehabilitative programs for the large number of inmates. He wants to help himself but no one is helping him. He has "put in request after request" for anger management and domestic violence classes. He feels like without the help he will have the same problems when he gets out. He was told that he needed to move to a lower security level first. He thinks everyone should be able to get help no matter what security level. A lot of people give up because the help is not available. Other: mail: "Trustees" have been allowed to pass out the mail. Other: Officer cell phone issue: the majority of the officers are on their cell phones all the time. They yell at people to "keep it down," and he thinks they are distracted. They hide the phone use from the sergeants and higher ups. The phone use concerns him because he does not know if they are taking pictures or videos. A lot of times people actually start fighting because the deputies are on their phone and do not notice it happening before it escalates. Hygiene: There is not enough soap. They give you toothpaste for a week but it lasts two days. The toothbrushes also last two days. Other: Food: The portion sizes are too small. The toothpaste once a week is gone in 2 days. Culture: The COs get upset and retaliate if inmates are too loud or if they distract them from their phone. Cell time: They are let out maybe 1 hour a day because too many levels are mixed. Phones: They are not out long enough to use the phones. Inmate Safety: the emergency lights in the cells do not work. He has seen several people with medical issues push the button and nobody comes. He has seen the button pushed, heard fights, and no one came. Sometimes they do not come at all or they come 20 minutes to one hour later. They do not pay attention to the light because they tell people to press it for everything such as requesting razors, pill calls, etc. Grievance: He filed a grievance because an officer cussed at a group of people. It did not go far enough up the chain to understand what the process is. It is difficult for it to get to the sergeant. There is no resolution after a grievance because once it reaches a supervisor that person will just back up the officer; their voice does not matter or count. One time he did not have the energy to pursue the claim when the sergeant came to talk to him because the sergeant gave him "the third degree." The sergeant told him that the guy was great and professional. Use of Force: The officers let inmates they are on good terms with to do what they want. There is an arrangement between a handful of inmates and a handful of officers where they do things for the officer like beat up or threaten an inmate for the officer. They officer orchestrate it. One time he heard an officer tell the sergeant that he had a "cell ready for" him in a Sureno gang unit; he's protective custody. The sergeant said no put him in non gang unit. And he was put there. They will shackle you in a cell all day too tightly, torture and harass you all the time. Everyone knows this. No one wants to make a fuss. Retaliation: He had a lawsuit for use of force with SCC in 2006. He thinks that officers know about that. Officers will tighten restraints and make it hard to walk. They "man handle" him and bang him around. They leave him in an interview longer with the restraints. They do this to other people as a form of control. IWF: He does not know anything about IFW. It is not available as "real money." Hygiene: Officers give them tiny soap and it only lasts two days. Other: Food: The portions are so small that</p>

	<p>a lot of the inmates are digging out of the trash can. People are pan handling in the jail for food. Grievance/Retaliation: People do not file a grievance (about the food) because it does not matter and there will be retaliation.</p>
123.	<p>Programs: He spoke with the Buddhist chaplain about the conditions in the jails, and he likes speaking with the chaplain because he is becoming Buddhist. Housing: they do not get out of their cells or see the sun. Hygiene: They receive one pair clothes for three days, the same underwear shirt socks every three days, and all other clothes 1x a week. They wash their own clothes in the sinks but they cannot hang dry them because it's a fire hazard. Grievance/Health Care: The inmates wrote the captain about the soap issue. He has written grievances. One was because he contracted scabies and he requested a doctor multiple times for two months. He had to pay \$3 for every request but he had to do it because the rash spread up his entire body. After 2 months, he received cream. His cellie also had it. He has scars. He couldn't sleep because of the itching. Another time, he woke up blind. He told the nurse who told him to put in a white card. He waited until that night when it was a nurse he was friends with and she took him to the ER where he was diagnosed with a condition that causes temporary blindness and requires medication. He has lost feeling in his pinky and his elbow constantly cracks. He has been trying to get help for five months. He has to write another grievance about it because the doctor says there is nothing wrong. Use of Force/Retaliation: He has witnessed COs beat up mentally ill and homeless inmates "because they can" and because those people will not write a grievance. He cannot do anything about it because they would retaliate and he would not back down. Lately, the guards have backed down. Culture: He deals with the violence by making little jokes with the CO's. There are no issues with the "old" CO's. If you have a problem with them you "square off." You go on the sun deck and fight. They have respect. The new COs cuff you and beat you. Commissary: He tries to help the indigent people; those people are charged for the hygiene packages. Hygiene/Commissary: He has special privileges so he receives extra clothes and an extra container. Everyone should be allowed this, and, at the very least, be allowed to buy these things. They exercise which causes their pants to smell. Lately, they have received more soap. Housing: They need music or a radio and they should sell one in the commissary. It would cause fewer fights. They need a library and they could have library cards if that were an issue. Many people do not have books. They finally received a basketball. Cell time: With the mixed levels they only receive 30 minutes of out of cell time, three times a day. If they are short staffed, there is church, or a lockdown, they are not let out. Other: Rule Book: He received a rule book when he first arrived (5 years ago), but it is only English. The book says you can have it translated but how would someone who does not speak English read that in the book? There should be an orientation for new guys who have never done time because right now the gang members pull in the young guys. Grievance: People know about the grievance process. It takes a while to get processed. He filed one was six months ago. Grievances get lost. He has friends who called internal affairs and they do not respond. Retaliation: Someone called IA, and a CO who was the subject of the call threatened the inmate. Use of Force: COs go for people who are weak. Someone recently had his jaw broken. Before the person was killed in 6, there was violence in the jail 1-2x a month. Culture: The problem COs are the younger ones, not the "old school" ones. Phones: There was a change so now you can pay for the calls yourself where before only the receiver could pay. This is nice.</p>
124.	<p>Housing: combining the units was unfortunate because the guys who were moved had all been together a long time with no issues. Other: federal issue: He is stuck in main jail because he is a federal inmate. Cell Time: Mixing the levels affected how much time they are allowed out of their cells. Before it was 2-3 hours out at a time. Now it is 30-45 minutes. When church comes they cannot leave their cells. They were not allowed outside of their cells at night for a month because the deputies were short staffed. Certain levels get more time than others and the lower levels are upset because technically they should be in an open dorm room but they are in secured housing. Inmate Safety: Being in a "cage" that long affects how people interact when they are let out including the energy and how loud people become. Culture: The "old school" COs are more experienced and know how to deal with inmates. The rookies are not sure so they puff out their chest to show they're in charge. He feels like "this is our house" and the deputies just monitor. Grievance: He has never filed a grievance. A lot of people do not say anything because they have to live here. He has privileges that he does not want to lose if he were to start a problem with deputies. Retaliation: They are not supposed to retaliate, but they do it little by little. They lock you down. They search your cell. The little</p>

	<p>small things they will do add up. This causes inmates to become violent. Inmate safety: The community goes after an inmate if he is messing up their ability to get time out of their cell. This is not necessarily violence. IWF: He had not heard of IWF. They recently received games but they do not get anything else. Other: Maintenance: Maintenance is a hassle. He tells the COs what is needed but the maintenance people take forever to fix things like pipes and plumbing. One cell has been “off line” despite an emergency order that has been put in three times. The jail is supposed to have hazmat fix the toilet, but they take forever to come while there is flooding so the inmates have to clean it up. He works as a de facto plumber but he does not have the equipment so he could get hurt. Hygiene: Soap—need more. They need more laundry and extra clothes. He washes his clothes in his sink. He will hoard them because you never know if the next set you receive has stains. Cleanliness: They will not give you a towel to clean your cell with so sometimes they hoard those and the COs look the other way. Phone call: Not enough phones. No one can talk to their families. There are four phones, 15 minute calls each, but there are 60 guys. That causes people to get upset. Other: Legal documents: Other inmates had their legal documents read by deputies during searches.</p>
125.	<p>Program: They need more books. There is not an effort to rehabilitate anyone. Elmwood has made an effort such as a contract with Good Will who will employ you for 30 days and help you find a job. Here, you leave jail without housing and no one helps you. They do not help you pay for a bus unless you have money on your books. The GED class is not set up efficiently. First, there is no orientation or overview of the course. Second, they split up the subjects by hour (three subjects over three hours) which means you cannot go too deeply into any one subject. They can only finish two or three exercises (e.g. math problems). They should split up the subjects by day and focus on one thorough exercise. At Elmwood you can get into a class right away. Here they have a “drop out” gang member class and a breaking barriers program. People are interested in self-help books. There are not any books here so people hoard them. A book check-out program would be good. He would like to see: activities like carpentry and electricity and informational classes like how to get into college or pursue further education. He would like “a bridge between here and something better.” Culture: There should be better training for the guards. They joke about crimes as if they are part of their own gang. There is a lack professionalism because they are cussing in their conversations or on their phone texting. The COs need counseling to understand how to treat and view inmates. If they were more cordial to the inmates then there would be fewer problems. Sometimes the new people come in are serious and strict. They come out start yelling at people and demanding things which creates a domino effect. People will have a tough reaction to that. They react “fuck that” and creates anger. Everyone get works up. Other: interference with court: A deputy has repeatedly kicked him out of court when he has tried to get his lawyer’s attention. He feels he is mistreated because he is homeless. Medical Care: He has been in and out of jail. He has a knee injury. Every time he comes back it is a different process for getting a brace. One time he received one right when he asked. This time he was told he needs a doctor’s appointment. As of five days he does not have one. Grievances: There are issues getting the grievances getting past the officer to the superior. The on duty officer will reject the grievance. They have made efforts to explain why a grievance would end at a certain level. They do not have any orientation and give you a rule book when you arrive.</p>
126.	<p>He does not know whether his mail to the court arrived. He does not suspect deputies are throwing it away. But it would be nice to have certified mail as an option.</p>
127.	<p>Physical health: They are very slow to respond to a requests for doctors, sometimes he has to request more than once. There have been a few times where he does not receive his insulin because of “miscommunications” (their words.) He thinks two of the nurses were doing it on purpose. A deputy backed up the nurse. They will stop giving him medication altogether so he has to re request and re see the doctor. He then has to repeat his medical history to the doctor all over again. Whenever his wife calls and speaks to medical it is fixed temporarily. The doctor does not know what he is doing or why he is there when he arrives. The doctors do not listen. They dismiss you before you have a chance to tell them what the issue is. The doctors look at the computer and repeat their current treatment plan. They do not help or listen. Use of Force/Inmate Safety: He does not feel safe with these officers. In the 1960s there was what they called the “elevator ride” where they beat you up in the elevator. They do not do that anymore because they do it in the cells. Grievance/Complaint process/retaliation: He has not filed a grievance about the medical issue</p>

	<p>because nothing will happen except that they will “toss your house” around (destroy your property in your cell). No one ever explained to him how the process works, but he knows you file the form and send it in. You are supposed to give the grievance directly to the officer about whom you are complaining, unless he is not working. Accountability: The deputies do get in trouble. Culture: 98% of the COs yell at you and are disrespectful. Inmate Safety: It takes 15 minutes for a deputy to come when you request one by pushing the button. They are on their cell phones. Sergeants come by only once a day. The deputies hide their phones when that happens. Out of cell time: They do not get out more than 15-30 minutes 1x a day. They go on lock down frequently because of lack of staff or because of a fight in another unit. Sometimes they do not let everyone out because one guy broke a rule. Phone Call Problems: He does have a chance to make calls. Phone Call Rates: The cost is fine. You need \$20 just to turn it on. Commissary Supplies: He would like to pay for extra clothes. They have to buy their own pillows for \$6 and they are about the size of the computer. Hygiene: Not enough soap. IWF: Does not know about it. Access to MH: It’s hard to get an appointment with them. If you refuse, e.g. he was sick, then you “refuse” which goes directly to the person who you refused medical to. Then that causes attitude problems. Culture: There were a few deputies who created problems with inmates in the unit. Especially the night ones. They are disrespectful: “you’re in jail, you’re in my house, as long as you’re under my house you do as I say.”</p>
128.	<p>Rule Book: He did not receive a rule book but they have the rules posted. Every unit has different rules. Programs: He does not participate. He has a drug problem but he does not do the program here because then he would have to stay here longer if he did the program. It would be helpful if they offered more programs like AA groups. Reentry: Usually outside groups try to help you with jobs, housing. He has to find this information on his own/contact information about the groups. Access to Physical Health Care: He has not been able to get his glasses despite making requests. He does not know how long it will or should take. He comes in and out of the jail frequently but he has to start all over again to get his glasses each time. Grievance/Complaint Retaliation: He has not filed a grievance about the glasses because he does not stay in jail long enough for it to be worth it. He knows about the process because they tell you how it works at orientation. They give you a form about how to file it. They always send you back an explanation as to why it resolved the way it did. They told him you can write internal affairs.</p>
129.	<p>Culture: He fears the deputies because some of them are too young and do not have experience. They punish the whole unit instead of the individual by turning off the TVs and not letting them out of their cells. He saw the inmate handbook and they are not supposed to use profanity and demeaning language but they do that. If someone’s toilet is flooded and they tell the officer and they say “it’s not problem.” Use of Force: Ever since the inmate died there are no assaults by deputies. Prior to that there was a lot of excessive force and belittling inmates. They target violence toward mentally ill, older people or weak people who won’t do anything about it to send a message to other people. Visitation/Grievance: Frequently, they interfere with visitation by bringing a person late so they miss part of the allotted time. He filed two grievances but the deputy said we have “stuff going on” and he asks what they mean and they just repeat that. There was no further response to the grievance. Grievance/Complaint process: 15 people filed a grievance about being let out of their cells and gave it to the officer who worked that night. They still are not getting enough out of cell time. That officer is supposed to review it and will pass it on if he does not think it is resolved. A grievance is effective if it is really serious matter such as being treated poorly by an officer, but otherwise it is not effective. Serious if it is a particular officer is mistreating you. They do not talk to witnesses. If they respond they tell you it is resolved. Some inmates do not believe in the process. Grievance/Complaint Retaliation: He has Never been retaliated against. Accountability of Jail Staff: He’s been here three years and maybe 75% deputies won’t get in trouble for something. Out of Cell Time: He is let out of his cell more than anyone else and that is for one hour once, and sometimes twice, a day. Programs: He graduated from the only program dorm for the PC unit. There should be more programs and breaking barriers is the only therapeutic program. Reentry: They should do more to help people when they leave. The handbook said that they are supposed to be productive members of society when they get out. But how? There is nothing to help them when they leave. Access to and Quality of Physical Health Care: He dislocated his shoulder. They are not giving him enough medication, he was told he could not get surgery, and it hurts daily three years later. He requested a doctor 5-6 times. The care is inadequate and he is in pain. Phone Call Problems: Not enough phones/time.</p>

	<p>Commissary Supplies: Would like to buy extra clothing sets and shorts to work out. IWF: Never heard of it. Cleanliness: Not enough supplies. Only communal unsanitary mops and brooms. The majority of people store extra towels at the risk of getting in trouble. Personal Property: They do shakedowns and they take personal hygiene products and their personal letters are ripped. People had shampoo bottles missing, soap and toothbrushes were on the floor. Attorney Client Privilege: They will read your case work and legal mail during a shakedown. He knows because his was organized a certain way. He told his attorney who said write his grievance.</p>
130.	<p>Access to MH: Does not always receive his psychiatric medications and has to go a month + to receive the medications when he first arrives. Quality of MH: The psychiatrist is good. Inmate Safety/Retaliation: When he was “active” there were incidents where deputies put him in cells which had “tension” in retaliation for things like working out with too many people at once. he brought him from Elmwood here and put in him a unit with tension. Culture: The officers do not take into consideration mental illness when dealing with mentally ill people. Grievance/Complaint process: One of the officers said “fill out a grievance” in a joking manner regarding not letting them out of their cells enough. The officers try to fix the issue before doing anything with the grievance. The sergeant will come talk to you if you file it. If it is granted they ask what you want to have it resolved. A lot of people do not file grievances and they get taken advantage of. He does not know how the process works. Grievance/Complaint Retaliation: People do not file grievances because officers will have it out for you. They can move you or put you in a worse area; there is subtle retaliation. Accountability of Jail Staff: The deputies are held accountable now. Before they were not. You hear stories about “elevator rides” awhile ago where they beat people up in the elevator. They hide them in blind spots from the cameras. Out of Cell Time: They are not being let out. There was a time they went three days straight (including no shower) without being let out. When they threatened a grievance they were given 40 minutes. They get 1x per day 30-45 minutes. The officer said it because they have multiple levels in the same unit. Programs: GED is a good program. He likes the instructor. He completed his drug class. He can take a long time to get in if it’s full—two weeks to two months. He would like to see vocational programs. Physical Health Care: He has been waiting for a month on test results, and he was told he has to do a new request to find the results. It can take a long time to see someone after a request so he has to worry about the results the entire time. Quality of Physical Health Care: They’re good when you see them. Phone Call Problems: Not enough phones. Phone Call Rates: They are expensive and prevents him from calling people. Commissary Supplies Too expensive. IWF: It is money for recreational items. Sometimes they have balls, but other items are old and missing and there are not a lot of items. Hygiene: Not enough soap. A lot of people complain but do not take time to file grievance and also know people will mess with you. Other: Cell Phone Use: Some deputies are on their phones all the time. Culture: Some deputies seem like they do not like inmates. Some officers are respectful and nice and some are pissed off they’re at work. Programs: More exercise equipment. It would be nice to have weights and other things.</p>
131.	<p>Culture/Use of Force: The deputies pick on mentally ill and old people. For example, a deputy shackled a mentally ill homeless man who was barley clothed on the sun deck on a cold day. It was retaliation. The homeless man told a CO he needed psychiatric medication. The CO said he would tell the nurse but did not. He threw a fit later (and spread feces in the cell. That happened “this morning.” Access to Medical Care: The only way to get medical care or medication is through submitting a request through a CO. Use of Force: When he was in custody years ago, he was beat up by six deputies after he was subdued from an altercation with one deputy. He was permanently injured. They did not let him see a doctor, he did not know his rights, and he was scared, so he never reported it. Culture: He is in the dorm with the same CO who he was in the fight with before. He is worried about the “elevator ride.” He knows they still do that. They beat you up in an elevator and they know how to hide you from a camera. It is an easy place to beat you up. Inmate Safety: COs set up inmates to fight each other. They will mix levels. It happens in retaliation. They know who hates who. Housing: He has been a level 4 every time he comes because of his fight with deputies years ago. He has been trying to down class. He feels like the review process is not meaningful. Grievance/Complaint process: The grievance process has never been explained to him. His understanding is that he should file a request for things and if he does not receive them then he can file a grievance. The staff sergeants have very little authority in what in happens in the pod. He never sees sergeants say or do anything and they come by</p>

	<p>once a day. COs do not change. Grievance/Complaint Retaliation/Culture: There is a retaliation issue and it would prevent him from reporting things. COs laugh at inmates who complain. COs leak complaints to other inmates including sensitive information such as psychological issues. CO will call mentally ill people “J Cat” which is a derogatory term for mental illness. Accountability of Jail Staff: No one is held accountable because the sergeants get moved around too much. There is a loyalty to each other.: Out of Cell Time: Since Blue Ribbon Commission they went from 1-2 hours maximum time out of their cells to 3-4 hours per day. During lockdown they cannot shower and they have gone 2-3 days in a row with no shower. Lockdown is for any fights anywhere in the building or arguing with a CO. Programs: He would like to see college programs, programs about expungements and to help people from recidivating. People do not know what regular jobs exist so they should be exposed to what kinds of 9-5 jobs are out there. Phones: Deputies stay out of the issue of who gets to use the phone. The phone cards are really expensive: \$20.75. You do not find out if the purchase went through until you try to make a call. This is difficult because you could have to wait a long time to make a call only to discover it is not working and you have no way to find out why. The deputies say it is not their problem it is a third-party. Commissary Supplies: They do not have hair picks and their combs won’t work on his hair. There are not enough “ethnic” products. IWF: They are not using the money for recreational items. Cleanliness : They are the only people who clean the cells and they have no way to do so. They use dirty water (e.g. toilet water) because that is all they have. The walls are filthy. The rack where the mattress is there is dirt and germs caked on them since the building was here. They were never cleaned. He did not file a grievance because he is about to be released. He gets rashes from brushing against the wall which has consistently happened. There is no hand sanitizer. Food: The food makes him ill. The portion sizes are too small. Inmates eat from the trash. Other: Books: They need better books. Other: Utensils: If you lose your spork you have to use your hands. The spork is too small so it results in your hands getting into your food and drinks (if you are trying to stir coffee). Other: Attorney Privilege: He has heard that deputies read inmate attorney mail.</p>
132.	<p>Access/Physical Health Care: He came in with a severely broken arm from having fallen off of a roof; he was brought directly from the hospital. His arm is in really bad condition (visibly). Stanford had a treatment plan including another surgery and physical therapy 2x a week. He has had 1 session of physical therapy in 5 weeks and the VMC doctor said she “did not know anything” about the surgery Stanford recommended. He was supposed to get a “chrono” so that he could have accommodations such as not having to be assigned to the top bunk. He never received it. He filed a white card to find out why. He was told a nurse saw him doing push ups. He is physically unable to (visibly). Grievance/Complaint process: He filed a grievance about the nurse’s comment and not receiving a chrono. The deputy returned it to him marked “resolved.” It said it was resolved because he was told to submit a white card. He feels he is being given the run around. He asked for another form but the deputies repeatedly say that they do not have any. He called internal affairs and has not heard back (it has been one day at the time of this interview.) He was not told that he could contact anyone else. He is worried about his health and not retaliation at this point. He attempted to contact the “ADA” but the address was covered with an address for jail compliance at the Main Jail.</p>
133.	<p>Access/Physical Health Care: He came in with a severely broken arm from having fallen off of a roof; he was brought directly from the hospital. His arm is in really bad condition (visibly). Stanford had a treatment plan including another surgery and physical therapy 2x a week. He has had 1 session of physical therapy in 5 weeks and the VMC doctor said she “did not know anything” about the surgery Stanford recommended. He was supposed to get a “chrono” so that he could have accommodations such as not having to be assigned to the top bunk. He never received it. He filed a white card to find out why. He was told a nurse saw him doing push ups. He is physically unable to (visibly). Grievance/Complaint process: He filed a grievance about the nurse’s comment and not receiving a chrono. The deputy returned it to him marked “resolved.” It said it was resolved because he was told to submit a white card. He feels he is being given the run around. He asked for another form but the deputies repeatedly say that they do not have any. He called internal affairs and has not heard back (it has been one day at the time of this interview.) He was not told that he could contact anyone else. He is worried about his health and not retaliation at this point. He attempted to contact the “ADA” but the address was covered with an address for jail compliance at the Main Jail.</p>

134.	<p>Access to Medical Care: It takes a long time to see a doctor. It took seven months to have surgery on a mucus gland. One day too many people (3) requested to see a doctor/dentist so the nurse refused to accept their written requests (“white cards.”) They used to come every day just to pick up the white cards. Now the nurses are overwhelmed. Use of Force: They should have body cameras. Since he has been in custody he has witnessed a lot of illegal force used by officers. If two inmates get in an altercation, or if an inmate gets in an altercation with a deputy, deputies will handcuff the inmate behind his back and mace him then beat him. Deputies beat him for arguing with his cellie or arguing with a CO. Accountability/Inmate Safety/Use of Force: One deputy was disciplined because he kicked someone on the ground so hard he knocked the man unconscious. #22 has not seen that deputy since the incident, and learned the deputy was fired. This is rare. The responding deputies told the unconscious man to stop faking it. One of the COs intervened when the other was beating the man and told him to stop. They called a sergeant when the man was unconscious within about 10 minutes. Two deputies fractured a man's bone because he was not listening to them and continued to beat the man until he would disparage himself. They also intentionally placed that man in a cell with someone who assaulted him, and the deputies knew of that person's intent to do so. He worries about his safety because he is physically big so they might fear him. They set up “”(mentally ill inmates) but placing them where their safety is at risk. Deputies assault them more frequently because they will not say anything. Visitation/Retaliation: If he breaks a minor rule like not taking down his clothes that are hang drying the deputies will bring him late to a visit or cancel it. Grievance/Complaint process: People do not usually file grievances. Lately, people write the captain because that works. The grievance will go to the CO who will resolve it and not send it up. The CO will put the grievance in the desk then give it to the CO who is the subject of the complaint. That discourages him from filing grievances. He does not know if that is supposed to happen. He has only filed one grievance in three years because nothing happens and there are “loopholes.” The inmates have asked for a copy of Title 15/the rule handbooks. They put in requests and they have not received them. Grievance/Complaint Retaliation: People get retaliated against for filing grievances such as getting moved to a corner cell or get locked down/not let out. Deputies will also raid their cells and throw their things around. Accountability of Jail Staff: Deputies are not held accountable. Culture: The main problems are the new deputies, not the “old guys.” There is a CO from the federal prison who is “really cool.” That CO suggested that the captain should have more cameras and body cams because that is how it is in federal prison. A CO responded that if they did that, he would not work in the dorms. COs like to beat people up and get away with it. The COs like it because they do not respect inmates; they think they are “shit.” Commissary Supplies: He has spent almost \$4,000-\$5,000 (over three years) for things from the commissary including food. Hygiene: People who are homeless do not get enough soap. They do not have enough clothes. He washes his own underwear. Deputies get mad because they hang dry their cloths. People get staph infections because they recycle the clothes so everyone gets each other’s’ clothes. The clothes are ripped. They should have more sets of clothing and should not have to rotate with other people. Attorney Privileged Materials: Deputies read attorney documents during shakedowns. One inmate had written a letter to his attorney which the deputy sent to the police department. People usually have their attorney records set aside so the deputies know what they are doing. Suggestions: They should wear body cams. There are inmates who assault “start things” with deputies so body cams would benefit everyone.</p>
135.	<p>Mental Health Care: He sees the psychiatrist when he asks to see him but he does not get therapy which would be helpful. Access to Physical Care: It takes 3 days to 1 week to see a doctor. Use of Force: If you talk back to COs they will beat you up. Inmate Safety: He has seizures and it can take 10 minutes before they respond for a call for help. Grievance/Complaint process: On issue he had was the lack of time outside of his cell. He has not filed a grievance about this. No one has told him how the process works. He wrote a grievance about having seizures because he was in a cell by himself. He requested a cellie because of the seizures. The grievance process is “not easy” because it his word versus the COs' words. He understands the rule to be that you have to give the grievance to the deputy who you are complaining about. Sometimes the deputies do not pass the grievances up the chain. They did respond to a grievance about soap and provided the inmates with more soap. He does not know anyone who has called internal affairs. The inmates have organized to file grievances together. Grievance/Complaint Retaliation: If you file a grievance you can have your cell locked down or your cell raised. Accountability of Jail Staff: If “outside” people come into the jail</p>

	<p>the deputies will be held accountable. Out of Cell Time: The mixing of the security levels has led to less out of cell time. Different levels are allowed more or less time out of their cells based on how many men are in a particular level (the more men, the longer the time out.) Programs: He wants to get his GED but it is hard to get into the program and he was denied access because of his charges. He is doing 12 steps on his own through a book. He would like to have help from the outside with 12 steps and to have someone set him up with a sponsor. He does not know how to get in the drug program at the jail, but he would like to be able to get into the program. He is transferring to "Siberia" which will be good because they have programs.</p> <p>Commissary Supplies: Some items are too expensive. You rack up a debt for buying hygiene kits. IWF: He has never heard of IWF. Sexual Misconduct: There are few people who were assaulted by a few inmates and they do not report it because they are scared. The deputies know about the sexual assaults because they hear the inmate/victims yelling and they do not respond. Hygiene: They need more clothes. Cleanliness: They should let them clean every other day with cleaning supplies/disinfectants, they need new mops and buckets (they are filthy), and he would like floor wax. They are not allowed to have towels just for cleaning. Food: The portion sizes are fine. Property: The deputies come into the cells and take your clothing or food.</p>
136.	<p>Use of Force/Complaint/Retaliation/Inmate Safety: He has witnessed many incidents of abuse. He has seen incidents investigated but they are not thorough 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 cellie 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 the "elevator ride," what was done in the old jail. There was a "fight 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 Milpitas 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. 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 detoxing. They are reliant on pills because they do not receive</p>

	<p>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 his requested was documented but nothing comes of it. He knows it is because of the budget and not her fault. Culture: There are “bad apples.” The new deputies feel that to succeed they have to follow the bad apples. There are new guards from state prison and they are better, more lenient and act like human beings. There are a few COs from the army who are unstable.</p>
137.	<p>Use of Force: Before the inmate was killed the COs 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 CO always wins. The COs all have each other’s back. When someone asks for a grievance form, the COs will say “you know you won’t win.” COs 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 in 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 reapply 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 not 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 afforded towels to clean the cells. There is pee on the floor. He has to use toilet paper to clean it up but it can take a day to get more toilet paper.</p>
138.	<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 because his preference is 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 was retaliatory for being upset with the intake person. The deputies considered his request to have his security classification downgraded, which he felt was a fair way to resolve his issue. Culture: Some, but not all, of the deputies are disrespectful to the inmates. All deputies have been more</p>

	<p>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 that 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 “weaker” 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 not 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>
139.	<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 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 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 will get infected without the changed dressings. Hygiene: He has not had a bath since June 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>
140.	<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</p>

	<p>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 seen 11 instances over the three years that he has been in and out of this jail when deputies have attacked mentally ill inmates because they think that those inmates will not file grievances. An example provided was that he witnessed a mentally ill man talking to himself and deputies yelled at the man and twisted his arm in his handcuffs. Inmate Safety: He has been assaulted by other inmates. He has seen deputies arrange for one inmate to fight another by placing in the same cell, but this has not happened to him. He also said that deputies do a lot to protect people from being assaulted by other inmates. Visitation: He thinks visits should be walk-in as opposed to having to make an appointment a week in advance as is the case now. Grievance/Complaint process: He has filed as many as 30 grievances. He has never experienced retaliation. He received responses to some of the grievances but he did not understand the responses because the answers were scribbled. The captain has never interviewed him in response to a grievance. Accountability of Jail Staff: He believes that deputies are fired for misconduct. For example, a deputy pepper sprayed him for no reason then turned off the water in his cell to prevent him from washing off the spray. He complained to officers in the jail whom he knew as a child, and he never saw the offending deputy again. He never filed a written grievance for this incident. Culture: The deputies act as if they do not want to work here. Out of Cell Time: He would like to be let out of his cell longer than thirty minutes to an hour a day, which is the length of time he receives now. Housing: He feels that he is treated differently because he is in a particular security level/housing pod in that the deputies assume he is there for a sex crime even though he is not. Programs: The jail should have AA and NA, which he has requested multiple times and received no response. Phone Call Problems: He does not have enough opportunities to use the phone. Phone Call Rates: The calls are expensive but otherwise he does not have an issue. Commissary Supplies: The commissary should be cheaper with more variety. Hygiene: How frequently he showers depends on who the deputy in the unit is and there have been times that he waited three days to shower. He only receives haircuts and new/clean clothes if he files a grievance. Cleanliness: He does not receive comet so he has to wash his floor with bath soap. Food: He has requested a "menu" because he wants to know what he is eating, but he has never been provided with one. Deputies do not wake him up for meals which means he misses them. Other: Racism: There are several deputies of a particular race who provide privileges to inmates of their race, and he believes that his cell was raided for racially discriminatory reasons. Computers: He would like access to a computer and email.</p>
141.	<p>Use of Force: He has heard from other inmates that a deputy has assaulted inmates, but he has not witnessed the assault. There was an instance 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 this inmate to be involved in two 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</p>

	<p>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 learns 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. Sometime this deputy does not let people out at all or he 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 do not 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. Food: He does not receive enough food.</p>
142.	<p>Quality of MH: The psychiatrists 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 like his diet (soft food diet) he should change it. Accountability of Jail Staff: He has never seen a deputy held accountable for misconduct. Culture: There 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 ibuprofen 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 oxycodone 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. IWF: His understanding is that the IWF is supposed fund items for 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 televisions viewable from the cells. Temperature: it is hot in the summer and cold in the winter.</p>
143.	<p>Access to MH: It took one hour for the mental health staff to assist a man who wanted to harm self. The situation escalated because they did not arrive sooner. He is unsure if the staff was retaliating against the man for reporting misconduct. Quality of MH: The staff is not assisting a man having an adverse reaction to</p>

	<p>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.</p> <p>Grievance/Complaint Process: He has heard that many inmates have complained about a particular deputy but the complaints will not do anything. 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 deputies 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.</p> <p>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 jobs, 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 have holes and are not adequately cleaned, and he has to go to court in clothes that are unpresentable. 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 inmate had to walk around in filthy socks. Food: Sergeants may provide their favorite inmates with 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 (4pm-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 an outside agency (not BRC) came to the jail and a lieutenant communicated to an inmate that he 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 may have to have his foot amputated because of an infection that the temperature exacerbated. Deputy Cell Phone Use; The deputies are on their cell phones a lot. He does not think that the sergeants know about the phones. Criminal Case: Officers ask him about his criminal case and do not stop him if he talks about. He knows of an instance where a deputy told the prosecutor something that the inmate said.</p>
144.	<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.</p> <p>Grievance/Complaint process/Retaliation: More people would submit grievances if there were not 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:</p>

	<p>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 phones</p>
145.	<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 ibuprofen a day even though he knows that it is bad for his liver. The weight gain has upset his health. Grievances: He stopped 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 knows 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>
146.	<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 he was released shortly thereafter. There is a nurse in the jail now who takes canes from inmates. He thinks that the nurse takes the canes because people with disabilities will not do anything about maltreatment. 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 that 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 psychiatrists 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</p>

	has been informed of this deputy's behavior and nothing has happened. People worry about their safety when around this deputy.
147.	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--it helps 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 starving for programs." They bring out the best in people. Some of the guards are "awesome," but many are not.
148.	Programs--there should be programs on every dorm for those who want to better themselves. For inmates who come directly from juvenile or who are serving long sentences, they have to have some way to get skills/education for when they go home. The jail puts too many barriers in the way of college staff coming in the facility to teach for college credits; jail should make some process for getting college credits. Grievances--they aren't effective. Since Tyree's death, grievances are taken a little more seriously, and sometimes result in getting really offensive guards moved to another unit. The only way for him to effectively voice a grievance is to get a relative on the outside to advocate for him. He doesn't see guards held accountable for their misconduct. He has never gotten a Rulebook. Hasn't heard of the Inmate Welfare Fund. Food should have more variety; the long-time inmates need more variety. Mail--it's often ripped out and magazines go to the wrong people. Mail needs to be handled more seriously.
149.	Grievances--he doesn't file them because the officers will mess with him if he does. If something was really wrong, he would ask a relative on the outside to help him. He received a Rulebook. Guards are not held accountable, except for in Tyree's death. Things have improved since then. Time out of cell--they get more than they used to, but the amount varies some. They need time together to connect, encourage one another, and just feel better. They got a basketball recently, which helps them stay positive. Programs--they need more programs. He got kicked off of a program because of the long waitlist of people wanting in. There should be classes for self-help like anger management, job/interview skills, and how to be productive for when he gets released. They could use the multi-purpose room for good programs. Visitation--guards sometimes cancel visitation. It depends on who the c.o. is that day. They interpret the policy differently and have too much discretion make family be 30 minutes early, 40 minutes early, not one minute late, etc. The jail should set a clearer, consistent visitation policy.
150.	Grievances--the biggest problem is that the inmates never know if other people see them. Guards pressure them not to file them. He had a c.o. threaten him about filing a grievance, but he filed it anyway. He got the pink receipt that day, but never got an answer. Medical--they don't give the inmate enough feedback. He filed a white card and has an appointment, but they didn't tell him when it is. There's usually a 1-2 month delay to see a doctor, which is unreasonable. They only accept white cards on Mondays--why not everyday? Force--guards use excessive force with mental health inmates. But, guards put the handcuffs/restraints on too tight for everybody. Time out of cell--depends on which c.o. is on duty, "like mostly everything" in jail depends on which c.o. it is. Time out of cell is better since Tyree's death. Programs--there should be programming. He's young and needs education/job for when he gets out of jail. He never got a Rulebook. Never heard of Inmate Welfare Fund. Visitation--would be good to have longer visiting hours for families who live far away. Clothes--they need more changes of clothes. Now, they just sneak them because they only get clothes twice a week. Guards say inmates can wash their clothes, but they can't because there's no dryer, so if they washed, there's no way to dry them and put them right back on.
151.	Grievances--he's been beaten up by guards a lot, and grievances are the only way to make a change. He sometimes gets retaliated against for filing grievances, but he files a lot of them because it's the only way. They work better when many inmates to file grievances on the same issues, like a "class action." Mental health--when he asked to see MH, the c.o. said no. Culture--the guards are a gang now, the Green Wall 7/23 gang, and the county needs to do an investigation. About 15% of the guards are really aggressive and bad;

	<p>they others are fine, just taking home a paycheck. He was never given a Rulebook. Programs--he didn't know any programs were offered in the jail. No one every told him, but he would do them if he knew. Phone calls--they're really expensive and require a \$50 deposit to start. He can't call his family because they don't have \$50 for the deposit.</p>
152.	<p>Program time is highly variable. Sometimes they get it and sometimes they don't. If guards don't give time out of cell, guards aren't explaining why. Sometimes, he has missed program time b/c he's locked down, but still needs to call his lawyer, and they won't let him call his attorney, so that practice interferes with his right to his attorney. Young guards are ruder than the older guards, who are more respectful. "We have a hard time with the young guards." The young ones cut short the program time. For the last few days, they didn't get time out of cell b/c the guards said all they c.o.'s are on vacation. Access to MH is really limited. They don't have psychiatrists here. Here, they have "just crisis units" who don't want to help unless you're suicidal, and they don't know the inmates' histories. MH services re much better in prison. When he's asked to see MH, sometimes the guards have asked why and tried to delve into it without just sending the inmate to MH—that's bad. None of the general population can participate in 5C programs for protective custody. There should be special programs for gen population, too. 7B is the general population program dorm that has GED/school/NA/AA/church/recovery. To get in, you put in a request form, but it's often full, because "everyone wants to go over there." There's not a clear wait list process for getting in. If there were more programs, they should be Reentry oriented: recovery, job hunting skills, how to be successful on parole. None of that is here. Prison programming is way better than jail programming. It's a smart move to put guards in training for MH communication. For an inmate who's not all there, the guards have to have different skills to deal with different kinds of people, but sometimes here it seems like guards don't even know the histories/needs of the inmates so they can handle them effectively without being rude or violent. Classification—the guards put anybody in high security (red shirts) for the littlest things. "It seems like everyone in this jail is in red shirts." To fix it, there should be better reviews to review inmates' custody levels. Things have gotten better since Tyree's death. Before that, it was crazy with guard abuses of authority and excess use of force before. It's mellowed out since then.</p>
153.	<p>Grievances--before Tyree's death, nothing would happen with a grievance, not even a pink receipt. Then things got better. He had success writing the captain a letter; she responded. He couldn't talk to the c.o. b/c he would punish him by putting him in the corner—a dirty cell behind the pillar where you can't see the TV. Phones--there aren't enough phones. There are 4, which isn't enough. That makes the inmates fight each other, which gets them locked down. Time out of cell is only 30-40 minutes—inmates even recently were on lockdown for 2 days, and the guards usually don't tell them why. Guards--the deputies like to play on their phones rather than give time out of cell. The old guards are responsive, but the new guards say "it's not my unit" like they don't have authority for full management of their unit, but they do. Guards have to subtle hints that's something with an inmate—outside of protective custody, guards have to be more attuned to inmate to inmate violence. Inmate Welfare Fund—he just heard about it. It's a good thing. Handcuff sanitation—no one cleans the shackles, and the guards put them on really tightly, so they cut their skin. Inmates end up getting staff infections from dirty cuffs. Cleaning supplies—the ventilation system blows out dust. When they ask for cleaning supplies, getting them is inconsistent because of which guard is on duty. Housing/MH—there's not enough room on the mental health floor. But, putting severe MH inmates in with general population is bad because it can result in assault and harassment between cellmates. The guards treat inmates with mental health needs badly because the guards don't have the training to deal with them.</p>
154.	<p>Grievances--When you ask for a grievance form, the officer asks why. Then they delay giving him a form, sometimes for days or saying they're out. The officers shook down his cell and messed up his stuff. He didn't grieve because he thought the guard might come at him. There's a lot of good cops, but there's bad, too. It's the new ones that need to be less ignorant. They're disrespectful and too aggressive. The old ones know how to do things. Infractions process—disciplinary action against an inmate. Sergeant-level told him "whatever you tell me, you're gonna be found guilty." It's a kangaroo court. But, inmate doesn't get a copy of that appeal because the forms aren't in triplicate that high up. That makes it hard to follow up later on because there's no paper. Legal assistance—the jail doesn't have the legal research team forms, which stands in his way from getting legal assistance. He had to write to the captain to get copies of his legal documents. He had</p>

	<p>to write to someone outside to help him. Time out of cell--they got none during holidays because so many guards were on vacation. They aren't told when there's a change in inspection schedule, so then they relax and aren't ready for inspection. It's easy to give 5-10 minute warning...why not? Phones--there aren't enough phones, which causes a lot of tension and fights between inmates who all want the phone. Need more phones or let people out in shifts for calls. Mail—he gets the newspaper 10 days late, in bundles of 5, which then get taken away because he has too much property. Big issue—not enough medical or dental. He got hurt, but x-rays were really delayed, and now doctor visit is delayed, even for things that are really acute, like an infection. Everything's too rushed—so there's not enough time for even inmates who have doctor's slips for extra things (buckets, hot water, ointment) to do those things.</p>
155.	<p>Out of cell time--Before Tyree's death, not much time out of cell at all. He did lots of grievances, but they didn't change it. Now, it's much better. When they don't have time, they can't talk to their attorneys, which interferes with accessing legal services. Some guards are always on their cell phones. Sometimes, the guards write lies in the log book, so that it looks like they had out of cell time, but they didn't. Sometimes, they don't do cell checks either, so people can be really hurt and not get the help they need. Some guards are good, like 70%. There's one old guard (more than 20 year) who is really bad. So much depends on which sergeants train the new guards—if they're trained well, they're good, but the new ones who are trained badly turn out badly. Force--the guards regularly use too much force, way too aggressive. Guards use physical force to try to provoke them. He saw guards assault an inmate and wanted to do a witness report. He told the sergeant, who never came back to take his witness statement b/c they just want to hide the fact that the inmate was assaulted. Grievances--Sometimes the guards tear up the forms, through them away, and never even give them the pink copy. Because it has to go up the chain of command, the c.o. has to approve it going up to the sergeant, but the c.o. can deny permission to talk to the sergeant, so inmates are stuck. When he filed many grievances, they put him in the corner cell as punishment. This punishment makes many inmates not want to file grievances. They punish the inmates by sending to a different floor, esp. by sending them downstairs (to Siberia.) There's no way to be heard—no good way to do grievances or let higher ups know there is a problem. Dental care—They don't do cleanings or anything preventative, only teeth pulling and fillings, which is really a problem for long-time inmates like him. Medical care—sometimes the medical care is really bad. At times, they have a hospital appointment, but the guards won't take them, so then they lose the appointment, even if their condition is serious. Haircuts—now it's ok, but before Tyree's death, they would go 4 months in between, when it's supposed to be monthly. Hygiene—even those who are permitted to clean are not given time to do so. The Manual says showers should be cleaned every night, but the guards only give them time to clean them 1-2/week, so the showers are really gross. When outsiders are visiting the jail, things get very clean, but it's fake. Clothes and sheets—they're all really gross and in bad shape, but the jail keeps them around anyway. Newspapers—the county cut back so now they only get 1 per unit and only 6 days/week, and the guards take it away and don't bring it back, or they keep it all day, or the guard won't let the inmates have it till they finish, but the papers are for the inmates, not the guards.</p>
156.	<p>Food—there's no red meat served, even when an inmate has a doctor's order to eat red meat. Jail staff is not complying with his doctor's order. Grievances--there's no other way to get heard. Grievance cards never resolve anything. It's the same cop who you grieve who resolve its. Programs and time out of cell--even the program dorms don't get very much program or time out of cell. On paper, it looks like they should, but they don't because "short-staffed," especially every weekend. A lot of guards seem too busy to do programming or shower. Clothes and hygiene—you have to use your own soap. You're supposed to get a razor every night or two, but it's usually every 4 nights. No good reason except guard laziness. There needs to be more supervision—way more sergeants and lieutenants should be walking around doing surprise visits. They're doing it some now since Tyree died, but not before that.</p>
157.	<p>It's gotten better since Tyree died. Now, there's more programming and out of cell time. Everyone is happier, more mellow because there's more out of cell time. Misunderstanding about 3 hours/week being sufficient—it's not, but some guards think it is. Medical care—may delay up to 6 weeks or so. Also, even though doctor acknowledges the inmate has a certain medical condition, doctor says treatment is not available for that in jail. So, he isn't getting treatment. He goes through the process for medical care (white cards). Commissary--Guards get mad at inmates for ripping towels to use as wash cloths, but hand towels aren't available at</p>

	<p>commissary. This happens to pretty much everyone here, but no one is saying anything. There's no real clear way to request basic things like this that aren't available in the commissary--request forms can be used for rehousing, talk to lieutenant, ask for books, etc., so that might be the best way. He sees retaliation happen to other people.</p>
158.	<p>There should be more age segregation of the units so that young guys from juvi aren't mixed with older guys b/c the young guys make noise and cause conduct problems. They keep it from being a mellow place. Sometimes, it's the same thing w mental health inmates. Now, after "the incident" they get time out of cells everyday. They need a break to get out. Grievances--he has filed 2 and they were both resolved at the level of the guard he grieved. That should not have happened--they should have gotten passed up the chain. Officers take grievances personally when they shouldn't. Inmates don't do grievances b/c then they might not get recreation time, or guards might purposefully mess up an inmate's cell during cell check. Guards have a derogatory name for mental health inmates="J Cat." Guards use this term on them a lot, and it is disrespectful. Programs are limited to 1 unit--that limits who can participate. If there are programs available, he doesn't know about them. Wouldn't it be easy to put a list on the wall in the dorm? Big issue--when his attorney comes to visit, the attorney sometimes has to wait 45 minutes in the interview room for inmate to be brought out. This is bad because it's a unnecessary delay that takes up all the time his attorney has to spend with him, so then his attorney visit is really rushed. It has happened a lot. Phone rates have changed and are better, but still excessive. In the canteen, there's no nutrition. It's all junk. Need more meat and dry goods.</p>
159.	<p>The guards verbally abuse inmates. For inmates who had a violent childhood, the guards' violent language is really harmful. Excessive force--inmate had an extra towel for cleaning, and rather than do appropriate discipline/infraction, the guard started kicking the inmate. If an inmate is hurt by another inmate, the guards will then beat up on that inmate more because the harm won't show. Guards use flashlights as weapons to hit the inmates with. Out of cell time--they don't get it everyday, which means they can't shower or make the phone calls they need to. Need more time for phone calls. Hygiene--they can't have an extra towel to clean they're cell with, so they'd have to use the same towel for their body and cell/floor, which is unsanitary. Grievances--guards won't accept the forms, or will try to persuade an inmate not to file it. Guards retaliate about grievances by taking away program time. It's better if a group of inmates all files a grievance. After Tyree's death, things got a little better, with guards giving them thermals and more blankets. Programs--Roadmap to Recovery is good, but there should be more programs.</p>
160.	<p>Grievances--results depend on what you grieve. Sergeants just concur with the c.o., but never resolves anything. But, if you grieve a condition like cockroaches, it can work. It also depends on the c.o.; some are honorable, but some aren't. Some guards won't even give you a grievance form. Out of cell time--they only have 3 hours/week, which isn't enough. He needs more time to call his attorney, who only works M-F, 9-5. They need more phones so everyone can use them. Food--quality is really bad. It's unsanitary, with hair and bugs in the food. Commissary--it's all too expensive (toothpaste \$8). Program--the only program is Road to Recovery, but it's just self-study, so it's not great. Classification--it's way too restrictive, so even if you wanted to do a program, most people can't. They just got a basketball. Use of force--guards beat the inmates. It happens all the time. They try to hit inmates places in won't show, like not on the face. Clothes--horrible and dirty, even when they're supposed to be clean. It's better just to wash your clothes in the sink. The officers search the cells all the time for extra clothes. Accountability--guards are never held accountable. Internal Affairs and formal complaint to sheriff doesn't do anything, either. The only way to get your voice heard is to have a relative advocate on the outside try to help. Housing--inmate was moved to harsh housing as a punitive measure. Culture--some guards are disrespectful and try to antagonize inmates to fight back. Guards pick on people with mental health issues more than others.</p>
161.	<p>Big problem--his classification is low, but they put him in max. security and he doesn't know why. He did a request form to move, but never got a response. There's nothing he can do about it. Classification must be fixed so it has more transparency to the inmates so they can know why if their classification is changed. Out of cell time--the only get 3 hours/week, which really limits his time to call him lawyer. They need more phones in this unit. There's way more of cell time in prison than this jail. Programs--there are no programs in this unit, but they need them. Inmate safety--guards try to incite inmate-on-inmate attacks when the guards</p>

	can't get at a particular inmate directly. Inmate Welfare Fund—he doesn't know about it. No programs or board games. Commissary—prices are outrageously high. He never got a Rulebook.
162.	Culture—the guards use profanity and make them go naked as punishment. C.o.'s abuse their authority. If one person messes up, the guards lock everyone down. When they do cell searches, guards sometimes tear everything up, no respect for inmates' things. Use of force—a guard attacked him about something he didn't know about and banged his head against wall even though he wasn't involved. Inmate didn't file grievance. Program—he tried to get in because he wants to do his GED, but they won't move him there. He hasn't gotten any response to his request. There's no transparency in the classification system. Housing—guards use certain units as a disciplinary placement. The unit is super cold and has holes in the cell walls. Hygiene—Clothes are super raggedy. They have to get haircuts during program time, but they shouldn't be limited that way. They don't give razors often enough, so the guys can't shave. Out of cell time—now, they sometimes don't even get the bare minimum of 3 hours/week. The max. security inmates are in step down housing, which interferes with the out of cell time for all the others who are lower security. It varies a lot by c.o. When they ask why no out of cell time, they get no good explanation. Things got better since Tyree's death. Last year, there was a time where they only got out of their cells about 10 times in 4 months. It was really bad. He didn't get out for 14 days straight. Guards would cancel their visits, too. Grievances—people would file them, but never hear anything back. More responsive since Tyree's death.
163.	Use of force—He was beaten up by guards in max security, bad injuries. The guards "hurricane" inmates, coming in at full force. The guards took their commissary bag of supplies, thermals, towels. Broke his cellmates' ribs. No obvious reason for the assaults, just guards being aggressive. Inmates filed grievances, Internal Affairs came down, then guards retaliated by turning off TVs for a week after. Guard blamed the inmate for attacking him. Guards call and other guards come running, but not sergeants, then the guards assault the inmate. As soon as an officer sees a sergeant, the guards stop the assault. Grievances--He filed grievances and got no responses. He called IA, which came a week later. Nothing ever got resolved and no response. Guards retaliated by turning off hot water, then moved his housing. A relative advocates for him, too, but doesn't get very far either. Out of cell time—they gets 3 hours/week, but sometimes not even get that, and the officers sometimes lie on the log saying they got time out of cell when they actually didn't. Culture--Guards are always standing around on their phones, then blame lack of programming time on being short-staffed. Visitation—sometimes guards wouldn't let him have visits, even when he isn't on restriction. Inmate's family says the guards downstairs are really rude to them. Programs—he requested to be in a program dorm for GED, but he never got any response. They should at least give him a response. He could do a new request to downclass every month when they review classifications, but there's no other way to get programs. "We just need to stand up for our rights. We're glad you're here to talk to us because our voices never get heard."
164.	Grievances—he doesn't think they ever get past the officer to sergeant review. Sergeants just cover for the guard. He just doesn't file them anymore because he doesn't think it will solve anything. Culture—guards look at inmates like animals. He's been here a long time and he hasn't seen it this bad. Guards antagonize—say smart things, come in your cell and mess with your things, use psychological tricks to try to make you react. "It's not even like a jail, but a concentration camp." It got so bad, then fake getting better just because they're under the spotlight. He sees inmates get beaten. Guards do it to people who don't have families, or people they fear, or people who are trying to protect their rights. It's the same bad guards every time. There not all bad guards, but there one team that handles all the bad stuff. The new ones are exercising authority for the first time, they abuse it. Some of the senior guards, too, are on the goon squad. Visitation—his relative travels far, and guards treat relative badly. Guards sometimes cancel the visit entirely even if she's just 5 minutes late. Programs—those dorms are good. No access to programs in certain units. Time out of cell—they're lucky to come out 15 hours/week. But, if they have lockdown, it's even less than the required minimum. Can't call lawyer, family, it messes with your mind and is mentally stressful, can't shower. Biggest change needed—respect for inmates' rights.
165.	Grievances—he grievance a guard who was harassing him, and then the c.o. followed him to new housing unit to keep harassing him. If you grievance a c.o., that guard gives it to the officer you grievance, and they all have each others' back. Guards don't give out grievance form sometimes. They delay up to a month, and try

	<p>to persuade them not to file. Problems don't actually get resolved. Things happen all the time that need to be reported, but they aren't. Excessive force—guards use shackles too tight for going to court and all the time. They use too much force/pepper spray than is necessary to secure. Even if you're just too close to some incident, you still get locked down and beat up. Out of cell time—they only get 3 hours/week. So, they can't shower every day or every other day. They had a c.o. who would lie that the facility was on lockdown, just not to give them out of cell time. He didn't come out of his cell for 10 days one time. Housing--This unit has a population that's too mixed; it hurts them all. Phone—calls are too expensive. Visitation—relative says guards are rude to her. Mail—their mail doesn't always go out. Programs—there's not enough program dorms. Classification says he's properly housed here, so he can't get programs. Hygiene—it's hard to get cleaning supplies except for Wednesday's when the sergeants come through. They steal an extra towel so they have something to wash the cell with; otherwise they have nothing. The clothes are bad, gross and torn up. Some of the cells are really gross. Guards clean only for inspection, visitors like the Commission or Audit. Showers—they flood. It's gross, and it floods all the time, so people shower in their sinks often. Food—it sits in the carts too long, so it gets burnt or cold, need to deliver more quickly. Cell checks—the guards make an excessive mess when they do cell checks, and they throw things away.</p>
166.	<p>Grievance—if you file one, guards will hit your cell and take your things. The grievance isn't going anywhere anyway, and they retaliate. Out of cell time—only 3 hours/week, and sometimes not even that. "There's always an excuse" not to give it. Sometimes, 7-10 days with no time out of cell. It would be better to behave badly and get into max security; then there'd be more time out of cell. Culture--These cops are really very mean. Some are ok. The guards have a bad attitude. "They take their issues out on us." Guards "rush to lock everyone down so they can be on their phones." After Tyree's death, things got a bit better, but it's fake. Housing—he got pulled into a punitive dorm for no reason, as he has no behavior problems. He did a request form to reclass lower, but he didn't even get an answer. Programs—in this unit, there's no way to rehabilitate yourself. So much tension in the dorm where there's no program. Medical—it takes so long to get to medical, then the problem is gone. Delay is 6 weeks, approx. They will sometime send to a hospital, but only if you convince them it is a really urgent issue. Otherwise, they just leave you there. Use of force—the guards have just come through in the wee hours of morning, wake everybody up, and tear up their cells as a way of getting back at inmates who do things the guards don't like. Other guys in his unit don't want to talk to the Blue Ribbon Commission because of fear of retaliation. Food—need more variety. It's always the same. Mail—sometimes doesn't come, but they give no reason why. Phones—hard to call lawyer because of no time out of cell during office hours. Inmates get cut off from calls if another has to come out and be secured. Clothes and sheets—they're all dirty and torn, and never enough. The guards take their extra towels, too. Showers—gross, should be cleaned every day, but only cleaned once a week because the guards are lazy.</p>
167.	<p>Grievance—tries to solve things with the officer directly. He's seen grievance forms ripped up in the trash regularly. Because the grievance goes to the officer who is grieved, it doesn't make sense that the officer would give it to a sergeant. The shifts look out for each other, so it doesn't help to give it to another officer. Officers may write "resolved," but it never is resolved. "You learn to be submissive over a while" because there's no one to advocate for you. You just turn timid. Culture—the guards have the attitude that they can talk to inmates badly. The guards assume the inmates are guilty, but many of these guys haven't even gone to trial yet, so may not be guilty. There should be training for officers about how to deal gracefully and effectively with inmates. Culture--when guards leave their personal problems at home, it makes the whole pod run with peace and harmony. Those guards run programs and let the inmates talk to their families. It all runs better, and there's less chance of inmate on inmate aggression. Riots sometimes happen for all that aggression. Jail is a really racially segregated place, but the guards who aren't stressed out help keep it all peaceful. Out of cell time—guards are now getting in trouble for writing down incorrectly in log books that program time is happening. Phones—there are not enough, especially for pro per inmates who need to mount their legal defense. It's hard to understand that there's no sense of empathy from the guards for their situation. It's too easy for these guards to blow the inmates off, when their lives are at stake. The clothes are filthy, but that doesn't even matter, in comparison to time out of cell to take care of legal matters and family calls and hygiene. "Who do we go to?" Hygiene—should have haircuts more often. Staff and scabies is an</p>

	<p>issue. They overload the washers, so things don't get clean. "This all makes you feel like an animal, and you don't want to start believing that's true, because that's when things start to get really bad. You lower your standards for how you live." Towels—they need another towel, one to clean their cell and one to clean their body. The have to steal, and then they get disciplined. How are they supposed to keep their cell clean?</p>
<p>168.</p>	<p>Out of cell time—they get only 3-4 hours/wk. That makes it really hard to call attorney because their time out often isn't during business hours. Especially for inmates who have not yet gone to trial. His kids ask him why he hasn't called, and he needs to be able to call his young children. Staff have tried to do more, it worked well, but they stopped. The problem is that their dorm is so mixed with classifications. It's mentally really stressful to be in a cell that long without a break. A lot of other jails figure out phone access, without these major restrictions. This is a big deal and must change. Even 2-3 more hours/week would be so much better, especially because the family goes through stresses, too. Sometimes, the inmates just get really depressed. Phones—calls are really expensive. It's less is prison, why not here? Need more phones to talk to family and attorney because their out of cell time is so limited. Classification system is unclear—they do a review monthly, but he hasn't gotten downclassified. He wants an explanation of why he is in this restricted custody; it doesn't make sense to him. Visitation—why does he have to go to visitation with chains on? It's a secure room, and he doesn't want his children to see him chained. He still needs to be a father, even though he's in jail. Hygiene—he needs to exercise, but has to wear the same clothes the rest of the time. Why not sell exercise shorts at the Commissary? They need more cleaning supplies; staph is a problem sometimes. Some guards won't give out disinfectant; they use their discretion, which hurts the inmates. It gets dirty every day, so they need supplies to clean often. Food—it's so bad he won't even eat it. Commissary—charging way too much. TV—from certain cells, you can't see it. They need something to help them still feel human. Grievances—go to the guard that you grieve. That makes no sense. It might be taken more seriously now. Some guards get angry when you ask for a form, so he won't ask certain shifts for forms. Inmates are intimidated because the guards are the ones who control out of cell time. Use of force—guards call big groups to come to an inmate even who is locked down and no longer a threat. He's seen guards beat the inmates. After Tyree's death, the bad guards aren't as aggressive as they used to be, but guards antagonize inmates with words and try to get the inmates to react. Guards aren't ever held accountable, in large part because the incidents go unreported.</p>
<p>169.</p>	<p>He's doing a program, and it is really good. It includes book and a case manager. He wants help to help himself. Guards are more considerate and lenient with inmates who do programs. Grievances are never resolved. He got a response to a grievance he filed, but the issue wasn't resolved. The Classification guards stereotyped him for saying he was gay and put him in restraints and too high of a classification for that, which was wrong. He almost got beaten up by the Classification guard. The guards are on their cell phones all day long. When an inmate turns on his light for help, the guards delay checking on them about 20 minutes and then harass the inmate for needing something. Big deal--they need more constructive program time. They should have the opportunity to learn job skills and get a California I.D., and shelter referral before release--otherwise, jail is just a revolving door. The programs are really good, but inmates should be encouraged to do them early--it took way too long for him to get the program help he's needed for years. Why does Wednesday need to be "Lockdown Wednesday" with no visits or programs? At least they still get a little time for exercise. Guards game the system and switch days to get too much overtime, which wastes taxpayer money.</p>
<p>170.</p>	<p>He doesn't file grievance because he's seen people get locked down for a week as retaliation. There's no real way to be listened to. Biggest problem--guards' "misdirected anger" at inmates. Example, he asked a guard if he had a court appearance today, and the guard used very offensive, aggressive language, rather than just give an straight answer. The inmate then didn't want to say anything else b/c he thought the guard would ruin his cell and take his things away. The guard would have gotten really pissed out. Multiple examples of offensive, aggressive guard behavior. Some guards are cool, but not others. Some guards don't give as much programming/exercise time, or don't give the full amount. It varies a lot from guard to guard. The guards say it's because they're short staffed. Program time is so important because the cells is a "rice cooker" where the inmates are just in their heads all the time. Getting time out of their cells helps them learn to communicate with others better. He's asked to do programs like in the programs dorms, but they don't let him. Breaking</p>

	Barriers in 5C is really good. You have to apply, and it's the "luck of the draw" about whether you get in, but the jail should have more programs so more inmates can do them. Big deal--they need guards who don't just see this as a job, someone who isn't "in the game "to oversee the jails. They need a normal person who is not in the jail mindset to be in charge.
171.	There's no consistent time out of cells. The new guards don't give out of cell time because they're not trained enough. When guys don't get program time, it makes people more aggressive, agitated. The inconsistency means that you tell your family that you'll call, but then you can't call them, so then they worry. He doesn't file grievances because of retaliation. "You've always got that fear" that you're not going to get canteen or whatever. There's no other way to be listened to. "Things fall on deaf ears." Grievances don't help. Programs--they're offered, but it's on a limited basis. He can't do court-ordered NA meetings because NA isn't available for protective custody inmates. The jail needs more programs, more open spots, and more program dorms. There's no reason his dorm couldn't be converted to a program dorm. Phone--there's always a line for the phones. More should be added. Dinner time conflicts with the time attorneys are coming out of court, and inmates can't call attorneys in the morning b/c they're in court, so it's really hard to call attorneys. Laundry is only 2 times/week, so the guys are wearing the same clothes (including underwear) for 3 or 4 days in a row.
172.	He used a grievance form once and the captain resolved it, but most people use grievances for petty stuff. He doesn't normally use grievances, just tells another c.o. if there's a problem. For a long time, they weren't getting enough time out of cell. The guards have too much discretion about whether to give out of cell time and how much. Why does the whole dorm have to pay for it when one person messes up? Guards expect inmates to control each other so they don't mess up. When he rings his light for MH, guards usually get him MH quickly. The jail needs more programs because the waiting list is long. He's waiting to get on a program dorm, but there's not enough space, and people get discouraged waiting. Visitors on probation can't come to visit--that's a problem because his fiancé is on probation. There should be exceptions. Phones--they need more phones. Classification--guards need to have less discretion about classification. He's had red pants on too long and no way to get a change. Jail doesn't spend enough time on the correct classification.
173.	Medical--he has a medical problem and keeps putting in white cards, but he never gets the medicine. The nurse tries to give him a different medicine, but it doesn't work, and now he can't get either medicine. Grievances--He's afraid to file one, even for medical, because then the guards will make your time in jail uncomfortable by doing things like kicking your door, dropping food, trying to get you to do something stupid. Accountability--CO's are not held accountable. They intimidate and assault inmates, but the jail just shifts the c.o. to another unit rather than disciplining the guard. Trustees are a problem because the guards tell Trustees too much and rely on them to "enforce" with other inmates. Officers shouldn't use Inmates to do the Officers' job. Plus, guards are lenient on Trustees. Classification--it's a big problem. There's no transparency so inmates can't know what to expect. Safety--he was assaulted by 3 inmates, but it was never investigated. He's afraid to call Internal Affairs because of retaliation. Never got a Rulebook. MH care--sometimes long delays to see doctor. He has a relative who works in the jails who has been pressured by sheriffs not to talk to inmate, or may lose job.
174.	Grievances--the officer will throw it away if it's against him. Grievances work best when many inmates all file for the same problem. If you see something bad, there's not really anything you can do about it. Inmates misuse grievances for petty things. He was given a Rulebook eventually, but it isn't followed anyway. Medical--he's put in cards for medical, but can't see a doctor soon enough, so he just has to try Motrin from Commissary, but it doesn't work for his problem. Things have improved drastically since Tyree's death. Some guards give enough out of cell time, but not others. There's a lot of variation. The problem is that, without time out of cell, you can't call family, shower, cook, exercise, etc. It "messes everything up" not to have it. If they're loud, they get locked down early. Everything depends on which officer is on duty. Some are lazy, some are good, some bad, some approachable. "Who it is, controls everything." Programs--they need more programs badly. Especially for guys who come from juvenile and/or those with long sentences, there's nothing they can do to better themselves before release. Need "anything to develop your mind"--college courses, workforce development. They have to learn skills to survive on the outside. Cleaning--they need more soap and laundry more often. Visitation--the guards downstairs mistreat families for visitation. Families

	have to be there before visitation starts, but guards interpret the policy differently and turn families away when they shouldn't. It's a bad system for families.
175.	Booking officers are way over aggressive and use too much force. He gets retaliated against b/c a relative works in the jail. You can't get packages from family here like you can in prison, only really limited packages. Grievances--doesn't file them because he doesn't want to get messed with. It's bad for the guard's career, so guards don't want them. If you file a grievance, the guard will take programming away from the whole dorm. C.o.'s aren't ever held accountable. Programs--they are really good and there should be more of them. Out of cell time--the new guards don't give much because they don't know how to handle it. Phones--he can't ever get in touch with Probation. His mom has to call probation for him. There are probably 10 really bad guards other than the ones who killed Tyree. With all the cameras, the jail should keep a better watch on the c.o.'s. "Not everybody should get beat up." The veteran guards are not the problem; it's the ones who came out 1-2 years ago.
176.	Former inmate complains of being retaliated against while in jail due to his wife's (also an inmate in County Jail) situation. He was pursuing a complaint against the County about guards covering up a sexual assault. During her confinement she attempted suicide. He and wife forced apart and denied communication. Asserts that COs sexually assaulted his wife. Has complained to Board of Supervisors but told that he would have to take other steps. Wife isolated in Mental Health Unit. Claims that County falsely tampered with her release information. COs claimed that she was on disciplinary status and could not be contacted. They asserted that she was released, but then re-arrested. She had a nervous breakdown and she stripped naked. Guards responded by taking videos and pictures and then a male guard grabbed her. Now they are saying that she is not in custody. He cannot find any records of her re-arrest. Claims that they are pretending to not know who he is, and that they keep moving her around to avoid him contacting her. Concerned that they can assault and retaliate against her. He believes she is now in Mental Health Unit at main jail. He is concerned for her safety and that no one will give him information or access to his wife. He has filed a missing persons report about his wife. Claims that he was told that they checked with her about whether she wanted to continue contact with him and she said yes. SJPD says they have no information about any re-arrest. He claims a SJPD officer sexually assaulted her during transportation to main jail and as a result she lost a pregnancy. They are now trying to keep him and her apart to avoid the rape claim.
177.	The caller indicated that he was an inmate in a Hispanic dorm at the main jail. He said that very recently (after the Blue Ribbon interviews began, and after he was interviewed), an officer "degraded" an inmate for not speaking English, and insulted that inmate based on his language identification. The Spanish-speaking individual requested to file a grievance. The supervisor refused to take the grievance, stating that the grievance could only be presented in English, that no grievance could be presented in Spanish, and that there was no translator or interpreter available. The grievance was "refused." The grievances never seem to go anywhere. The caller remarked twice: "Even while you guys are doing these interviews"
178.	Caller reports that Main 7C was locked down again and strip searched. Food from commissary in calls were thrown on floor and disposed of by guards. Commissary lacks good shoes and inmates complain of blisters. Inmates have only one pair of socks.
179.	Grievances - if you make a grievance, either nothing happens or a guard may think something of you. Programs - there have been times where more than 3-4 days can go by without inmates being allowed out of cells; guards will cut short time out of cell; will write that inmates came out for 30 minutes, when inmates were only allowed 20 minutes; for program time, inmates are only allowed an hour, but they may not get time on the deck, or be able to use a phone, since the phones are always busy; others in cells ask for water, and inmates out of cells will bring water to those in cells, but must do so within time allowed out of cells; would like full hour on deck, without counting phone time, time getting water for others as part of hour; inmates want access to programs to better themselves for when they get released and do not have such access. Housing Classification - in pods with mixed classifications (double red housed with red/tan and orange/tan), actually are getting less program time (time out of cells) than pods with higher classification (e.g., double red) non-double-red inmates are supposed to get; inmates have been converted to higher security classification without explanation, when there has been no discipline or violence. Access to Physical Health Care - may take turning in multiple "white cards" to a nurse over the course of weeks in order to see a

	<p>doctor. Excessive force - guards have used handcuffs too tightly, slammed inmate's head against a wall several times, have laughed about it, have kicked inmates and spat on them; guards have imposed strip search on inmate before inmate left for court, when never conducted strip search on inmates going to court before. Sexual misconduct - guards have conducted sexually abusive/harassing strip searches, asking inmates to "squat and cough," and have touched inmates' testicles. Visitation - family wanting to visit inmate in jail during holidays must try to schedule weeks in advance; family members making a visitation request 1-2 weeks before holidays were unable to obtain a convenient time. Cleaning supplies - inmates are only given a small amount of Comet cleanser to clean their cells. Food - food served in hospitals is better than the food served at the jail; hot tray food can cause feelings of sickness and bloating. Phone Call Rates - the jail has taken money from calls that is not supposed to be taken, has overcharged.</p>
180.	<p>Grievances - automatically denied 100% of the time by guards, and nothing changes if escalate grievance to captain; guards have suspended inmates' ability to file grievances for 6 months if the inmates file too many; inmates are supposed to have access to the County Department of Corrections Policy & Procedures Manual, but the jail is not allowing access to it. Out of Cell Time - guards deny use of exercise yard; inmates are supposed to get 3 hours minimum each week in the yard, but inmates must do multiple activities during their time outside cell, including cleaning and talking to their lawyers for their cases; if their time outside cell happens at night, they cannot call their attorneys; if an inmate wants to shower, the inmate must use shower during time outside cell, program time, and it cuts into time for exercise or using phone; it is very hard to use the phone and take a shower during program time; if "double red" or "at-alone" housed in unit with lower classification inmates, "at-alones" can only come out of their cells by themselves, and the lower classification inmates are kept in their cells on lock down, and lower classification inmates are denied time for programs (exercise, phone calls, showers, cleaning); one unit may get 1 hour out of cell every other day, while another unit may get 3 hours every other day. Housing Classification – some inmates that have "sensitive needs" have been assigned to mixed classification units, and because they cannot function mentally, they are classified as "double red." Programs - programs like GED, road to recovery are not available to units with mixed classification that includes double-red, or denial of access just be based on an inmate's classification if too high. Visitation - if family lives far away, it's a hardship for the family to drive a long distance to visit inmate; because inmates are supposed to get 2 visits per week, with each visit lasting an hour, family wants to schedule the 2 visits back-to-back. Accountability of staff – guards will disrespect inmate cells, take legal work inmates have prepared. Clothing – only allowed 1 each of clothing to wear: shirt, pants, underwear; many inmates was their clothes in their cells, as clothes washed by jail laundry come back disgusting. Cleaning Supplies – inmates not provided with disinfectant, only Ajax cleanser and a scrub pad once a week; inmates are responsible for cleaning their cells, and are disciplined if they do not adequately clean cells. Access to Physical Healthcare – inmates have to repeatedly submit a white card in order to see a doctor. Commissary – prices are outrageous, and quality of products are terrible, such as toothpaste. Food – food is poor quality; edible, but disgusting; food is all combined on one tray and inmates would appreciate trays with dividers. Inmate Welfare Fund – inmates with funds do not like having to subsidize cost of supplies for inmates without funds. Sexual Misconduct – one guard subjected inmates to excessive body searches, requiring them to "squat and cough" multiple times, and also commending inmates to pull back their foreskins.</p>
181.	<p>Grievances – not receiving replies to grievances; received infraction for something not involved in. Housing classification – inmates with no history of violence given highest security classification of double-red; inmates facing same charges may be classified at different security levels; if ask to be downclassed, told to await 30-day review, but after 30 days told to wait for next 30-day review and this continues for months. Out of Cell Time – same classification level in a different unit can get more program/out-of-cell time containing same classification levels; inmates are required to make phone calls, clean cells, and take showers during out of cell time, but insufficient time. Programs – inmates want GED program, but not allowed at higher classification. Phone Call Problems – only time allowed to make calls is during the 1-hour out of cell time 3 times a week, and it's hard to get access during those times. Hygiene – each inmate allowed 1 roll of toilet paper per week, insufficient; inmates use sinks to bathe, ask for floor towels to keep floor dry; if cell is searched, guards take floor towels; using showers is too time consuming and takes up out of cell time; inmates wind up washing</p>

	<p>their own clothes in cells because jail only provides 1 set of clothing, and laundry is only once a week. Housing – some cells have water leaks and long waits for plumbers. Cleaning Supplies – inmates are required to clean cells and resort to using clothing to clean cells because jail doesn't provide supplies; inmates requesting mops during out of cell time are told mops unavailable. Commissary –jail provides very small soap bars that don't last, so inmates buy soap and shampoo, very expensive. Food –food is dumped together on same tray; inmates would like trays with dividers to separate different foods.</p>
182.	<p>Grievances –guards reluctant to provide inmates with forms, and then angry; some guards hold a grudge over grievances; inmates will grieve, then guards do not take action, or write “resolved” on form. Commissary – orders have items missing, and then corrected. Access to Physical Healthcare – inmates needing access to eye doctor not allowed to see one, and cannot get replacement glasses without a prescription. Programs – inmates want GED program, but are told ineligible because of classification. Housing Classification – inmates request downclassification, but are told ineligible; major overflow of “double-red” inmates into lower classification units, and it prevents inmates with lower classification from getting programs. Phone Call Problems –incident where all phone calls were cut off in the middle of the call; inmates lose money from dropped calls; if inmates want to call their attorneys, and only allowed out of cells at night, cannot reach their attorneys. Out of Cell Time – inmates will request board games, but are denied; jail barely got a basketball for unit; jail should provide pull up bars; inmates do not have enough time during out of cell time to shower, use phone, clean, and exercise. Visitation – inmates want longer visits, and more than twice a week. Housing – vents in units clogged up, mirrors in cells scratched up; jail will not provide adequate cleaning supplies; guards have seized cleaning supplies. Culture – some guards will treat inmates like trash and maintain an air of superiority. Food – jail serves a lot of bread, and it is not very filling. Clothing – one pair of socks and underwear is insufficient; inmates prefer to wash clothes themselves, otherwise, if participate in laundry exchange, inmates will get clothing back with holes.</p>
183.	<p>Housing – cells very cold in December, air conditioning on instead of heat, though jail recently provided thermal t-shirt and extra blanket; unit only cleaned once a week, used to be daily, now lots of cockroaches and dust. Cleaning Supplies – jail provides inadequately small amount of Comet and scrubber for entire week. Grievances – no response from guards at times, other times guard will give inmate the 3rd degree, get upset; inmates want what they're entitled to, but guards will tear up their cells; inmates fear retaliation, and have experienced retaliation; guards have denied some inmates forms. Culture – some guards are disrespectful to inmates; guards will tell inmates not to speak to captain when present, unless captain speaks to inmate; guards will tear up cells and throw things around if inmates speak to captain out of turn. Out of Cell Time – 3 hours per week is inadequate; federal inmates get 10 hours/week; if inmates at court or having visit, not allowed make-up hour, choice is to decline visit or give up shower; only time allowed to shower, use phone, clean cells. Visitation – limited for double-red inmates. Food – appears burnt at times. Programs – many inmates want programs, but denied because of court cases, gang indictment; Roadmaps program is independent study, and lacks ongoing support. Phone Rates - calls too expensive; \$5 to access call and if locked down because of double-red inmates, have to hang up and lose money. Use of Force – guard roughed up inmate after he mouthed off in reply to lock-down order. Commissary – lower quality than before; some products run out fast; shoes fall apart quickly; food is past expiration, complaints unheeded. Accountability of Jail Staff – guards not held accountable; sergeant will stick up for guards; misconduct is not addressed when it should be.</p>
184.	<p>Grievances – process a joke, guard just checks a box, form never goes to sergeant, never resolved; inmates fear retaliation, guards retaliate for grievances by nit picking, giving infractions, taking away commissary, programs, books and magazines; many guards will not provide grievance forms when asked; if ask next shift for form, guard has said to wait until guard being complained of is on duty; grieved excessive use of force, but nothing happened. Access to Physical Healthcare – experienced severe pain, requested doctor, but no appointment made, just given aspirin; complete white card, but never given copy; if need urgent dental care can take 1-6 months to see dentist. Housing – unit infested with roaches; showers filthy, grime, clogged drains, only cleaned once a week; clean blankets only provided every 3 months; after attorney or visitor leaves, can be left in interview or visit booth for hours without being allowed to use restroom, told to wait for pod officer; cells have been very cold, and jail is running air conditioning when it's cold. Hygiene –</p>

	<p>insufficient toilet paper; inmates only get 1 pair of underwear and socks, informed female inmates get 7 pairs of socks and underwear. Housing Classification – mixing double-reds with lower classifications messes up program time; down-classification requests denied, told properly housed; inmates up-classified for alleged gang activity based on racial profiling and discrimination. Out of Cell Time – inmates lucky if allowed out of cells every other day when mixed with double-red. Use of Force –guards have used pepper spray on inmates, then will rinse inmates off, but feels like waterboarding since inmates can't breathe through noses. Phone Call Problems – only 4 phones in pod, 12-15 inmates out of cells, all phones in use, must make choice to shower or wait for phone. Phone Call Rates – expensive at \$3.20 to \$5 for 15-minute call. Commissary – overpriced for low quality products and small amounts of food available. Mail – letters sent from outside jail have not been received at times. Visitation –if visitors late for time, visit is canceled, unforgiving. Food – terrible quality, no real meat, served much earlier than should be: dinner at 3:30 pm, then no food until 4 or 5 next morning; if inmates go to court in morning and not back for lunch, may be denied lunch.</p>
185.	<p>Grievances – process is a joke, pointless; grieved lack of 3-hour weekly minimum out of cell time, guard wrote time given, but included time when pod on lockdown; incident where guard told inmates to be quiet while watching funny movie, guard ripped TV out, inmates grieved, nothing happened; if inmates grieve or complain, they get targeted, treated poorly, afraid to grieve. Culture –incident where inmate in program had to pee, told to hold it, would up urinating on floor, internal affairs involved. Out of Cell Time – insufficient time out of cell when expected to exercise, shower, watch TV, make calls during time allowed out; inmates supposed to shower every other day, but if only out of cell 3 days per week, doesn't work. Hygiene – inmates wind up using sink in cell to bathe, sneak extra towels, guards take extras if found; insufficient toilet paper; only given one pair of underwear for week; can smell waste after cellmate uses toilet. Cleaning Supplies – jail provides Comet, but nothing to clean cells with, mops are locked up; risk of infection from unclean surfaces. Housing – no privacy to use toilet, some inmates create curtain, but guards take away; if in a double cell, cannot see TV at all. Housing Classification –inmate up-classified to double-red for calling guard an "asshole"; no programs allowed if double-red; inmates having nothing to do with gangs or violence classified as double-red for being in Nuestra Familia gang indictment, unfair when have beaten indictment. Clothing – if turn in clothing for laundry, clothes given in exchange may be torn up; clothes from laundry have been dirty. Commissary – want to buy own underwear and socks but not an option; everything too expensive, soup \$1. Requests to be transferred to Elmwood denied, inmates told they do not qualify. Use of Force – guard tells inmate to lockdown, inmate calls guard a "bitch," several guards respond by cuffing inmate and beating him, and blood found in his cell after. Phone Call Rates - \$5 taken first minute of call, but if a double-red comes out of cell, call is cut off and money is lost; every day inmates are screwed out of calls. Visitation – visitors come from far away, should be allowed to combine 2 visits into 1 longer visit. Food – meals get old, food is better in prison.</p>
186.	<p>Housing classification – inmates classified as double-red who have no record of violence, no write ups, given status based on indictments even when no violence in charges; double-reds are stigmatized, may avoid family visits because ashamed to be double-red; even when guards put in a good word for inmates, no change in classification; one inmate up-classified to double-red simply for kicking a garbage can. Grievances – inmates had been afraid to grieve, fear retaliation, cruel behavior by guards, inmates don't want to be targeted; grievance process takes too long; inmates avoid writing captain directly because don't want to go over guards' heads, and stories of guards learning contents of confidential letters sent by inmates to chief of corrections; one guard would require inmate to pronounce or spell guard's long, difficult name before providing grievance form; guard has made disparaging "gay" hand gesture when particular inmate submitted form; grievances about classification, out of cell time, and clothing. Use of Force - guards seem hesitant because of scrutiny on them after inmate killed; cruelty by guards to one inmate physically affects all other inmates emotionally. Access to Physical Health Care – it's hard to get new eyeglass prescription, or replacement if glasses break; takes too long to get appointment for eye exam; concern that if saw dentist and had cavity, dentist would pull teeth. Programs – double-red classified inmates, or inmates assigned to mixed pod cannot go to programs; jail should offer more robust program for substance abuse, domestic violence, parenting, getting a driver's license, job resources/training for after release, group programs rather than self-study. Phone Call Problems – mixed classification, limited time, difficult to get phone time, but pod with all</p>

	<p>upclassed inmates gets 3-4 hours daily out of cell time, incentive to get in more trouble. Out of Cell Time – sometimes guards only allow 50 minutes, not full hour. Phone Call Rates – rates pretty expensive, jail charges more than prison. Food – inmates on diets get better food like chicken and hamburgers. Clothes – inmates wash their clothes in cells every day since they get sweaty from exercise, only allowed one each of underwear, socks, shirt, have to wear for 7 days; other jails provide extra towel, underwear, and socks. Housing – because heat is out of order, jail provided blankets and thermal shirt. Use of Force – another inmate was badly beaten by guards after swearing at guards; manual should explain when appropriate to use physical force. Hygiene – getting toothbrush can take a long time; jail provides 2 small bars of soap that do not last; each inmate gets 1 roll of toilet paper a week, not enough. Cleaning Supplies – jail provides small amount of Comet, solution, and scrubber supposed to last a week, but insufficient; if ask for more, told to wait.</p>
187.	<p>There are problems with the grievance process. They fill out a grievance and they just give it back and they say its been resolved, so it never goes to a higher authority, they threaten them sometimes if they submit one, they say they are going to lock them down or get at them. The officers have also told them they thought they were "cholos" and didn't complain about things. Sometimes when a higher officer reviews the grievance nothing happens because they end up agreeing with their officer's side of the story. They don't get enough program time because they are in separate groups. They should get two issues of clothes for hygiene purposes. Some people don't get to see TV because there is no 3rd TV. It's been a while since they've brought new books. They say most things fall into security reasons, every time something little happens in a different floor everyone pays for it. Sometimes the officers are just sitting doing nothing. The officers should take things more seriously, they laugh at them when they ask for things or tell them to ask next shift. They know there is an inmate fund but there doesn't seem to be any good use for it, they should get more cleaning supplies or they should get a reward for passing inspection, like the policy says. There also needs to be a better and more transparent process to classify down.</p>
188.	<p>Doesn't have faith in the grievance process, believes nothing really happens. You speak to the sergeant but everything is always on favor of the officers. He was once sick and the nurses wouldn't help him, only received medical attention when he was no longer able to get himself out of bed. Things have changed a lot lately since the recent death of the inmate. In 2011-2013 things were really bad, they were locked up a lot. Officers would even provoke fights and use any excuse to search cells. Clothing is a big problem because the clothes are not clean, so people have the same clothes for months if not longer. Has had a problem with female officers who get upset if they exercise in their cells in just their underwear to not get their clothes sweaty. There is also no soap or very little, there was a time where there was none at all, hygiene is bad when that happens. Once on lockdown they got stuck in the visitors rooms and interview rooms for hours and needed to use restrooms but were not allowed to had to pee in the rooms, when they asked for grievance forms they never got them. When cells are searched the officers go through their confidential paperwork and mix it all up. The commissary and calls are too expensive. Has once heard an officer tell inmates he'll fight anyone that wants out in the yard. Have seen the pepper spray used by officers when inmates are complaining that they can't breath and they still spray. Also has seen an inmate shackled and taken to an interview room where there is no camera and heard the screams of the inmate while getting beat up by officers. Haircuts are also only given every 3 months when it is suppose to be 1 month. Visitors are also turned away if even 5 minutes late or are sometimes also told there are no available rooms, when there really is. Food portions are ok but there is always hair in it. The air that comes from the vents in their rooms is too much and they can't cover them up or they in trouble. Thinks most offices like working at this facility because they can do what they want.</p>
189.	<p>They have different groups and it makes it hard for everyone to get enough time in their program. Everyone has to come out at different times. One of the biggest problems with that is that people lose their calls, if someone from another group needs to come out. They think its odd that they have different and separate groups but during classes, like GED, everyone is together regardless of group. As part of a punishment they make some people walk-alones, which means they can only come out alone, and they get very little time. He has not seen grievances work, having used them before and not getting any response. In terms of clothes, they only give them one set. A lot of people get sick from the dirty clothes. They also want them to keep their</p>

	<p>cell clean, but only get one towel and they have to use it to clean and wash themselves. If they get caught with have extra clothes or towels, they them out of program for a week, take away visitation, and/or commissary. The food taste horrible and they are small portions. They are also only given 30 minutes to eat. Commissary: very expensive. The officers need more training they don't know how to treat inmates or people. Some of them come in and take you out of program or they get mad of you for even taking water up to other inmates. They take forever at least two months to see a doctor. Putting in a white card is not efficient. He has used grievance for bad mattresses, torn or with pee. He has never gotten a response from the grievance slips, he doesn't even know if someone actually took care of it or read it. Believes there is no accountability for officers' actions. The programs, like GED are very recent, they did not offer them to them until the incident on the 6th floor, things started to change a bit then.</p>
190.	<p>The separation of inmates into groups makes it so that now each group only gets 30-40 min depending on the officer. They have a schedule that they are suppose to have a morning, afternoon, and night program. If they are lucky they get it twice a day often only once. Believes they should have access to better programs. They eat the same food every two weeks, sometimes, its soggy, or has no taste. They only give them one set of clothes. Believes they should be given two pairs of underwear and socks. Also the soap, they don't get enough at all. Need something to clean the room, they expect them to keep things clean but they cant. When they do shakedown, they take their cleaning supplies, and their disinfectant and Ajax. They need to be provided with more cleaning supplies. Grievance form was used for the program set-up but they did nothing about it, they said it has to stay how it is. Most of the time they are locked up in their cell and it becomes pretty stressful.</p>
191.	<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 cant get more, it's unhealthy. There are constant lock downs. They are all segregated for program but they are together for classes, which makes no sense. TVS : they are small, can't see them and can't even listen to them. They were told they were going to switch the TVs 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 eve talked to the officer trying to reason with him to try and get some better treatment and respect and nothing worked. When one imamate 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, night 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 doctors. For any reason they will lock them down, if someone goes upstairs to give them hot water for coffee or soup, 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 switch them out, same books for over a year. Not allowed to play dominos 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 burned 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 sooner. Took them 5 months to get out of walk alone. 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>
192.	<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 look 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 where 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-</p>

	<p>down. The programs should all come to 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 tier, only some officers allow them to some don't, its hard 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>
193.	<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 shakedown. 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 up 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 visiting means giving 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 bought in commissary but they never do and they have to fight to get money 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 envelops, they can just send the small ones. There are times when they tell them to get on the ground and they are no resisting 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 knee even through 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>
194.	<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 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 TVs 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>
195.	<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 simple issues like diarrhea the nurses say that they cant help him, even just with Pepto Bismol 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</p>

	<p>blankets and thermals. 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 as it is. There are times when they don't leave their cells at all. If on any 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 that 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 showing up so they have to stay quiet. Food is bad; it comes brunt 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>
196.	<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 TVs. When you get a write up there is no way to defend it or procedure to defend it. The officers need to be more professionalism, they don't have common sense. A lot of things are very expensive, like commissary and calls. It 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 professionals, 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 jobs. To see medical also takes forever, even when requests have been put in.</p>
197.	<p>The down class process is unclear to most inmates. He says he has been here 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 wont even bother 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 reds 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 sizing 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 thermals 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 false advertise, 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 has 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</p>

	<p>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 shoe there is annual review, but here there are people that were in isolation for over two or three years and have had no chance 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>
198.	<p>Has had a problem with officers because he doesn't speak English. They treat Spanish speakers poorly. He thinks they are racist towards Spanish speakers. The clothes are old and they have holes in them. He has to keep cell clean so must use the towel he washes with to mop his cell floor. The TVs are old and small. The mattress is very uncomfortable, like a rock or metal, often ripped too. The commissary is too expensive to buy anything. The vents in the cells are too strong and they make them sick. An inmate has to be practically dying to get medical help. The food needs to be changed, there is no variety.</p>
199.	<p>Getting medical attention is a big issue; it takes months if not years to have non-emergency attention. Once he was injured on his way back to his cell and the officers did nothing, they did not write an incident report and nothing was done until later, when a sergeant saw him. The grievance process also takes too long and when they get comments back they really don't resolve the issue. He thinks they need to be provided where multiple sets of clothes, and bigger sizes. They don't get clean clothes often so they have to wash them themselves but they are rarely provided with soap. They have to buy soap in the commissary. When they were in the south jail, they wouldn't even let them have books. They tried to break them down back in that area, a sergeant told them it was the shoe. After showers and before coming back from the yard they would be stripped searched constantly. Since the death of the inmate and the investigations some of the officers attitudes have changed. On this floor if someone would have broken a sprinkler the officers would have put him out in the yard and shackled him, and everyone (officers) would have gotten a shot at him, to hit him. There are some people on floors that have mental health issues that should be up on the 8th, they shouldn't be housed with everyone else. The officers also don't always pay attention, they will pop the wrong door and everyone pays the consequences. Sometimes it feels like officers just want to see something happen. The officers are mean to inmates with mental health problems, they make fun of them, it's very unprofessional. He believes they need more cleaning supplies. they only give comet, they have to use their hands to wipe their toilet. They are willing to buy floor towels, if they sell them in commissary. They would buy ripped up towels. Officers know how to create a hostile environment, they like to set things off. Some of the officers are more human than others. They like to play mind games with the inmates, they will try and deprive them of their sleep by waking them up at midnight to give them razors to shave. If the inmates ask them to change the timing of things they think we test their intelligence or challenge their authority.</p>
200.	<p>There needs to be a detox unit at this jail. Before it was common that people coming in needing to detox would be beat up by officers and thrust into the general population without any help. Inmates are usually the ones that take care of them. They have a hard time detoxing and no one helps them. And they become disruptive. If an officer comes in with a bad attitude that day they all feel it. He once saw an officer flip a mentally ill inmate upside down. The grievance process is also a problem, if inmates file a grievance all the officers talk about it. If someone wrote up staff earlier, they will take remote away, or not give them things; they do little things to get to them. When you write someone up you do pay for it, even if it's little. He has asked for a grievance form before and the officer would not give it to him. They end up getting a reputation if you use the forms. The biggest issue, is classification, they will not give them a way to down class. They say they review files after 30 days, but they don't. Officers have said they cut back on inmate welfare fund so they couldn't give them more soap. They end up having to take care of a lot of things themselves; they even help other guys teach themselves how to clean themselves, with birdbaths. The air that comes out of the vent is too cold.</p>
201.	<p>The inmate has seen officers pick on certain people. The officers often give them dirty looks even when they are being respectful towards them and respond to them with thank you and please. It feels like they are playing mind games, seems very unprofessional. He has seen some offices throw food through the cell door</p>

	<p>slot and let it fall to the ground, just because. It feels like the officers are a big gang themselves. Has been called a “bitch” by officers. There are also times where inmates are stuck with trash in their cells and if it’s a day that they don’t get to come out, it will stay in there. It would be nice if they at least collect trash. They only get one set of clothes and very little cleaning supplies; it would make things better if they could get more of both. Has heard of some groups that aren’t even in maximum security being denied access to programs and classes. There is an overwhelming sense of tension; feels like officers could beat him up at anytime.</p>
202.	<p>There are huge issues with classification of inmates. There is supposed to be a routine review process to down class and believes he has not been even reviewed. Has submitted a grievance form about his classification and was only told he was properly housed, but there was no further explanation. Was taken to max units in old jail, for absolutely no reason, no write-ups or anything. Conditions in the old jail’s maximum-security unit were bad; there was complete disrespect towards inmates even when they approached officers respectfully. It felt like they took away inmates’ humanity. They treated them like cattle, their yard, was basically another cell, that had a shower, and they had an hour, and they got stuck in there, with no place to sit. They went from one cell to another basically. While they were in this makeshift yard the officers were in their cells, searching it and turning it upside down. Would like to see more cleaning supplies, at least towels to keep their cells clean. Out of cell time is also a problem because when they do come out it’s still the same environment they still have the same maximum security environment, there is no table out there to sit down. They have a grievance on that issue but the response to that was that they have a table in their cell. They have asked for board games and exercise equipment like dip bars or pull up bars, things to keep them busy but they have gotten no response. The food at the jail sucks, it never changes, and comes burnt a lot. Someone just found a roach in the food. There is a roach infestation, the inmates use cardboard from their food to cover the cracks in the doors to stop them from coming in, but officers take them away. They are huge roaches, bigger than a thumb. The vent also blows in really cold air in their cells and they can’t cover it or they will get in trouble. They also just got thermals and an extra blanket, but that was only recently. Has seen incidents of excessive force by the officers towards inmates. One inmate has the whole side of the face you could see a boot print and eye looked like it was gouged out. They get they have to use force but there is no reason to use force when inmates are already down and not resisting.</p>
203.	<p>During window and bar check, was verbally and physically assaulted by officers and even sergeant. They ripped his hair out, deep lacerations on wrists, lip busted, and derogatory racial slurs. They threatened him if he continued to “keep it up.” They use force when inmates are shackled; they humiliated him, made him feel worthless. They feel like they are like a gang here, they’ll be listening outside their doors, stop mail from coming in, they play mind games, psychological warfare. They have denied his visits after being beaten, so they don’t see him messed. Wrote a grievance and has had no response about the use of force. They will tear pictures up of inmate’s families. There is also a problem when one race works somewhere, that is going to cause a problem, being black he gets it all the time, the machismo thing, no black people working here, group of Mexicans in a position of power, they flash their power, they say the N word all the time. It’s 2016 and there is racial profiling in the jail, not even just in the streets, but in here. It’s sad, doesn’t want to tell family. The food is disgusting, burnt to a crisp; they have given him peaches from 6 months ago, that were expired. If you have no money on your books, then you will be starving so you eat it, forced to eat spoiled food. They do things like, if you are going to file a suit or on them they will hold your mail and not let anything out. There’s a lot of people that have been killed here, a lot of black people, they really have a thing against black people here. Just because the jail is majority Hispanic inmates and workers, that doesn’t mean that there should be discrimination. The way they treat us is disgusting, why should we live in fear from the police in the jail, it is humiliating, for anyone, because inmates can’t do anything. They would like to have some board games, they only come out one hour every other day, not even sure if it’s legal. There are only giving them the minimum, you can only read or workout so much in your cell. More program time, for people in administrative segregation. Workout bars would be nice.</p>
204.	<p>Was sent to regional hospital in an ambulance after excessive force was used on him. He was called into an interview room, he wasn’t even handcuffed, so they didn’t feel like he was a danger to the officers. They threw him on the ground and was kicked by officers. He filed a claim against the county, internal affairs said</p>

	<p>that he would get updates to him but its been months and they haven't said anything. He had what looked like boot marks on his body and his elbows were swollen, and nose and head were bleeding profusely. Some officers are ok but some of them aren't. Had one come in their unit and turn off the TV, the hotpot and told them they don't get those privileges, and that he knows Blue Ribbon Commission is starting and he isn't scared, he said he has a badge and that lets him do what he wants. The classification process is also a problem, they get written up for things and then can't defend themselves, there is no process. During bar checks the officers just come in and start ripping their stuff up they don't even check the bars, they just dump out stuff, the trustee has to sneak them cleaning supplies. Some officers look at inmates like they are animals. It is usually the young ones. The officers that have the black gloves are the ones that are just waiting to get you, waiting for inmates to say something. Everyone knows that when you turn in a grievance form it doesn't leave, they just give you a pink slip, or they wont even sign it and tell you send to the next shift. There is a bad cockroaches infestation. They took his door blocker, to block roaches. Officers are known for putting inmates in the elevators in the south jail, where there are no cameras to beat you up, "elevator rides." They won't leave marks on your face, they hit you in places that you cant see the marks. Some of the older officers will tell you that they will kick your ass. There is a set of officers called "the kill squad." In the south jail there is a room called the "fade room" or "fade chamber" and an inmate and an officer will agree no charges and they will go in and go at it with each other, fighting. Some problems might be resolved if there were age limits on the officers, only allow older officers to be in the jails.</p>
205.	<p>The major issue he has is with the roach infestation, they have big cockroaches in the pods, they put in a grievance and the jail says there is a work order but nothing has happened. At least three months, with this problem. They use food boxes or paper to cover their doors but the officers take those things away.. The grievance process is slow, and usually the problem is gone over by the time they come in. In terms of clothing, sometimes they give them things that don't even fit. They have to wash their own stuff because they don't give them enough clothes. They should be able to get what they need for hygiene and clothing, but they don't. Classification is a problem, every 30 days they are suppose to review to re-classify, but the inmates don't even know what's going, they aren't really a part of that process. Inmates with mental health issues aren't housed properly. Their issues get pushed onto the other inmates and Mental Health services doesn't really help, they just talk to them, and they don't do much. They should also offer more services, like dental. Because inmates don't get down classed soon enough they don't have access to programs.</p>
206.	<p>One problem with the jail is that it is overpopulated. Have had problems with medical treatment in the jail. He was sent to the hospital and given a prescription while he was there. When he was sent to back to the jail they never administered the prescriptions he was given. The food they serve is really bland, so they have to ask families for money for commissary. Commissary is very expensive. He would rather go to prison, there he would get more time in yard and wouldn't get slammed down so much. They should make pods for inmates that are suppose to be in prison and if convicted of prison term, they get prison privileges. Officers are also very shady with soaps and cleaning supplies, they don't even get toilet paper. The clothes they are given are also dirty and dingy and he has gotten rashes from them, people get staph infections too. They also want inmates to keep their cells clean but whenever there's a shakedown they take any extra towels away. Some of the officers come in with attitudes from home and take it out on inmates. To get medical attention is hard because White cards take a long time. The TVs, they are small, and old, also should have three, there are hook ups for three but only two TVs</p>
207.	<p>The inmate thinks the re-entry program has issues. They don't provide enough resources. There needs to be more programs for inmates that are trying to rehabilitate and get treatment. A better re-entry program and programs in jail would help with recidivism. There are not enough resources to make sure everyone that wants programs in jail get them.</p>
208.	<p>He thinks that inmates need to get an extra set of clothes; they only get a clean set every three days. Even when they get new sheets, they are often times ripped. Has had a problem with an officer before, he cussed him out and was blaming him for things he didn't even do. Has witnesses an officer be racist towards a neighboring cellmate. The cellmate, doesn't speak English and the officer yelled at him, " just because you damn Mexicans don't speak English doesn't mean you can't follow directions. The racism also affects programs; some officers will take programs away from Spanish-speakers. Visitation is also a problem because</p>

	they will cancel visitation even if the visitor is a few minutes late. He has seen some changes since the death on 6 th ; they gave them thermals and extra blankets but like to see more programs offered and more books made available to them. There is also frequent lockdowns for no reason.
209.	Feels like some guards try to intimidate him because he doesn't speak English and only understands very limited words. He was once asked for his booking number and did not know what he was being asked so the officer became upset with him because he thought he wasn't respecting or listening to him. After that incident the guard ripped a piece of mail that for him in pieces in front of him. The guard took his visitation rights away from him for a month, and that is something that they do to others they want to punish. One guard told him that he is the owner of visitation and decides when and if an inmate will get his visitation rights. He has had problems with mail, family says that they have sent him 15 cards/letters over several weeks and he has only been given one. His family also has put money in his commissary for food and he has never been credited that amount. Calls are way too expensive. He said the guards have taken inmates shackled into rooms where there are no cameras to hit them. He has little faith in the grievance system, having put in a grievance form once and only speaking to the Sargent once and not really getting a resolution. Biggest issue he had was with the language barriers for Spanish speakers and the feeling of racism and discrimination because of it. He has seen guards take someone out of all programs and lock them in their cell for a week just because he didn't understand English. He also thinks that some white officers only give them one hour outside of their individual cells. when they are suppose to get 3. He would like there to be programs in Spanish like there are in Milpitas.
210.	Has seen officers get into it with inmates that don't speak English. Heard an officer tell a Spanish-speaking inmate, "this is America, we speak English here." It humiliated the inmate. They have bilingual officers so it shouldn't be a problem. The inmate couldn't fill out the grievance form because it was in English so he got help and asked to speak to the sergeant with a Spanish-speaking officer to translate. The sergeant said he spoke enough English to explain the situation without another officer. Also thinks there should be contact visitation for those in protective custody but that are classified as the lowest security level. He said that their time outside of the cell is limited and they go a long time without even seeing the sun. His toilet has been plugged up for two days and the officers say they have called to get it fixed but nothing has happened. When the jail does a tour they make sure they show the cell that is not lived in, it doesn't give a realistic view.
211.	Unproductive Interview: Tried to get him to focus on the jail conditions but would only answer questions with responses relating to his possible future release and reentry. He said he was happy with the grievance process and was using it currently. However he did say he has been isolated for the past 11 months and hasn't even been able to read or write or leave his cell. He was difficult to get to focus and would not answer questions so I ended the interview early.
212.	Grievance forms and other forms generally, like forms to see the chaplain are not easily available. You have to ask the guards and they don't always give them to you. They should be on the bulletin boards. The grievance process takes a long time to go through the channels, maybe 90 days, which is too long. The grievances are also not taken too seriously; the sergeant always sides with the officer. He once asked for a grievance form and he was told to lockdown. Officers know that getting a grievance form against them is a problem. If they get too many that becomes a problem for them. He has been denied a grievance form from an officer. Believes surveillance cameras everywhere would be helpful, officers have a lot of discretion and it would be good to have more watchful eyes. Phone call fees are ridiculous, local calls are almost \$5.00. There is a special program you have to go through to make sure the jail gets paid. Some people don't know how to write, we should have better access to literature. The commissary is also very expensive. Has had problems getting medical attention, had a severe infection with puss and it was two days before someone could see him. Has been told by friends that they have tried to visit but cannot because they are told he is not at that facility. The food is also not healthy, would like to see leafy greens or at least a change in the menu, it's the same thing every week. Soap: they control it, you cannot reach over and they make you wait until they hand it to you. Was not given handbook, they were supposed to do that. They should let you know what the protocol is. Too much time locked up, would like to see it like Elmwood, they get out more.
213.	They don't have access to all the programs. They are secluded from general population, being secluded, and means that they don't get access to all programs. They are also separated into groups within their own

	<p>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 thermals, 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, coke 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>
214.	<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 get 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 possible 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 one about, 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 his shirt, left him in a cell naked with a safety blanket, he should have 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 southerners need another program, mix them into the dorm with other inmates, maybe not northerners, 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, its just on and on one can really hear it. Doesn't think it's right that they have to have the same socks and underwear for three days.</p>
215.	<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 cells, 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 supposed to bring more and they don't so those that have some through the commissary have to give</p>

	<p>others some. The commissary its expensive, feels like they are being ripped off. Some officers are nice some are 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 canceled their visits from time to time.</p>
216.	<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 gave them thermals 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 sometime 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 then give them programs, 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>
217.	<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, not 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 co-correctional officer as it may result in harm to NT1. Treatment by COs: 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 neighbors cell, destroying some personal property (pictures, books) in the process for simply smelling "Ben-Gay" muscle 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 reprimand. 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>
218.	<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</p>

	<p>being informed of the grievance process during his intake, nor did he receive any written materials related to the grievance process.</p>
<p>219.</p>	<p>Use of Force: NT12 has been witness to numerous incidents involving excessive force by correctional officers. NT12 believes the Tyree 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 Tyree 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 door 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 repercussion. 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 Tyree incident, NT12 stated that multiple grievances 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>
<p>220.</p>	<p>Time Served Discrepancy/Lack of Programs/Prisoners in Jail: According to NT13, the San Jose Main Jail (after realignment) houses many state inmates 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 programs 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 time reductions to 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 3-4 years with multiple Sheriffs and has written letters to the Sheriff's Office regarding this issue. Specifically, NT13 discussed that roughly 3 years 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</p>

	<p>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 of misconduct. This exposes inmates to immediate retaliation, harassment, and excessive use of force. This reality 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 was the victim of retaliation in response to his filing of a grievance related to witnessing correctional officers physically assault and kill an inmate. An inmate was physically assaulted and killed in a pod that NT13 was housed. He witnessed and heard the assault and filed a grievance form in response to witnessing the killing. Only days after filing the grievance, he was removed from his pod and placed in a violent housing unit and placed in a corner cell. NT13 believes this was done in response to filing the grievance. Mental Health Services: In solitary confinement, the mental health services are often done at the cell door. However, this lack of privacy prevents many inmates who desperately need these services. Many inmates do not seek these services due to the lack of privacy, exacerbating mental health issues and being problematic for inmates in most need of these services. Commissary: The County commissary is very expensive in comparison to its counterparts. In fact, many of the items are 75-100% more expensive than they are at other facilities. This makes it very difficult for inmates who do not have outside financial support.</p>
221.	<p>Housing Classification: NT15 has been housed in solitary confinement for more than a year. He has filed multiple grievances related to his housing classification with no response. He does not believe the grievance process can be an effective tool for inmates. Mental Health: NT15 also believes that a number of mentally ill patients are inappropriately housed in solitary confinement. While housed in solitary they do not receive the services necessary for them, while also creating safety and security issues for other inmates. Inmate Welfare Fund: NT15 was not aware of the welfare fund. Sanitation: NT15 believes inmates should receive more than one set of clean clothing per week. The current protocol leaves inmates with dirty clothing, towels and does not provide the tools to maintain proper hygiene and cleanliness. This places stress on inmates and often is at the root of tension between inmates and staff. Related to the sanitation concern, NT15 also believes that more frequent haircuts need to be available for inmates. Inmates with pending court dates and family visits are often required to go many weeks between haircuts. Often leaving them looking unkempt. Programs: NT15 mentioned that "programming" in solitary is often restricted due to incidents happening on other floors. For example, programming on the solitary floor is already very limited. When incidents occur on another floor in the facility, programming on the solitary floor is often disregarded. This is an issue as programming is only allowed every other day as is. This often results in inmates going numerous days without any time outside of their cell. Commissary: The County commissary prices are very high. NT15 has experience at other facilities and the prices are expensive in comparison.</p>
222.	<p>Sanitation: NT19 states that the lack of clean clothes and cleaning supplies creates unsanitary conditions inside the cells and dorms. Inmates are only allowed one set of clean clothes a week. There are also no clothing or cleaning items available at the commissary. This is unique at the county jail level. Most Bay Area County Jail facilities allow for at least two changes of clothes and also allow for the sale of clothes and soap items at commissary. The lack of clean clothes and cleaning products place unnecessary stress on inmates</p>

	<p>and prevent them from meeting weekly clean cell checks. Food: Most of the food is not edible. NT19 described the food as "terrible." NT19 largely survives from food available through the commissary, which is expensive and is only available because he has outside support. Otherwise, he would go hungry. NT19 stated that the poor quality of food leaves many inmates hungry. Mental Health: According to NT19, mental health services are largely unavailable to inmates in maximum security. For example, NT19 has submitted multiple medical slips related to anxiety and other mental health issues. It took more than 6 months for him to see a mental health specialist. These delays place inmates in dangerous situations. Retaliation: NT19 was the recipient of protracted harassment from correctional officers related to his criminal charges. For more than 9 months, NT19 was not allowed outside. He was routinely subject to body cavity searches, his cell was regularly searched and left in disheveled by correctional officers. NT19 was also physically assaulted by correctional officers on numerous occasions. NT19 believes these conditions of confinement were all related to his criminal charges. Inmate Welfare Fund: NT19 is not aware of the Inmate Welfare Fund.</p>
223.	<p>Visitation Harassment: NT2 stated that his sister and mother have been harassed and/or been prevented from visiting him due to minor issues related to dress code issues and barrettes in their hair. The harassment from Correctional Officers has intimidated his mother (and sister) and they are scared to complain, file a grievance or discuss the matter as they believe it will result in consequences for NT2. Grievance System/Retaliation: NT2 expressed a fear and resistance to use the grievance system for fear of retaliation from correctional officers. It is common for an inmate's cell to be "tore up" or have his personal property destroyed, damaged, removed or discarded in response to a filed grievance. For example, in response to filing a grievance related to correctional officers failing to respond to a medical emergency NT2 experienced, his cell was searched, ransacked, and "tore up" resulting in the damage and loss of family pictures and a hand drawing from his daughter. NT2 firmly believes his cell was searched and ransacked in response to his filing of a grievance. Mail/Confidentiality: NT2 identified issues with mail and mail confidentiality as a security concern. For example, he stated that his mail is often delivered to the wrong cell or location. As such, he has both received other inmate's mail and learned that his own mail was delivered to others. NT2 identified this as a problem as he knows inmates that may be cooperating with the government and their cooperation confidentiality was broken by the incorrect delivery of mail. Lack of Medical Care: NT2 stated that the "white slips" to receive medical attention do not work. He stated that "man down" was the only way to receive medical attention. For example, after going 2 weeks without receiving medical attention, NT2 faked a "seizure" in order to see a doctor as he believes that his white slips were simply being ignored by medical staff. Inmate Welfare Fund: NT2 was aware of the term and thought it had something to do with the phone rates, but he did not have knowledge of the Fund or how it worked. Grievance Process: NT2 stated that he learned about the grievance process/system from fellow inmates. He does not remember receiving any instruction during intake/orientation or receiving any written material on the procedures. NT2 is an avid reader, he stated he would remember receiving any written material from the jail.</p>
224.	<p>Grievance Process: NT20 has filed a number of grievances related to conditions of confinement. However, very few of them ever receive a formal response or complete the grievance process. This failure to be processed creates two problems for inmates. First, their complaint is rarely heard, leaving many grievances unresolved. Second, the failure to process the grievance prevents an inmate from filing a civil law suit, for failure to exhaust the administrative appeal requirements. Use of Force: NT20 has been the victim of excessive use of force, and has witnessed many of his fellow inmates be assaulted as well. According to NT20, correctional officers often use the Interview Rooms to implement the assaults. The interview rooms do not have cameras, they contain sound and create dangerous environments for inmates. Sexual Misconduct: NT20 has been the victim of sexual misconduct at the hands of correctional officers. One more than one occasion, officers have forced him to strip naked, while surrounded by a large number of officers, many of whom were filming the encounter. His strip search was filmed by a number of officers and resulted in NT20 being held naked, in front of other cells for more than 2 hours. NT20 described this experience as sexually humiliating and demoralizing. Correctional Officer Training: NT20 believes that Correctional Officers do not receive the proper training on how to handle inmates with mental health issues. This lack of training results in inmates bearing the burden of managing mentally ill inmates who often create sanitary and security issues. Sanitation: NT19 states that the lack of clean clothes and cleaning supplies creates</p>

	<p>unsanitary conditions inside the cells and dorms. Inmates are only allowed one set of clean clothes a week. There are also no clothing or cleaning items available at the commissary. This is unique at the county jail level. Most Bay Area County Jail facilities allow for at least two changes of clothes and also allow for the sale of clothes and soap items at commissary. The lack of clean clothes and cleaning products place unnecessary stress on inmates and prevent them from meeting weekly clean cell checks. Inmate Welfare Fund: NT20 is familiar with the Inmate Welfare Fund, but is not aware if any of the items have reached inmates. If they have, he is unaware that they were funded by the Fund.</p>
225.	<p>Medical Care: According to NT21, it is very difficult to receive medical attention at the County facility. He has been in the facility for more than 2 years and it took more than 14 months to receive any medical attention. While incarcerated, NT21 learned that he had contracted a serious disease. He has been unable to receive any medical attention related to this disease, despite a large number of medical request forms submitted. Vision/Eye Care: The County facility does not provide any vision health care. Many inmates pending serious criminal allegations will end up serving many years in the County facility before trial, yet they cannot get glasses or receive eye care. Grievance Process: The grievance process only allows for written grievance forms. All grievances must be submitted in writing. However, many inmates cannot read or write. This inability to write essentially prevents a large population from being capable to use the grievance process.</p>
226.	<p>Classification/prisoners in jail: NT 22 stated that he and many of his fellow dorm mates have been held in solitary confinement for more than 10 months, with no classification hearing or any idea of how long they will be held in solitary. They are being held for indeterminate amounts of time, with no opportunity to earn a lower level classification (i.e. down-class). Many of them are currently being held on non-violent charges and have no records of violence within the facility, yet they are being held permanently in solitary confinement with no ability or procedure to challenge or be heard on why they are housed in the solitary dorm. In comparison, at the state prison level, all solitary housing classifications are reviewed every 30 days and inmates receive a hearing on their classification status. At the hearing, they have the opportunity to hear why they are being classified in solitary confinement. No such hearing or practice exists at the County facility. When NT22 has filed grievances challenging his housing classification, he has not received a final response, many of his requests have simply gone unprocessed. Grievance Process: NT22 has used the grievance process to challenge many conditions in the facility. For example, he has filed a large number of grievances related to his classification as a solitary confinement inmate. His filings have been completed nor processed through the grievance process. Many have been left incomplete or simply never returned to him. Sanitation: NT22 stated that inmates at the County facility receive insufficient cleaning supplies. They are required to have their cells checked for cleanliness on a weekly basis but are not provided supplies to keep their cell space clean. For example, many inmates must use commissary purchased soap and shampoo in order to clean their cells. Similarly, NT22 reports that due to the lack of clean laundry, he and many other inmates wash all of their own clothes. The county facility only provides one set of clothes a week. This differs significantly from other County facilities, many of which allows at least two pairs of clothes at a time. The lack of clean clothing and cleaning supplies often creates unsanitary conditions at the County facility. Inmate Welfare Fund: NT22 is aware of the inmate welfare fund. He stated that he heard rumors that monies from the welfare fund were used to pay Correctional Officer overtime pay. Lack of Programs: The County facility provides little to nothing for the solitary inmates to do. They provide no books, no television, no reading materials. Further, they rarely have a basketball, nor do they even have a table to sit at during their time out of their cell. On a larger level, there are no educational classes, addiction help classes or anger management. There is no structural support for inmates in solitary. In comparison to State Prison, the County facility is harsher for inmates in solitary due to the complete lack of structured support of any type. Mental Health Services: The County facility often houses mentally ill patients in solitary confinement. Improperly classified, the solitary experience often exacerbates these inmates issues. This improper housing often creates sanitation and security issues for other inmates as they have to manage these inmates needs.</p>
227.	<p>Classification/prisoners in jail: NT23 has been housed in solitary confinement for more than 24 months. He is currently standing trial on a non-violent charge and has not been involved in any violence while incarcerated. He has never received a classification hearing or review of his housing classification. He was placed in solitary</p>

	<p>confinement and has remained in solitary for his entire time at the County facility. He does not know if, when or how to challenge his housing classification. His grievances are not processed related to housing. Programs: NT23 stated that the programs available for inmates in solitary confinement at the California state prisons is better than the minimal structure provided to solitary inmates at the County level. The County facility provides very little for the inmates. No tables, no chairs, to exercise equipment, no library, no cards. When they are out of their cell, there options are to walk the small outdoor space, and/or sit on the stairs. Similarly, there no educational, vocational, or anger management classes. Sanitation: NT22 stated that inmates at the County facility receive insufficient cleaning supplies. They are required to have their cells checked for cleanliness on a weekly basis but are not provided supplies to keep their cell space clean. For example, many inmates must use commissary purchased soap and shampoo in order to clean their cells. Similarly, NT22 reports that due to the lack of clean laundry, he and many other inmates wash all of their own clothes. The county facility only provides one set of clothes a week. This differs significantly from other County facilities, many of which allows at least two pairs of clothes at a time. The lack of clean clothing and cleaning supplies often creates unsanitary conditions at the County facility. NT23 states that he uses his one towel a week to clean his cell and must air dry after each shower to preserve his towel to maintain his cell cleanliness. Medical Care: NT23 was arrested with a torn ACL, he has a surgery date set at his time of arrest. However, after being arrested, it took 18 months for him to receive a doctors appointment that would diagnose his torn ACL. Despite many medical slips and grievance forms, his requests for medical service related to the torn ACL have all gone ignored. At the time of the interview, NT23 has no information on when his torn ACL will be addressed. Meanwhile, he has difficulty walking, is in constant discomfort, and has trouble walking stairs. Grievance Process: NT23 has filed a number of grievances related to his medical concerns. He has not received a response to his requests. Dental Care: NT23 has had a number of dental care needs while in the County facility. He has filed medical slips related to these needs. He has been told that they do not provide these services. Cleaning Towels: NT23 stated that inmates only receive one towel a week. This differs from other county and state facility where they allow for more than one towel per week. Similarly, there are no towels available for sale at the canteen/commissary, despite their availability in other county and state facilities. Daily Bar Checks: Correctional Officers conduct "bar checks" in the cells throughout the week. This check involves correctional officers entering individual cells to inspect the bars on the cell windows and other conditions within the cell. The daily "bar checks" are often the source of tension between correctional officers and inmates. They are also often used as opportunities for officers to physically assault inmates, often times mentally impaired inmates. According to NT23, most incidents involving physical confrontations between correctional officers an inmates stem from a bar check.</p>
228.	<p>Housing Classification: NT24 believes he is improperly housed in solitary confinement. The County facility provides no opportunity, hearing, or process to challenge your housing classification. He has attempted to file grievances over his housing classification, but his filings go unprocessed and unresolved. He is not aware of any other apparatus available to challenge his housing classification. Grievance Process: NT24 stated that he believes the Grievance Process is just a technicality and that it rarely resolves any issues or disputes and that most grievances go unprocessed. Daily Bar Checks: Correctional Officers conduct "bar checks" in the cells throughout the week. This check involves correctional officers entering individual cells to inspect the bars on the cell windows and other conditions within the cell. The daily "bar checks" are often the source of tension between correctional officers and inmates. They are also often used as opportunities for officers to physically assault inmates, often times mentally impaired inmates. According to NT24, most incidents involving physical confrontations between correctional officers an inmates stem from a bar check. Pill Line/Medical Care: According to NT24, all daily medical care is administered through a pill door that separates inmates from nurses in the main lobby. Its a small door that was designed to pass pills hand to hand through the secured door. However, according to NT24, they not only distribute pills through this door, they also inject insulin, take TB tests, draw blood, and pass urine and stool samples through this small space without properly cleaning the area. This exposes many inmates to communicable diseases by participating in pill line. Use of Force: NT24 discussed how Correctional Officers regularly allow rival gang members out of their cell to physically assault inmates they don't like. Officers will often "accidentally" open a door of a rival gang member while a rival is on program or alone and out of their cell. This exposes inmates to significant</p>

	<p>threats of violence with little or not repercussion to the officers on duty. Correctional Officers know what the result will be and its often used against inmates so to avoid Officers from having to get involved in delivering physical assaults, they allow inmates to do it for them. Inmate Welfare Fund: NT24 is unaware of any items they receive from the Inmate Welfare Fund. Correctional Officer Training: According to NT24, correctional officers often lack people management skills. They create unnecessary tension between guards and inmates by mishandling many everyday situations. They often under estimate the psychological challenges that solitary inmates face. These challenges include going many hours without verbal communication, hallucinations, day dreams, insomnia and anxiety. Yet, they correctional officers often interact with solitary inmates in the same way that they interact with inmates in general population. This inability or unwillingness to adapt their speech patterns, styles of governance and authority can often create tension between officers and inmates. According to NT24, the conflict is often small things like communication style rather than more deeply rooted issues.</p>
229.	<p>Housing Classification: NT25 believes he is improperly housed in solitary confinement. The County facility provides no opportunity, hearing, or process to challenge your housing classification. He has attempted to file grievances over his housing classification, but his filings go unprocessed and unresolved. He is not aware of any other apparatus available to challenge his housing classification. Grievance Process: NT25 stated that he believes the Grievance Process is just a technicality and that it rarely resolves any issues or disputes and that most grievances go unprocessed. Daily Bar Checks: Correctional Officers conduct "bar checks" in the cells throughout the week. This check involves correctional officers entering individual cells to inspect the bars on the cell windows and other conditions within the cell. The daily "bar checks" are often the source of tension between correctional officers and inmates. They are also often used as opportunities for officers to physically assault inmates, often times mentally impaired inmates. According to NT25, most incidents involving physical confrontations between correctional officers an inmates stem from a bar check. Use of Force: NT25 was physically assaulted by a number of correctional officers during a bar check in his cell. The assault resulted in hip, knee and back injuries, as well as significant lacerations to his head, forehead and ear. As a result of the attack, NT25 spent more than two weeks in the hospital and then in the County jail infirmary. Visitation: NT25 that his family has been harassed and intimidated by correctional officers not to visit him. They have been prevented from contacting him for visits due to the random implementation of policies and rules that are not available to visitors, according to NT25. Sanitation: NT25 stated that inmates at the County facility receive insufficient cleaning supplies. They are required to have their cells checked for cleanliness on a weekly basis but are not provided supplies to keep their cell space clean. For example, many inmates must use commissary purchased soap and shampoo in order to clean their cells. Similarly, NT25 reports that due to the lack of clean laundry, he and many other inmates wash all of their own clothes. The county facility only provides one set of clothes a week. This differs significantly from other County facilities, many of which allows at least two pairs of clothes at a time. The lack of clean clothing and cleaning supplies often creates unsanitary conditions at the County facility. Inmate Welfare Fund: NT25 is aware of the inmate welfare fund. He stated that he heard rumors that monies from the welfare fund were used to pay Correctional Officer overtime pay. Holding Cells/Sanitation: According to NT25, the Holding Cells used for inmates when they are traveling to court are filthy. There are obvious signs of urine, feces and blood in the cells. Solitary Confinement: NT25 reported having serious mental health issues as the result of his extended housing in solitary confinement. He stated that he has noticed a significant decrease in his verbal capabilities, has started to experience serious sleeping disorders, and has become severely anti-social. All of these conditions he believes are the result of the stress and anxiety related to solitary living conditions. For example, NT25 told a story of a hospital visit that he was required to undertake due to a skin issue he developed. During his trip to the hospital, he had a difficult time communicating with the nurse. He described the entire experience as a "sensory overload", he was overwhelmed by the hospital environment. He believes this is the direct result of his extended period of being housed in solitary confinement. Mental Health Services: NT25 states that the mental health services are dismal. The mental health intake demands the inmate be able to self identify their mental illness or instability. The intake process asks the patient to assess their own condition, allowing for serious issues to go undocumented and exposing the patient to further exacerbation of their illness, as well as other inmates to ill patients.</p>

230.	<p>Grievance Process: NT26 stated that Correctional Officers often will refuse to accept or receive grievances that inmates attempt to file. They will simply ignore the request from inmates in solitary confinement. A significant number of written grievances are just not accepted by jail house staff. Classification/Protective Custody: NT26 discussed the jail policy of forcing Black inmates to chose protective custody. Many of them are coerced and pushed into Protective Custody before they know the racial realities of the jail culture. Jail staff exaggerates threats and conditions that push Black inmates into protective custody which then exposes them to additional security and housing issues. Mental Health Services: NT26 was previously housed in the South jail. During his time at South, he was housed next to a mentally ill inmate. Despite constant requests for help and pleas for assistance, his neighbor was ignored and prevented from accessing proper medication and mental health services. After a few weeks of denial of services, his neighbor hung himself in his dorm and killed himself. NT26 believes this death was avoidable and was largely the result of neglect and the lack of services available inside the jail. Inmate Welfare Fund: NT26 is not familiar with the welfare fund.</p>
231.	<p>Censorship of Newspapers/Inmate Welfare Fund: According to NT27, the Inmate Welfare Fund pays for newspapers that are delivered to the housing units. However, NT27 has noticed that papers are not delivered on days where the newspaper contains stories regarding jail conditions or news stories related to the County facility. The news paper often is not delivered when these stories are printed. Visitor harassment: NT27 stated that his mom and family has often been denied visitation due to the application of obscure rules and policies that many inmates and families are unaware of. Correctional Officer Training: According to NT27, the excessive use of force and physical assaults on inmates greatly increased after the Sheriffs Office took over the facility in 2010. The Sheriffs Office brought a new culture of confrontation and violence that did not exist before the takeover. The new hires in the office bring a confrontational attitude and are quick to exacerbate dangerous situations that result in physical assaults on inmates rather than diffuse the situations. Mail: NT27 believes that his outgoing mail is often tampered with and sometimes lost or not delivered from the facility. This includes some legal mail that never reaches his counsel or the court. He believes there should be secure mail boxes on each floor rather than an open cardboard box.</p>
232.	<p>Sanitation: According to NT28, there is a cockroach problem on the 4th floor. Inmates often see and find roaches in their cells and surrounding areas. They are not provided anything to deal with the infestation and the facility does not seem to do anything about it. Use of Force/Retaliation: NT28 discussed an incident in which he was physically assaulted by 4 or 5 correctional officers, and left bleeding from his forehead in his cell for a number of hours before being treated by a nurse. After the incident, a sergeant approached his cell and asked him what happened. The tone and body language of the sergeant sent a clear message that if NT28 complained or made notice of the altercation he would be retaliated against. The sergeant was clearly defending the officers involved and NT28 was left to feel that he could not voice any complaint about the incident. Racial Slurs: NT28 stated that he is often harassed with racially derogatory language from correctional officers. Classification: NT28 discussed that he was forced to enter protective custody. When he entered the facility, he was informed by prison staff that all Black inmates had to go into protective custody because they would be killed by Hispanic gangs. NT28 later learned that this wasn't true but he has no way of getting out of protective custody. He is unaware of any hearing, process, or procedure to challenge his current classification. Bar Checks: According to NT28, bar checks are regularly used to physically assault inmates. They are used to instigate conflict between inmates and officers and to create pretext for assaults on inmates. NT28 has been the victim and witness to a large number of assaults on inmates during bar checks. Inmate Welfare Fund: NT28 is not aware of the Inmate Welfare Fund.</p>
233.	<p>Visitation Harassment: NT29 stated that members of his family have been harassed, intimidated and have had obscure policies enforced on them to prevent them from attending scheduled visits. His family travels multiple hours to visit him, only to often be denied access to visitation hours due to obscure rules. Sanitation: NT29 complained that inmates are not provided sufficient cleaning supplies to maintain clean cells. According to NT29, the cells in solitary are filthy, often difficult to clean and maintain sanitary without necessary cleaning supplies. The small amount of Ajax and sponge provided to clean the cell is insufficient. Inmates need more cleaning supplies. Programs: NT29 states that there are no programs available for inmates in solitary confinement. Solitary inmates are unable to access any educational or drug, alcohol or anger management courses. They are prevented from accessing any programs that may assist in their</p>

	<p>tradition out of jail. Isolation: NT29 discussed some of the long term impact of living in solitary confinement. He made reference to extended periods of isolation often result in desensitized feelings toward family and loved ones. The longer he has been in isolation, he finds it more and more difficult to maintain social bonds with fellow inmates, family and loved ones. This sense of isolation often extends into his life outside of county jail. He made reference to severe anti-social feelings and behaviors that he did not have before his experience in solitary confinement. He also discussed challenges with sleeping, with leaving his house and feeling connected to his children, who he has been removed from for many years. Classification: NT29 has been in solitary confinement for more than 20 months. He was initially housed in general population. After an altercation with a fellow inmate, he was moved to solitary and has remained housed in solitary since. He has not had a subsequent review of his classification despite numerous grievances submitted regarding his housing classification. He feels as though he has been dropped in a hole and left there to rot for the remainder of his sentence. Inmate Welfare Fund: NT29 believes the newspapers that each pod receives comes from the Inmate Welfare Fund, but other than the newspapers, he is unaware of anything that the Fund is used for.</p>
234.	<p>Commissary Items: NT3 gets significant rashes, acne, and skin irritation from the alcohol based deodorant sold at the commissary. Grievance System: NT3 has filed a number of grievances related to his skin irritations resulting from the commissary deodorant. Although a number of his grievances have been denied, he has continued to push his claims to the medical staff. While very slow to respond, he believes he is on the brink of being granted permission to use outside deodorant (if purchased from him by family.) NT3 believes the grievance system can work, it is just painfully slow and inefficient. NT3 did not remember if he was informed of grievance system Medical Care is Slow: According to NT3, medical conditions that are not "near death" are not addressed by the medical staff. NT3 stated that inmates need to exaggerate their medical symptoms in order to receive medical attention. Mail Missing: NT3 stated that his mail is regularly missing or misplaced. Inmate Welfare Fund: NT3 was not familiar with Inmate Welfare Fund.</p>
235.	<p>Classification: NT30 has been housed in solitary for more than 4 months. He was assaulted by Correctional Officers while he was classified in General Population. The assault resulted in an internal investigation. NT30 was later cited with an infraction and re-classified into solitary confinement. He has not had an opportunity to hear the charges against him or any process of review for his re-classification. He is unaware of any process that will allow him to be re-classified into general population. The grievance process does not address this classification issue, according to NT30. Use of Force: NT30 was assaulted by 4-5 correctional officers in his cell. The assault resulted in significant injuries to his hip, knee, and ear. The incident resulted in an investigation conducted by an Santa Clara detective. The incident is currently under review. Inmate Welfare Fund: NT30 is not aware of the welfare fund.</p>
236.	<p>Commissary : NT31 reports that commissary items are very expensive and he is often charged for items that he does not receive. Phone Calls: Similarly, he reports that the phone service is very expensive and the price often results in his ability to use the phone to call his mother and wife. The price is a prohibitive factor in his ability to access close family members on the outside. Also, phone calls are often disrupted and cut short by Correctional Officers. Medical Care: According to NT31, to report a medical condition and request a doctors appointment costs inmates \$3. They are charged this cost, even if the doctor or nurse fails to arrive at the appointment. Also, there is a significant delay between the time of the request and receiving any type of service. For example, NT31 was in need of dental services for an infected tooth. After filing out a white slip, it took more than 8 weeks for his tooth to be assessed. It also took multiple white slips and multiple grievance forms for him to get formal assessment from medical staff. Once he was assessed, the tooth was immediately removed. Programs: NT31 spoke highly of the programs available to his floor. He stated that he takes advantage of all the educational courses, alcohol and narcotic management, as well as religious services. Inmate Welfare Fund: NT31 was not aware of the inmate welfare fund.</p>
237.	<p>Religious Services: NT32 discussed at length his appreciation for and his use of the religious services available at the County facility. While often limited in scope, NT32 discussed the importance and significance that the pastor and religion has played in his own personal transformation and that of many of his peers. Programs: NT32 also discussed the importance of AA and NA programs and how they have been</p>

	<p>fundamental to his ability to survive in the County facility. He is very appreciative of their existence and vital to many inmates recovery.</p>
238.	<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/Refusal: 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 often 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 his 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>
239.	<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 consequence. 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</p>

	<p>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 anxiety, hostility and conflict between inmates, as well as between inmates and staff.</p>
240.	<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 Tyree incident. The assault resulted in NT4 receiving 8 staples in his head to seal a significant cut on 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>
241.	<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 fact, 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>
242.	<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 not file any grievances or discuss what he witnessed. Inmate Welfare Fund: NT9 was not aware of welfare fund.</p>
243.	<p>Medical access – Long delays to see doctor, even after putting in white card. This time he has to wait 90 days (until March) until he can see the doctor. 90 days is average wait now; it wasn't like this last year. The first time he put in 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.</p> <p>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.</p> <p>Problems getting necessary medications – even when inmates have documented health conditions /</p>

	<p>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 cheeking 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.</p> <p>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 slapping around. He tried to file grievance about slapping around.</p> <p>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 grieve 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.</p> <p>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.</p> <p>Mail – he doesn't feel comfortable writing us because they read his mail. Phones are monitored, so he doesn't feel comfortable saying anything to us over phone.</p> <p>Visitation – He's supposed to be allowed 1 hour/week + 1 hour/weekend for visits, and available for visits every day except Wednesdays, but wife keeps getting told that he's only available 1-2 days week, and/or that that he's not available other days. Visitation differs from one unit to another, but he's prevented from visits even when visiting rooms are open. He has not filed grievances on this.</p> <p>Use of force, retaliation – Last year he was beaten up by 5 CO's while knocked out on pills following suicide attempt. He kept falling asleep and the CO kept kicking his chair – he asked the CO what the f--- he was doing, and the CO and 5 others beat him up. He didn't file grievance or complain b/c the CO's will "mess you up" if you do. Other than this, he hasn't had any problems with CO's in a long time</p> <p>Culture – Most CO's on his floor are cool, but others think they wear a badge and can do whatever they want – used to be even worse when jail run by sheriffs (vs. DOC). Younger CO's – a lot are cool, but some rookies are really hard-ass – it depends on who trained them and how. CO's have no respect for inmates; lots of younger inmates also stir things up, but that doesn't give CO's the right to use force. They treat us like we're already guilty. Rulebooks says that CO's are supposed to respect inmates – but they don't.</p>
244.	<p>ACCOUNTABILITY – It doesn't matter what sheriffs tell Cos – CO's don't care, sheriff not inside jail to see what's actually going on. When inmates file grievances, they always back the CO's – there's no proof from inside. CO's should wear video cameras 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 are still 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 TVs 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.</p> <p>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</p>

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 inmate 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 disrespect inmates to make them angry, and vice versa. CO's do cell searches to get back at inmates – they pretend to smell pruno (homemade 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., won't 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 6-8 officers there. CO's mostly use excessive force against mentally disabled inmates (those taking psych meds and in mental health court) and protected custody– but not to 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. They should change the CO's in the units, especially CO's who have been here for years – they treat inmates worse. Inmates are stuck with same CO's for years, with culture of disrespect – they want new CO's in unit to develop better rapport.

FOOD – Portions are very small, no snacks in between – inmates are always hungry between meals, especially those who can't afford to buy food from commissary. Inmates always ask for extra meal trays but guards refuse. They should get larger portions and/or snacks between meals.

SOAP – Inmates are supposed to get soap every week or when they ask, but they don't get any or only get once/month. He hasn't gotten any soap since he got here, affects lots of others also. Years ago people said they were wasting too much money on soap, now they don't have it in stock to give us.

CLOTHES – Sometimes they can't afford to give inmates clothes/laundry every week – they run out of sizes; or they give old clothes that have been around for years; sometimes they give clothes that are too small.

HOUSING / CLASSIFICATION – Inmates are put in the hole (ad seg) for a long time – he has been in ad seg on-off since 2009 and continuously since 2013 while in custody. He has requested down-classification from the beginning and to program with general population, but CO's always have excuses why he can't (e.g., tell him that he's properly housed, wait 30 days for file review, have wait for room to open, etc.), or cite safety/security issues – but they don't interview inmates about to discuss alleged security issue, just go on hearsay and rumors. Inmates are supposed to have filed reviewed every 30 days, but still don't get down-classified. When he puts in request for down-class, it takes 10days-2 weeks to get response, but only supposed to take 3-4 days. He just put in request to talk w/ sergeant about file review and down-class.

Classifications – Green shirts = south side gangs; red shirts = northern and other gangs; brown shirts = protected custody (treated worst by CO's).

MENTAL HEALTH & MEDICAL – are fine, they do their thing. MH social worker should come see inmates more often to ask what we need, how we're doing – they only come every 3-4 weeks, but should come every 10 days-2 weeks.

PROGRAMS – Inmates in ad seg don't get any programs except Roadmap to Recovery, and aren't allowed to do programs on other floors. Other units have GED, other education programs, NA, AA, etc. – inmates in ad seg should have these also to avoid boredom, etc. They say we're getting education, but we're not. His unit doesn't even have board games, even though they say they do.

TIME OUT OF CELL – Inmates only get 1 hour out of cell every other day – they need more time out, more program hours. Inmates get stressed out and frustrated being in cells; even people who aren't mentally ill become mentally ill because kept in cell all day, especially b/c they can't get down-classed to other floors or

	<p>for programming. They also need more time to be able to talk on phone – only allowed to use phones during program time, even for required attorney and court program calls. If they need to make calls during non-program time, CO's don't let them, even when there's nothing else going on. Often program time is at night or non-business hours, so unable to call attorney or DASH program when they need to (DASH program requires them to call in between 8AM-5PM). Or they tell inmates that they have to switch program time with others if they want to come out to make calls –shouldn't have to do that. Max tiers in South Jail have phones on wheels that they bring to people's cells, so they can make calls anytime – they should have these in other units also. CO's are not supposed to refuse attorney interviews/calls, so inmates should be access to call attorneys as necessary on non-program days.</p> <p>BRC INTERVIEWS – Things have gotten worse since interviews began – CO's won't let inmates do anything; don't let them pass things to neighbors in unit; newspapers and meals are distributed hours late, so the hot food gets cold and milk gets warm. When someone complained about warm milk, CO's gave them powdered milk instead. CO's are waiting to see what changes are going to happen and if they will have to do more work. CO's are talking with inmates about what was discussed in interviews – CO's ask inmates what was said and/or inmates just tell them. Some people want to do interviews, but don't do it because they're afraid of CO retaliation – force, abuse.</p> <p>[RH note: When CO's were taking interviewee back to his cell, they commented on how long his interview lasted and that he was "spreading the knowledge."</p>
245.	<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 pod – 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 Recover?), 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 is 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>Blue Ribbon Commission should include inmates – not just hand-picked individuals.</p>
246.	<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/days; 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.</p>

	<p>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 onerous for families. Families have to come in at 8AM, then 3-4 day delay for verification, his girlfriend doesn't have time then. 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>
247.	<p>HARRASSMENT / RETALIATION – CO's harass him b/c he witnessed an incident when CO's used force against another inmate – e.g., they interrogate him, pull him 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 (BRC 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 grievance/complaints, others do. He thinks the feds 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 booking, 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 5 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 just put chains on afterward. If an inmate gets assaulted, CO's move them to another floor to hide them – moved to 8th floor, infirmary, 4th floor, old jail – to prevent them from being seen. He feels scarred by the incidents of force that he witnessed by CO's.</p> <p>GRIEVANCES – He didn't file grievance after being assaulted – grievances always gets 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 MH counselor about how they're feeling, MH 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</p>

	<p>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> <p>FOOD – is very bad, he doesn't even eat much of it; people get fed much better in prison.</p> <p>HYGIENE – They don't give inmates the soap they're supposed to get; only give 2 very tiny bars (like dominoes) every 2 weeks. People w/o commissary can't get more.</p> <p>COMMISSARY – OK.</p> <p>LAUNDRY/CLOTHES – people write all over clothes, tag them.</p> <p>SANITATION – Cells unsanitary – inmates only allowed to clean cells once/week; sometimes CO'S don't pass out cleaning supplies when they're supposed to; large cockroaches in cells. Inmates only get 1 towel for showering, not for cleaning cell.</p> <p>MAIL – CO's won't take his legal mail when he has it; some CO's open his legal mail and read it.</p>
248.	<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 cellmate – 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 30 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 cellmate, who looks white (but has Spanish surname) – even though CO's could see that cellmate started fight and he was just trying to protect himself, CO grabbed him and twisted his arm until felt like it would break, but didn't do anything to cellmate.</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>
249.	<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 towels. 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 first – 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 bypass them if they fall asleep. There’s nothing happening in the unit from 11AM – 6PM, CO’s are just 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 unsanitary and tell inmates to just step on the roaches.</p>
250.	<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 believe 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 let it sit outside the cell until it gets cold</p>
251.	<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 COs 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>
252.	<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 COs are short staffed; then they might not get out at all. He wishes they had access to programs like parenting classes.</p>
253.	<p>Inmate filed a grievance because he did not feel safe having 2 officers working on his floor when they were under investigation for beating and breaking the jaw of another inmate, especially since he cooperated in the investigation of those officers. One officer oversaw the entire floor, and the other opened the inmate's cell door for pill call during the investigation. An investigator came and interviewed him and other inmates in the</p>

	cell block about the beating. 8 of the inmates jointly filed a complaint regarding concern for their safety. They never received a written response but a month after the complaint was filed the sergeant came to their cell at 2AM, woke them all up and told them the officer was removed. Inmate did not know who to contact regarding complaints about his safety. He filed a follow up grievance to speak to the investigator of the case regarding his safety, but never received a response. He was never given information about a grievance procedure during his time at the jail (SCCJ).
254.	Officers used pepper spray against inmate while he was restrained on the floor with hands behind his back, and handcuffed him. When he went to get water for his eyes he could not see well and almost walked into a wall but moved his shoulder to avoid it. The officers said he was resisting and put him alone in a cell for 5 hours and did not allow him to go to the bathroom although he asked. While confined alone, his handcuffs were too tight and he immediately complained about them but they were not loosened until 3 hours later, although he asked every 10 to 15 minutes. He had pain in his hands for a week and they had cut into his hand. He doesn't feel a grievance would be effective, as he tried filing a grievance before and they tore it apart in front of him. They searched his cell for no reason, destroyed his things, and have denied out of cell time in retaliation for grievances. The CO who the grievance is written against always ends up with it, and the COs never give the grievances to the sergeant to follow up with although they are supposed to. He hasn't heard of the inmate welfare fund but doesn't have money to call his family.
255.	Inmate is diabetic but the nurses do not give him food after giving him an insulin shot as they should, making him weak and shaky. He feels his levels become dangerously low when he is not allowed to eat after his shot. He calls for the CO but they never come. He hasn't filed a grievance because the COs throw them away. He filed a grievance once about bedding but never received a response. He complained to the COs about the insulin issue and they said they would feed him when they could. He was assaulted by an officer in May 2015 after arguing with a nurse over the insulin issue. An officer came into his cell and beat him although he was not resisting. He told the psych, who informed the sergeant, who interviewed him and had him x-rayed. The doctor said he had a separated rib. He was interviewed by detectives two weeks ago, two months after the sergeant interviewed him. The CO continued to work the same unit despite the investigation until he was arrested for the beating death of another inmate.
256.	Faucets are green with mold. They don't have enough cleaning supplies to keep their cells clean and have to use their personal towel (they only get 1). He fears retaliation if he makes a grievance. He wasn't allowed to see a podiatrist. He was given a grievance handbook when he came in and feels the officers try to resolve something once it happens. He has never heard of the inmate welfare fund.
257.	It is too cold in the cells. The mattresses are not cleaned after being transferred between inmates and sometimes have feces and vomit on them. The inmate was given a grievance handbook in 2007, but he left and when he returned in September he was not given any information about grievances. He hasn't heard of the Inmate Welfare Fund. He finds the cost of the phone too expensive to call his family usually.
258.	The 8th floor is very unclean and it is too cold in the cells, but they are not allowed to block air vents. He complains all the time and has talked to the sergeant with no result. They were given thermals and blankets but it is still too cold. It affects their hygiene, they do not want to bathe or shave as regularly. He complained verbally and the officer got him another mattress. If you complain, you open yourself to retaliation. Guards also retaliate by moving inmates to worse units, taking away their personal belongings, and searching their cells. He's seen the COs use excessive force and pepper spray every time there is a fight. He has seen 2 inmates surrounded by 10 guards and the guards beat them with clubs. He has seen this twice in about two years. He has heard of the inmate welfare fund but doesn't use it. Phone calls are too expensive and would be cheaper if he could call his family collect. Commissary items are also too expensive.
259.	He feels the mental health department abuses their authority - he was placed in psych hold where he received no program. He was placed on psych hold on suicide watch for three days without clothing or blankets - he was naked and very cold and was not allowed to come out of his cell at all. However, he was not suicidal - they just presumed he was. The psychiatrists at the jail tried to put him on a 2 week psych hold and tried to force medication on him - he had to appeal their decision through the hearing process. His cell later had plumbing issues and the COs accused him of smearing human waste around when his cell flooded due to pre-existing plumbing issues. He was placed on a 3 day psychiatric hold for something he didn't do/when he

	<p>was not having a mental breakdown. He's also seen COs use excessive force against inmates on multiple occasions. He has never heard of the grievance process. They only get 1 hour of program per day and only at night, so he is unable to contact his attorney. Medical health care is poor - he was supposed to receive x-rays after he came but never received them. They prohibit caffeine for mental health inmates because they say it interferes with their medications, but he isn't taking any. IF you have cash they take it and give it to the Inmate Welfare Fund. They have too little food - he lost a lot of weight since arriving. They often give expired milk.</p>
260.	<p>The cells are too cold and they do not receive thermals. They are only given one blanket and one sheet. They don't give enough food and the timing is strange- they eat breakfast at 4AM. It takes a long time to see the doctor. He had shoulder surgery before and needed follow up care and physical therapy - he requested it 3 weeks ago and hasn't received it. He is diabetic and they stopped testing his blood sugar after a week of testing it daily and gave him pills for his diabetes. He had problems with depression and needs someone to talk to, but they don't do therapy at the jail. The COs are overworked and short staffed - sometimes they don't let them out for 2 days in a row. He's seen them used excessive force against inmates - on one occasion there were 7 to 8 COs on one inmate. He has never heard of the grievance process.</p>
261.	<p>He feels he is improperly housed by classification and asked to be moved out of protective custody, but was denied. They only get 2 hours out each day and are locked down 22 hours per day, where the dorms are open 24 hours per day. They are not given time to shower every day and smell bad. They don't have hot water pots for commissary. The handcuff him too tightly when he needs to be shackled. When he first came in as a mental health inmate they took away his clothing and blanket for the first three days and left him in the medical dorm. Psych care is good. It takes a long time to see medical. The food is bad/tastes funny.</p>
262.	<p>He was shot prior to coming in and had to walk with a cane. The doctor said it was not medically necessary and they took it away although his physical therapist said he needed one. They took him out of the medical dorm because he complained. He was improperly re-classified to a dorm with 30 inmates and 1 toilet - he had medical issues where he could not control his bowel movements and was incontinent. The roof was leaking water, there was mold, and there was no hot water. He contracted foot fungus from the shower because it is not cleaned enough. The COs used to pick on him because he used to know one of them. They did not allow him to use an elevator although he had mobility issues. The COs also prevented him from making his court dates and used excessive force against him because they didn't like him. They later retaliated by changing his classification to a higher security level and he went from orange to red for no reason. He wrote a grievance because COs did not allow him to use the yard with the bench because he needed to sit down. He did not receive a meaningful response - grievances are useless. The CO made him sit on the ground. Medical did not obtain the medication he needed for his neuropathy and he had to threaten them with a lawsuit/ADA investigation before they gave it to him. He has also been waiting on an appointment for surgery for months. It took a few months to obtain an ankle brace. When he first came in they charged for putting in white cards (medical requests), and he had to often put in multiple requests to access care. The food contributed to him gaining weight since being here. Mental health inmates are improperly housed on the 4th floor. Phone calls are expensive and keep him from calling his family. They are not given enough clothing, and need more activities.</p>
263.	<p>Inmate was arrested in May 2015 for being under the influence. He was not resisting but was talking (he doesn't remember what he said). He was taken and beaten by 7 to 9 COs after he was booked, while he had shackles on his hands and feet. He was kicked in the ribs and the head. While they had him on the ground they pulled his pants down and tried to rape him with a foreign object (likely a baton) but he yelled and resisted and they stopped. He heard one of the officers say "this one won't knock out". His ribs still have a bump. After that, they placed him in an all red suit, saying he was a gang member (although he denied it) and placed him in solitary on the 4th floor for one week. The water in his cell was not working and he complained about it. They refused to turn the water on and he had to drink out of the toilet. He wasn't released from solitary confinement for a week, at which time he had his trial. When they released him after a week he had bruises on his body and lumps on his head. He tried to call internal affairs to make a complaint but has been unable to speak to anyone for 3 weeks. He still sees the officers who beat him in the jail. He also feels that it is too expensive to call on the telephone and has not been receiving mail. He filed a grievance related to the</p>

	mail and they responded by saying nothing came in, but someone told him he was supposed to receive something and he never did. He is supposed to receive a form if mail is returned but did not receive anything either.
264.	The COs have a culture of belittling inmates and speaking to them like children. An officer moved him from his cell to a disciplinary corner cell for filing a grievance about an item he didn't receive from commissary. The inmate had tried to put the CO's name on the grievance to say the CO saw he received the wrong number of items. He had ordered many items and felt rushed to check that the bag was correct before opening it because the CO was standing in the doorway rushing him. His grievance was returned saying he opened the bag and had to accept it. He was kept in the corner cell for one month, and the CO whom he asked to include in the grievance as a witness put a sign on his bed card saying "do not move". He does not feel the grievance process or appeal procedure is meaningful, as the decisions seem predetermined by the CO's He has seen multiple instances of CO retaliation against other inmates for filing grievances as well. He wasn't given a handbook or instruction on grievances. He also feels there are too few COs watching the inmates and fights break out where they don't see. He feels endangered as a result.
265.	Inmates are given little time out of their cells and only have a book. They should have radios. They only have one set of clothing but are not allowed to hang dry their clothes (preventing them from washing them). They only have their clothes washed every 4 days and some work out daily and their clothes start to smell. Inmate hasn't filed a complaint because he has seen COs crumple up or throw out grievances given to them by inmates. He feels the staff doesn't care when they try to speak to them about their complaints. He hasn't heard of the Inmate Welfare Fund. He was prevented in the past from speaking to his attorney and his family because of the cost of phone calls. He finds commissary items too expensive.
266.	The grievance system is broken. He filed a grievance against the nurse because she refused to find a skin cream that was prescribed to him, saying she didn't have it. After he asked to file a grievance the nurse found the cream. When he told the CO he wanted a grievance form because the nurse was hostile, the CO said it was already resolved if it was about the cream. Inmate said he wanted to file because the nurse was rude and the CO gave him the form and said he would mark it as resolved anyway. He also complained to the sergeant that they didn't let him out for 48 hours from his cell. His cell was searched in retaliation and everything was removed except his sheet and mattress, including his personal possessions. Instead of having a box where inmates can put their grievances like in prison where one independent officer reviews them, here it is handed directly to a CO who marks it's resolved. Appealing it is redundant and it is always upheld. He also filed a grievance for not receiving mail because they say it was the wrong size even if it was only 1/4 an inch too big, but he saw others receive giant Christmas cards. He also complains of having only 1 set of clothes. They have inspections every Wednesday but are not given enough cleaning supplies or allowed to take extra towels to clean the cells, although many do. The extra towels are taken away as contraband. If they don't pass inspection they don't go out in the yard and some COs that don't like him purposefully fail him to keep him from going out. How much they go out depends on the officer. They also lock down the unit if it is too loud, and it is impossible to keep 60 people quiet, so they are locked down often. He has never heard of the Inmate Welfare Fund.
267.	Phone calls are too expensive. If given some money to call, he would call home more often. They don't have much recreation time in some units because they keep cycling in new inmates who haven't been classified, and they get most of the recreation time. The inmates who have been there get less time as a result because they have to go out after. They should sell radios and headphones and keep track of batteries like razors. Commissary said there was a problem with inmates throwing batteries in toilets before but that is easy to fix.
268.	Inmate 2 is the cellmate of inmate 1 and has the same complaint as above. Inmate saw the guards use excessive force against the inmate who had his jawbone broken by the two CO's The inmate argued with a nurse and was taken to his cell. The COs brought the inmate out - the inmate's pants fell down and everyone laughed at him b/c he was not wearing underwear. Inmates 1 and 2 heard the 2 COs go into his cell and beat him later that night. They had him chained, took him out of his chains and started beating him. They could hear him being beaten, and one CO said "who's the bitch now." Inmate 2 did not see the inmate violently resisting them at that time of the beating. He also never received information about the grievance process. He also filed a grievance in the past because he had an appointment in October for his eyes (he was seeing

	auroras) that was cancelled and he was forced to sign a refusal of medical care form although he didn't refuse care. A CO tried to go to the medical dep't himself to have it rescheduled but was unsuccessful. Inmate 2 did not have an appointment rescheduled until May of the following year. He received a response from the grievance process at that time saying his appointment was rescheduled to May. He has never heard of the Inmate Welfare Fund.
269.	Cells are too cold inside. They give extra blankets and thermals but don't allow them to cover the vents. COs ignore complaints made. He never received information on grievances. He came 17 months ago. He's heard of the inmate welfare fund but doesn't use it. He feels phone calls are too expensive.
270.	He saw cockroaches on the 4th floor and centipede-like creatures. When they complain guards ignore them and filing grievances only brings retaliation. He's seen 3 instances of retaliation for grievances in 6 months. When someone talks back they get hit. At times the COs forget about inmates in their cells. The jail is also too cold. Phone calls and hygiene products in commissary are too expensive.
271.	They only get one set of clothing and laundry every 4 days. They can't dry clothes by hanging them so they can't wash clothes in their sinks. They don't give enough cleaning supplies to pass inspection - a few teaspoons of comet and a tiny scrub pad. They have to use extra towels to clean but they're always taken away. CO was aggressive with him and tried to provoke him when he wanted to file a grievance about him and called him "grievance man" every time he saw him afterwards. The COs also retaliated after he filed a second grievance by dumping all his things on the floor and throwing out his uneaten dinner. The COs also come in for random checks and have thrown away his food about a dozen times. The COs threaten to bash the inmates' heads against the wall when they come in for random checks. They are also locked down much more since Mike Tyree's death - he estimates they are locked down for 10 to 12 days per month for two days most of the time. They are never given a reason and the inmates become aggressive from not being allowed out and start banging on the doors. When they are finally let out, they are not given enough time for 60 people to use the 5 phones and the 4 showers - sometimes they are only given 30 minutes out. This leads to fights among inmates. The longer they are locked down the more angry, loud, and aggressive they become. When he arrived in 9/2014, he was locked down for 5 days and unable to call his parents and they thought something had happened to him. He finds phone calls expensive - his family spends \$200 per month to talk to him once a day.
272.	There are too few cleaning supplies to pass inspection with what they are given, too little time out of cells and only one set of clothing. The light stays on all night, which causes headaches if you sleep in the top bunk. He doesn't complain because the COs try to provoke inmates and randomly search the cells of those who complain. Before Mike Tyree's death, the COs used to pull people out of their cells at night and kick and punch them when they thought nobody would see. They are locked down more now after the death for any reason, usually short staffing or if the CO doesn't feel like it. They have been locked down 15 to 20 times per month, usually for a half to a whole day. They are supposed to be out of their cells 3 times per day but get out 1 to 2 times out if they are locked down. Even if the COs hear the lockdown is over on their radios, they won't let the inmates out even though they aren't busy. They sit and talk all day. The inmates have little programming and can only watch TV on mute. He has never heard of the inmate welfare fund. He finds the cost of class expensive and sometimes his family can't afford it, so he doesn't talk to them.
273.	There are too few cleaning supplies to keep the cells clean. They only receive a little bleach or disinfectant once a week and extra cleaning supplies are taken away. He complained verbally to multiple COs but they just say they're limited to once a week. He has filed 6 grievances against the mail room because he is not receiving all his mail and sometimes it takes 3 or 4 weeks to arrive. He has seen officers rip a grievance in front of an inmate and act aggressively towards them. He also saw inmates use excessive force against a mentally ill inmate, they pushed him against a wall and pulled him to the floor where it cracked his head open, and he bled everywhere. They took him to the hospital and the inmate never came back. Nobody ever advised him about the grievance process or his right to appeal a grievance. Some COs leave grievances for the COs they are filed against. He would change it so that the grievances go into a 602 box (as they have in prison) and are forwarded to an independent CO not on that floor. He heard of the Inmate Welfare Fund and saw something about incentive beverages but has never received any.

274.	<p>The inmates don't receive enough cleaning supplies. They don't give them enough to clean the sinks. All the inmates clean up 3 times per day, and he only passes inspection because he has an extra towel. He filed a grievance once because they stopped giving out soap and told him he had to buy it from commissary. He received a response in writing saying he had to buy soap from the store after a week and a half. They don't come out enough, and when they have COs they get even less time out of their cells. On weekends they are never allowed out because they are either locked down or short staffed. They are told by COs that they are locked down but can see through the windows the other units are out in the yard and that there is no lockdown. Keeping the inmates in excessively makes them loud and they start having attitude. It also causes fights over who uses the phones and showers when they actually get out. The COs also shut down recreation time early a lot. They tell the inmates to go into their cells if they get loud in their dorm, multipurpose room, or sundeck during their time outside, but it's hard to keep quiet when there are that many people. When they're shut down early the inmates start screaming and kicking their doors and banging the walls. He's seen signs for the Inmate Welfare Fund but doesn't know what it's for. He has to limit calls to his family due to cost but hasn't had trouble contacting an attorney because it's free.</p>
275.	<p>They only have one set of clothing and they do laundry every 4 days. However for oversize "big boy" clothing they only send new clothes one time per month. If they work out they don't have extra clothing. He has complained verbally to the COs about it with no resolution. He hasn't filed a grievance because the COs ask what it's for when they request them and dissuade the inmates from obtaining them. The bigger guys smell bad because they can't change their clothes and having an extra set is an infraction. He feels the grievance process is meaningless. The COs tell him to file a grievance but not on their shift and they retaliate. A CO moved an inmate to a corner cell and wrote the sign "do not move" after he filed a grievance. He saw a new CO take off his belt, went into his cell and challenged him to fight when the inmate talked back and refused to lock down. The CO took his arm, twisted it, and shoved him against the wall. They put the guy in lockup for 10 days. The new COs have attitudes and want to rough people up. If someone talks back in a cell, they aren't a threat but the CO will call 5 or 6 other COs to come and rough them up. He's seen a CO beat an older inmate, slam him into a wall and knee him although he wasn't resisting. The toss are small and they can't listen to it with sound. Phone calls are too expensive and prevents him from calling his family. He saw money for TVs from the Inmate Welfare Fund on their info sheet, but hasn't seen any new TVs.</p>
276.	<p>He is worried the culture will go back to the way it was before Mr. Tyree's death - there is a definite change in how the guards act. He has been in other counties and felt that the guards are much more disrespectful here. The grievance process is unfair/ineffective as the COs make the inmates give them to the CO against whom they're complaining. The COs always write that it's resolved and never give them to the sergeant. He has also asked for grievance forms before and was denied. He was never given information on how to file a grievance from the jail. It is well known that the COs retaliate against those filing grievances, so inmates rarely file them. He's seen COs search someone's cell, laugh and say "watch out, this guy's a griever." After Inmate 27 filed a few grievances he was moved to the 4th floor for no reason (maximum security) and had to file a request to be moved back from that floor. He also saw the COs use excessive force. The COs tried to assign a Hispanic inmate an African American cellmate. The inmate had just heard there was a fight between a Hispanic and a black inmate and felt unsafe due to gang activity and asked not to be placed with the black cell mate. The CO pepper sprayed him while he was holding his blankets and possessions and he fell to the floor because he wouldn't go in. He was on the ground and a few COs beat him and kicked his head, cutting it open. The COs called for backup and the unit was so packed with COs that they couldn't get up the stairs. The sergeant came and told the COs to leave, as there were too many of them in there. They kept telling the inmate not to resist although he wasn't resisting, and kicking him in the ribs although he said he couldn't breathe. They transferred that inmate to the 8th floor (psych) to undermine his credibility by saying that he was mentally ill and not to listen to him. Inmate 27 wrote a grievance about that incident but his cell was searched, and the grievance was taken out from his paperwork which they read while they searched his cell. Another time, there was a lockdown and a CO (who still works here) came in and started yelling "which one of you m___ F___ is making noise, let's see how well you sleep tonight." At 3AM, they took about 8 inmates out randomly, strip searched them in the cell, put them in the visiting rooms, there were 2 female staff out there working and they had no clothes on and were out for an hour. They came back and someone had</p>

	<p>messed up the room, his pictures were ripped and everything was thrown all over the place. He wrote a grievance about the incident. When he asked for a grievance the CO shoved him and at first refused to give him one. The CO then signed it saying it was resolved. He filed another grievance against a CO when that CO and one other searched his room and handcuffed the inmate against the orders of the other CO, who told him not to do so if he didn't find anything on him (which he didn't). On the grievance form the CO responded that the inmate would receive an infraction for calling him a "rookie" on the grievance. The cells are too cold. The cost of phone calls is too expensive and prevents him from calling his family. They also aren't let out enough which causes fights over who uses the phones and the showers in the limited time they have. Commissary supplies are also too expensive. He's never heard of the Inmate Welfare Fund.</p>
277.	<p>Inmate was badly beaten a few years ago by 15 to 20 COs while he was chained to the floor with shackles on his hands and ankles and lying on the floor in an interview room. The CO hit him over the head with a chair. His ribs were broken and he had two black eyes, and needed stitches over his eye. Backup was called and 15 to 20 COs came. They dragged him so hard by his ankle and wrist chains that he had cuts on his ankles and wrists, and they kicked his waist chains. They refused to take pictures of him for a week and a half to show to his lawyer, and took pictures again later because they claimed the first set didn't come out. One CO punched him so hard that he broke his hand, and threatened to press charges for a felony. Internal affairs came but they were friends with the COs who beat him and found the COs were not to blame. Last year, a CO hurt him when he was chained up downstairs. He had to go to the bathroom and they didn't let him for an hour and a half. They started wrenching his arms. He said he wanted to see mental health, a psych came down and he told her. They told him they wouldn't press charges for fighting an inmate earlier that day if he didn't mention what they did. There was never a genuine investigation of what the COs did, and internal affairs covered up what happened. Last year, a CO hurt him when he was chained up downstairs. He had to go to the bathroom and they didn't let him for an hour and a half. They started wrenching his arms. He said he wanted to see mental health, a psych came down and he told her. They told him they wouldn't press charges for fighting an inmate earlier that day if he didn't mention it. On his way to speak to the Blue Ribbon Commission, a CO tried to discourage him from bringing forms he was holding to the Blue Ribbon interview, asking him what he needed to bring them for.</p>
278.	<p>The hygiene is his biggest complaint. They only give them a little comet and one scrub pad one time per week. They have to clean floors and toilets. It's not enough. They have to get extra cleaning supplies from the trustees without the COs knowing. They use an extra towel and mostly use their own things to clean the cells. They rinse and wash the towels in the toilet and then keep them to use them again which isn't sanitary. They get new clothes only twice a week. The clothes smell like burnt cloth and are torn. They never gave him a grievance handbook. The first cell they put him in had a handbook in it. He hasn't used the grievance process because the COs make fun of them, asking why he wants a snitch form and are rude about it. The COs don't even turn them in, leave them, forget them, or throw them away. He sees COs retaliate for filing grievances a lot. One of the inmates wrote a grievance about holding him too long in a cell. They took him out of his room, tore it up, they made him put his hands behind his back and yelled at him, telling him not to talk when he was trying to say he wasn't resisting.</p> <p>The food is not good, he came from juvenile hall, the food was good for you there. He gained over 30 pounds since being here – it makes you feel gross and unwell. He's afraid to complain because he doesn't want to be retaliated against.</p> <p>He's had problems making phone calls the call will go through and then hang up. It happens to a lot of people. You get charged even if it hangs up on you. He filled out an inmate request slip on it but they didn't get back to him. He feels the cost prevents him from talking to his family, they can't afford to speak to him. He wants to take the GED to learn more but they said he already had his H.S. diploma. He wanted to take college classes but they don't have it here. There isn't a lot to do in the cells other than read books and play cards or work out.</p>
279.	<p>The staff is brutal and rude with people. They beat on people. An officer was rude to him, he spoke to him about respect and the officer said he didn't give a f*ck about respect. He has never filed a complaint because he feels that the officers do what they want. On 2 or 3 occasions, he saw the COs let the inmates fight and</p>

	<p>wrestle in a rough way, injuring themselves. One officer said "As long as there are no knives involved they're ok." The COs are on their phones a lot, texting with each other, making jokes, or filming the fights. He saw 5 inmates beat 1 African American inmate and the officers were on their phone while it happened. Some officers take things from inmates and give it to other inmates they like. He's never heard of Inmate Welfare Fund</p>
280.	<p>The mattresses are torn and old, and some people don't sleep on the mattress at all. They have too few clothes and he has to wash his own with soap he buys from the commissary because they aren't cleaned often enough. They don't have enough cleaning supplies. The canteen serves the same food all the time. He never received information about grievances and learned of them through other inmates. If you get in a cell with a jail handbook telling you how to file grievances you're lucky. The COs retaliate for grievances, searching the complaining inmates' cells, searching and reading confidential paperwork and throwing everything on the floor. He's seen it happen at least 3 times in a year and a half. Program time is cut short. Sometimes the COs say they're short staffed and he just sees them on the floor doing nothing. They say they're under lockdown and don't let them out but he doesn't think they're actually under lockdown. They cancelled his visit because they said they were under lockdown, but he saw that other visits continued and they kept bringing them up for other people. There was a point when he first came in where they said his visit was cancelled or he's in the visiting room and they cut it short and only gave him 30 minutes for no reason. Other people have complained that their visits were cut short or canceled. A lot of his phone calls get dropped when he tries to call home.</p>
281.	<p>Guards used excessive force against inmate - he was beaten when authorities tried to obtain evidence outside of a search warrant they had and he wanted his lawyer present. 5 COs came and the sergeant recorded the incident. They put shackles on his feet and arms and put in him the restraining chair. They tied him down in the restraining chair and he wasn't resisting physically, he just repeatedly asked for his lawyer. Another CO kept twisting his arm. A CO had his hands under his jaw holding it. It lasted under 10 minutes. He filed a grievance, a woman detective came and investigated and kept justifying what the officers did as she questioned him. They sent a written outcome that they felt what the officers did was justifiable. The woman in charge of the grievance said internal affairs is still investigating but he hasn't heard anything in months. After the incident they moved him to the "snake pit" for 3 months on level 2 although he never resisted the COs as they beat him. He filed a request to be transferred to a different floor. He feels the grievance process is conspiracy, they all know each other and protect each other, there is no protection done. The inmate is always in the wrong. When he came in he never received a handbook on grievances or his rights to file them. He learned everything from inmates. They need someone outside their circle (a neutral party) to take care of the grievances. The officers need better training, many of them (especially new ones) come in with the mindset that they need to be aggressive. They don't know if they show respect they'll be given respect. The COs yell and scream at the inmates, and the inmates reflect back what they give. He has never heard of the inmate welfare fund or programs aside from GED and AA. It's expensive to call home, he sticks to letters because the phone is too complicated, and the COs eavesdrop on inmates' conversations and misconstrue what they overheard to use what the inmates say against them, and the DA can hear the previous call you made by bringing them up on the computer (they are recorded). In some other pods like the snake pits they have too little time outside and came out once every other day. In the yard they're still in cages/locked in. He's sees a lot of people getting out with no plans for improving their lives upon getting out because they haven't learned anything new. They say they're going back to doing drugs and what they did. There are too few programs to help them transition back.</p>
282.	<p>He has PTSD- his hair is falling off in spots. He has good mental health treatment but poor medical treatment. He filed a grievance because left chest hurt when he breathed and two of his left fingers went numb. The nurse told him nothing and refused service to him multiple times even though he wrote it on a white card. She did not check his blood pressure or heartbeat with a stethoscope. He felt she was racist, as he saw she was nicer to Caucasian patients and gave them treatment, while she treated Mexicans and Asians very rudely and would deny them service. When she denied him he went back to his cell. The next day he told the officer, and the CO locked him from 9AM to 2PM without lunch, when they brought him out to the nurse again, and she said it wasn't a pharmacy because the officer told her that he just wanted medications. They didn't</p>

	<p>believe that he was really sick. He told the officer that he wanted to complain and the officer apologized. He hasn't seen anyone for medical care since then, although sometimes his chest still hurts. He keeps requesting medical care on the white cards and waiting, but they have not responded to make an appointment. He has to keep requesting continuations of his medications on white cards, and often goes days without medications that he needs. They also give very small portions of food. Before Mr. Tyree's death, they would only give the inmates about a handful of food per meal. They do not get any food for 12 hours between 4PM to 4AM, which is too long. If they have a court date they are not allowed to eat lunch. One time, a CO dropped inmate's lunch on the floor, kicked the food and told him to eat it. There are cockroaches all over the floor. Clothing - when the toilet is broken inmates use dirty clothes to clean them. The jail then puts those clothes together with the rest when they wash it. He feels it is unsanitary. They give them only one set of clothes when in WA, they let inmates buy a second set of clothing. The COs also endanger inmates by putting members of two different races in a cell together. They used excessive force against one Hispanic inmate who asked politely not to be put in a cell with a black inmate for fear of being in danger. A group of them pepper sprayed him and beat him badly for not going in the cell. They do not do a good job of protecting the inmates. Many of them haven't been convicted yet but are put on Level 3 or 4 (maximum security) based on their charges. Officers also never return grievances, or they destroy them, throw them away or give meaningless responses. When he turned in the grievance about being denied meds the 2nd time they sent it back with the following response: "Thank you for alerting us of this situation. Customer service with optimal health is our goal, Thanks again." He never received a resolution. Furthermore, the commissary takes money all the time and sometimes has no food in their bags for them. The inmates have to keep the commissary bags once they open them, but they are hard to inspect without opening them. When they open the bag and see food is missing, they make them keep it and don't refund money for missing food. When people buy noodles they don't have access to a hot pot and they can't make hot water. The noodles are \$1 and are very expensive. Soap and food should be free, especially for the poor inmates who can't even have soap. Phone calls are also too expensive.</p>
283.	<p>He filed a grievance because he requested to see mental health a few times, but it took a week to come see him. They sent a written response to his grievance and said they were short staffed. He also filed a grievance about being rehoused, as he wanted to be moved from the old jail to the new jail, although the new jail is on a higher security level. In the old jail, he was afraid for his personal safety and he expressed that to the COs and looked upon as weak. They announced it to the inmates, saying to take care of him to the other inmates in a sarcastic tone. He felt this further endangered him because the other inmates saw him as weak, based on the CO's announcement about him. He sent in two requests for re-classification. He wanted to be rehoused because he felt safer in the new jail, which is a non-group environment. He filed it twice and they denied it twice, saying he was properly housed, although the CO promised him it shouldn't be a problem. He put in a separate request to join the classes and that's how he was moved to the new jail. Furthermore, the living conditions in the old jail are unsanitary, there is rust and grime everywhere. They put 10 men in a group shower with 3 working shower heads. It's been raining a lot lately and there's rain water leaking in. There are layers of paint peeling off the walls. He felt like it exposed him to danger because he looked weak. Nobody gave him a handbook or instruction or how to file grievances. The COs said he received a handbook but he never did. His lawyer had to print it out and provide it to him. The COs came after a cellmate filed a grievance, searched everything and tossed everything away. They took everyone's magazines over 3 and all books over 5 and took them away, they tore pictures down. They said they were following the rules but most people have more than 3 magazines and 5 books and pictures on the wall - the COs just choose to enforce the rules when they want to retaliate for something.</p> <p>He believes the grievance process should have a meaningful appeal to a higher level corrections officer or sergeant – someone independent. In the old jail you had to hand the mail to the COs and they read the grievance form. They're seen by a lot of people. He wants to be able to meet with the sergeant and speak to</p>

	<p>them. Some of the COs are jaded and rude. Phone calls are too expensive and the cost prevents him from speaking to his family as much as he would like.</p>
284.	<p>The food is poor quality (watery) and there is too little of it. Sometimes the inmates ask each other for food and it causes conflict. They don't get enough mental health services - it takes 3 to 4 weeks to see a doctor and they sometimes have to use other inmates' medications. It also takes a long time to set up an appointment, it should be routine but they have to be requested and it takes a week and a half to set up and a month to see the psychiatrist. The psychiatrists don't prescribe sleeping medications and the doctors did not prescribe painkillers to replace narcotic painkillers he is not supposed to have. There is favoritism between the guards and some inmates. The guards are not attentive and do not speak to the inmates enough. If they were more attentive they would break up conflicts more quickly. He has seen inmates injure each other in fights that the guards could have prevented. The COs are rude and intimidating and will often use excessive force when restraining inmates; he's seen them use force on someone who isn't resisting on two occasions. The cells aren't clean and there is dirt on the walls; they won't give extra cleaning supplies. The clothing is worn out and dirty - they need new ones, and it is too cold. They also need more books - they have a library but it's empty. Nobody has heard of the Inmate Welfare Fund and nobody has told him about either that or the grievance process. He finds it expensive to use the phone and it prevents him from calling others. They are not out of their cells enough; they're let out an hour each day, on some floors it's 15 minutes. He's seen an inmate become aggressive once because he wasn't let out enough.</p>
285.	<p>A CO cut off his showering time and he had to walk out naked because the CO wanted to go to dinner early. They go out once every two days for 30 minutes, which doesn't give enough time to shower, make a phone call, and watch TV (you can pick one). They don't have TVs in their cells. The guards are very rude and talk down to inmates. The food is watery and he has lost 20 pounds - there is no salt or fat in it. He has complained to the guards before and they just laugh at him, or they become angry. He complained to one CO about the food who said he (the CO) was the boss and the inmate was s __, and that he (the CO) wouldn't address any of his concerns. He filed a grievance once and received it back with "no response" written on the bottom as a resolution. He never received a handbook on grievances or any other information on how to file one. When someone asks for a grievance form, the COs threaten them, and he was moved to a different unit after he complained. The grievance process is meaningless because you have to give it to the CO who you're complaining about. He once told a sergeant about a grievance he filed and the sergeant did nothing. They don't have enough clothing; they get new clothes once a week, sometimes less - his pants haven't been changed in two weeks. He has seen them beat people using excessive force and they used it against him while he was standing against a wall and not resisting. He sees COs harm mentally ill inmates for no reason. Once, a mentally ill inmate needed an injection. He saw 6 COs in helmets perform an "extraction" where they all went into the cell. He heard the inmate screaming in pain but didn't see what happened. Afterwards the COs were joking and laughing with each other about doing a good job. He's also seen guards treat inmates unfairly, telling an inmate to pass out a big bag of soup and supplies among the inmates and allowing him to keep it when he took it to his cell and didn't give them out. He says his ankle is broken but they won't give him surgery because of the risk of staph infection. The mental health nurses say they'll prescribe a lot of medications that they don't end up prescribing. They don't give extra cleaning supplies, and he's had to clean his cell with lunch boxes (putting the garbage in there and taking it out). Commissary is too expensive and some inmates are not allowed to have coffee or tea because it supposedly interferes with their medications, which he feels is unfair. He has heard of the Inmate Welfare Fund but nobody has received any programs or benefits from it, and the phone is too expensive and hard to use.</p>
286.	<p>There is black mold in the rooms and it is unhygienic. There is biohazardous material inside the bedframes that should be cleaned by hazmat but isn't. A CO there retaliated against him because of his religion - on multiple occasions he told the inmate to put his religious pictures/religious deity statue away. The inmate said he was exercising his religious freedom and the CO did not allow him to assume his trustee duties (he is usually a trustee) and moved him to a dirty room, then did not give him lunch for 2 hours because he was chanting. The inmate complained about the dirty conditions. The CO's partner then brought the inmate lunch, and asked what he needed to clean the room. They don't have any books here or county library services, and the Inmate Welfare Fund doesn't seem to provide any books or programs although they are</p>

	<p>well known in Oakland. He feels like the inmates are bored and overmedicated and that they sleep all day. Many of them aren't allowed to drink coffee or tea because it supposedly interferes with their medications, but he doesn't see how. They don't give new clothing regularly - only once a week. They do not get enough time out of their cells - only 1 hour per day when they used to have 3, and some inmates become claustrophobic and aggressive. Although the jail handbook says they should have 3 hot meals per day, they don't get three hot meals and the portions are too small. Commissary is too expensive - it's \$1.50 for a 10 cent soup. In Santa Rita they get commissary for free - here they get a "free" envelope, stamps, and pencil but then have to pay it back later, so they end up in debt to the jail and if the inmate's family sends money, the jail takes the money away to pay back debt. They only give one bar of soap to take a shower. Each medical appointment also costs \$5, which is not stated in the inmate handbook. He does not feel the cost is necessary and that is fraudulent to ask them to pay. - The doctors also called him for an appointment, canceled it and never rescheduled - it has been a few weeks.</p>
287.	<p>They only allow inmates out of their cells for a few hours at a time. If they have a higher level coming through, they get less time out of their cells. They need more programs here and more things that are stimulating to the mind. He has never heard of the Inmate Welfare Fund or that they do any kind of programming for that here. If you file a grievance there doesn't seem to be any way to track them in a timely manner. He never received any response to the grievance he filed about damaged property. It can be difficult to make phone calls and commissary is too expensive. Mental health takes 2 weeks to a month to see someone unless they threaten suicide/are an acute case.</p>
288.	<p>COs use excessive force on inmates, but nobody will report it for fear of losing their job or being re-housed in maximum security in retaliation, which he has happened in the past. Inmate saw an officer take a young inmate by the neck and shove him although he wasn't resisting. The COs do not call the sergeant or go through the proper channels before using force. Nobody has advised the inmates on the proper use of force policy. The new COs are aggressive and challenge the inmates. Nobody in the jail has told the inmate how to file a grievance or complaint. He heard 2 COs go into a mentally ill inmate's cell and beat him while all the other inmates were sleeping because the mentally ill inmate told a lie earlier that day. He's never heard of the Inmate Welfare Fund.</p>
289.	<p>The inmate filed a grievance because there were two inmates were yelling at each other outside; the CO could see who was yelling and told them that they could go and sort it out themselves during program time, implying they should fight each other during program time. He's seen COs do that throughout his time there – they punish the whole dorm and have the inmates deal with it among themselves – they'll tell the inmates the person responsible for losing a privilege so they take it out on that inmate – it causes tension and that person becomes an outcast and isolated afterwards. To punish the inmates for being loud, the CO took the hot pot off the floor and poured it on its side in the showers so that it touched the shower floor, which is filthy. He felt this was unhygienic. The inmate also filed a grievance because a CO kept delaying in giving him grievance forms. Both grievances came back saying they were resolved and denied the inmate any relief/change. He feels that grievances should not go to the COs or even the sergeants, as some sergeants also do not care about their complaints. He believes an independent person should review the complaints because all the COs just cover for each other. They should also have recording devices and record their actions for accountability. The inmate also had a broken toilet that wouldn't flush and it took 4 days for someone to repair it. They also have too few cleaning supplies and have to use a shirt to wipe down the cell, and the sundecks and showers are filthy. The food is tasteless and disgusting - he can't eat some of it because it tastes so bad. They give them dinner too early - at 4PM, so by 9PM people are hungry. He has never heard of the Inmate Welfare Fund and says there are very few programs to do and too few educational programs - he already completed the GED. He also o requested library books weeks ago but they never came. Clothing exchange is too rare - it is only twice a week but they work out and they become very dirty. They have to buy their own soap from commissary and they overcharge for everything. He also feels the trustee positions are given out unfairly - the trustees have that job because they give information to the COs but they can't actually clean well, so things stay dirty. If there was more to do outside the cells he'd say there isn't enough time out – they get 2 hours per day depending on the CO but since there's nothing to do he just waits to lock down. - Lack of medical care – he went to medical with what he believed were serious symptoms and the</p>

	<p>doctor didn't believe him even though he didn't ask for medication; he talked as if he was lying to him. After taking blood tests, he came back a month later and they still didn't know anything; he stopped going because he had to wait for 4 hours for the appointment and they kept him in a holding cell for the whole time. In the holding cells for medical, he was in one where there was blood smeared on the mirrors and walls and it wasn't cleaned for a week. He also feels there should be a dorm for long term inmates. They say SCCJ is a short time facility as a justification for not giving many services and things, but they should give long term inmates their own floor— there is less violence among people with serious charges because they're trying to fight their own cases. The violent people are level 3s or people with less time in jail.</p>
290.	<p>The inmate has a medical condition that requires frequent medical treatments and limits his ability to exert himself. He is also representing himself in a court case and feels that the COs frequently interfere with his ability to mail and receive legal documents. On his way to the law library he got into a verbal dispute with the CO because he needed assistance with making copies for his case. He asked for a grievance due to the dispute and the CO called him a "piece of s___ snitch" and pushed him, and said he would end up "like the dead guy upstairs" - the CO was referring to Mike Tyree, the inmate who was beaten to death. The inmate submitted a grievance regarding the incident and received a response signed by the lieutenant saying the inmate was at fault. The CO had lied and written on the grievance a different account of what happened, making it the inmate's fault. Since then, there have been delays in the inmate's mail; since he is pro per the jail has the duty to expedite and deliver his mail, but he checks the postage dates and the dates are way off (much earlier than he receives them). He received a piece of legal mail where the front of the envelope was ripped where the postage was (so he couldn't see the date), and the back was ripped off where it stated that he had attorney client privilege. Since the envelope was torn open anyone could read the mail. The officers also hide from him the identity of the pro per coordinator who picks up the mail that day so he can't follow up with them on whether they sent his letters. In retaliation for filing grievances, he was moved to an acute unit where they barely get any out of cell time there (he was locked down between 24 hours to 3 days), although his condition was not severe enough to require acute care. The nurses in there did not know why he was there, and he had to write a grievance and asked them to support him in order to be moved out. On another occasion, he got into an argument with the COs regarding his mail/pro per rights and the CO moved him to an isolated cell. Due to his medical condition, it is difficult for him to walk the distance from his cell to the main floor. One time the nurse made him walk back to his cell, which is a long way for him, although he had chest pains and shortness of breath. His medical condition is quite serious and he can have an attack from his condition, at any time. He has told the sergeant about his medical problems and the issue with his cell but nobody has reviewed his cell placement or made any accommodations for him. He also feels endangered in his current cell because it is out of view and out of earshot from anyone else, and given the COs threats he is afraid they may come into his cell and harm him without anyone knowing. The inmate told the CO about the retaliation from all the grievances and the CO threatened that one the inmate would need help with his medical condition and nobody would be there to help him. He wishes that there were cameras in the units. The cold also triggers and exacerbates many of his symptoms.</p>
291.	<p>Commissary is too expensive, and they don't get clean clothing frequently enough. - Whenever she goes to Elmwood and she knows she takes medication, it takes so long – by the 5th or 6th day she hasn't been there; in a way they she feels like they do on purpose – sometimes it takes longer – she fills out white forms repeatedly but doesn't get them. The food is also bland. - They were recently locked down for 24 hours – she asked if they were locked down and they said no, they were just trying to clean the facility, but the inmates didn't get any time out of their cells; it depends on which COs are running it – they get 45 minutes to an hour out of their cells – if the line is too long for the shower you don't get to shower. At Elmwood they use excessive force – some of the women officers attack the inmates for not doing what they say; just the slightest movement they'll rush them. She's filed grievances at Elmwood – some were never returned, some the sergeant never talked to her about, some were never signed because she didn't know the name of the officer – they told her it's because she didn't know their name; she doesn't feel that the grievance process there is effective. She feels the Inmate Welfare Fund should include deodorant in the package of commissary supplies for indigent inmates.</p>

292.	Processing in the jail takes a long time - he was shackled to a seat and had to wait for around 8 hours before someone came for him. He's been to many jails and has never seen that before. The conditions in the cells are filthy and they don't provide enough cleaning supplies and he has to use his underwear to wipe down the sink and toilet. He asked for a broom to sweep and it wasn't available. They don't get sheets and he has to sleep on a mattress that is torn down the side; his blanket has holes all over it. He hasn't filed a grievance because there is no grievance box with a separate grievance officer like in prison. He believes the process would be improved if someone separate from the regular custody staff oversaw the grievances; they never gave him a handbook or information on filing grievances when he entered. He feels like the mental health care is very impersonal and he tried to speak to a social worker, but they said they weren't assigned to him and didn't provide care. Phone calls are too expensive and prevented him from calling his family on a few occasions. - Inmate Welfare Fund – he's heard of it from other jails – he wanted to get the kit with envelopes and stamps – the guy kept telling them that he was going to bring it to them, but never brought them in
293.	This inmate had what appeared to be severe psychosis and delusions and seemed to understand the questions asked but did not answer them in a logical fashion, so I was unable to gather any information from him.
294.	She felt that the doctors and nurses were rude to her when she voiced concerns about certain products in the prison making her bloated, and about side effects of her medication. The doctors will not give her Tylenol for pain in her tooth. She says she has not menstruated since she arrived and feels weak; nobody has given her feminine hygiene products.
295.	The inmate has a serious medical condition and the nurse said he was too sick to be there and would ask about a transfer, but he hasn't heard anything. The cold cells exacerbate his symptoms and you are only allowed two blankets, one of which is used as a pillow. His hands go numb at night from cold, and the cold makes it harder to walk because of a condition in his leg. He was supposed to receive lunch for a special diet but the list was not updated properly to include him, so he only started receiving them earlier today although he has been here for some time. The COs are unnecessarily rude and aggressive towards the inmates. He does not feel that the quality of medical care is very good. He is supposed to sleep with his upper body elevated and the medical department is aware of this, but he has not received the bed he needs. The medication he is taking is also not as strong as the kind that he received before. He had blood tests done because he has to take blood thinners. His doctors monitor his blood thickness every week and adjust his blood thinners. The nurses at the jail did not know the factor to look at when his blood work came back to determine the thickness of his blood. He has not complained because the COs become rude when he questions the nurses, who are grouchy and rude to him. He filled out multiple white sheets requesting medical services, but the nurses just took them and put them under their stack of papers, and did not submit them to the doctors. He has not heard anything back from them regarding his requests. He is not sure if he is being given the right medications that were prescribed by his doctor - they never asked him and did not let him take his own prescription medications into jail. He is simply handed a cup full of pills each day and when he asks what they are the nurses and COs dismiss him and are rude to him. The food is gross and the cells are filthy. They also give him the wrong size clothing all the time - he gets pants that are much too large and has to tie them in order to fit. He also was given a thermal shirt by another inmate because the one he was given was much too small. He tried to use the phone but it was very confusing and he needed an inmate to help. He needs help with directory assistance to contact his lawyer but doesn't know of any. Nobody ever told him that he could take a shower during the time out of the cells until an inmate informed him.
296.	The COs can be rude and there is frequent use of force here - sometimes it is necessary but sometimes it is excessive - he's seen both. It is difficult to find phone numbers to call people. It was difficult to access mental health, he put in a request two weeks ago on a white card and never heard back. He felt that the COs would not come to his attention. He never received information about the grievance process since he came in, but he's heard from other inmates that you don't want to be known by the COs as someone who files them. He has been trying to contact internal affairs about treatment for his medical condition, but was unable to connect with them, as the process to call them was confusing and his call dropped. He also tried calling his mother but the call didn't go through even though he has money on the account. He feels they need more programs to help indigent inmates re-enter society, from locating shelters upon release to

	<p>education/vocation programs in the jail so they don't return to committing crimes when they get out. He feels like the COs let him them out when they want. They don't have enough working showers - there is only 1 working showerhead for their dorm. They also should give out deodorant with the soap - they don't get any deodorant and many of the inmates smell bad. He feels they should also allow people to voice their concerns about their living conditions with someone on a more regular basis.</p>
297.	<p>The shower floors are flooded and they were showering in standing water for a week; he complained but doesn't know if it was fixed yet. They are only allowed to shower every other day and he once went five days without a shower because they were in lockdown one day and the next day they just didn't bring them. Someone filed a grievance and the COs retaliated by coming and tearing up everyone's cells. They are not allowed out enough - only 3 times per week in the yard and the yard is set up like dog kennels - it's like maximum security although they're not maximum security inmates. They only get to go into the big yard (not in a cage) once a week for an hour and a half. He doesn't feel it's enough time out. For out of cell time indoors they only let them out to shower; the floor is very dirty in there. The drains are clogged and they were showering in ankle deep standing water. The dorm also does not have hot water for noodles- it was taken away for some reason so they can only use their cell water if they buy ramen from commissary. He also disagrees with his classification - when he came in and was waiting in intake he adjusted the TV set and the woman there punished him for it by making him take his shoes off and standing on a cold cell floor. He was then transferred to a high security floor although he's never been in fights or violent. He's never tried filing a complaint or grievance - he's never received information on the grievance process and he's seen COs retaliate for grievances. They come in, search everyone's cell, mess everything up, and tell the inmates "You have [name of inmate who filed grievance] to thank for this" so that the other inmates can come beat them up, although they haven't done so. The phone is difficult to use and there are no instructions and the calls are expensive. They don't hand out soap anymore with toilet paper; they should give out soap more as some inmates are indigent and can't afford to buy it. He's had to sleep on a mattress 3/4 of the regular length because other inmates pull the stuffing out to make pillows- they should just get rid of those mattresses.</p>
298.	<p>The soap dries out your skin and makes you itchy like there are bugs on you. They used to give two bars of soap per week but they don't do that anymore - they only give it to you when they have it, and they rarely do. He would like to clean his cell more - they are not allowed brooms, mops, or cleaning rags in the cells. Regarding the Inmate Welfare Fund, he feels there should be more vocational and educational programs to help with rehabilitation and re-entry. He feels people re-commit crimes because they don't feel like they have a chance, so they just become better criminals to get by. He has never filed a complaint or grievance and never received information about them. It took him a month to see the doctor after requesting an appointment on a white card, and a month to see mental health. Although he could handle waiting that long for mental health services he could see other people with worse conditions having problems with the wait time.</p>
299.	<p>Many COs are professional, but many are disrespectful. The inmate came from general population the other day and gave the CO a note saying his life was in danger (due to gang activity) and that he needed to be in protective custody. CO loudly ridiculed him and saying "Your life is in danger?" and asked why he couldn't defend himself. Inmate felt this put his life further in danger as everyone could hear the CO. He was transferred 5 to 10 minutes after passing the note. COs call grievances "snitch forms." Inmate was threatened with 2 days of lock down for not following an order given when he was not present. He asked to file a grievance. The COs did not give him a grievance form and asked why he needed one, saying they could do whatever they wanted. Later, 3 COs came to his cell during lock down, handcuffed him, and threw his things everywhere. He said they were retaliating against him, and they told him not to file grievances. He was never advised of the grievance policy. They also bring him out up to 15 minutes late when his family visits, although they can only stay for an hour, and his family has been denied visits for being late by 1 to 2 minutes. He has never heard of inmate welfare fund but finds phone calls too expensive.</p>
300.	<p>The showers are unclean. The inmates offered to clean it themselves but the COs refused because they did not want to make the effort to let them out. COs use pepper spray excessively. Nobody has ever explained the use of force policy to the inmates. Before Mike Tyree's death, COs would hit mental health inmates in the body, he witnessed it more than 10 times in the past. He witnessed a CO pepper spray an inmate before</p>

	going into his cell, then restrained him in handcuffs and had about 10 other COs come to kick and beat him while handcuffed on the floor. They stopped when they saw the sergeant coming. Other inmates complained about the CO and he was transferred to another unit but still works in the jail somewhere. Everyone is too scared to complain about the incident for fear of retaliation.
301.	There is not enough time out of the cell. Some get longer walk alone times than others. Hair clippers and haircuts are limited to once a month. In Alameda jail they get them once per week. He tried filling a grievance about the clippers 3 years ago and a CO gave it back with "will look into it" written on the form. He tried to file 2 or 3 times since with the same result and no resolution. He tried filing a grievance when he was shoved against a wall and beaten although he wasn't resisting. His tooth went through his lip when he was shoved against the wall. He was taken to medical and the nurse said to just say he bit his lip. He refused care because he wanted to show his lawyer (whom he had an appointment with the following day) the damage to his lip, but they restrained him and cleaned up his lip. Nobody informed him about how to file a grievance or the use of force policy. When people file grievances the COs retaliate by making roll call and commissary unnecessarily slow so the inmates miss the time out of their cells. On 2 occasions, a CO has kicked a grievance another inmate has written about him into his cell, so he knew a grievance was filed against him and could beat up the inmate if he wanted. He hasn't heard of the Inmate Welfare fund and finds phone calls too expensive.
302.	Only one set of clothing. They don't receive as much time out of their cells as other pods. COs have authority to do as they please - some only let them out for 30 minutes per day although they are supposed to come out for 3 hours. He feels helpless as the grievance procedure goes through the COs, so it doesn't seem fair. COs overuse pepper spray for everything. They also punched an inmate in a nearby cell for talking to himself. The inmate who was punched kept saying he wasn't resisting but the CO continued to beat him.
303.	Grievance Process/Retaliation: NT17 discussed the frequency of retaliation on inmates for filing grievances against Correctional Officers. The most frequent form of retaliation is the use of violence at the hands of rival inmates. For example, NT17 discussed how an inmate who was more vocal in his complaints and regularly used the grievance process to address issues within the facility. After filing a number of complaints, his cell door was opened when a group of rival gang members were out of their cell "on program." The rival gang members immediately physically assaulted the inmate. NT17 stated that he knew this would be the result of the inmate consistently using the inmate system. According to NT17, this style of retaliation is common and frequent inside the facility. Visitation: NT17 believes his wife and family have been harassed and been denied visitation access based on petty and insignificant issues. For example, the facility enforces the time requirements with strict scrutiny, requiring visitors to arrive 45 minutes before the visitation period. However, on multiple occasions, his wife was denied visitation despite arriving to the facility well in advance of 45 minutes but (after travelling significant distance) due to the line being very long, she was prevented from arriving inside the facility within 45 minutes. He also believes that dress code restrictions are not applied equally and are often enforced with any consistency and may be applied only to certain families. Food: The milk is regularly served warm. NT17 acknowledged that this seems like a minor complaint, however, the food generally has very little nutritional value and inmates rely heavily on milk for nutrition. He stated that the milk often arrives cold but due to delays by correctional officers, the milk gets to the cells warm and often at a temperature that cannot be consumed. Mental Health Services: NT17 stated that a large number of inmates with significant mental health issues are inappropriately housed in solitary. Without the proper medical attention, these inmates often create sanitation and security concerns for inmates. Inmate Welfare Fund: NT17 was not familiar with the Inmate Welfare Fund.
304.	Access to Medical: NT10 has been dealing with serious stomach and joint issues for the past 4 months. His repeated medical slips have often been ignored and he continues to deal with stomach issues that limit his ability to sleep and live without pain. NT10 believes that unless he is near death, he cannot access medical assistance inside the jail. In fact, NT10 has stopped filing medical slips because he believes they simply go ignored. Use of Force: NT10 does not believe that the Tyree incident was an isolated incident. In fact, he stated that a week before Tyree he witnessed two guards aggressively transport a handcuffed and shackled inmate into an empty corner cell, turn off the lights and physically assault an inmate. The inmate did not emerge from his cell for at least another day. After the incident, correctional officers confronted NT10 about

	<p>what he witnessed. He felt it necessary to say that he did not see anything and that if he said anything he would be retaliated against. Phone Calls: NT10 claims there are not enough phones in the dorms. With the large number of inmates, he can rarely access the phones. According to NT10, its not the cost of the phones, its the lack of phones that prevent him from using them. Food/Dietary concerns: Due to NT10's stomach issues, he is required to be on a special diet. As a result, he is often not given dinner. He goes many nights without dinner, as nothing is delivered to him. He is not sure if this is an issue with the correctional officers or the kitchen, but he knows that he often is not served dinner as a result of his special dietary requirements.</p>
305.	<p>Mental Health: Solitary Confinement is housing many mentally ill inmates who do not receive the necessary services and create a sanitation and programming hazard to other inmates. They also do not receive the services necessary because the Correctional Officers are not trained to handle these inmates. Retaliation: NT14 believes he was moved to solitary confinement for refusing to be a "pod worker". He was originally housed on another floor and was a "pod worker" for many of the correctional officers. He no longer wanted to work on the floor due to potential conflicts emerging on the floor. He asked to no longer serve as a "pod worker." Only days later, he was moved to solitary confinement and has remained on the floor for over a year. He has filed multiple grievance forms over his classification but has received no response other than that he is properly housed. According to NT14, there is no opportunity at the County level to challenge or have your housing classification challenged or reviewed. Programs: The Solitary Confinement dorms have very little programs, games, sports equipment, board games or books. There are also no educational and vocational programs available to the inmates. This lack of programs creates tension between inmates and correctional officers, according to NT14.</p>
306.	<p>Sanitation: NT16 stated that the plumbing in his pod is regularly a problem. Pipes are constantly leaking, toilets regularly back up, creating unsanitary conditions. For example, NT16 stated that at least one toilet becomes clogged or backed up a day in the pod. Grievance Process: NT16 filed numerous grievance forms related to a clogged toilet issue. The response took more than 3 days to be resolved. Leaving him without access to a toilet. Sanitation: NT16 believes inmates should receive more than one set of clean clothing per week. The current protocol leaves inmates with dirty clothing, towels and does not provide the tools to maintain proper hygiene and cleanliness. This places stress on inmates and often is at the root of tension between inmates and staff. Use of Force: NT16 believes young untrained correctional officers are often overly aggressive and ill prepared to handle. He has witnessed a number of incidents between inmates and correctional officers that were unnecessary and rooted in unnecessarily aggressive behavior by correctional officers. Commissary: NT16 wants the commissary to carry wash clothes. They do not carry sufficient cleaning supplies.</p>
307.	<p>Access to Counsel: NT5 has mental health needs. He believes he has been denied access to his attorney. He was told by the judge that he would be in this facility for 3 weeks and then would receive a pick-up date to be moved to another facility. He has been in custody for more than a month now. He has been unable to talk to his attorney or get any information on his pick up date. Inmate Welfare Fund: NT5 was not aware of the Inmate Welfare Fund.</p>
308.	<p>Access to Medical: NT6 complained of the lack and pace of medical attention within the facility. He stated that it is nearly impossible to get access to healthcare. He has submitted multiple medical request forms that he has not received any action on. He similarly identified the complete lack of dental and vision services. NT6 has had multiple teeth removed, that is the only dental service they provide, extraction of teeth. When NT6 has received medical services it has been very slow. Commissary: NT6 stated that the cost of the commissary makes it out of reach for most psychiatrist patients. NT6 is homeless and has no support on the outside. He complained that he is constantly hungry because he cannot afford any additional food. He believes this is a major concern on the 8th floor. NT6 said he regularly scrounges thru the garbage to find additional food. This constant state of hunger creates agitation and tension between inmates and correctional officers. Not Enough Food: NT6 also complained that he has noticed a downgrade in the</p>

	<p>amount and type of food made available to inmates. The quality of food has lessened in the past few years. He stated that they provide less meat and the quality of the fruit and vegetables has diminished as well. The amount of food is simply not enough to keep inmates from constantly being hungry. In particular on the 8th floor, most of these inmates do not have any financial resources or social network that can supplement their food. This is a major concern, as stated by NT6. The lack of food requires NT6 to search garbage cans for left over food. Phone Calls: Similarly, NT6 stated that phone calls are not accessible for himself and most of the 8th floor. The lack of access to the phones prevents him from contacting his attorney. He has been priced out of using the phones in the facility. Lack of Educational Programs: NT6 stated that on the 8th floor there are no services. NT6 previously used and is a believer in the AA program, it has been helpful to him in the past. However, on the 8th floor he had no access to AA or any programs related to addiction. He is unaware of any educational or self help programs that psychiatrist patients can access. No Religious Services: NT6 also stated that there are no religious services available to psychiatrist patients. Sanitation: NT6 identified sanitation and the conditions of the cells and facilities as a major issue. The cells are filthy and they do not receive sufficient cleaning supplies to keep the cells clean. NT6 stated that he cleans his cell daily, but he does not have the materials and cleaning supplies to keep the cells sufficiently clean. He identified this as a major issue, especially amongst inmates who have psychiatrist issues, this can exacerbate issues for them. Quality of MH Services: NT6 does not believe the doctors and mental health staff are qualified to work with him or this community. His experiences with the psychiatrists has largely been negative. He believes they downplay what he says and often dismiss his observations, complaints and inquiries.</p>
309.	<p>Use of Force/Retaliation: While an inmate on the 8th floor of the main jail, NT7 learned that a correctional officer had told a fellow inmate to sexually assault NT7. The assault did not take place, but NT7 fears that a correctional officer will have him assaulted if he files a grievance or complains about conditions inside the prison. Food: NT7 stated that the food is of very poor quality, describing it as similar to dog food. Similarly, there is not enough food. He and other inmates are constantly hungry. Accountability of Staff: NT7 believes the correctional officers intentionally interfere with inmate sleep at night. NT7 stated that he has had his cell searched in the middle of the night, that his cell door will be opened and closed, and his cell door will be kicked by correctional officers in the middle of the night. He believes this is intentionally being done to interfere with his sleeping patterns and comfort. Mental Health Services: NT7 self identified as having psychotic episodes and requiring multiple medications. NT7 requires daily medications and has required these for many years. After his arrest, it took more than 3 weeks for NT7 to receive his medications. NT7 believes this delay placed himself and others in danger. Access to Medication: As with the delay in receiving daily required medication, NT7 also believes he has been heavily over-medicated at times. He has been placed on a number of medications that are unwanted and unnecessary. Religious Services: NT7 does not identify as a Catholic. However, Catholic services are the only religious services made available to him. He wants more religious services made available for inmates.</p>
310.	<p>They only allow inmates to use beard clippers once per month, preventing them from looking presentable in court. Inmates only have 1 set of clothes. One month ago, he was improperly given red pants to wear although he is not a level 4 inmate (murder charge or gang member). There is no reason for him to be in red and he wrote a complaint to housing classification a week ago but nobody responded. They put the AC on high and everyone is cold. The CO said it was to immobilize the inmates with the cold, who put in requests for extra blankets but did not receive any. They are getting 1 instead of 2 hot meals per day, against jail rules. He felt endangered when he was housed with a level 4 inmate although he's a parole offender. He did not file a grievance for fear of retaliation, the COs search cells of those who file grievances more, and are rude and confrontational with those who file them. He was also degraded when he was booked and told to spread his buttocks with his hands, although it was unnecessary. He pointed out that it was not the proper procedure and was allowed not to do so. He never received information from the jail on how to file a grievance. The cost of phone calls prevented him from calling his girlfriend to tell him he had been taken to jail.</p>
311.	<p>Inmate Safety: People who need special attention should have special housing instead of being left alone which causes them to become victims to police or inmates. Deputies completely leave the unit unmanned</p>

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 knew about the deputies leaving 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 out alone. Or, they will let enemies 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 other ones if the CO has a problem with someone. They tell the inmate that they will look the other way if there is a fight. The inmate who assaults the other will receive extra food or some other minor privilege. The majority of deputies are good guys especially the older ones. The COs punish everyone if one person does something bad. They do this to pit inmates against inmates. The group will get upset and beat that person up. Doctors and nurses will not report assaults because they are constantly treating people who were beat up. It is possible that they have reported things, but they do not ask questions. Deputies pick on the mentally ill, elderly, and weaker people to send a message to stronger people; the mentally ill do not fight back so you can send your message than if you picked someone who fought back. There have been incidents like a deputy forced a mentally ill inmate to walk to his cell naked in front of everyone because he talked back to the deputy when he tried to get him out of the shower. He was assaulted first. This deputy repeatedly assaults mentally ill inmates. There was no grievance because mentally ill people do not know what is happening. **Retaliation (cooperating with investigations):** Major acts of CO violence are investigated and there is less retaliation because COs are moved, but people are nervous about cooperating. He has given statements to investigators. **Grievances:** People do not file grievances because they are stressed with their families and cases so they have bigger worries than some of the things happening. They do it to send messages to the non-mentally ill and those goes will not fight back so you have a better chance to get your point across. **Culture:** Newer deputies who “have a point to prove” are the ones using force. Because of their attitudes they end up finding themselves in bad situations with inmates. He has heard the deputies have been bribed to have them smuggle things into the jail. There are deputies involved in cover-ups of deputy misconduct and they are not investigated. Usually these COs just go along with the cover up because they do not want to betray people. **Accountability:** Deputies with many “marks” on their records are held accountable. **Deputy Safety:** Deputies are usually assaulted because of how they treat people; if they are disrespectful they will be assaulted eventually. **Grievance/Complaint process:** No one has explained the process to him except for the inmates. The prison has a better system. The prison gives you the rules based on the Penal Code. You can review the operational procedures and the operations manual. Here, they have a small rule book with no way to contest the rules or to know if they are mandated by law. They do not know if they should file a grievance without knowing the deputies are violating a rule (e.g. by not letting them out of their cell long enough.) The deputies will deny a grievance and cite the “minimum guidelines.” But, they have no idea what these are so they do not know if they are applying the rule right. They have requested rulebooks but the deputies say they do not have any. The grievance goes to the CO who grants or denies it. Sometimes you do not get it back or a reason why it was granted or denied. It is supposed to get the sergeant, but the grievances go missing depending on who it is about because there is an unwritten rule that it has to go to the CO who is the subject of the complaint. The deputies tell you to turn into that person. If it is about a CO they lose; the hope is to resolve it with the CO directly or you have to file another. If there are enough people complaining, they will be heard. The CO will be investigated and there are changes. If it is only 1-2 people, usually nothing happens. They do not interview people officially except sometimes they will ask questions “off the record” unless a particular person were named. **Grievance/Complaint Retaliation:** COs retaliate if you file a grievance. It has not been happening recently. The retaliation is subtle. They do a cell search and if they find things in the cell they will say “we will forget about this if you forget about the grievance.” Sometimes the

person becomes a “target” in the future. They will tell inmates which inmates are snitches. The deputies will sometimes pass to other inmates a person’s legal papers or police reports identifying that inmate as a snitch (in retaliation for a grievance). After the inmate was killed things have changed in terms of retaliation, but little by little other things are reverting back. For example, a captain promised to separate the dorms so they could get more cell time (mixed levels result in less time out). But that has not happened. After the killing deputies started give more things to keep people quiet. They are talking about giving them bigger TVs and iPads. They are giving them phone cards. They have been asking for these things for years and it has never happened until now. Before the killing they were not heard. Now, they are being heard. **Culture/Out of Cell Time:** #21 has been in this jail for 7 years straight so he knows what it was like before the Sheriff’s Office took over. Up to the point of the inmate getting killed a lot of things changed for the worse because of a new captain. The Sheriff made a lot of changes and there started to be more lockdowns. Since 2013, they are locked down to clean on Wednesdays. Before, they had trustees clean and then a cell inspection. If a cell passed, they received a reward like a soda. Now, there is no incentive except if you do not clean you are locked down. The lockdowns are a big problem. Right after the killing they started let people out for much longer like 2-3 hours a day. But now that the levels are mixed in different units so they do not get very much time. COs told them that the “minimum standard” requires only 3 hours a week; they have no way to know if this is true. **Hygiene:** With the new Sheriff, the soap problem started and now you can only get free soap if you are indigent. It may be because the captain did a big search and noticed that people had made makeshift towel and clothes hooks out of soap. They did this dry the towels to prevent mildew. They only have two sets of clothes a week and they work out so they need to clean their clothes in their sinks and hang dry them. In prison you get a set for five days a week. It makes people want to go to prison. You are not locked down there. **Health:** Inmates do not get sun. There is sun on the deck only if you are in the right unit. This has a psychological and physical effect because you do not get Vitamin E and D for your skin and eyes. It is like doing a SHU term in prison even when you are not in the hole. **Suggestion:** Take people to a sun deck in the old jail. Let people buy boxers. **Programs:** They could use a program for the gang drop outs like a gang awareness program. It could teach people how to stay out of gangs. A lot of people who dropped out of the gang gravitate back toward them when released. **Isolation:** He was sent to the SHU in prison because of gang status and that label followed him here. Every time he came back here they would send him to the hole, ad seg, 4th floor. He would come out an hour every other day and could only shower every other day. There is no process to challenge your status. They can tell if you are a gang members because they function a certain way. If you come in white you’ll go with whites, northerners go with northerners, etc. You are labeled even if you are not affiliated. They should have a unit for unaffiliated inmates. **Quality of Physical Health Care:** The medical facilities are “alright.” He was treated well for Hepatitis C. It took him five years to obtain treatment. He had to file grievances but nothing happened until he threatened to sue with the help of a jailhouse lawyer. **IWF:** He does not know much about the IWF except that there is money that is supposed to go toward recreation and hygiene but they did not see those things for a long time. They see it a little now like free soap. **Cell phones:** The COs are always on their cell phones. **Use of Force:** An “Elevator ride” is when deputies take you in the elevator to beat you up. Everyone knows about it. It was big in the 1980s and 1990s, but it still happens. However, more common is that they take you into an interview room and beat you, or beat you in your cell, where there are not cameras. There was a major incident of violence and some of those deputies are still around four or five months later. In that incident, a CO first let another man beat up the victim. But, the men did not stop fighting when the deputy told them to. Deputies maced and restrained the man, brought the man in the attorney interview room, and then kicked him with their steel toes and made him say that he was a “little bitch.” **Sexual Misconduct:** The entire time here he has heard about a man getting raped by a cellie and the man who did it told other people and got 25 to life. The victim reported it. That was not the deputies’ fault and if it happens COs may not necessarily know about it. **Hygiene:** The clothing and hygiene is a big problem. **Food:** It is terrible. The portion sizes are alright, not huge not starving after. **Property:** They have thrown away his pictures and ruined his art projects; they throw away food during shake downs. If they are mad they will destroy your property. Because he has been here a long time and he gets along with them he never has an issue. They throw away open soup or coffee. **Housing:** It is wearing on people who are here for a long time to have no sun, good food, etc. **Visits:** His

	<p>daughter wants contact visits and people who have been there a long time with no problems should be allowed to have them.</p> <p>312. Access to/Quality of MH: He was supposed to see a psychiatrist two weeks ago to set up a “goal” plan but it has not happened. He wanted to change medications because the one he was on was not helping so he “refused” his medication. The psychiatrist did not attempt to see him after learning this. The psychiatrists do not listen to him when he sees them. They know nothing about his psychiatric history, they do not ask, and they prescribe medications without knowing anything about him. No one has told him whether he could have his medical records sent to the psychiatrist and the psychiatrist never asked for them. If a person tells the psychiatrist that he is “anxious,” there are no follow up questions such as “what do you mean by that?” The psychiatrist just prescribes the medication. The psychiatrist tries to “kick you out” of the appointment within 10 minutes. There are people who are not getting help. He has Asperger syndrome and it is difficult for him to socialize. He wants to have a solo cell. The psychiatrist has not helped him obtain this. There are no therapists. Because the medication is not helping him, he would like alternatives to medication such as talk therapy. They have only crisis intervention. He met with a social worker who asked him what he was charged with and then acted like she did not want to talk to him when he told her. Usually, the social workers are in the front area chatting with the deputies. Use of Force: If you are mentally ill or “high strung,” deputies will bang on your door for no reason or try to wake you up for no reason. The deputies are “rough” but he has been able to avoid that. They assault inmates in the interview rooms. His dad has experienced an “elevator ride.” They take you in the “level 5 green elevator” which did not have cameras (he is not sure if it has cameras now) and they beat you. Grievance/Complaint process: Because of his experiences in the jail, he feels that the grievances are a waste of time. His dad told him you need the whole pod to write a grievance for it to work. If an inmate makes a “substantial” grievance, he is moved to “walk-alone” or “ad-seg.” He has seen COs create a scene when an inmate filed a grievance. They have “roughed people up” or harassed them. COs respect him. Deputies would treat him differently if they heard the conversation he was having with me (BRC Interviewer). Accountability of Jail Staff: He does not know if COs are held accountable. He has seen a deputy do something wrong and the supervisor says to the CO: “I’d do the same fucking thing.” Culture: Someone was locked down for being noisy. Deputies moved him to a corner cell as a punishment instead of writing him up. He thinks that they are supposed to write it up. They want to avoid to paperwork. He had an issue with his neighbor who was loud and asked to be moved to a place where he would not hear as much noise. The deputy moved him in a cell with an inmate who would go months without showering. It was traumatizing. He went crazy. He could not breath. Finally, mental health helped him move out of the cell and had him placed on walk alone. COs take being polite or respectful (e.g. saying “thank you”) as a weakness. Deputies do not respect the black inmates. For example, they do not separate the men who need to be separated. They accept Hispanics and whites generally. They do not “take the blacks seriously.” The way he receives respect from the deputies is to “not take their shit.” Out of Cell Time: The out of cell time is at a low for all levels. Yesterday, one group was afforded out of cell time for one our but the other was out for only 20 minutes. One group has more time than others for random reasons. Isolation: An inmate is let out one hour a day when he is in isolation. COs come into your cell and toss up your stuff when you are in isolation. You are not allowed to interact with anyone. They do body searches. They treat you worse because they are not actually around you so they do not worry about how you might act if you do not like what they are doing. Commissary Supplies: The food is too expensive. He would like an MP3 player. Music helps people relax. Cleanliness: The do not have a towel, broom, mop or other supplies to clean. He has a hard time functioning because the cells are so dirty. People use the toilet bowl to clean their cells; the sink does not have enough water. The “cleaning” actually spreads germs. Health: He now has acne that he never had before because of the air and the lack of sunlight. The vents are never cleaned. They change the filters only. People clog the events with soap and food because the air is cold. The soap and food stays stuck in the vents. Temperature: The temperature is too hot in the day and then they blast the air conditioning at night making it too cold. Food: Some trays have bigger or smaller portions. There is not enough food for the younger inmates who are still growing. Other: They should have option to be alone in a cell, especially if they have a mental health issue. Housing: They should have TVs that are visible.</p>
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313.	<p>Quality of MH: She has received inconsistent psychiatric diagnoses and the medication prescribed has not helped with whatever it is she suffers from. Inmate Safety/Out of Cell Time: She was on the phone and assaulted by an inmate. Because deputies are not letting the inmates of their cells, inmates are harming themselves and “going crazy.” One example was when an inmate was yelling at the deputies to let him out of his cell finally injured himself by banging his head against the glass because the deputies had ignored him. Grievance/Complaint process/Retaliation: #29 filed a grievance because she believes that a deputy killed one of her daughters but the document disappeared. She was moved to different housing because she reported this incident. She does not receive commissary for weeks at a time and only receives it after filing a grievance. She has to file a grievance every time she orders commissary. Out of Cell Time: The jail rule is that she should be let out of the cell six hours a week. She is being let out of her cell twenty minutes anywhere from once a day to once every three days. Access to Physical Health Care: She has asked a nurse to let her see a doctor but she is never allowed to see the doctor. Quality of Physical Health Care/Hygiene: She is being treated for fungus and lice which improves but then worsens because the blankets are not regularly changed or washed. This is not an issue at Elmwood. Phone Call Problems: She is not allowed to use the phone once a day. Commissary Supplies: She does not have enough money for food. See comments above regarding delays in delivery of ordered items (up to six week delays). Sexual Misconduct: There is a deputy that has assaulted her with dildo in her cell and she has seen male deputies sexually assault female inmates in front of her cell (more than once, more than one deputy at the same time). She reported these events to everyone she can but there has not been a response. Cleanliness: She does not have supplies to clean her cells, but they do receive supplies at Elmwood. Food: She receives fewer than 2,000 calories a day and no snacks which is not enough food. The food at Elmwood is better.</p>
314.	<p>Quality of MH: She feels degraded because deputies and staff are treating her as if she were mentally ill and she is not. She does not know why she is taking the medications provided to her by staff. Use of Force: She has not witnessed any instances of force. Grievance/Complaint process: She has not filed any grievances in the past because nothing will happen. Accountability of Jail Staff: She does not think deputies would be held accountable for misconduct, and she has never seen any deputy disciplined. Out of Cell Time: The length of time that an inmate is let out of his or her cell depends on the unit. Orientation: It would be helpful to have information about how the jail works (e.g. why she is housed where she is) and what programs are offered in the jail because she does not have any idea of what is happening to her. Housing: She requested a solo cell but was placed in the wrong housing unit. She did not receive an answer to her request to be moved. Access to Physical Health Care: She has not seen a doctor despite her requests. Quality of Physical Health Care: She has two diseases which continue to go untreated despite her requests to see doctors. Sexual Misconduct: She has heard that certain officers have sexually assaulted women. It is possible that there are sexual assaults between inmates but she could not remember if she heard that. She could not confirm whether she had been sexually assaulted but felt she had physical symptoms similar to those she experienced after being in sexually uncomfortable situations in the past. The jail cells have cameras in them and people (did not specify who) ask her to strip for the cameras. Reentry: She would like resources to help her when she leaves the jail. Hygiene: Deputies allow her to shower once every two or three days. She does not receive enough soap, deodorant, or clean clothes. Food: She receives only two meals a day.</p>
315.	<p>Interference with Criminal Case: His mental health is at issue in his criminal case and the jail psychiatrist attempted to discuss his medical conditions and other private topics with him through his cell door. A deputy was nearby and the psychiatrist had a loud voice so others could hear the conversation. The deputies do not usually bring the defendants to interview rooms for these kinds of visits. Inmate #36 was concerned about confidentiality. The deputies ask him what happened in court. Use of Force: There is a deputy who threatens to beat the inmates, but he has not ever seen any deputies assault inmates. Inmate Safety: He has been harassed by gang members and he fears that someone could tamper with his food because inmates, and not deputies, distribute the food. Grievance/Complaint process: He does not file grievances because he does not want to be a target. Grievance/Complaint Retaliation: He thinks if he files a complaint the deputies will make things harder. Accountability of Jail Staff: The deputies are allowed to treat inmates poorly because the inmates are accused of crimes and therefore “deserve it.” Culture: The officers are rude to him and treat him as if he committed a terrible crime. It seems as if the deputies antagonize inmates to stress</p>

	<p>them out. If an inmate tries to keep information about his case provide, the deputies may treat him differently. Out of Cell Time: He is let out 30 minutes in the day and 30 minutes at night. This is not a problem because he is harassed by other inmates when he is let out of his cell. Access to Physical Health Care: The doctor called him to check certain his wounds he had. Quality of Physical Health Care: The health care he received has been great. Hygiene: The deputies provide the inmates with enough soap. Cleanliness: The deputies have put him in a dirty cell. He spent months cleaning it. The mattress was filthy and had what appeared to be a feces stains. Despite multiple requests, he has not received disinfectant for the cell. He has been moved to a different cell so he has to clean the cell all over again. When it is cleaning day, the bucket goes from room to room without a change of water. Some of the deputies are nice and one loaned him disinfectant so he could spray the cell. The broom also has debris on it. Deputies do not clean the brooms or mops in between uses. Food: He receives enough food because he is small but there are other men who are hungry most of the time.</p>
316.	<p>Access and Quality of Physical Health Care/Cleanliness: He told intake when he arrived that he had scabies and parasites. Intake nevertheless placed him in general population. He told a deputy that his mattress was contaminated with scabies and her response was to move the mattress into another cell. It took him five days from the date he was booked to obtain his medication for diabetes. The doctors will not provide him with his prescription diabetes medication; they are doing a different course of treatment which is not helping. He cannot sleep and is screaming in pain at night because of his circulation issues and his legs are visibly purple and swollen. He informed the nurse and doctors of his medication allergies but they tried to give him one of these medications during pill call which he discovered because he is vigilant. The nurses do not check his blood sugar before giving him insulin which will harm him. Attorney Relationship: The deputies will not let him call his attorney because he is on lockdown. Grievance: He does not know how to file a grievance to have his doctor's care reviewed, and he otherwise thinks that grievances against deputies are stupid and become swept under the rug.</p>
317.	<p>Filed a grievance 10+ years ago regarding his treatment with medical staff. He was unable to obtain any relief through the grievance process. Inmates are also often unaware of why privileges are restricted until a later time. At times the inmates do not even know they are on lockdown or being punished for past behavior or if privileges are restricted arbitrarily. Phone calls are too expensive for his mother, so he does not call home. Would like to see more religious services. For example, there hasn't been communion in 2 weeks.</p>
318.	<p>Grievances: Usually have to file with the very officer who they have a problem with. Half of the time, the officers talk them out of it. Up until a few months ago, the guards would mess with inmates who filed grievances, searching their cells and throwing away food or personal items. Out of Cell Time: Inmates were not getting their 3 hour per week minimum, and sometimes the top tier or the bottom tier will be denied out of cell time because of personal problems that the officers have with the inmates. Mail: Sometimes he gets the mail a week later or the his letters get returned for unknown reasons. Sanitary Conditions: Sometimes guards won't give cleaning supplies. The trustees usually clean, and sometimes they give extra towels without the guards knowing. There are haz/mat people who are supposed to take care of fecal matter or blood, but sometimes when it is a small amount of fecal matter, or an overflowing toilet, inmates are expected to clean that themselves. Laundry does not come on a consistent basis, and it often comes back dirty. Inmate Safety/use of force: Once a fight broke out during laundry time and the officers just watched it happen for a while, but eventually opened the door to break up the fight. 2-3 officers threw him to the floor and kicked and punched him. The officers were warned that inmates were watching, so they brought him into an interview room and continued to punch him until the sergeant came. The officers who were involved took photos of his swollen face. Phones: Calls are expensive, but they are cheaper than they used to be.</p>
319.	<p>Out of Cell Time: Do not get much out of cell time, about 30 minutes per day. Hygiene: Since there are only 4 showers and so little out of cell time, there is usually a long line so he can't take as many showers as he would like. Only get laundry 1 or 2 times per week, so the inmates wash their clothes in the toilet or sink. Only allowed 1 towel to clean cell and dry body. Inmate Safety: Inmates are not allowed to wear deck shoes in the dorms, but the shower shoes are wet and slippery so it can be dangerous to walk in them, especially up the stairs. Use of Force: He was assaulted by 7 officers resulting in a broken ankle, and he had a baton broken over his head. He has seen other inmates get punched in the face by guards when the guards don't</p>

	<p>like them, even when the inmates are already on the ground. Physical Health Care: Often white cards requesting medical care are torn up by officers or they are simply not turned in. Sometimes medication gets mixed up between inmates making them very sick and causing vomiting. Culture: Sometimes the staff mixes the races during times of conflict to cause additional fights. Grievances: Sometimes they will change officers after a grievance. He thinks there is retaliation sometimes for grievances, but it's hard to be sure.</p>
320.	<p>Mental Health/Physical Health: Kept on the 8th floor for 72 hours and he is not sure why. He continued to have mental health evaluations. He was prescribed psych medications at first but is no longer on the,. He had to file declarations with the court to be taken off the drugs. While he was on them he slept all the time, and he had no appetite. He has gained 50 pounds while in jail, and lost all his muscle tone. He sees other inmates so medicated that they are drooling. Housing: he spent some time on the 4th floor where inmates are kept isolated. There was peeling paint, exposing lead underneath, the toilet was constantly running and flushing once a minute. Use of Force: While he was there in isolation, he was "losing it" and he asked for help. 3 guards picked him up and rammed him head fist into a concrete wall, breaking his glasses. It split the skin above his eye. The guards tried to treat the wound themselves. They repaired his glasses themselves, one of them using his own glasses to repair the frame. He showed me the glasses, and the two sides did not match. At the time he was wearing a white band signifying he had medical issues. Out of Cell Time: At one point he went for 3 weeks during which he was only allowed outside his cell for 20 minutes. Inmate Safety: Some inmates who are in protective custody aren't given enough protection, particularly those with mental disabilities. Phones: No one explained how to make phone calls. Other: Only sees his attorney in court.</p>
321.	<p>Hygiene: Bigger people especially don't get enough clean laundry because clothes are not always available in their sizes, so sometimes he has the same clothes for weeks without them being laundered. Grievances: He filed on grievance but it came back to him and it did not appear to be the same form that he filed. The handwriting was not his own. He was told that he was abusing the grievance process. Culture/Use of Force: He had a disagreement with a guard and was put in the "hole" in 4A for 3 months. He had refused to be handcuffed willingly because a guard had threatened him and he thought once he was handcuffed he would not be able to defend himself. Accountability of Jail Staff: He also noted that the guards are more respectful since August and he thinks it is because they are being watched. Out of Cell Time: Typically they get out of their cells about three hour per day, but recently because new staff are being trained, they get about one hour per day. Phones: Too expensive. Can't talk to his kids enough. The kids are going to therapy now he thinks because he is now absent. They also do not get enough out of cell time to make phone calls. Other: He had a subscription to the SF Chronicle, but the newspapers were coming late or didn't get to him, so he canceled it. He spent time in another jail and conditions were much better, and they spent the whole day out of their cells with a couple exceptions. There were also more books there.</p>
322.	<p>Hygiene: Equipment is very old, for example the clippers for haircuts. They do get new cleaning supplies. Showers are "nasty," have mold, and the showerheads don't spray properly. Commissary Supplies: Some of the available grooming products are no longer available, such as a brush that black men often use which used to be available 3 years ago. They also removed ketchup and hot sauce from the options. Phones: They are expensive, and they are not informed about how much money is left on their accounts. Grievances: The process is useless. If they make a complaint about a particular guard, it is always given to that guard. Sometimes they tear it up, or they respond and deny the incident. Recently it does seem like they go to the supervisors. Some inmates are moved to less desirable cells when they file a grievance. Use of Force: When he first came to the jail, a sergeant told a guard to beat him up. Luckily the guard did not do it. He has never been hit or kicked himself, but they do handle him roughly.</p>
323.	<p>Hygiene: There is no antibacterial soap. Usually they don't even get soap. Don't get clean clothes. When he washes clothes that are supposed to be clean from the laundry, he can see the dirty water running in the sink. The guards don't give enough cleaning fluids, and only give them on Wednesdays because that is "inspection day." The showerheads do not spray enough water to properly rinse. Use of Force: One time he was having a seizure and some guards were jumping on his back and twisting his arms in a way that was painful. They yelled at him to "suck your own dick." He said the Sheriff herself was there and she did nothing. A nurse saw what was happening and informed the guards that he was having a seizure, and a sergeant ordered the guards to take off his handcuffs. Mental health inmates face more physical discipline. He saw</p>

	<p>one mental health inmate get suffocated by a glove. Physical Health Care: Sometimes the medical staff seems to encourage the mistreatment of inmates at the hands of the guards. He also isn't getting all of the medication that he needs, and the medical staff tell him they don't have it. Grievances: He has filed grievances and called Internal Affairs. He has not received any responses. A guard told him that he was being a "little bitch" for filing a grievance. Programs: Instructors are not allowed to bring videos that are related to the lesson plans. Other: Not all of the cells can see the TVs.</p>
324.	<p>Programs: Would be better if there were college or vocational classes for inmates who already have their GEDs or high school diplomas. The substance abuse classes are helpful and gave him insight about himself. The instructors are great. It would be nice to have more paper to write letters, or journals for self reflection. Also the pencil sharpener doesn't work properly and just grinds up the pencils. Computers and more classes would be a big help. Culture: Most guards are down to earth and respectful. Hygiene/Out of Cell Time: There could be more showers and there is not enough out of cell time to shower. It would be nice if people could shower during lunch time. Some people could use more toilet paper. Razors are issued at times, but inconsistently. They need more soap and shampoo. Food: They could use more than one hot pot because now there is only one for approximately 75 people. The food could use more variety and higher quality chicken. Now it doesn't seem like the chicken is real chicken.</p>
325.	<p>Food: Seems like the meat is fake. They get bologna everyday. Food is often overcooked or burned. Hygiene: Only get clean change of clothes on Tuesdays and Fridays. They need at least 2 towels, one for showering and one for cleaning their cells. Accountability of Jail Staff: Most guards play on their phones all day and are rude, except for those who have been there for 10 or more years or so. The new ones who have been there for a year or less tend to be "cocky" and vicious. Just recently he saw a new guard threatening to beat up a protective custody inmate. Grievance/Culture: He requests grievance forms but he gets the runaround where they tell him to ask someone else. He has faced some retaliation for filing grievances, for example the next shift handcuffed him on the sundeck and tossed his room, and put him specifically on lockdown while other inmates were given out of cell time. One officer sent a trustee to talk him out of it. The trustee told him that the guard was going to "roll him up" meaning, he would move him to a different, less desirable cell, if he insisted on filing the grievance. Phones: Calls are expensive and sometimes they don't work. Programs: There used to be a computer program class, but there isn't anymore. It would be good to have college classes for inmates who have GEDs or high school diplomas. Out of Cell Time: Need more.</p>
326.	<p>Grievance: With the right officer, he gets a resolution, but usually the newer guys don't bother. Phone/Out of Cell Time: Group punishment in the form of lock down leads to less time to use phones. Use of Force/Culture: When he was younger he had more use of force issues. Once long ago when he was brought in, because he had a resisting charges, they told the correctional deputies he liked to fight officers. 7 officers beat him in the elevator. Visitation: Visitors get turned away if a couple minutes late. Won't make a standby list even when there are cancellations. Medical/Food: Have trouble regulating his blood pressure here. Usually in other jails, this isn't as much of a problem. He's on a low salt low fat diet, but it's pretty much all starch. Not enough vegetables and meat. In the past it was more balanced. 4 pieces of bread per meal. Hygiene/Housing: Some showers are not functioning/filthy and moldy. Tiles missing. Water doesn't drain. Big guy clothes are rare. Only gets new clothes once every 3 months. Wash clothes by hand so many times without getting new clothes that they have holes or wear out. Spent time in the south 200 area. Conditions – open area w/ urinal and 2 bathrooms but female staff and medical staff come in, so the inmates try to put up a sheet for privacy/screen. Results in shakedowns. But they get in trouble for using bathroom while female staff is there. Sheriff said they could continue to put up the screens w/o harassment, but that didn't last long and now they get in trouble for it. Culture: Group punishment leads to inmates confronting each other or sometimes they try to force them out of the dorm. During classes, they don't get out for free time. This kind of thing happened on Thanksgiving and Christmas. Usually the younger officers are more hostile and quick to punish.</p>

327.	<p>Grievance/Out of Cell Time: Went 9 days without any out of cell time. Got a response 2 or 3 months later when he was already moved away from the dorm.</p> <p>Phone calls: Expensive.</p> <p>Retaliation: Heard of others being beaten up, searched, or moved to corner cells where they can't see anything if they file grievances.</p> <p>Visitation: Nephews and nieces can't visit unless their parents are physically with them. So his mother can't bring them even though she's their grandmother.</p> <p>Food/Commissary: Food is fattening and unhealthy, but small portions. Small pouch of tuna at commissary for \$4. Too expensive. Soup is a dollar a can. The spoons are too small and they burn their hands. Used to have long spoons. Medical: When he puts in white cards, they are ignored or dismissed, or he just gets pills. Doctor doesn't actually talk to him. Has never seen a doctor in this year despite medical problems such as his back problems (scoliosis). Beds/mattresses are bad so it makes his back problems worse.</p> <p>Hygiene/Housing: Expected to keep cells clean, but only given one small towel for self and cleaning. Tunnels to court are filthy, the toilets are crusted with feces, garbage, urine.</p> <p>Programs: Career or college classes would be good. Already has his GED so there are only drug programs and trauma programs starting now.</p>
328.	<p>Not informed about grievance process by staff, only other inmates. Never seen maintenance clean vents in 6 mos. Guard gave him a brush to clean it himself. Poor air quality has left him with respiratory distress.</p> <p>Guards refused to file his grievances on multiple occasions, or give him the runaround. On court days, he is left in holding cell all day with no meal. Inmates do not receive the newspapers when there is news about the jail. Never offered substance abuse programs despite being under the influence at the time of his offense. Medical holding cells and court holding cells are filthy with blood, feces, and urine often left for weeks or months. Often it takes a very long time to see the doctor, waiting as much as 5 hours for care.</p> <p>Phone calls are prohibitively expensive. Sometimes not released from cell for several days without access to showers. Guard hide the newspaper when there is news about the jail.</p>
329.	<p>Grievance/Accountability/Commissary: Wrote a few grievances to the Sergeant asking to compare the commissary prices to other counties, but he was told they are the same. When he writes to Aramark or internally in the jail, it's the same handwriting and response. Grievances should be acknowledged. The Sergeants should be responding, not just the guards that are actually being complained against.</p> <p>Phone calls: Very expensive. Wish the phone cards were available in smaller amounts. Would call more. Makes it hard to keep in touch. Costs \$5 in the morning and \$3 at night.</p> <p>Use of Force/Culture: Guards have been stripping them naked. Pull back foreskin, search their anus with a flashlight and say things like "let me see your starfish." Try to make them act gay. Sometimes they throw them on the ground and beat them up to do a "hurricane." Mental health inmates get the worst consequences. Guards provoke fights amongst the inmates.</p> <p>Retaliation: Guards will try to make the inmates control one another, and when they don't get results they move them around.</p> <p>Visitation: Even when someone is early, sometimes they don't let them visit. If there is a fight in one part of the jail, they do a full facility lockdown and no one can visit all day. So if people are visiting from other cities or states, they are turned away.</p> <p>Medical: Charge \$2 or \$3 for each white slip. Doctors are rude and refuse medical care. Needs some kind of bandage or brace b/c he has metal rod in his leg and they just give him Motrin. Never gets an x-ray even though he feels a stabbing pain each time he bends his knee. Need dental floss. Tries to floss with thread.</p> <p>Housing/Hygiene: Vents need cleaning. Only wash the blankets every 4 months. Need more cleaning supplies. Never even get the mop and broom once a week. Need separate body and cleaning towel.</p> <p>Commissary: Very expensive. \$9 for a tube of toothpaste. \$2-3 for protein bars.</p> <p>Other: No sweaters or sweatshirts. Only get clothes 2x per week. Not allowed to hang clothes for washing. Even if they could buy it, they need sweaters. 1 extra set of clothes would be helpful so they can wash them or one to work out in and one for regular time or attorney visits. Shorts to work out in. Some cells can't see the TVs. TV and radio relaxes people, and keeps them from going crazy. They used to have radios but not anymore. Haven't had a movie in a year. Would bring peace to the dorms.</p>

	<p>Out of Cell Time: Sometimes don't get out for 5 days at a time.</p> <p>Need programs in every dorm. Learned a lot in juvenile hall. If they were more occupied, they would have less time to plot or think of evil things.</p> <p>Programs: Need programs in every dorm. Learned a lot in juvenile hall. If they were more occupied, they would have less time to plot or think of evil things. Would like college classes. He feels like he is getting less sharp since he no longer has classes like he did in juvenile hall. Juvenile hall was a lot better.</p>
330.	<p>Grievance/Culture: Attitude is that it's like a snitch slip. Heard stories of being harassed b/c of filing grievance. So he has never filed one.</p> <p>Phone calls: Limits phone calls because of the cost.</p> <p>Retaliation: Sometimes people get targeted for searches.</p> <p>Visitation: If someone comes 5 minutes late, they get declined.</p> <p>Medical: Transferred from juvenile hall. Has had the same contacts for 7 months. Written white cards for 4 or 5 months now. Nurses say there is no optometrist because it's not a necessity. Family can't bring contacts b/c his prescription ran out.</p> <p>Housing/Hygiene: Vents are filled with residue/resin from years of people being there. Get in trouble for having extra towel to clean. 2 TP rolls per week. Not enough. Can't wear deck shoes in "day room"/pod area and shower shoes are slippery. Washes his own clothes because they are nasty. Hold on to decent clothes when they come.</p> <p>Other: Strip searches in front of cellies, groups of guards Feels violated. 4 or 5 strip searches in the 7 months he's been here.</p> <p>Commissary: too expensive.</p>
331.	<p>Programs: Would like to see more church services. For example daily bible study.</p> <p>Commissary: prices are way too high</p> <p>Hygiene/Housing: Everyone should have their own spray bottle in their cell.</p> <p>Food: Need more variety. Now they just have 7 different things.</p> <p>Phones: Should be a little cheaper.</p> <p>Medical: If one person gets sick, the whole dorm gets sick. If someone needs cough syrup or ibuprofen, it's a 4 day process because they have to fill out a white card and get it processed.</p> <p>Other: Race relations are low key right now.</p>
332.	<p>Other: Things have been changing since august. Guards act differently, but still sometimes they don't get program and are told that the whole facility is on lockdown, while other dorms that they can see through the window are not on lockdown. Family can't drop off books when they don't deliver it the right way. Can't write his wife directly who is in Elmwood. Has to write to another person who sends the letter to wife. When he sends a letter directly, it always gets returned with a contraband notice. He doesn't know why.</p> <p>Visitation: Visitors get turned away when they are 5 minutes late.</p> <p>Food: The mealtimes are way too early. People get hungry at 9 or 10 o'clock. The food is all starch.</p> <p>Commissary: The items cost way more than they are worth</p> <p>Hygiene: Only 1 towel, they come back dirty</p> <p>Housing: The vents blow cold air, even when it is cold, so the inmates try to block the vents with whatever they have in their cells. They are not allowed to do this, though..</p> <p>Medical: He submitted 3 white cards 2 months ago with no response. First because he worried he had a tapeworm, second because he needs high calorie/high protein diet because he has lost 30 pounds and is now very thin, and third because he needs new contact lenses. The nurse told him that his family never dropped them off, but his family told him that they did. The response time for medical requests way too long. For other white cards, he usually has to wait 3-4 weeks to see a doctor. Only 2 nurses do their jobs well. He has glasses that are broken and fixed that he taped with tape he gets with his meals, and wrapped thread around it to cover the tape from his red top. The staff won't get his glasses fixed. Only plastic glasses allowed.</p> <p>Grievance: Other inmates told him about the grievance process. He never grievances the guards because nothing happens, or they just tear it up. Instead of correcting the guard's behavior, they "roll up" or move the inmate to a different dorm.</p> <p>Culture: Can't be cellies with another race. If they refuse to room with someone of a different race, they get</p>

	maced and beaten up. Sometimes the guards will try to instigate him but he manages to deescalate the situation.
333.	<p>Mental Health: If he has gotten a mental health assessment, he doesn't know about it. Nobody talks to him about his mental health or health conditions. He doesn't even remember coming here. Out of Cell Time: Doesn't know how much time he gets out of his cell each day, but he spends most of his time in the cell. Programs: Would take advantage of AA/NA if he knew about it. Medical: Was born with a brain injury, but he doesn't know what kind of medication he is on other than diabetic medication (insulin). Has spoken with the pill nurse about stinging shoulder pain, but it doesn't seem like he got treatment for it as far as he knows. Doesn't think he's seen a doctor here at all. Was diabetic and using methamphetamine. Both affect memory. Hasn't had any dental care here. Phones: Can't call his mom because he doesn't have her number memorized. It's in his phone, but he doesn't know if the jail staff have his phone or where it is. Hygiene: He has been given toothpaste in the past, however he has been requesting toothpaste because he ran out, but the guards haven't given it. He has a request for more now. Doesn't get any deodorant. Food: "SOS" (biscuits and gravy) is the best thing they have, and it is actually delicious. He also likes the apples. Everything else is terrible and he will just have a bite and throw it away. He is on a low sugar diet for his diabetes.</p>
334.	<p>Mental Health: Has spoken with a female doctor and the treatment was pretty good. Asked him questions. He is taking medication and it helps. Has seen the doctor 2 times in 2 months. Out of Cell Time: Only gets about 30 minutes outside of the cell per day. Reentry: When he's been released before, they put him in a "Pathways" program. Phones: Calls mental health assessment everyday but the calls don't work. He says he asked for help but they didn't help him. He doesn't really have any family or family to call. Hygiene/Cleaning Supplies: The clothes are washed pretty well, and they get it 2x per week. Note: This inmate seemed pretty satisfied with his treatment and life in the jail, but he also seemed to be touching himself down his pants intermittently during the interview, and he was generally low energy and not very sharp.</p>
335.	<p>Mental Health: Was declared 1370 (incompetent to stand trial) and he believes he was not incompetent. Feels like the DA took advantage of him. Use of Force: Wasn't get enough toilet paper, his water was turned off, and he kept complaining. He didn't understand what the staff was telling him because of his mental health issues, and he wrestled a guard to the ground, and that guard stabbed him with a handcuff key. He was also hit in the head with a flashlight and was bleeding. He also got a concussion. They kned him in the face. They took him to the 8th floor and left him all bloody in the cell. Didn't apologize to him. Guards took photographs of the injury and sent him to a small clinic, not the regular hospital. He is pretty sure they did that to keep it quiet. He has been beaten by guards 3 times. Another time, he spit on guards because they weren't giving him showers, soap or shampoo, and he was not getting any out of cell time. They slammed his head against a concrete wall in a hidden place for insane people where there are handcuffs. His skin split where they hit him. A staff member took photos. Another time he threw a pencil at a guard and they hit him with a baton in the stomach. Grievance: Filed grievance a few months ago to receive photographs of his injuries, but he hasn't gotten any response. He has filed other grievances and not gotten responses. He showed me copies. Culture: Staff seems to think inmates are scum. Out of Cell Time/Isolation: He gets 30 minutes a day but all alone because of the fights he has been in. Need more exercise time. Programs: Need programs to stay busy. Would like schooling for example through iPod classes. Reentry: Doesn't get any kind of training or program before he is released. Medical: Something in the medication tends to make people gain weight and build up cholesterol. He asked to see a doctor cause he thought he had cancer. They did a test and said he did not have cancer but he didn't receive any report. He showed me that he thought he had cancer on his hand because the skin is a different color than the rest of his skin, but to me it just looks like a scar on his knuckles, possibly from hitting people or a wall with his fists. He thinks he has a hepatitis c and has had it for 10 years. He got a urine test, but never got a blood test. He thinks he got it from a prison tattoo. Phones: Doesn't get enough time out of his cell to call mental health. He only has enough time to shower and "help" other inmates. I am not really clear on what he was doing to help other inmates. Commissary: Was on SSI when he was out, but they don't get it while they are in jail so no money for commissary. Hygiene/Cleaning Supplies: Soap is harsh and makes him itchy. He doesn't get deodorant. Clothing: Need shoes to work out and sweaters or jackets for the cold.</p>

336.	<p>Mental Health/Use of Force: Sometimes they lock the handcuffs crooked or put the waist chain high and tight in a way that constricts them or rubbing against his bone. If inmates talk crazy or "mouth off" to guards, they will get pulled out and taken to mental health for evaluation, but they will get 3 or 4 guards and twist their arms up, slam them against the wall, knee them, choke them with their hands if they are screaming for help even if he isn't resisting, they punch him in the head under his hair so it won't show, and the face. Inmate Safety: Other inmates would gang up on him or try to "jump" him. Doesn't associate with gang members. He is in a protective custody dorm for that reason. Visitation: He thinks the guards are manipulating his visitors. Parents don't come to visit because they don't like the jail. He thinks a guard took her purse and stole her car but gave it back. He says he saw a guard, not his mom driving the car. When he was young, they were really disrespectful to her. Now she lives far away. He is told he is not allowed to visit his parents. Grievance: Usually goes through the officer who is on duty. He thinks the Sergeant should come pick up the grievances in front of the inmates. If it goes through the on duty officer, it doesn't always go through. Sometimes the officer just ignores it because they don't want to deal with it. Don't get their point across to the Sergeant or captain unless they know their name and can call out to them. Accountability of Jail Staff: Guards sometimes hide their names to avoid accountability. Out of Cell Time: 30 minutes to 1 hour per day. Sometimes locked down because there is not enough staff. Guards don't seem to prioritize out of cell time. Can't make calls to lawyers or bondsmen, and don't have enough time to shower. There are 3 different groups. Some people are "out alones," and only one of them may be out of cell at a time. There is a level 2 group, and a levels 3 and 4 group. Need more staff. Need at least 2 hours a day. Reentry: Gets placement in Transitional House Units (THU), Sober Living Environments (SLE), and crisis residential. All through drug and mental health court. Medical: Sometimes fills out white cards and is assigned an appointment for months or weeks away and when he finally gets to the appointment, the doctor says they can't do anything. He has nerve damage and joint damage and he only gets ibuprofen. He says he has not had a problem with opiates in the past, so he doesn't know why he doesn't get stronger pain medication. Other: At first he appeared very normal and pretty stable and calm, however, he told me a lot of things that sound like they must be paranoid delusions. He thinks that the guards are recording things that he says while he is in his cell. He also believes they are speaking with him through some kind of speaker device and having full on conversations with him. And he believes they are trying to mess with his mind. He also believes the guards are going to his parents' house and spying on them. He thinks they are telling them what to do. He said he thinks that the guards are extorting his family for personal gain and because they don't like him. When he was living with his parents he heard voices under the house laughing at him or talking to him. He thinks the guards or police are teaming up with gangs against inmates they don't like. He says sheriff deputies from San Jose were following him to Gilroy. They told him they were just checking on him when he went to a Transitional Housing Unit (THU) in Gilroy. He says that he was with a girl when a sheriff's deputy arrested him. He says that he thinks the deputy killed the girl because she disappeared before his eyes and he never saw her again. He said they yanked her under a fence or over a fence. He mentioned he was using crystal meth, but he says he was not under the influence of meth or alcohol when this happened. He thinks guards are putting the blood and feces in the holding cells on the way to court or in the medical holding cells because they are trying to show their authority and power.</p>
337.	<p>Mental Health: Come by to ask if he is suicidal. Just ends up aggravating him. He thinks he is given drugs to cause erectile dysfunction when female medical staff come to treat him. Use of Force: Has been jumped by officers and maced. Try to provoke him. Slammed wrists, suffocated, dogpiled, taken to emergency room at valley medical, was vomiting. Officers hiding newspapers. Thinks the Mexican cops were hiding the newspaper. Rookie cops. Gets manhandled when he is sent to court. Has had his cell gassed. Inmate Safety: Officers try to provoke fights by looking for a "loose nut." Grievance: Gave information for I.A., and they would change the guards, but he would get a letter back saying they didn't find a grievance. Filed quite a few grievances, but the guards say that they don't understand him. It should be noted that I also had a difficult time understanding some of what this inmate was trying to communicate to me because his thoughts and statements were very scattered. He says his grievance forms were taken away from him. Wrote to the Victims Government Claims Board (VGCB) in Sacramento but he thinks the mail was intercepted and improperly redacted by the guards. He arrived at</p>

	<p>this conclusion because they never gave him a copy of what he mailed out.</p> <p>Culture: Seems like officers are catering to their own race. He thinks officers are smuggling tobacco, and food to give inmates rewards for snitching. He thinks they are trying to pressure him to confess. He believes they are giving other inmates his personal information. He says guards try to rile up the inmates, and when they fight back they assault him. Officers laugh at him when he gets sick/vomits.</p> <p>Out of Cell Time: Gets about 20 minutes to 1 hour per day.</p> <p>Isolation: Doesn't get any mail. Has lost all of his support people and so he doesn't have anyone to call anymore.</p> <p>Medical/Hygiene/Housing: Refused medical care. He says he will be charged for medical care so he doesn't use it. He only takes the court ordered pill. He says that the judge told him his dad is being charged for being housed in the jail. Has warts and they won't give him cream for the warts. He got a fungus from cleaning the showers and rash, and they don't give him creams or medication for it.</p> <p>Phones: Says he gets invalid phone numbers for different resources for his lawsuits. He says the "10th floor" is giving him invalid numbers.</p> <p>Other: Not getting church services anymore at all. He believes officers were stealing his mail. He also believes they are poisoning him. Caused vomiting. Think they gave him food with salmonella poisoning or something was wrong with the food. Thinks it has chemicals in it. Believes he alone is personally being victimized. He says they are assaulting his dad. He says his friend sent him a package for Christmas and he heard a rumor that they gave it away and he never got the package. He said a trustee was rewarded cigarettes for putting stool softener in his water. He thinks the guards are purposely giving him a rash when he has to go to court.</p>
338.	<p>Use of Force: He says he does get kicked and hit all the time, but he got very uncomfortable talking and would not talk any further. He seemed overwhelmed.</p>
339.	<p>Cellmate attempted to file a grievance but the guard he approached said not to turn it in or the subject guard would "fuck you up." One guard would move inmates for personal reasons. Fears retaliation for filing grievances, but hasn't actually experienced it. Has received underwear from laundry that contained feces. When inmates are sent to prison, they are not permitted to bring personal items, such as hygiene items whereas other jails allow it. Puts inmates at a serious disadvantage when they arrive to the prisons because commissary access is only 1x to month. Phone calls prohibitively expensive because his family is on welfare. Would like to see job training.</p>
340.	<p>Mental Health: Trying to get back on medication. He is going to put in a slip. He gets mental health care workers to speak with him when he asks for it. Maybe 1 or 2 times per week. They talk to his family too. It makes him feel better to talk to them. He already had prescriptions from when he was in prison. Out of Cell Time: Gets about an hour or half a day. Would be nice to get more out of cell time. Reentry: He has not been offered any programs before being released to prepare for reentry. Medical: Needs pain medication that he hasn't received. He didn't elaborate. Phones/Isolation: Doesn't have money on his phone to call family. Mental health sometimes tries to help him get in touch with family. Commissary: No money to buy things. Hygiene/Cleaning Supplies: Should get 2 towels. Food: Put in a request for a Kosher diet. It has been a few days and he hasn't gotten it yet. Has made requests for high calorie diet in past terms in the jail, but has never been put on it. Other: He pleaded with me several times throughout the interview to please send him a book about cults and to please give him paper and pens. I gave him paper after a guard said it was fine. I did not give him any pens. But it does seem like he is desperate for something to occupy his mind and his time.</p>
341.	<p>Use of Force/Accountability: Sometimes when someone violates the rules, the guards will take them out of the dorm where the other inmates can't see and beat them up.</p> <p>Inmate Safety: When a sex offender or a "snitch" (criminal informant) gets put in the dorm, the inmates usually beat them up so they get removed from the dorm. The guards aren't telling them who is a sex offender or informant, the inmates will just look their court papers. He feels it is one of the safest units though.</p> <p>Visitation: Some officers let his mom bring his daughter to visit, others say her mother has to bring them. He doesn't understand the process for him to give permission for the daughter to come visit with his mom.</p>

	<p>Somehow it goes through Catholic Charities. In prison there is a notary to give permission, but here there is not.</p> <p>Grievance: Got in trouble for a fight he wasn't involved in. Wrote letter to Lt, Sergeant, and captain. At first they said he was classified as "out alone" for his own protection, but as he continued to file grievances, they said it was because of his behavior and because he was involved in the fight. He wants a write up of the incident explaining how or why they think he was involved and he never received anything like that. Inmates get a write up when they get an infraction, but not when their classification changes.</p> <p>Out of Cell Time: Usually get about 30 minutes a day when on "out alone" status. When on group status, they usually get about 1 hour a day. Used to get about 13 hours a day out of cell before 2007 or so. He says that there are a lot more classifications now that make it harder for them to get out of cell time. There is always somebody out, but now there are 7 or 8 "out alones."</p> <p>Programs: He was in a rehabilitation, parenting, codependence, domestic violence, anger management class, but because they thought he was involved in the class and has been put on out alone status, he was taken out of the class. The class is pretty good.</p> <p>Reentry: If you ask for programs, like pathways or transitional housing you get it but you have to ask for it from the programs coordinator.</p> <p>Medical: Got his wisdom teeth pulled about 2 months after he made his white card request. The care he received was pretty good.</p> <p>Phones: \$5 fee on every phone card purchase. Phone calls outside of the bay area are very expensive.</p> <p>Hygiene/Cleaning Supplies: Staff stopped giving bars of soap to everyone. They only give them to indigent inmates, who get 4 small hotel style bars of soap a week. Only get one set of clothing twice a week. Everyone feels it would be better if they gave 2 sets of clothing once a week because they wash it themselves anyway. If they had 2 sets at least they would have clothes to wear while they are washing the other set.</p> <p>Towels are pretty small.</p>
342.	<p>He was confused about what these interviews are and said he didn't have much to say. He did say, however, that he hasn't really participated in any programs but he is going to get into one.</p>
343.	<p>Use of Force/Inmate Safety: Hasn't had any issues with anybody.</p> <p>Visitation: There is some kind of paper pass that visitors have to bring. His brother forgot the paper and they made him go back to the car to get it, but he thinks they are able to check on the computer because they have done so for his sister.</p> <p>Accountability of Jail Staff: Sometimes the higher ranking officers do come check on the guards, but sometimes they don't.</p> <p>Out of Cell Time: Allowed out of cells one or two times per day for 30 to 40 minutes. Sometimes the inmates don't get out at all. They are put on lockdown when there are fights on other floors.</p> <p>Phones: Sometimes inmates don't get enough time to make calls. They race to get to the phones first. They do not get enough out of cell time to make calls. The cost for making calls is expensive.</p> <p>Commissary: Not many good products on the list. He usually gets soup or chips. He wishes there was beef jerky or something more substantial to eat on the commissary list.</p> <p>Hygiene/Cleaning Supplies: Inmates don't get any extra clothes or socks, they receive only one set at a time. Gets laundry twice per week, but only get pants once a week. Sometimes the clothes they get have tears or they don't fit. In particular, the "big boy" clothes are not always available. Sometimes the trustees will give them an extra towel, but when the guards search the cells, they confiscate them. Inmates don't get a mop to clean the floors, so they have to use an extra towel. Inmates only get a small scouring pad to clean the sinks, once a week. Sometimes the toilets don't work and get clogged and it takes a long time to fix them.</p>
344.	<p>Use of Force: This inmate hasn't had force used against him, but years ago he has seen cell extractions and the inmates would get beaten up pretty badly, but he hasn't seen that happen lately. It seems like the force is disproportionate. In dorms where the inmates are more organized amongst themselves, the guards are able to use that to help keep things calm.</p> <p>Inmate Safety: Guards don't necessarily know what people's charges are, so if the inmates don't tell the guards they need extra protection, then they might not be protected. Sex offenders and snitches will get beat up.</p>

	<p>Visitation: Sometimes visitors get a little attitude.</p> <p>Grievance: Other inmates have used it and never got a response before August. Since then, they haven't really filed grievances. Some things have gotten better, they get more out of cell time.</p> <p>Accountability of Jail Staff: Officers could use more professional training in communication. Some are very respectful, and others have a bad attitude. Some of them don't seem to leave their problems at home.</p> <p>Culture: Officers could use some kind of sensitivity training, rather than treating inmates like they are guilty since some of them are not.</p> <p>Out of Cell Time/Phone: Don't get enough out of cell time to make phone calls. Phone calls are pretty expensive. So when the guards make them hang up it feels like there are wasting money. Since they all get along, it seems like they should let them get out all at the same time for a longer time.</p> <p>Programs: Didn't used to have any programs in their dorm at all, but now they have a GED program and substance abuse program. Most people like to take advantage of the programs. He thinks it's actually helpful. They have parenting classes, working on relationships, and anger management, criminal thinking, not just substance abuse. If they graduate, that might be helpful for their case. The criminal thinking curriculum is especially helpful.</p> <p>Isolation: Got put in isolation once a long time ago and he doesn't know why he was put in there. Although it was boring, but he personally liked it cause the days seemed to go by faster.</p> <p>Medical: The doctors treat him nicely, and are professional. Usually can see the doctor within a month. However, he went to the doctor for blurry vision, they tested it and said he was fine. When he has a cold, they seem to get them medication right away, like Tylenol.</p> <p>Commissary: Sometimes he doesn't get everything he orders, so sometimes he gets charged even though he doesn't get the stuff. He has to check right away or lose the credit.</p> <p>Hygiene/Cleaning Supplies: This is the most important issue for him. Inmates only get cleaning supplies once per week. If they are caught with extra cleaning supplies, they get thrown away. Inmates don't get clean clothes often enough, so they have to wash their clothes themselves. The clothes come back from laundry smelling bad. The hair clippers are shared through the whole floor, and they are broken.</p>
345.	<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. Sometime 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</p>

	<p>in better condition than what they already have, and then wash it themselves. IWF: He thinks it's only for indigent hygiene supplies.</p>
346.	<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. 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. Out of Cell Time: 30 minutes twice a day, sometimes once a day. Because they are segregated, they don't get much program time. Programs: Is in the rehab program. He likes it. The teachers and the lessons are good. Isolation: Feels really alone because they get so little time out of cell. 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. 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. 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. Commissary: Extremely expensive for cheap products. The Colgate toothpaste costs \$9 and the Aim costs \$3 but he says it's pure sugar. Hygiene/Cleaning Supplies: Don't get enough cleaning supplies. Need more cleaning fluid/disinfectant and need rags. His old cellmate 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. IWF: They call it "GR" money.</p>
347.	<p>Mental Health: Received a mental health assessment when he came in, but didn't need services. 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. 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. Its very frustrating, there is no contact and he can't hold his kid. Grievance: Hasn'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 wrote a grievance for the same thing, which was out of cell time, but it didn't do anything. 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. Programs: Not really interested in the available programs. Would like to see a program that helps him understand the consequences of being put 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. 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. Phones: Calls drop, and its expensive, so he stopped making phone calls. Commissary: has to buy his own soap and shampoo. Hygiene/Cleaning Supplies: Caught scabies. The laundry smells bad. When he washes the laundry with his own soap and the water runs brown. Other: Has heard other jails and prisons are much better. Some people seem to go crazy in here. 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>
348.	<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 "Maxa" and Friends Outside program in juvenile hall. Would be nice if there were more programs. They only got these programs a couple weeks after Michael Tyree's death.</p> <p>Isolation: Since he has so little time out of his cell and he is in a cell alone, he feels sad sometimes. He spends a lot of time reading his bible.</p> <p>Reentry: 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 is 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 got scabies cause they didn't have a change of clothes.</p>
349.	<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 CYA, 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</p>

	<p>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>
350.	<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>
351.	<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. 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 3 to 4 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 up at 3 in the</p>

	<p>morning. IWF: Hardly get any handballs or basketballs. 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>
352.	<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. Grievance/Pro Per: He was not getting the legal materials he is entitled to as a pro per inmate. It 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 outside 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 it never got submitted because the guards told the nurses not to take grievances. 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 action by the prison law office got "shipped out." Guards put him in a very isolated cell for filing a grievance. No one can see if a guard hurts him over there. He is afraid they will kill him or if his medical condition causes an emergency, they won't do anything. 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 handcuffs on too tightly on purpose, leave them in a small interview room for hours, and twist their wrists in a way that is painful. Phones: Calls do get dropped. Other: He suggests that cameras and/or a sergeant should be present for cuff-ups.</p>
353.	<p>Inmate Safety: Since are only allowed out of their cells in small groups, that limits contact. Visitation: One time his mom 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 because 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 get 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 is 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>
354.	<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</p>

	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 captains 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.
355.	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 PILF or the SCCBA could advocate for the inmates. Cannot afford to make phone calls. Noticeable changes since August - entire "D-team" is gone now.
356.	"Hit 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 "trash" inmates cells in retaliation for filing grievances. He has filed 30-40 grievances. Sometimes they are returned 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 at once while the inmates were held in the sundeck areas. Has been beaten by inmates for being the only white boy in 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. Mold in vents.
357.	Asked for grievance form 20-50x, 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. Has never gone to the captain. Does not know how to go above the guards on duty. DEFINITELY faces retaliation in form of "shakedowns," 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.
358.	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.
359.	He has repeatedly requested a doctor for back pain but is only given Tylenol or naproxen (spelled?). He waited a year to get an MRI because the doctor said he was fine. He was given physical therapy and a nurse told the doctor to give him an MRI. He had the MRI a few days ago (Jan. 2016). He thinks the doctor will still say there is nothing wrong. He put in two grievances on this issue over a year ago and there was no response. He filed a different grievance because deputies were abusing inmate rights. They threw away his legal documents and he was told it was because the sergeant wanted to read the documents. He filed two grievances. The result was that he was told that they lost the documents. Deputies have thrown away other paperwork. They threw away family pictures, magazines mailed to him, and hygiene products. If he asks to speak to a sergeant, he is told the sergeant does not want to talk to him. His attorney was told the interview rooms were full so his attorney asked the deputy to give him some legal documents. He (#3) saw the deputy reading the documents before he gave them to #3. He said it was to find his name but the attorney told him who it was for and his name was on the outside of the envelope. After he put in a grievance he was transferred to a corner cell where you cannot see anything and are sent to be punished. He believes it was

	<p>retaliation for filing the grievance. He was told it was because he was written up for drinking but everyone else also written up were not punished. One time deputies squeezed out all of his toothpaste during a search. He did not file a grievance because they will say that they do not know who searched the cell; it is pointless. The deputies are on their cell phones a lot and do not pay attention. They do not get released from their cells because the deputies are on their phones. They were let out 45 minutes a day this week. There are 4 phones for 40 people. There are 2 phones for "pro pers" only, no one else can use these phones. There is a line for the 4 phones. The phone situation causes fights. There is no system for who gets to talk to first. The phone calls are cheaper now. He has never heard of IWF. He has been here since 2011. He wants to do a GED program but has not been able to because it is only in one dorm. If you have codefendant you cannot do this program. If you want to do the program, you have to wait up to 5 months. He thinks the programs should give priority to those facing life. He is locked down for 23 hours and does not have anything to pass his time. A deputy beat someone up because he was asking about his release. They searched his cell and told him he would not be released. The inmate kicked his door. The deputies went in and beat him up then they released him that same day. They need clippers for haircuts more than once a month. Deputies punish the entire group by not letting them out of their cells if only one person breaks a rule. This causes conflict among the inmates. The deputy will say "thanks to #29 you aren't coming out." He thinks that the deputies want others to beat up that guy. This happens only with the same group of deputies. The hot water pot has dirty water. If their sandals are ripped or if they stink and they ask for a new pair the deputy will say you have to deal with it, they don't have any more. They do not get enough clothes/clean clothes and they do not get a towel to clean their cells even though they are supposed to clean the cells on Wednesdays. The food is not hot because they sit out there with it too long. The mixing of the different security levels in his block has affected how much time people are let of their cells. When they are "short staffed" the problem is worse. The soap is too small and they are not given enough soap. If you ask the deputies, they get upset and say "stop bothering me." You have to buy deodorant.</p>
360.	<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 this until the sergeant interviewed other inmates and determined that he was telling the truth. She told him not to tell his family 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 "messaging" 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 (45 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 grieved 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 shit" to the deputies. Deputies threw away pictures of his son. They bring him to visits late.</p>
361.	<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</p>

	<p>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/out of 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-\$6 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 VMC for food poisoning and they haven't give 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. IFW: The IFW is when the jail gives you money but they subtract it if you ever get money later. Program: He wants to get to do the breaking barrier program but he has been waiting a month. "CASO" 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>
362.	<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 allows 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 server 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 witnessing this event, there have been incidents with his family when they visit. The deputies yell at his mom and let people cut her in line. They would not let his kids seem 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>
363.	<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 mad 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 CO say 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</p>

	<p>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: 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, papers, 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 1x a week and new underwear/socks 2x a week. He hoards 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>
364.	<p>Hygiene: There is not enough soap. Cell Time: He is not let out enough; only 1-2 hours 1x 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>
365.	<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. Isolation: When he 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 Hygiene). Keeping someone in his cell alone for that long then thrusting him back with a large group is stressful. 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. 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. 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>
366.	<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 an 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>
367.	<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</p>

	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. Inmates behave when good Cos are in charge.
368.	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.
369.	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. Tyree's death it 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
370.	He believes conditions have improved since Mr. Tyree'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 turn in 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 fuck him up if he pursued the grievance. He thinks the phone system works OK. When COs are short staffed that might only get 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 arbitrarily even after traveling a long way to visit. He did not get a Rule Book until he was there for 6 months
371.	He's getting released in a few days and nobody has helped him transition out by locating who he will stay with. He is very stressed and worried about his transition out and worries he will be homeless. He doesn't have the phone number for his friend and there is no directory services in the phones. The phones are very confusing and difficult to use, and he was unable to use them to call. When he came in, he was very manic and he feels like that affected their treatment of him afterwards, even though he had his medication adjusted and calmed down afterwards. He was let out of his cell less than other inmates - only every 3 days for 15 minutes. He also feels that the guards are rude and talk down to inmates to make them feel small, especially mental health inmates. When he was first brought in they bent him over and pushed him so hard he couldn't breathe and defecated in his pants, and he had to sit in them for two hours. Some COs are nice but others are very mean and talk down to him. He was never given information about the grievance process and has never heard of the Inmate Welfare Fund. The ventilation in the room is excessively loud and there is graffiti on the cell wall that he finds disturbing and it gives him nightmares.
372.	There are no dental services. He had his tooth knocked out in a jail riot and the jail would not have it replaced. He was sent to the 4th floor (maximum security) and told that he was the aggressor in the riot although someone else attacked him and knocked him unconscious. He believes he was sent there in retaliation because the COs asked if he wanted to press charges against the person who hit him, but because he couldn't identify them he said no. They became angry, made him pack up, and sent him to the 4th floor, where he stayed for 6 months. He was only transferred out because he sent a request asking why he was on the 4th floor, and never received a response, they just transferred him out. He wrote a grievance about the

	<p>riot, saying that it happened because the CO allowed all the inmates to have breakfast at once, which is not typical. He received a response to the grievance saying he was the aggressor. He tried appealing the grievance and they responded 1 month later saying due to their investigation he was seen as the aggressor. He also contacted internal affairs shortly thereafter and never received a response. His mother also made a written complaint to internal affairs but they contacted her and said they couldn't do anything. Nobody gave him a manual when he came in about the grievance process. After he filed a grievance the COs retaliated by coming and searching his cell/taking things away. He feels like the grievance/complaint process is meaningless because the COs won't accept it, or they're given to the CO against whom the grievance is filed. It doesn't say in the rules that it has to be given to the CO who it's filed against. He doesn't complain anymore for fear of retaliation. He saw COs abuse their authority and use excessive force against an inmate, calling in backup and having 4 COs beat the inmate when he wasn't resisting. Afterwards they took him out and put him in the hole for over 2 months so that his injuries wouldn't be visible. They hit people in the body so the injuries aren't visible. A few people filed a grievance together and he never received a response— he doesn't think it was ever turned in. Out of cell time was too little- they were coming out only 2 to 3 hours in one week, 12 hours per month, for the whole time he was on the 4th floor. Sometimes the hours were interrupted because of lockdown. They give too few cleaning supplies to pass inspection with. He has to use an extra towel to clean, and the towel is considered contraband. They do random anal cavity searches, it happened the first ½ year about 10 times. They use the same gloves they use to search others, with other officers standing there. Visitors are supposed to come 40 minutes early, sometimes his mom comes between 2 and 5 minutes late and they don't let her in. It's happened to her 3 times. Beds – the mattresses are ripped and smelled like urine. He didn't get a replacement when he asked for one. He had to sleep on the metal rack for a month. He asked a CO later for a new one and got one. The clothes still smell when they come back from laundry, they don't use that much soap. They turn in towels for cleaning. He filed a grievance because he wasn't getting mail as well, his mom sent a Christmas card and he never received it. The phone calls are also too expensive.</p>
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ELMWOOD WOMEN'S

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| 373. | <p>Staffing: Got in a fight and got pepper-sprayed. They didn't have clothes or a towel for her for 2 days. So she had to sit in pepper sprayed clothes and hair for 2 days. Staff said it was a staffing issue - too many inmates and not enough staff. Didn't have time to search for clothes her size. Also a staffing issue for yard time. Sometimes they don't get to go into the yard because it's short staffed. Some days they don't go into the yard at all. Phones - access to phones is actually pretty good but cost is way too much. Can't call her family because it's too expensive. Medical - came with a broken nose. Asked for a doctor's appointment. It took 3 weeks to get one. Also asked for ointment after the fight because the girl scratched her face. They didn't give her anything. Need a better white card system because nurses come around in the morning, when everyone is asleep. Don't wake people up, so they miss it and have to wait an entire day. Dental - has a broken crown. Took 6 weeks to be seen by dentist. Attorney - another inmate she met in court told her she could press #25 to talk to her public defender. No one seems to know that - isn't explained to people.</p> |
| 374. | <p>Grievances: nothing happens when she files grievances - she has filed dozens of them but she plans to keep on filing them, even though no result. And even though she gets retaliated against. Supplies: mattresses are terrible, and they take stuff she rightfully has purchased like her pillow from the commissary. Excessive force: has seen two incidences of excessive force. Office slammed an inmate and broke her cheekbone and nose. Another time too. Guards lie about what happened. Homophobia: gay women are targeted by guards. Guards always say they're having sex when they aren't. They get put on the top bunks so they can be watched. Bad homophobia. Phone: way too expensive - her family can't pay. Drugs: lots of drugs. Causes lots of conflicts. Processing doesn't do a good job at catching the drugs. Classification: there are mentally ill people in her dorm and they shouldn't be there. It causes fights and problems. They should do a better job of classification of mentally ill. Culture: "The people here are completely against us. Not for us at all. It just makes us want to go even harder when we get out." Programs: Isn't allowed to do programs</p> |

	because has gotten into too much trouble. But asked for a "Roadmap to Recovery" pamphlet and they said they didn't have any - that was weeks ago. Mental health: they don't have enough notebooks. People always ask for them and they always run out.
375.	Grievances: they only get 3 pads a day when they have their period. Asked for more and got "written up" for it because CO said she had attitude. So she was retaliated against and won't file a grievance again. A CO also told her that "we know how to get away with things" so she knows grievances don't work and there's no point. Treatment: very disrespectful. Talk to us like we are animals. Would rather be physically abused than talked to the way they talk to them. Cuss at them, say they're low lifes, call them bitches. Excessive force: haven't seen anything blatant but it's always there in subtle ways. The way they handcuff or the way they grab your arms - twice your arms, push your head down - unnecessarily rough. Culture: lots of favoritism and is usually falls along racial lines - lots of racism. Cleaning supplies: rooms are unsanitary and they give you a broom and some cleaning solution but nothing to actually scrub. You can't ever get your room actually clean. Medical - the white card system is terrible. You are sick but sometimes you miss pill call so you can't do a white card. Or, even if you get a white card, they don't see you until the next day and it's not always something that can wait. Has taken 5 weeks to get a dentist appointment and her pain is so bad she can't drink water. Vision care: no vision care and she's blind as a bat. They want her to focus on education, etc., but she can't do that if she can't see. Out of cell time: No set schedule for time out of cell. It's only 20 minutes during the day and then 1 hour at night - so during that 1 hour, everyone is fighting for the showers. Usually can't get a shower. Phone calls: too expensive. Can't call family. Hygiene: not enough soap, not enough pads. And stuff in the commissary is way too expensive. Food: in the commissary it's all expensive. Nothing healthy to eat. Mental health: they will only help you if you're suicidal or homicidal. Otherwise they don't care. Misc.: can't write letters to her brother who is in Main Jail. Terrible policy. Why can't she write letters to her family? Very depressing - that's all she has.
376.	Medical: Pregnant when she arrived but had miscarriage in room. Kept telling them she was bleeding but they just came every day and took her temperature and blood pressure. They told her she was fine and that some bleeding was normal during pregnancy. After an entire week of miscarrying, they finally gave her a doctor's appointment. So she miscarried in her room, by herself for a week. Told sergeant, chief commander, her attorney and the CO supervisor but no one ever responded to her complaints. Another time, face was swollen because of toothache. Took a week to get appointment and then doctor just pulled tooth. Mental Health: sees someone on a regular basis. Has good access. No complaints. Phone calls: used to call her family every day but her family said it was too expensive so now has to only call once a week. Not enough time out of cell - only 20 minutes during the day and then an hour at night but everyone is fighting over the showers then. Conditions: leak in her room when it rains. But would rather have a leak than ants. So chose not to switch rooms. The ants are crazy. Can't leave food on your table or the ants attack it.
377.	Supplies - requested book 3 months ago but never arrived. Housing - asked to be in isolation because didn't think open dorms were sanitary. They responded but made her be double red - wasn't fair. Grievances - doesn't know if there is an appeal or something - feels like the process isn't adequately explained. Hygiene - not enough pads when she has her period. Phone - rates expensive. Guards - always on their cell phones. Trustee system - isn't fair. They get all the privileges.
378.	Access to MH: She took psychiatric medications previous to coming to jail but has not been provided with the medications while in custody (she is off them cold-turkey). She had an appointment with a psychiatrist and went to see him but he did not meet with her and she does not know why. Quality of MH: When she has met with psychiatrists in this jail in the past, the meetings have been quick. The psychiatrist did not obtain her prior mental health records or talk to her about her mental health history, including about what psychiatric medications she has taken in the past. In the past, she could not fully understand the psychiatrist's questions but he did not attempt to make the questions clearer. She needs therapy but fears asking for it because she does not want to be moved to a more restrictive unit if nurses or doctors were to find out how she is feeling. Inmate Safety: She generally feels safe but is intimidated by the deputies because she is not used to being around law enforcement. Grievance/Complaint Retaliation: No one has told her about the grievance process other than she is allowed to write one. Out of Cell Time: She is let out

	<p>of her cell an hour a day or every other day, but there was a time when she was let out for only one hour in three days. Housing: When she arrived she was misclassified as a gang member (she never identified herself as one) and was moved only after gang members told the deputies that she did not belong in their unit. Programs: She does not know what programs are available at the jail. Phone Call Problems: There have been a few times that she has not been able to use the phone because she is not let out of her cell. Commissary Supplies: The commissary is expensive and does not have enough variety. She has never heard of the IWF. Hygiene: When she is locked down she is not allowed to take a shower. She has to buy deodorant, shampoo, conditioner, toothpaste and tampons (the jail only provides free maxi pads). Her clothes are switched every week including underwear. Cleanliness: She has not had an issue with cleaning her cell. Food: The food is fine but she receives her meals at odd hours (4am, 10am, and 4pm) and she has to wait 12 hours between meals. Temperature: Sometimes it is too hot or cold. Deputy Cell Phone Use: Deputies are on their cell phones frequently and therefore when inmates push the buttons in their cells requesting a deputy's assistance.</p>
379.	<p>Access to MH: It is easy to see a psychiatrist. Use of Force: She witnessed deputies assault an inmate for cursing at the deputies. The inmate was shackled during the assault and was severely injured. This incident was investigated. Culture: Use of force generally occurs with men more frequently than women because deputies are more likely to use force against people who will not complain, and men "let things go." Deputies also use force more frequently on people without family on the outside or mentally ill inmates because they are less likely to do anything about it. Inmate Safety: She has heard, but not seen, that if an inmate tells a deputy she wants to fight another inmate, that deputy will open the other inmate's cell door to allow the women to fight. This does not happen frequently and only certain deputies will do this (which inmates know). Visitation: She has never had a problem with visits. Grievance/Complaint process: She has filed approximately ten grievances since she has been in custody. A grievance about a particular deputy is supposed to be given to that deputy for his response and then forwarded to the sergeant. The deputy always denies the allegations and the sergeants always "concur" with the deputy's statement. The grievances are not investigated unless the allegations are serious such a significant instance of use of force. She has seen deputies destroy the grievances. Accountability of Jail Staff: She has never seen a deputy held accountable for misconduct. The most common misconduct is disrespecting, degrading or cursing at inmates. Culture: The female deputies are the most likely to be disrespectful. Out of Cell Time: Several years ago, inmates were allowed out of their cells every other day for one hour. Since November of 2015, they are out of their cells 5x a week for 10 hours a week. "Pill call" can interrupt the time they have out of the cell. Programs: The programs are limited for her classification level. She has heard that other units have yoga, drug classes, and GED. She graduated high school. Therefore, she would like college classes, life skills classes (such as how to find a job), driver's education, and a class on how to communicate with people. Housing/Grievance/Retaliation: The classification process has changed over the years. It used to be that a person's charges or severe behavioral issues resulted in a higher classification. She has been in the highest security classification level because she gave an "attitude" to the intake officer. She has been attempting to move to a lower classification level for over a year by following the jail procedure of submitting requests to the classification officer. The classification officer is supposed to review her classification level every 30 days but that does not happen. The officer responds to every request by stating that she can be down classed if she "maintains good behavior." She will maintain good behavior for months but is repeatedly told she needs to maintain good behavior to be down classed. She becomes frustrated, does something minor to be written up and has to start all over again. "Written up" does not necessarily mean a formal disciplinary report. Deputies make notes in the computer about her behavior, she has no idea what the note says, and the classification officer uses the note as a basis to deny her request for reclassification. The classification officer told her that she is not entitled to see the information that he reviews in denying her request. The classification officer will use events from years ago against her in denying her request to be reclassified. If she violates a jail rule, deputies will "add" a certain number of days to the time she must spend in the unit she is in. There is no procedure for challenging the reasons for the denial of a request for reclassification other than to submit another request, file a grievance, or write the captain or the sergeant. She has done all of these things and none have worked; sometimes no one responds. People are classified</p>

	<p>as gang members and it is unclear why. Classifications are based off of "hearsay" and not fact. Access to Physical Health Care: It takes a long time to see a doctor, nurses are rude and will not provide you with basic medication like Advil, and you cannot receive an ice pack unless you have a serious injury. Phone Call Problems: The phones will not work for days at a time, and if the phone malfunctions and drops the call, she loses the money for the cost of the call. She can complain but it will not be resolved. Commissary Supplies: The company supplying the commissary changed in July 2014, and the new service is much worse than before. There is not enough variety. People do not receive what they ordered/paid for. The problem is that the company delivers the items in a bag and the inmate has to look at the bag without opening it to make sure her items arrived. But, it is impossible to see all the items without opening the bag. If it turns out that the commissary forgot something, the inmate will not receive the missing item or a refund if this was discovered only after opening the bag. The orders are frequently wrong. The commissary runs out of stamps and noodles and they substitute items without asking. Hygiene: They have not received new sheets, underwear, or clothes for over a year (note, she does not mean laundered bedding/clothes). Everything is dingy, has holes, and the blankets have hair and are otherwise unsanitary. The underwear has other people's stains. They are supposed to receive 7 pairs of underwear every week but that does not always happen and there is no way to obtain more underwear when shortchanged. The female deputies do not give them enough pads; it is not an issue with male deputies. Cleanliness: They no longer receive bleach which was important to prevent people from spreading illnesses. There is a major ant problem and the only way it is resolved is through a work order that takes months (they are not allowed to use Raid). There was also a pincher bug infestation in one unit and a cockroach infestation in an older unit. Food: The food has no nourishment, unlike in juvenile hall. The portions are small which is hard for people without money for the commissary. Interference with Attorney: She had an iPod for her case that had information on it from her attorney and it was stolen during a jail search. The deputies said that they cannot find the iPod but it has her name on it and only a few inmates are allowed to have iPods.</p>
380.	<p>Inmate Safety: Deputies "set up" inmates by "accidentally" popping doors thereby allowing inmates to interact when they are not supposed to be out of their cells at the same time. Grievance/Complaint Retaliation/Housing: The classification system is not functioning properly. The classification officer placed her in a particular unit in retaliation for conduct she committed in other units and then in retaliation for filing grievances after he continuously denies her requests for reclassification. The deputies have started refusing to give her grievance forms and tell her that she cannot file any more grievances. This inmate is not seeking to change her security level; she is trying to change her housing in a particular unit because the unit carries negative connotations among other people in the jail and within her community. Her classification is "disrespectful." She has been told that her requests for reclassification are denied because there are too many inmates who have requested to be kept away ("keep always") from this inmate. She has no way to know who has requested to be kept away from her or if the officer is telling the truth when he says she has too many keep alphas. She thinks that it is unfair to punish her because other people do not want to be near her; the deputies should put the keep alphas in the unit she is in now and move her out of the unit to the one where she belongs. She has countless examples of people who are placed in particular housing for retaliatory reasons. She also has examples of people whose safety is endangered because of misclassifications. Sexual assault/Inmate Safety: She explicitly told a deputy that if he moved her to a particular unit she would become involved in a fight. He moved her anyway. She was sexually assaulted in the shower in this unit and attacked the person who assaulted her, severely injuring that person. She attempted to report the sexual assault but the deputies would not take her complaint. When she persisted several days later after seeing on the news that there is a "zero tolerance" policy, she was interviewed about the incident but nothing became of it. She says that the female inmates in this unit act sexually inappropriate such as frequently walking around naked and having sex in front of other inmates. The deputies do not see this happening.</p>
381.	<p>Other: Utensils: One woman had to eat meals with her comb because the jail ran out of forks. Inmate Safety: The deputies are outside of the unit. Deputies do not enter the unit to break up fights until back up arrives. There used to be a sign that instructed inmates not to ask the deputies to come into the unit unless they were dying or there was an emergency. A sergeant made the deputies take the sign down but the</p>

deputies repeat the policy to the inmates, and ignore inmates when they ask the deputies to come into the unit. She was chastised once for standing in front of the door without an emergency. **Culture:** The deputies are disrespectful to the inmates, degrade them, and act unprofessionally by cursing. For example, a deputy pulled a woman out of a cell and yelled at her in front of the entire unit because the woman allegedly had sex with another inmate. The deputy was explicit about the alleged sexual acts. There are many deputies who do not have enough training. They also act identically to how the training deputy acts in terms of being respectful to inmates. In general, many deputies are lazy and do not want to do their jobs. They make inmates wake up other inmates for count even though this should not be an inmate's responsibility. Deputies also cause problems among inmates by punishing everyone for one person's rule violation such as taking away the hot water pot because one inmate uses it during lockdown. There are some deputies who are respectful. **Grievance/Complaint Process/Other: Disciplinary process:** This inmate has written a number of grievances related to different issues that have never resolved satisfactorily. In one instance she challenged an infraction that was falsely issued but the sergeant would not listen to her side of the story and the Lieutenant found that she had violated an order. She refused to admit the allegation and was sent to isolation for 10 days. She filed a grievance on the issue and received it back with a notation that she stated she was content with decision, which was untrue. Generally, people do not respond to her grievances which she always files with the deputies. One time she filed a grievance against a particular deputy and gave it to that deputy, only to have the deputy immediately mark the grievance "resolved." She asked for another grievance, but the deputy would not give it to her. **Retaliation:** Deputies have told her that if she files a grievance against them they will enter a negative "custody input" in the computer which is a note about an inmate's behavior which an inmate cannot read or challenge. Another deputy once told her when she asked for the grievance form that he would issue an infraction if she filed a grievance against him. She was retaliated against for filing the grievance for the infraction discussed above. Specifically, she missed pill call because she was sleeping and the deputies would not let her obtain her pills during a pill call for a different portion of her dorm even though the nurse had no issue with this. **Out of Cell Time:** The newer deputies lock them down so they can be on their phones. **Other: Rules:** This inmate has a rule book which she obtained from another inmate; she was not provided one when she was booked in the jail. The deputies make up rules and lock people down for violating them. There are appropriate times for lockdown such as during count or if there is a security issue, which everyone understands and accepts. But, inmates are locked down for no reason. For example, their unit is locked down so that other units can receive medication. Inmates are supposed to be let out to the yard but the deputies let them out at 6 am when no one wants to go and only for 30 minutes at a time. Whether, when, and for how long they are outside depends on the deputy; some weeks they never go outside. **Programs:** It is not hard to enroll in the programs. There were two programs that Elmwood no longer offers that were helpful. One was called PRIDE and the other RAP. They were boot camp style programs with a lot of structure and had classes all day including career counseling and substance abuse treatment. After she did PRIDE, she stayed sober for 5 years (once released). The programs now lack structure. Also, people cannot pick and choose what programs to do. A person has to move to the program dorm and do classes all day if she wants help; a person cannot do only AA or only GED. **Housing:** They house a lot of mentally ill inmates in the wrong unit. **Isolation:** She was put in a discipline unit as mentioned above and it was freezing. **Access to Physical Health Care:** It takes a month to see the doctor. An inmate can only request to see a doctor (submit a "white card") in the morning. They cannot ask a nurse to see a doctor during pill call. **Quality of Physical Health Care:** One doctor she saw did not listen or help with a pain issue she was having. When she expressed frustration over her pain the doctor terminated the visit. The doctor gave prescriptions without enough refills which is problematic because it takes a month to see the doctor. After three months of pain and constant complaining about the doctor's care, she saw another doctor who helped her and she is much better. The only reason that she was able to see him was because she was friends with a nurse. There was an instance where a nurse gave an inmate the wrong medication which had severe medical consequences. The woman was in medical distress but the deputies reacted as if she was faking it. The consequences were more severe because of the delay in obtaining her care. Many inmates were interviewed by jail staff (unsure of their level) about this incident and the staff determined that the jail was not at fault. #43 has also been

	<p>provided with the wrong medication and had to correct the nurse who had been looking at the wrong list. She requested to see a dietician because of a digestive issue that she has. The doctor told her that the jail did not have one but she knew that the jail did have one because she has been in this jail in the past. She filed a grievance and she was able to see the dietician but she does not know who facilitated that. She has a special meal plan but it took her 1-2 months to get her plan even though she had it when she was previously in custody (a month before). Commissary Supplies: The items are too expensive especially compared to prison. IWF: She has seen IWF signs which suggest that there is money owed to inmates. She does not know how to receive the IWF benefits. Cleanliness: Inmates withdraw from drugs when they arrive and they are not provided with any care or attention. The inmates vomit and defecate on themselves and throughout the unit but hazmat does not come. The other inmates have to clean this up. Food: She is not upset about the time that food comes because she understands that it is related to the deputy shift change. The inmates should have more than 10 minutes to eat. Other: Temperature: The temperatures are extreme hot or cold. Bedding: The mattresses are too thin. Pregnant Inmates: The pregnant women are the only ones who receive thicker mattresses. They also receive, extra milk, bread, and eggs or lunch meat as a fourth meal in the evening.</p>
382.	<p>Access to MH: This inmate has anxiety and entered jail on anxiety medication. It took her five weeks to see a psychiatrist and she was forced to be off of the medication “cold turkey” this entire time period. The result was that she had daily panic attacks with no treatment. She called for the emergency mental health staff but those people would not help her because she was not suicidal. Quality of MH: She met with one doctor who listened to her and explained the medication he prescribed. He spent 15 minutes with her. He did not prescribe the medication that she had previously taken that had worked for her. The medications that he did prescribe did not help. She went back and saw a different psychiatrist who met with her for two minutes. The psychiatrist did not let her explain what was happening with her and she prescribed an antidepressant which this inmate did not understand because she has anxiety not depression. The psychiatrist did not warn her of the side effects of this new medication and did not let the inmate ask her questions. She stopped taking the medication after two weeks because it did not work. She refuses to take any other medication because she does not want to see that doctor again. She also has not tried to see the doctor again about trying another medication because an inmate can only request to see a doctor at 6 a.m. and she usually sleeps through the call for the request cards. Programs: The jail should have counseling because there are people dealing with tough issues and they lash out at other people. The jail should have self-help books. She wanted a bible but an inmate has to go to church regularly to receive a bible. Privacy: She felt violated when she had to do the squat and cough when she arrived at jail. She understands that it has to happen, but she thinks that there could be a less invasive alternative such as the x-ray machines at the airport. Grievance/Complaint process: She has not filed a grievance but has not heard good things about the process. A group of inmates decided not to file a grievance over not being allowed to shower for more than 24 hours because. The decision was made because other inmates said that if they filed the grievance then the deputies would retaliate by waking them up at bad hours. The only instance she could think of involving a grievance was when an inmate filed a grievance because she had to take a random drug test. An officer yelled at the inmate for filing a grievance and the inmate yelled back. The inmate was incarcerated and sent to solitary and she has not returned. An inmate can call internal affairs. There is one instance she knows of when someone called internal affairs but as far as she knows internal affairs did not do anything. The incident involved a deputy inappropriately confiscating the inmate’s personal property. Culture: The deputies are disrespectful. For example, they called her “retarded” for not opening her mouth wide enough during pill call. An officer made an elderly inmate bunk on a top bunk, which is difficult for her, because she did not look at the officer during roll call. The deputies responded slowly to an inmate having a seizure because the deputies did not believe the inmate. Out of Cell Time: Inmates are allowed to go outside once every three days. She does not like going outside but she does wish that the jail had exercise equipment because she has gained 20 pounds since being in jail. Programs: The only way to do programs is to move to the program dorm and to do the programs most of the day. The classes are in groups which prevents her from enrolling in the programs because she has anxiety. She would rather have GED books so she could self-study. Access to Physical Health Care: Nurses will not provide over the counter medication such as cough</p>

	<p>drops with an order from a doctor. There was a girl who was throwing up multiple times and went to the door for help but the deputies would not help her. They say do not ask for help unless an inmate is dying. There was a woman who was not taken to a dentist even though she woke everyone up screaming in pain from a tooth ache. The deputies repeatedly said that the doctor was on his way but he never arrived.</p> <p>Phone Call Rates: The phone calls are expensive. Commissary Supplies: There is a lot of variety but it is too expensive such as \$8 for a tube of toothpaste. IWF: She has not heard of the IWF, but she has seen an “indigent kit” on the commissary kit. The kit says “\$1.25” so it is unclear if it actually costs money. Hygiene: People who do not have money on their books only receive two bars a soap but not shampoo, conditioner or deodorant. Inmates are supposed to receive seven pairs of underwear on Mondays but if someone comes Tuesdays they only receive one pair of underwear for the week. Sometimes they have to get rid of underwear in the batch they receive because the underwear has period stains. They do not use enough soap to clean the clothes. Cleanliness: Sometimes they do not receive enough cleaning supplies. Food: It is terrible to be fed at 4 am, 10:30 am and 4 pm. The food tastes terrible and she has been denied a vegetarian diet because it is only allowed for religious reasons. Other: Criminal Case: Deputies have asked her what she is charged with. Other: Deputy Cell Phone Use: When the deputies are outside of the dorm they are on their cell phones.</p>
383.	<p>Physical Medical Care/Other: Physical Health Privacy: There is no confidentiality for her medical condition which is especially upsetting for her because she was recently diagnosed with HIV. She does not want the deputies to know about her HIV because they are judgmental. She has no way to hide the condition if she wants to obtain medical treatment. When she first arrived, the nurses were not providing her medication at the time during which she was supposed to take them. It is her understanding that the time of day that she takes the HIV medication matters. She filed a grievance but felt too embarrassed to write that her issue involved medication for HIV. The deputy found that the grievance did not have merit even though the deputy did not consult with a medical professional to determine whether the inmate’s medication was time sensitive. There was a time that she was concerned over her HIV because she had a cold, but she was unable to express the concern when requesting to see a doctor because everyone would hear. Another time, she wanted to speak with a social worker about her HIV diagnosis but was placed in a meeting near where a number of social workers were meeting with all gay men. She felt it was obvious that she was there because she had HIV which was embarrassing. Access to MH/Quality of Mental Health: She was transferred to Elmwood from another county jail and brought her psychiatric medications (three types) with her. She had to wait one month to meet with the psychiatrist and did not receive two of those types of medication that entire time. She received the second type after talking to the psychiatrist but the psychiatrist refused to provide her with her third medication, stating that it was a narcotic. Without being on that medication, her anxiety has been terrible, she cannot function, she cannot talk to people, and she is shaky and nervous. She did not file a grievance about this issue because it will not help. The second medication she is on has given her many side effects that she previously did not have (when having taken the medication outside of jail) even though the medications are supposed to be identical. When she told the psychiatrist, the psychiatrist suggested taking her off of the medication so now she lies and says the side effects are gone because she is scared he will take her off of it. The psychiatrist did obtain her mental health records. If she has an emergency mental health issue the staff will come right away and this is comforting to her. Visitation: 30 minutes for a visit is too short because her daughter lives far away so it would be too much to come for that amount of time. She does not like having to visit behind glass. Her daughter was not cleared for visitation because she was arrested even though the charges are dismissed. Culture: The deputies are disrespectful by yelling at inmates without first attempting to talk to them, and they treat the inmates like children. Deputies threaten to write infractions unnecessarily. Out of Cell Time: Inmates are out of their cells for six or seven hours a day and deputies hardly let people on the yard. Programs: She is not in a program because she does not want to do classes all day, and she is emotionally attached to the people in her dorm. It would be better to be able to pick and choose classes and if there were “cognitive thinking” or life skills classes. Phone Call Rates: The phone calls are expensive. Commissary Supplies: The commissary is expensive. Sometimes she does not receive items but she has never been charged for items that she did not receive. IWF: This is money for indigent people but any</p>

	<p>money used is charged as a negative balance on their accounts. Hygiene/Cleanliness: The toilets are disgusting because water splashes back when flushed. The deputies do not give them disinfectant or bleach. Inmates are allotted specific times to clean and are provided cleaning supplies only during those times. This makes it difficult to clean because inmates could be out of the unit at that time and others could be on lockdown such that there might not be enough inmates in the unit to clean the entire unit at a given time. Her sandals are unhygienic and many people get athlete's foot. Inmates must wear the same sandals in the shower as everywhere else. The showers smell like pee. The underwear is always period stained, and there are blood stains on the blankets. She now keeps the same clothes and washes them herself. Before, when she received "clean socks," she washed them and the dirt came out of them in the sink. Food: She does not like having to eat at 4:00 am. Temperature: It is too cold.</p>
384.	<p>Grievance Process: She wanted to speak with internal affairs to report an issue related to her criminal case and an inmate in the men's jail. There are two locations for internal affairs and jail staff refused to provide her with a phone number for both locations. A person from the location she did contact met with her and said that she would help but nothing was done and there was no follow up. Other: Mail: She has tried to take this issue related to her case and an inmate in the men's jail to higher authorities by writing letters to various governmental agencies, but she is unsure if the letters are actually mailed because after she sends them the jail mental health staff come to speak with her. Mental health essentially tell her that she is crazy and will not research/google the issue she wants addressed.</p>
385.	<p>Access to MH/Quality of MH: An inmate must wait two months to see a psychiatrist after arriving in jail. The psychiatrists ask inmates which psychiatric medications they want without listening to the inmates or showing that they care for the inmates' wellbeing. They do follow up visits one to two months later. This inmate has seen two psychiatrists who are "good," but they do not look deeply into her issues. Use of Force: In lower level security units there is less force from deputies. She witnessed deputies place a woman who was 9 months pregnant into a headlock and used much more force than was necessary to subdue her. #47 was in a physical altercation with a deputy during booking. She had assaulted a deputy in prison and the booking deputy at Elmwood saw this on her record. The officer pinned her against the wall and was berating her about having assaulted an officer in the past, at which point this inmate pushed herself off of the wall. The two physically fought until the inmate was on the ground with her hands behind her back, no longer fighting and yelling that she was not resisting. After she was subdued, six male officers ran in and beat her up. She was not provided medical treatment, the deputies were not disciplined, and she was charged with a crime (which was later dismissed). Inmate Safety: The deputies always use their cell phones and she knows that deputies have been fired for letting inmates use their cell phones. Grievance/Complaint process: The prison grievance system is much better than Santa Clara County Jail. In prison, the grievance will go up the chain of command if the inmate is unsatisfied with the result. Here, a deputy at the lowest level decides whether the grievance goes up the chain of command. She has filed grievances only to have a deputy tell her that it is "resolved," when the issue is not resolved. Deputies tell her the issue has been dealt with when she presses them as to how the issue was resolved. Deputies destroy grievances and, unlike in prison, an inmate does not receive a receipt for a grievance unless there is a response (i.e. there is no receipt to ensure that a deputy has not destroyed the grievance). Deputies require her to give her grievances about a particular deputy to that deputy and will not accept them otherwise. If an issue in a grievance is serious it will go up the chain of command. For example, she filed a grievance because a deputy was harassing her and the sergeant reprimanded the deputy and made her apologize to this inmate. She believes this happened only because this deputy had many complaints. She has seen inmates call internal affairs and then internal affairs interview inmates, but the phone number to internal affairs no longer works. She has had issues resolved when her family calls the jail to complain on her behalf. Culture: The jail has improved after the publicity/recently and grievances do not go unanswered as frequently as before. Grievance/Complaint Retaliation: When she files grievances, the deputies refuse to give her request forms, do not let her go to the yard, or they generally treat her more harshly than before. Accountability of Jail Staff: Deputies are not held accountable for their misconduct. She can think of incidents where a deputy commits misconduct in front of another deputy and that deputy will "look the other way." Out of Cell Time: Lockdowns and out of cell time are dependent on the deputy. Programs: The jail should offer college</p>

	<p>classes. She worked with a lieutenant to try to obtain college classes through BYU and/or Coastline College, but they were unable to obtain approval. There are many people who want to enroll in the programs but are ineligible because of too many infractions or because there are other inmates whom they are not allowed to be near. Housing: The classification unit places people in higher level security dorms for minimal infractions. The unit says that they will review the inmate's file but there is no way to obtain information about the process and grievances on this issue do not work. There are notes in their file that could affect the inmates' classification but they are not allowed to see the notes. Access to Physical Health Care/Quality of Physical Health Care: The length of time that an inmate must wait for a doctor depends on the severity of the illness. It took her one week to see a doctor for her chronic migraines. If the issue is serious a doctor will see the inmate immediately or staff will call an ambulance if it is emergency. She is satisfied with the medical care provided to her for migraines. Phone Call Problems: The phones will disconnect mid-call and there is nothing she can do about that. Phone Call Rates: The phone calls are too expensive. Commissary Supplies: The commissary prices are inflated by 300% (e.g. ramen and toothpaste). The commissary only sells junk food. She has had issues with not receiving items and there is no way to ensure that the items are there before opening the bag because it is impossible to see all items through the plastic. She has complained about missing items. Sometimes the complaint is recorded and she receives refunds, but that will take months. The commissary staff trade items without speaking to the inmates. Items may be out of stock for months. Hygiene/Cleanliness: There is black mold all over the walls and the showers which she thinks causes her to have migraines on a daily basis. The laundry is not clean because the inmates assigned to the laundry room load too many clothes with too much soap which does not sufficiently wash out. The inmates wash their clothes in the shower the day they receive them, and dirt comes out. She only wears underwear if it is new only and then washes them herself after she has worn them. She receives new underwear because she is friends with someone who works in the clothing exchange. Inmates do not receive bleach to clean. Once a year a health inspector looks at the entire facility. Right before that visit, staff provide inmates with bleach, new mattresses, new blankets and new clothes. The vents are cleaned only when the health inspector is coming. The indigent hygiene kits do not have shampoo, conditioner, deodorant or toothpaste. Food: The food tastes terribly and the timing of meals is awful. Other: Temperature: The heating/cooling always breaks. Other: Infraction process: She has been given infractions frivolously. For example, she agreed to watch her friend through the glass of the door while that inmate was receiving an infraction (to be a witness). #47 was then infraacted for inciting a riot among other charges. She successfully fought two of the charges, but the Lieutenant took her commissary after finding that one charge was true. Inmates used to be entitled to hearings on infractions where they could call witnesses. They still have the ability to have the Lieutenant talk to witnesses but they do not have hearings. New deputies are required to meet an infraction quota which she knows because the deputies have told this to her. Deputies write false or frivolous infractions because of the quota.</p>
386.	<p>Access to MH/Quality of MH: Deputies have mocked this inmate's mental health condition (bipolar). Deputies do not consider an inmate's mental illness when interacting with her. For example, she was sent to a holding cell (isolation) because she was crying after a nurse would not listen to her about her mental health issues. On one occasion, she told a nurse and a deputy that she was suicidal but the response was that she had an appointment with a psychiatrist in two weeks. She says that the psychiatrists are receptive but also said that the first psychiatrist she saw spent five minutes with in the intake visit. The psychiatrists do ask her about her mental health and medication history, but they do not view her prior medical records, which she knows because she has never signed a waiver. The psychiatrists schedule follow-up appointments without her having to request them. Grievance/Complaint process/Retaliation/Physical Health Medical Care: She needed to see a doctor for an abscess but a deputy told this inmate, and four others, that they missed their appointments because the deputy was upset about the noise level. #48 had to wait another month to see the doctor while the condition worsened. On another occasion, she had trouble breathing but was unable to see a doctor because, according to the deputy, it was a holiday. She did not file a grievance about these incidents because she has seen an officer curse at an inmate for filing a grievance and because the grievance process is not fair. One time a deputy antagonized and embarrassed #48 in front of a sergeant. When she tried to complain, the sergeant told her that there is "no such thing"</p>

	<p>as a grievance. Some inmates overuse the grievance process. She thinks it is hard to know when to do something about being mistreated versus when to not “rock the boat.” She considered calling internal affairs when she was unfairly infracted for helping a mentally ill inmate. On that occasion, the inmate was laying on the ground screaming and crying without any help. Inmate #48 was written up because she assisted the inmate, even though she was able to calm the inmate down, because they were different security levels. Housing: She knows an inmate who was moved units only because a deputy had a personal issue with the inmate. Accountability of Jail Staff: The only type of jail staff accountability she has seen is when a deputy is transferred to a different unit, but in general she does not know what happens after a grievance is filed. Out of Cell Time: There are times when inmates are locked down because deputies do not want to work but they are told it is because of a facility-wide issue. She has been outside three times in the three months she has been here. Whether she is let outside depends entirely on the deputy working. Programs/Housing/Custody Inputs (CI's): She likes the programs but wants college and vocational classes. The jail should have a wider variety of programs because inmates are now serving prison terms in county jail. Inmates should be able to take classes without having to move to a “program” dorm. She had to obtain a court order to move into the program dorm because she was repeatedly denied entrance. She believes that she was denied because she had too many Custody Inputs (CI's), but this has never been confirmed and she has no idea what the notes say. Some of her behavioral problems were related to frustration from being denied entry to the programs. Cleanliness: Everyone in her unit has migraines and deep coughs from the unsanitary conditions of the unit including black mold (which is visible). No one will provide them with bleach or other supplies that will actually clean the mold even though inmates have sent in request forms and alerted the deputies. The deputies tell the inmates that “someone” is going to come clean the mold but no one has come. The deputies become upset with the inmates over the cleanliness of the unit but they have no way to make the units cleaner without adequate supplies. Commissary Supplies: The prices are too high and they should not have to buy tampons; inmates do not have to buy tampons in other counties. Hygiene: There are a lot people who do not have shampoo and conditioner because they have no money. The clothing is not properly cleaned and they often have to wash their own clothes. Other: The deputies did not help her when she had to detox off of alcohol and heroin when she first arrived, even though she asked. She has seen deputies help other inmates detoxing by obtaining medication for those inmates.</p>
387.	<p>Access to MH/Quality of MH: She has requested to see a psychiatrist five to ten times, stating that it is an emergency, but has not been allowed to see one without waiting a month because she is not suicidal. When she first arrived to the jail, she did not receive her anti-depressants for a month which caused withdrawal symptoms including the onset of depression. The psychiatrist whom she eventually saw was helpful but the psychiatrist would not prescribe her the dose she had been taking even though she did inform the psychiatrist of that dose and that a lower dose had not helped her in the past. The psychiatrist told her to put in another request to see her if she wanted to increase the medication which would take another month. Her father died while she was in custody, and it was upsetting for her to be in custody during Christmas, but she was unable to obtain help dealing with these issues. She did not call for a chaplain because inmates must wait a week to see a chaplain, but she did go to church which was helpful. Use of Force: There was an inmate whose arm was broken by a deputy when she entered the jail but #49 is unaware of any more specifics related to that incident. Inmate Safety: The deputies will not address issues between inmates so the issues escalate into physical fights. For example, an inmate will ask a deputy to be moved because of an issue with another inmate but the deputies tell the inmate that they cannot ask to be moved. The inmates then physically fight and the entire unit is punished/locked down. There was one instance when two inmates were verbally fighting and then one inmate ran up the stairs toward the other inmate while yelling. It was obvious that she was going to assault the other inmate, but the deputy watching did not break up the fight. The deputy watched the fight for a bit then called for help. Grievance/Complaint process/ Retaliation: Deputies tell inmates that they do not care if they file a grievance. There was an instance when a deputy cursed at a woman who asked for a grievance form. The sergeant investigated the situation but his solution was to move the inmate to a different unit which was unfair in that it punished the inmate even though the deputy had admitted to cursing (although the deputy stated she had cursed at another inmate). People say that the deputies throw away grievances. She has not</p>

	<p>filed a grievance because she is trying to stay under the radar until she is released. Culture: The problems are with specific deputies, not all deputies, and generally involve deputies disrespecting inmates/degrading them by yelling or cursing at them for no apparent reason. The disrespectful treatment of inmates endangers the safety of all deputies because inmates will believe that all deputies are bad. Infractions: There was an inmate who asked a deputy why she was being infraacted but the deputy would not tell her why. She was moved to a disciplinary unit before the infraction was resolved as retaliation for attempting to assert her right to find out what the infraction said. The infractions are not investigated. The superior officers always believe the deputies unless they actually interview witnesses. Out of Cell Time: The inmates are let out to yard once a week or every other week, and have to request to be let out, even though there is a sign posted that says they are supposed to go outside every day. There is only one deputy who lets them out to the yard. Generally, the yard call comes at 7:00 am when people are sleeping and it is cold, so no one goes. The deputies do that because they are lazy and do not want to go outside to monitor the inmates. People have not filed a grievance about this because they do not think that they have rights and nothing will happen. They are on lockdown too frequently and it is not related to fights or security. Programs: She especially likes the substance abuse programs but wishes there were college courses because she already has a GED class. Lower level units have more program options. The programs are only offered in particular units which means that other units do not have anything to do other than sleep, eat, and fight. Access to Physical Health Care/Quality of Physical Health Care: Nurses, and not doctors, generally treat physical conditions and they do not know what they are doing. There was an inmate who had an infection and requested to see a doctor but was sent to a nurse. The nurse said that the infection looked like the inmate had bumped her arm on a bed. The infection spread and she was sent to Valley Medical where she almost had to have her arm amputated. The doctor at the hospital contacted the nurse because of the poor standard of care, but #49 does not know what resulted from the call/incident. #49 broke her foot but was not allowed to have the prescribed brace, and now her foot is permanently deformed. The jail will not provide inmates with prescriptions even if they bring them to the jail or come to the jail directly from the hospital. It takes two to three weeks to see a doctor. It will take one month to see a dentist even if it is an emergency. Until then, a nurse will provide an inmate with salt and Tylenol. The nurses and deputies think that inmates are lying about their medical issues. Some people do “cry wolf” but the deputies should not take the risk associated with not obtaining help for people simply because some people fake illnesses. Commissary Supplies: The commissary is too expensive (e.g. six dollars for deodorant). IWF: The jail charges inmates who are indigent for hygiene kits by imposing a negative balance on their books. Hygiene/Cleanliness: The jail did not provide her with thermals when she arrived (which she is supposed to receive) and she had to borrow some from others because she was cold. Deputies on duty during a shift refused to replace a slipper of an inmate which had broken in half. That inmate lived upstairs so she walked up the stairs in the shoe which was dangerous. The slipper was replaced when a different deputy came to the unit. The mold is a problem. There are plumbing issues and the inmates must clean up human waste when they do not have bleach. A deputy yelled at the inmates for not adequately cleaning human waste when the inmates did not have the proper cleaning supplies to do a good job. The shower in one dorm was clogged for a week and it was fixed only when a particular deputy came on duty. There are gnats in the bathroom. The deputies would not provide her with a squeegee to clean the bathroom even though she wanted to do so because it was slippery and therefore dangerous. The black mold can cause respiratory problems and she thinks her acne is related to the mold or ventilation. Food: The food is not healthy and has too many carbs. Inmates who do not have money for commissary are hungry because of the timing of the meals, so they load up on fattening food. Four in the morning (the time breakfast is served) is too early to eat. The sporks are so small that she ends up putting her hands in the food. Custody Inputs (CI's): She found out deputies have placed negative notes in her file but she does not know what the notes say. This should be changed because how can she change or reform her behavior if she does not know what she is doing wrong?</p>
388.	<p>Quality of MH: The psychiatric approach here is to medicate people and send them away, but she will say that her insomnia is now being addressed. Infractions: When infraacted, an inmate will receive a copy of the infraction and meet with the sergeant. The sergeant can decide whether to take away commissary, move</p>

the inmate to a disciplinary unit, or keep an inmate in a higher security unit. She thinks that certain inmates receive preferential treatment. There is one inmate who gives deputies information about other inmates/what is going on in the jail and this inmate is never disciplined even though she is involved in physical fights. **Grievance/Complaint Process:** Her understanding of the process is that an inmate writes what happened and gives the grievance to an officer who gives it to the sergeant. The sergeant is supposed to then speak with the inmate and officer. Sometimes the grievances go unanswered because they are not turned in or the sergeants are too busy. Inmates filed a grievance against an officer who did things like placing inmates on lockdown because they were too noisy or ransacking the dorms because an inmate left her clothes to hang dry. After Tyree was killed, this deputy threatened the lives of inmates in a "joking" manner with another nurse. That officer was sent to men's jail after someone filed a grievance. The sergeant believed the inmates' allegation about the comment because there were many witnesses. **Culture:** The inmates are receiving newspapers that have the stories about the jail torn out. **Accountability of Jail Staff:** She has never seen a deputy disciplined. They cover for each other. **Out of Cell Time:** Whether, and for how long, an inmate is locked down depends on what is happening facility wide, their noise level, how inmates have been behaving, and who the deputy is. There are sometimes where the inmates do not believe that the facility is on lockdown; they think they are locked down because the deputies are short staffed. The inmates are let out to the yard if and when the deputies feel like it which is generally 20-30 minutes once a week or once every other week. If they do go outside, they are relegated to a cage. **Programs:** The variety of programs and their structure and teachers are excellent. Everyone should be able to participate in different programs versus having it only in one dorm. The inmates misbehave because they do not have anything to do all day. The staff in the program dorms are happier. There is a waiting period from two weeks to one month to be admitted to the program. She was banned from the program at one point because of a verbal argument. The jail needs more counseling and trauma treatment and alternative therapy such as art and crafts, movies, music, meditation or more exercise. **Housing:** She was moved to a higher security level from a program dorm because a sergeant heard her cussing in an argument. That unit was total chaos because the deputies and inmates did not respect each other. **Other: Books:** The officers refused to let her take more than five books with her when she was moved to the higher security unit and she has still not received them. **Other: Personal Property:** When deputies raided her cell they tore the sheets off of the mattress, threw away her extra pillow, threw away her food, and ripped a photo of her daughter. **Access to Physical Health Care:** An inmate waits one to two months to see a doctor, psychiatrist or dentist. **Quality of Physical Health Care:** There was an inmate who fell and hit her head after slipping in the bathroom. She was left in the holding cell for two hours in the men's medical unit without anyone checking in on her. She was sent back to the dorm without treatment (they checked her vitals only). She told the nurses that her head hurt, she was seeing spots, and that her back was hurting. She was provided with Tylenol. The next day she had three seizures and it took 15 minutes for anyone to respond to her. At that point the deputies ordered her to stand up to go to the doctor's office even though she was physically incapable of standing. She did not receive real treatment until she was released shortly thereafter. **Phone Call Problems/Phone Call Rates:** The phone calls are expensive. The officers will shut down the phone calls mid-call or the calls will otherwise drop. The deputies will ignore their questions about the phone problems, and she has no way to know how to contact the phone company to complain. **Commissary Supplies:** The hygiene products are not quality. There are times when inmates do not receive what they ordered and they cannot get refunds or the refunds take forever. The commissary only has junk food. It is too expensive (e.g. \$5 for a mini lotion). They should be allowed to buy brushes (as opposed to only combs). **Food:** The food tastes bad and is unhealthy. Their regular meals are 5,400 calories and consist of too many carbs and not enough fruits and vegetables. They eat breakfast at three in the morning, and if they do not wake up they do not eat. If an inmate has court, she has to take her pills at two in the morning and again at four for breakfast. Inmates become hungry at night because they are fed dinner too early. The food service is unhygienic; she receives bologna directly on the tray. Inmates are not allowed to save their food and reheat it on the hot water bucket later. **Other: Chaplain:** There is a two month wait to see a chaplain or obtain a bible. Sometimes the requests for either are unanswered by the chaplain (the deputies do send the requests because she receives a receipt). **Other: Mattresses:** She has arthritis and carpal tunnel and the

	<p>mattresses are too thin (they go over a metal bunk). The inmates in a lower classification receive new blankets, thicker and newer mattresses and hot water in the bathroom sinks. In this unit they do not receive hot water in sinks and it is difficult to obtain a new mattress even when one has a hole or is torn. The mattresses do not fit the bunks for the most part and is missing padding at the edges. The mattresses have bed bugs. She did receive treatment for bed bugs which solved the problem in two weeks. Other: Showers: They should be able to control the temperature in the showers because right now there is only one setting. Cleanliness: The showers are filthy. The black mold is visible. They do not receive enough cleaning supplies to clean the entire bathroom and dorm and they need bleach. The air ventilation is bad and it smells dirty. They need toilet seat covers. The blankets have holes in them. The clothes do not arrive clean because the inmates pack the laundry too tightly and do not use enough soap. They receive clothes only twice a week and if an inmate arrives after they received their clothes for the week the inmate has to wait for another week to obtain a new set of clothes. The towels are disgusting. The only way to receive clean clothes is to have a friend in laundry. Commissary: The toothbrushes are too small. The spoons are too small. They should not be charged for stationary and hygiene kits if they do not have money. Culture: The majority of staff do not help inmates or care about their needs. The deputies, especially the night shift, and are on their cell phones which has resulted in deputies not responding to inmates when they come to the door with a request. Cleanliness: The only time the inmates receive enough and adequate cleaning supplies is when the health inspector is coming.</p>
389.	<p>Inmate Safety If an inmate says she is in fear for her safety the deputies will transfer the inmate. Grievance/Complaint process/Retaliation: Deputies retaliate against inmates for filing grievances by giving those inmates infractions. She can think of a few times when the grievance process worked. A deputy was repeatedly rude to an inmate and after the inmate filed a grievance the deputy treated her better. She has also seen people file grievances about issues with their mail and those issues were fixed. Accountability of Jail Staff: The deputies are not held accountable. She rarely, if ever, sees a sergeant and they do not see what is really happening in the units. Culture: The deputies yell and are rude. An inmate will ask a simple question but the deputy responds in a rude or disrespectful manner. One time, a deputy was upset that an inmate had requested something too many times and told the inmate that her attitude is “probably why you’re in here.” Not all deputies are disrespectful. There are deputies that will not come to the door if an inmate is trying to get their attention unless it is a medical emergency. If an inmate has a simple question like to obtain a request form or a white-card, she is told to wait for the walk-through at a later time. Programs: The programs available do not meet this inmate’s needs because she has a diploma and does not have a drug problem. She heard about the early release program and it is appealing, but she does not have information about the program other than that what she hears from other inmates. She has not asked for any more information. She appreciates the chaplains. Access to Physical Health Care: This inmate was unable to see the dentist for four weeks when she had a tooth ache. She now has to wait longer because the tooth must be removed and the surgeon is available only once a month. Quality of Physical Health Care: She receives Motrin for her tooth ache. Phone Call Problems: She has no idea with whom to speak about the phone calls dropping mid-call. Phone Call Rates: She is used to the high cost of the calls because of her experience with the system. The flat rate just to make the call is valid for only 15-minutes. It is \$10 to speak with her mother for 30 minutes because she has to pay the flat rate for the call twice (in addition to the minute-by-minute charges). It is difficult for inmates without money to speak with their families. Commissary Supplies: In general, the prices in the commissary are comparable to stores on the outside, but Colgate and shampoo are much more expensive. The soap is too small and does not smell good. IWF: Inmates have negative charges on their bills because of the indigent kits. Hygiene/Cleanliness: The inmates clean the bathroom everyday but it is never sanitized. There is blood on the toilets. Other jails have janitors steam and sanitize the bathrooms, but not here. People pee in the shower and someone defecated in there. Neither hazmat nor anyone else cleaned the shower; the inmates cleaned it. They receive only a small ½ cup of comet and two spray bottles of cleaning salutation which is spread among all inmates. The inmates dump half of the spray bottle in the mop bucket. The rest is for the bathroom, dayroom and pod. That ½ cup of comet must be used for each toilet, stall and sink. The inmates only receive two pairs of socks for one week. They are required to wear sandals to court including when they walk outside in the rain,</p>

	<p>which means that the socks become dirty quickly. The inmates do not receive jackets and have to walk to court in the rain. The inmates receive thermals, but hers is too big and has been washed so many times that the material is too thin. It smells badly even though she has washed it herself. The inmates receive only two pairs of pants for a week even though the inmates bleed through to the pants because their maxi-pads are too short. The deputies will not exchange the pants for those inmates. The inmates receive two bras which is unhygienic because she sweats under her breasts. The bra does not support her breasts which has caused her back pain. She receives only one t-shirt for the entire week; she is not allowed to wear the cover-shirt instead of a t-shirt. The underwear is stained. Since being in custody, she has had more acne because of the cleanliness of sheets and clothes. Food: They do not receive real meat. They eat breakfast too early (4:00 am) which also leaves women hungry from 4:30 p.m. (last meal) until breakfast. Other: Temperature: It is always cold in the jail. Rulebook: She received an inmate rulebook. Mail: She has mailed letters to her family and they have not received them in over two weeks. There have been times that her family has mailed her packages which the jail ultimately returns to the family because of jail rules. She thinks she should be notified when the package arrives and that it is going to be returned because she waited a month for a package that her family told her that they were sending. Jails in other counties notify the inmates when they intend to return mail.</p>
390.	<p>Use of Force: This inmate has witnessed deputies slam inmates to the floor for “disobeying officer orders.” Something like this happens from a small situation escalating such as a deputy telling an inmate to go to her bed but she stops for water and talks back. Inmate Safety: This inmate has a relative (in custody) who has a court order stating that she requires emergency medical attention (for kidney stones) and must be taken to the doctor. That inmate has not seen a doctor, some 1.5 weeks later. She has seen only a nurse who took her vital signs and provided her with Tylenol. There was a diabetic woman who could not physically reach the nurse’s area because she is elderly and slow. The deputy made her wait 20 minutes to obtain her insulin even though she was visibly in need of it because she was shaky and weak. The jail removed #52’s tooth and accidentally damaged another tooth. She is in pain and the earliest appointment she could obtain is in two months. Nurses believe inmates are feigning their illnesses/injuries so it is difficult to see a doctor. Grievance/Complaint process/Retaliation: She is filing grievances about her medical care issue. Certain deputies will move an inmate to different housing or file an infraction on the inmate if that inmate files a grievance because of the deputy’s conduct. She does not think the grievance process is fair because if she has to give the grievance to the deputy who is the subject of the grievance. That deputy will throw it away and if they do not, no one believes the inmate’s word anyway. She does not know how to make complaints other than filing a grievance. Other: Rulebook She received a rule book dated 2008. She has tried to call the phone number in the book to make complaints and the number is disconnected. There have been times that the deputy has told her to look for a rule in the book but it is not there and the deputy says “the rule changed.” Accountability of Jail Staff: The deputies are not held accountable because it is the inmate’s words against the deputies. She has never seen a deputy disciplined. Out of Cell Time/Housing/Isolation: The inmates are on lockdown frequently, and almost all of the day, because they are too loud even though there are 80 women in the room. There is a rule that no more than two inmates may be in the bathroom at any time even though there are six stalls. The deputies tell the inmates that they are entitled to only three hours a week of non-lockdown time. Programs/Reentry: An inmate is ineligible for the program door if she has a “keep away” (another inmate whom she cannot be near). She has a “keep away” from another inmate that was put in place 14 years ago which is preventing her from going to the program dorm. The deputies will not remove the keep away even though both inmates have told the deputies that they have no issues with each other. There is no formal way to challenge the keep away. Physical Health Care: This inmate came into jail pregnant and ultimately had a miscarriage due to the medical care in the jail. In short, the nurse would not send her to the hospital or let her see a doctor even though she reported signs of a miscarriage; the nurse told her that until she had “toilet full of blood” she would not see a doctor. She asked the nurse 4-5 times over a two-day period and was only allowed to see one after she pretended to go into labor. The doctor at Valley Medical told her that the miscarriage could have been prevented if she were brought to the hospital earlier. She asked the nurse 4-5 times over a two-day period to let her see the doctor and was never sent. She filed a grievance when she returned but was released and does not know</p>

	<p>what happened to the grievance. She had another miscarriage in this jail which was also due to inadequate care. Phone Calls: A deputy told this inmate that she could not help her with a problem where the phone did not recognize the inmate's identification number. It was not until the inmate threatened to elicit outside help that the deputy became attentive and immediately fixed the issue with one phone call. Commissary Supplies: A lot of the food is stale. There is no way to ensure that the inmate receives her items—which are often missing. The problem is that if the inmate opens the bag, she cannot complain of a missing item. But, there is no way to see every item in the bag simply by looking at it on the outside. The jail used to let the inmates open the bag in front of the delivery person but discontinued this practice because it takes too much time. If there is an issue with the commissary, the inmates must file a regular grievance and nothing happens. Hygiene/Cleanliness: Her shoes are too big and she has been complaining about this for over a month to no avail. The deputies do not provide the inmates the proper cleaning solutions. They will not provide the inmates with bleach for blood or feces on the toilets. They only have 15 minutes to clean the entire dayroom and bathroom and the deputies will not let other pods help. They only receive two outfits a week. If they wash the clothes and hang the clothes to dry officers become upset, but they are not allowed to have new pants if they bleed through them. The deputies tell them to turn their underwear inside out. The deputies will not exchange the wrong sized clothing for the inmate because they are lazy, which is frustrating because the inmates are infractioned for wearing too tight clothes. Food: The jail does not feed the inmates enough. Other: Infraction: Two inmates were written up for holes in the sheets because the sergeant said that it was their job to tell the deputies that there were issues with the sheets. Everyone's sheets have holes so all of the inmates brought their sheets to the door. As a result, the deputies raided the units and took their extra clothes, locked them down all day, and they could not shower. Cell Phone Use: The deputies are on their cell phones all day and all night. That is why the deputies deny people medical attention or other requests (e.g. for a toothbrush). One time a woman was having a seizure while they were on lockdown. Someone came to the door for help and the deputies ignored them until eventually coming in much slower than was appropriate for the situation. Legal Mail: The deputies threw her legal mail away during a raid. There was a deputy who looked through an inmate's legal mail when he opened it in front of her. Mail: There is too long a delay between the mail being sent and receiving it. Sometimes the deputies return a picture sent to the inmate if the picture does not have the inmate's name and booking number written on it. The jail will not let her write her husband because he is in men's jail (they were co-defendants but have been sentenced at this point). Infractions: The deputies lie in the infractions and there is no way to challenge them. She has not seen a sergeant interview anyone with respect to an infraction. The staff will offer the inmate a plea and will tell the inmate how much worse the "sentence" will be if the inmate takes the issue to "kangaroo court" (the formal infraction process). When she went through the process in 2012, she was not allowed to bring a witness.</p>
391.	<p>Access to MH: An inmate has to wait one month to see a psychiatrist. If an inmate has a medication issue such as a bad side effect, the nurse tells her to stop the medication but still must wait the entire time period to see the psychiatrist. Quality of MH: #53 was suicidal and was sent to the mental health unit. The room was filthy and she was not allowed to have any cleaning supplies because hazmat had been there. This alerted her to the fact that the filth/stains she saw were from urine and feces and they had not been thoroughly cleaned. The deputies are not patient with the mentally ill inmates. There was one inmate who constantly defecated in his cell. The deputies were mean to him. #53 asked him why he continued to defecate his cell, she listened to him, and then she kindly told him that he should not do it anymore. He stopped. The jail's solution is to medicate people. The psychiatrist will ask the inmate what medication works for her, or give her whatever she says she normally takes. She is an addict so this is not healthy. Access to Physical Care: She has excessive thirst and her dad has diabetes. She told the nurse about her symptom/family history and the nurse said it was a thyroid issue but did not do/order any tests. Use of Force: A deputy will twist an inmate's arm and put her in the holding cell for hours if she talks back. Inmate Safety/Cell Phone Use: The deputies are always on their cell phones which has caused delays (usually 5 minutes) between inmates fighting and deputies intervening. The deputies do not see all of the fights; they happen every day. There are people with drugs unbeknownst to the deputies. They do not know about people using/possessing drugs in the jail because they do not care to find out. It makes it hard for a</p>

	<p>recovering addict to be around the drugs. Grievance/Complaint process/ Grievance/Complaint Retaliation: #53 was unjustifiably infringed because she tried to file a grievance against a deputy. As a result, she was put in the holding cell for four hours to wait for a sergeant who told her the issue was resolved. On another occasion, she filed a grievance because she had ants in her food. The resolution was that her food would be refrigerated, but that lasted for only two weeks. Accountability of Jail Staff: Jail staff is not held accountable. She has never seen them disciplined or spoken to about their misconduct. There are some deputies that are mean or disrespectful but others do not do anything. She thinks the sergeants are professional even though they do not discipline the deputies; they are respectful when talking to inmates. Out of Cell Time: They are on lockdown too frequently. They are let outside once or twice a week if the deputies remember. Programs: The WINGS and second chance programs are helpful. She completed six programs but she was moved out of the program dorm because she was in a fight. She thinks that inmates who need help should be able to take advantage of the programs even if they make mistakes. Housing: When she was in a higher level security the deputies let her out of her cell only every other day, and she was able to shower only every other day, because the jail did not have staff. Access to Physical Health Care: An inmate has to wait one to two months to see the doctor. Quality of Physical Health Care: There is no choice between male or female doctors and some things are embarrassing to discuss. Phone Call Problems/Phone Call Rates: The phone calls are too expensive. The phone will drop calls and the inmate loses the money for the call. Jail staff blames this on cell phones. Inmates have tried to contact GTL who say the issue is fixed but it is never fixed. Commissary: She does not have money for commissary so she cannot wash her hair or use deodorant for this entire time (8.5 months) unless another inmate loans her shampoo/conditioner/deodorant. She is serving a “prison” sentence in county jail and she knows people who are grateful for strike convictions because prison is better than county jail. State prisoners receive shampoo, conditioner, coffee, etc. Without money, an inmate here receives water and three meals a day, and there is no way to earn money here. Hygiene/Cleanliness: There are two units with major ant problems. She woke up with ants covered over her and the deputies told her “too bad” when she asked to be moved on this basis. The deputies told the inmates that it was illegal to spray anything. The citricide chemical that they receive attract ants. There are also gnats. She has not filed grievances about this for fear of retaliation. The health department did an inspection and ordered the jail to replace the mattresses because they were ripped and had bed bugs. The jail obtained new mattresses for only some units. There is mold on the walls and the bathroom. The inmates wrote a list for the deputies of issues that needed to be addressed regarding cleanliness, and the only resolution was that they received clean sponges and mops. No one fixed the mold. She receives stained and dirty underwear. The socks have holes in them. She receives only one t-shirt a week, two pairs of pants, two over shirts. Food: Inmates receive expired food. The issue was resolved after she complained, but then she started receiving expired food one week later. The meals are not enough food. Other: Utensils: She lost her spork and the deputy told her “too bad.” She was forced to eat with her fingers until another inmate gave her a spork. Other: Mail: The jail will not let her write her boyfriend because he is in the men’s jail (they are not co-defendants). Custody Inputs: If an inmate has a problem with staff during the day, the night shift will read a note about the incident in the computer and then treat the inmate differently. Infractions: She has never challenged an infraction because she knows she will ultimately receive a lesser punishment because there is no way to win. The staff evaluating the infraction will not interview witnesses; it is the inmate’s word against the deputy. She was in a fight and the staff refused to ask witnesses what happened. Personal property: During raids the deputies take their pictures.</p>
392.	<p>Inmate Safety/Housing: People are not classified properly which has resulted in inmates fighting one another. Deputies knowingly allow inmates with issues between them interact which results in fights. Grievance/Complaint process/Grievance/Complaint Retaliation/Infractions: It is hard to obtain grievances from the officers because the inmate has to request a form from the subject of the grievance and sometimes the deputy will not provide it to the inmate. If an inmate files a grievance, there are repercussions such as being unjustifiably infringed. An infraction causes other deputies to view the inmate in a particular way. Punishments range from no commissary, no visits, rehousing to loss of good-time. It is possible to go to “kangaroo court” to challenge the infraction with the Lieutenant. There was an instance</p>

	<p>where she was infraacted for not moving quickly enough when called to court. The sergeant informally resolved the issue with her by allowing her to clean the jail hours in exchange for dropping the infraction. Somehow the infraction went to the Lieutenant who punished her by moving her out of the program dorm even though she told him that she had completed the work per her agreement. The deputies did not explain the situation to him. She knows people who have called internal affairs who do come to the jail and interview people but she has never seen a resolution from this. Accountability of Jail Staff: Staff are not disciplined or held accountable. She thinks the increased number of cameras has led to more “questioning.” Out of Cell Time: Her unit is on lockdown for most of the day, every day, depending on the officer. The older officers are fine but the younger ones do not let the inmates out as frequently. People complain and nothing happens; the deputies tell them they are only allowed three hours outside of a lockdown a week per their rule book. She has a rule book and has confirmed that it states this. Programs/Reentry: She has become disillusioned with the system because she has been in it her entire life and it has never helped her. She would like to have instructors who care and are qualified. She would like the programs offered at the low security level such as job training and food prep training. She thinks a computer class would be helpful. Only certain dorms have AA and NA; this should change. Other: Staffing Issue: The jail is understaffed which makes everything hard for everyone, especially the doctors who have seen too many people in one day to give each person care and attention. Access to Physical Health Care: An inmate may have to wait several days to obtain Tylenol. If there is a medical emergency the nurses become short and upset with the inmate. The nurses are copying the deputy’s attitudes because they do not behave that way when they first arrive. Quality of Physical Health Care/Pregnancy: This inmate came to jail 9 months pregnant and had a still-born child due to the inadequate care of the jail and their delayed response in sending her to the hospital when the pregnancy became a high risk. Hygiene: There is someone with a staph infection and the deputies put her back in the jail instead of the medical unit. She has a boil on her rear and she sits on the toilet which exposes everyone to the illness. Phone Call Problems/Phone Call Rates: Phone calls are expensive. Her mom has put money on the phone and then it does not show up. Commissary Supplies: The prices are high and there is not enough variety. There are times she has not received items but feels she has the chance to talk to the company about discrepancies. Hygiene/Cleanliness: The inmates are allowed to clean two to three times a day depending on their behavior. The toilet seats are hard to clean because they are not stainless steel. Deputies will not provide inmates with bleach, and the jail does not have anyone come in to bleach or otherwise sanitize the unit. Even the deputies wear gloves when they enter the unit which shows they know it is unsanitary. Clothes are dirty and stained. They are infraacted if the sheets have holes but all the sheets they receive have holes. Therefore, the deputies can always use this as a way to infract someone. Food: The food is bad. Other: Mattresses: are too thin.</p>
393.	<p>Access to MH/Quality of MH: This inmate is in mental health court and has a court order that she is to be provided with specific psychiatric medication, but she has not received the medication. She has bipolar, schizophrenia, and personality disorder. It took a little more than a week to obtain any psychiatric medications. She has been on medication for 30 years so the dose they provided her was too low to affect her. Instead of a bipolar and anti-psychotic medication that she had been on, the doctors put her on an anti-anxiety medication and allergy medication (for sleep). She requested a psychiatrist again because she did not improve and she could not sleep due to hearing voices. He could not see her so she requested mental health who moved her to main jail. She felt degraded and more depressed in main jail because of the conditions. The doctors at main jail prescribed a tranquilizer which was too low of a dose and unhelpful. She continues to suffer and has been in crisis the entire time she has been in custody (a little over a month). She lies about the fact that she continues to hear voices because she does not want to go back to main jail. She was moved out of the program dorm because of her mental health condition. Grievance/Complaint process/Grievance/Complaint Retaliation: She does not file grievances. She had a friend file a grievance and that person was then infraacted and moved to an observation dorm followed by a higher security level unit. Another woman was told that she would be infraacted if she filed a grievance. She was an older diabetic woman who was waiting to be finger pricked. She went to the bathroom during the nurse call, and when she came out the deputy told her she could not go to the call because she was late. The resolution of the grievance/infraction was a finding that she was late for the call. #55 does not call internal affairs for fear</p>

	<p>of retaliation. She worries of the same for contacting a higher official. Accountability of Jail Staff: Deputies are not held accountable for their misconduct. All the deputies back each other up. Culture: The deputies are disrespectful, become angry, and tell inmates to look away when the deputies harass other inmates. Isolation: When people are in the holding cell they have no water food. Access to Physical Health Care: She is diabetic and has thyroid conditions. It took a week for her to receive her diabetes medication. She has repeatedly requested an appointment. Quality of Physical Health Care: The jail will not provide her with one of the diabetes medications she needs, even though they have her medical records. Because she does not have her medication, her hands have become swollen, she is experiencing joint pain, her feet are numb (but at night has shooting pain), and it is hard to walk. She has dentures. She dropped them and they cracked in half. She had to wait over a month to receive crazy glue to put them back together. In the meantime, the jail gave her a liquid diet which left her starving. They switched her a low salt low fat diet but she cannot eat much of the food because she does not have teeth. She did file a grievance about seeing the dentist but has not heard anything. Inmates should be allowed to see the dentist in the place of inmates who “refuse” the day of their appointments. Commissary Supplies: She does not have money so she cannot get food. She does not use the IWF because she does not want to owe money. Sexual Misconduct: She was sexually assaulted by jail staff many years ago and the person was held accountable because many inmates were involved.</p>
394.	<p>Grievances--She holds back and doesn't do grievances for fear of retaliation. She grieved an officer who consistently spoke to the inmates disrespectfully and rudely, but she gave it to a guard on a different shift. The guard was told about it, took it personally, and retaliated by rehousing her. Sergeant talked with inmate and guard eventually was moved, but retaliated against inmate again. Culture--Most guards are “so great”, but many young officers are on their phones a lot. More a problem with younger guards. Guards are pretty respectful with their language, with a few major exceptions. Programs—she wants programs, but can only do packet programs because no programs are offered for her classification and housing. All inmates should have access to programs to better themselves. Visitation—they're cut short; only get 30 min., though Main Jail gets 1 hour. Phones—gets phone access enough. Medical care—she had a misdiagnosis and got the wrong medicine. Delay for appointments is, at most, 2 weeks. Guards usually give them what they need for menstrual cycle. IWF—they have a few board games and hand balls, but never heard of IWF. Mental Health—MH has been responsive (i.e. within the hour). Excessive force—women inmates get shoulders dislocated, bruised, stepped on, etc., while getting handcuffed. It happens when they're trying to lock women down, as if to say to the inmate, “if you're not going to lock down, then this is what's going to happen.”</p>
395.	<p>Mental Health—they need consistency with MH providers and counseling in order to establish necessary trust to heal trauma they've experienced. Hygiene--they only get 2 menstrual pads per shift; it's not enough. Out of cell time—they only get only a little time (2 hours/day) in the smaller dorms. They need more, like is offered in program dorms, for more mental stimulation. Without it, the mind stays focused on the past. Limited time out of cell interferes with phones calls to attorneys and families. Even if there's a schedule for out of cell time, it's often not followed. In the smaller cells, it's sporadic. Culture--there's variation among guards in how respectfully they treat inmates. The problem seems to be when guards bring their personal problems to work. Guards often ignore inmates' requests for help or information. Classification—downclass decisions can take a long time and the inmate doesn't know what's going on. Need more transparency and updates about classification requests so inmates can set their expectations accordingly. Programs—should be more re: family issues, domestic violence, especially with good teachers who have walked in inmates' shoes. Grievances—“I've filed a grievance and I'd never do it again.” Guard took it very personally and escalated the situation, resulting in inmate getting 7 infractions and being rehoused. She thinks officer would either rip up grievance or not take it seriously. Instead, she would talk to a responsive officer on a different shift if she had a problem. Rulebook—should be required reading because new inmates don't know the rules.</p>
396.	<p>Grievances—Inmate got rehoused by guard she grieved. Put her in dirty cell as punishment; wouldn't give her supplies to clean it. Asked for grievance forms; c.o. wouldn't give her one. She doesn't use grievances unless it's really bad because it will come back on you. Guards protect each other. You can call Human</p>

	<p>Relations—if you make a really big deal, they will try to help you, but not for everything. Culture-- Guards incite inmate on inmate tensions, don't go by Rulebook unless inconvenient for them. Guards take out their problems on inmates in shakedowns, yelling, having attitude, being verbally aggressive, not professional. Inmate safety--Her mail was given to co-defendant she was testifying against, resulting in her family having to move for fear of safety. Guards didn't respond to her statements about need for protection. Guards are sloppy with mail, receipts, white cards, etc., though, so that inmates can see each other's info, which can cause inmate-to-inmate dangers. Medical--her appointment was rescheduled 6 times because jail was short-staffed. Quality of healthcare is bad; she isn't getting what she needs for chronic condition. Normal delay for appointment is 6-8 weeks. Pill call nurses don't care about the inmates. "It's so hard to get appointments and be listened to." Out of cell time—they get less time out of cell recently, and none at all 15% of time. Guards say it's because of being short-staffed. Programs—Level 3 & 4 women have no programs, though they recently started meditation and journalism for some of them. There's "nothing to give us a better mindset or prepare us for society" or help the women heal the things that have happened to them. Even when they have class, inmates have to trade off out of cell time for classes. Newspaper—each housing unit should have its own, but they don't. Attorney phone calls—they don't get time out of cell for legal calls. Phone calls—hard to call home when programming time doesn't correspond to time your family is available. Calls are too expensive, especially if not local. Rulebook—wasn't given one, and had to ask for it. Inmates don't regularly get them at processing. IWF—hasn't heard of it, even though she's been here over 7 years. They have a board game. Requested more balls. Hygiene—don't get enough soap or menstrual supplies. Facility is dirty...cockroaches, ants. Inmates put in grievances, but it doesn't change. Repair people don't clean up after sewer repairs, so inmates are asked to clean up sewage, sometimes without bleach. Underwear and bras are disgusting, stained, dirty, smelly; inmate got scabies multiple times.</p>
397.	<p>Grievances—some officers act unprofessional about grievances. It takes forever to get a response, and even then it doesn't change. She just deals with problems directly with the guard on duty or does nothing. Culture--some officers just don't like certain inmates, so they'll ignore those inmates, or make sarcastic comments or ask weird questions. An inmate has to wait until a guard who likes them is back on duty to change the situation. Very few guards are really concerned with inmates' needs. The guards don't like to do extra work and they just pass the work over to the next shift. A lot of these women have MH issues, PTSD, and trauma, and the guards need to deal with them more delicately. Inmate safety—an inmate threatened her but guards didn't want to change anything because then it would reduce program time for all women in unit. Out of cell time— Guards say they don't have enough staff to do full out of cell time. It's much more restricted than in the past and is at odd times, which makes it hard to call family and attorney. She gets claustrophobic in her cell when she doesn't get enough time out. "It makes you crazier than you really are." Attorney phone calls—she asks to come out at different times to make a legal phone call, but guards won't let her. MH—when she asked to see them, no one came. Later, MH took her to psych downtown, which released her quickly. She thinks that all happened because the guard had a grudge against her. Medical—pill call nurses don't seem to care. They're not responsive; just say to put in white cards. Books—jail needs to circulate the books around.</p>
398.	<p>Visitation—It would be good if people of all classification levels could have contact visits unless their behavior requires otherwise. She has small kids, but can't ever hold them, even though her behavior is good. Sometimes, her relative's name is on the list, but the guard says it isn't, so her relative can't visit. Phone calls—too expensive, should be lower so she can talk to her kids more. Culture—big variation in guards; some are good, some bring attitude to work. Shows in how they speak to inmates, saying little unnecessary rude remarks, tossing food. The guards use a change in housing as a threat or to retaliate. Grievance—she doesn't do them. But, when she did in past, the response she got that was written on paper did not match the guards' actions. Even if the jail does take action, it takes a long time, so she just tries to deal with it on her own. IWF—hasn't heard of it. Doesn't see evidence of it. Programs—they just started meditation and English, but she can't do them because of her classification, which causes her to be lonely. It would help mentally, give peace of mind, if they had access to do programs.</p>
399.	<p>Grievance—she was going to file one, but when guards saw it in her cell, they tore up her cell and messed up her things. She didn't file the grievance. "You kinda just have to bite your tongue about everything in</p>

	<p>here. They single us out.” Infractions—the guards use an inmate’s release date against them, then give infractions, which extends days in jail. To appeal the infraction just brings more heat on inmate, so most just let infractions go. “You just have to grin and bear it.” Culture--there’s no consistency in implementation of jail policies. Some guards are good, but others are awful—it comes through in speech, mannerisms. A lot of the new guards coming in are great. There is a guard who calls the women “bitch” and “hoe” all the time, though that is not typical of how most guards talk to them. Another guard purposefully embarrasses them in front of all the others. When guards do cell sweeps, they really mess things up. Guards are always on their phones. Guard accountability—there is never accountability. Medical—a girl in her unit was having a miscarriage, and the nurses didn’t respond for 2 hours, even though they knew about it. When a fellow inmate/nurse tried to help, the guards wouldn’t let her. Only when a bad incident resulted in another inmates’ death did medical start responding. Out of cell time— they need more. There are times when the inmates go 3 days without. Guards make excuse about why there’s lockdown. It’s easier for the guards that way. It’s mentally really hard here. Programs—Need more physical education and group exercise classes. They’re stuck in their cells all day. They need coloring pages and crossword puzzles without having to wait weeks; need music. Visitation—visitors have to come really early, which wastes the visitors’ time just sitting there waiting. Phone calls—often get cut short when the dorm gets locked down. MH—they only want to know if you’re acute, otherwise, they don’t talk with you. Reentry—there are so many barriers to her success when she gets out, but there’s no help for reentry planning. The Reentry Center can’t give specific information about real resources. She gets out really soon, but she doesn’t have a plan because she can’t get good information in jail.</p>
400.	<p>Culture--Guards are rude and high-powered, treating the inmates like animals. Grievances—guards always prevail. The jail didn’t ever address her grievance until she contacted MH, then they finally listened to her. Inmate now just stays away from trying to fix anything because she doesn’t want to get punished or disciplined. Internal Affairs—IA didn’t answer when inmate called, so she abandoned IA process. Culture--Night shift guards are bad; day shift is fine. Bad guards treat people differently based on race. Other guards, if you respect them, they’ll respect you, do job in a professional way. Mental Health—the therapists here just want to know if she wanted meds or wants to hurt herself, but they should offer more talk therapy. Time out of cell—It’s worse now. The good thing is that there are more classes, but now they have less time to do basic things like shower and phones calls, because class time is taken from out of cell time. They get full program time at night only because there are no classes. Sometimes, free time is so late at night it’s too late to call her family. Medical—she had a 103 fever for 3 days, and her heart rate was up. She asked to go to hospital because Tylenol was ineffective. Her mother intervened from the outside and it changed, but guard didn’t give her the message about her mother’s visit for 4-5 days. They should have nurses with more training—nurses haven’t been skilled enough to draw blood. Hygiene—some guards don’t give them enough menstrual pads, and the pads are very bad quality, so it’s not enough.</p>
401.	<p>Grievance—She has tried giving a grievance form to a different shift, but some guards don’t turn them in and some try to dissuade you from filing them. If you grieve bad guards, they retaliate, so she rarely does it because she’s serving a long sentence and doesn’t want bad treatment. When she grieved an officer, the officer got mad and moved her to an ant-infested room with a broken toilet as punishment in the middle of the night. Officer took her into unmonitored closet at 2am. Another inmates’ mom reported it to IA, who took inmate’s statement, and guard was moved to different unit. Classification--She got upclassed and doesn’t know why, though she thinks it was due to IA’s investigation, as retaliation. She has asked what she needs to do to get downclassified, and no one tells her. Inmates get CI’s (“custody inputs”) the inmate can’t see and can’t explain their side of story, but the CI’s get used to make classification changes. MH—it took 3-4 months to get a MH appt. Certain doctors don’t listen to her. Visitation—Level 4s should be able to have contact visits, too. It should be based on behavior, not classification. She can’t downclass because of her charges, so though her behavior is good, she can’t see her kids with contact. Commissary—should have healthier options, like dried fruits, veg, and protein. Hygiene products don’t reflect ethnic diversity...they don’t have the right personal care products for different ethnic groups. Hygiene—she got TB in jail because of being placed with a super unsanitary person. The doctor didn’t give her any info or explain the medicine’s side effects or anything. Eventually, the nurse did. Guards are really stingy with menstrual pads. Culture—</p>

	<p>guards bend the rules for favorites, ex. letting Level 4s be a trustee when the policy is that the Level 4s can't be a trustee. Inmates can't get a clear answer about why there are exceptions to the rules that don't conform to official policy. Some guards make the inmates fear them. 80% of guards are pretty respectful, but the other 20% will make your life hell. Housing--Officers using housing changes as punishment. She has gotten moved by officers trying to prove a point to her, sometimes in middle of night. Time out of cell--they now get more classes, but have to stay locked down the rest of the day. At night, they get time out, which makes it hard to call family and attorney. They get more time on weekends. Food--now they only have tiny spoons that don't work and they could swallow. It's a little thing, but it makes a big deal in daily life. Medical--there is no eye care here, and she needs it. Rulebook--got one when she came in.</p>
402.	<p>MH--biggest issue--doctor told her to put in a white card, so she did, but appointment is delayed for 6 weeks. She can't get the medicine she needs, even though she was on those meds before. Doctor said it's not allowed, but alternate medicines don't work for her. Medical-- Doctors here don't know enough. You can only turn in one white card, and only at the 11am pill call, which means you can't turn one in if you're out to court or have multiple issues, so you can't get what you need. You can't get a general appointment, like for a physical. Dental--it was put off 3 weeks. If you don't have a fever at that moment, you don't get seen. Dental only wants to pull teeth, but she needs her teeth to eat--would be better to fix them than pull them her glasses need to be fixed, but jail won't do it. Mail--Indigent inmates can't get legal size envelopes for free, or postage for them, so indigent inmates can't do their legal mail. Also, there's no way to copy legal documents, unless going to Friends Outside, which takes 2-3 weeks. Big problem for legal case. Out of cell time--it varies a lot, from 10 minutes to 2 hours. It's really fickle. If they're locked down in the evening, they don't get a shower. That's a problem for hygiene, especially with the lack of hygiene supplies. They need more time out of doors, and they get cabin fever, lack of fresh air. There aren't a lot of places to run and be loud. Even when outside, there's not much place to play, the net is tangled. Commissary--food (top raman) is too expensive, especially compared to state prison commissary. Why doesn't the county use the same vendor as the state? Hygiene--the indigent hygiene kits don't have enough soap, and no shampoo/conditioner. Blanket exchange is only once a month, and they don't always exchange thermals; needs to be more often. Even if you buy slip-on shoes in commissary, you can't wear them during program time. Rulebook--she was given one when she first got here. IWF--hasn't heard about it here. They have a few games.</p>
403.	<p>Grievance--she got the paper response back, but it didn't change anything. She can approach some of the guards, but not all, to help her solve problems. Reentry--she is waiting for a release date, but can't get good information about when the community option she needs will be available. Mental Health--MH is pretty responsive and the quality is fine. Medical/dental--she gets what she needs, not much delay. Out of cell time--for the past couple of months, she has been getting more. It's enough for her. Programs--there is a booklet program available.</p>
404.	<p>Out of cell time--there's not enough yard time. All levels need more yard time and exercise. Across the units, they rarely use the yard. They spend too much time on their bunks and even have to eat on their bunks. Also, the mattresses are really bad, so because they spend so much time on their bunks, their bodies hurt a lot. Culture--the guards are fine. They all have pretty decent attitudes. Grievance--her single voice is not enough is not enough to do a grievance successfully, so she doesn't do them. She doesn't want to rock the boat. Infractions--sergeants have been fair to her in the process. Programs--there are classes (landscaping, computers), but if they don't want to go to school, they have to stay inside all day. Food--inmates with long sentences need better nutrition. Commissary--need more nutritious products and better personal care/cosmetic items. There is no healthy food available. IWF--she's heard of it for provision of indigent Commissary packages, but nothing else.</p>
405.	<p>Culture--some guards are good, but some are terrible. Some lock the inmates down too much. Guards display heavy racism. The male guards who come here from downtown treat the women harshly like the men. Staff aren't trained to deal with inmates' trauma and mental issues; they should be. Guards don't have a public service attitude, so the inmates get no help. Guards will lock them down, retaliate, use racial comments, etc. She thinks the guards are mad about working here. Classification--She got upclassed after she was attacked and responded in self defense. The jail acknowledged that it was self defense, but still</p>

	<p>upclassed her. A racist sergeant overrode the sergeant who had made the initial decision and upclassed her; it was racially motivated. Inmate can't get information or challenge the decision because classification just says "resolved." Some good guards will call classification to find out what's going on. No transparency about why she was moved or how to get back. Medical—"Medical is hopeless here." When she came here, she had open wounds from prison that were still being cared for. The nurse & doctor misdiagnosed her and cut her open right in the unit, then sent her back to her cell without bandaging it, and then didn't have follow up visits. Doctor said she should be checked twice a day, but guards didn't check her at all, and infection worsened. She got hugely infected and had to be admitted to the hospital twice for lack of ordered follow-up care. Jail doctor still hasn't seen her. Medical appointment keeps getting cancelled here, so still isn't getting the meds the hospital ordered. She has a chronic health condition that makes follow up necessary. Death in family—court & facility denied hospital's request that inmate visit her child on deathbed, to make life support decisions. The jail shouldn't have had that much discretion in the decision. Out of cell time—there's way too much to think about life difficulties in this unit where there are no programs offered. She comes out of cell for 1 hour to make calls, shower, etc. If there are lockdowns, they don't even get that. It's not enough. Grievance—staff "loses" grievances or just doesn't care. If inmate grieves an officer, the officer treats them badly by denying time out of cell, water requests, etc. . Visitation—jail has too much discretion in denying emergency contact visits, which she needed after death of her child.</p>
406.	<p>Hygiene—bathrooms have moldy and are nasty. Grievances—her friend did a grievance, and the officer immediately came to her and sent her to disciplinary housing for the grievance. She's scared to do a grievance because of getting an infraction for doing so. Some of the grievances just get torn up. To solve problems, they just tell the guards, but that doesn't change anything. Culture—guards talk disrespectfully and cuss at them. It's most of the guards, but some are nice. The women get locked down too much by the bad guards. Some guards don't go by the Rulebook. They want to run the jail they want to, not the way the rules say. Medical—appointment delayed 3 weeks, but then the care was ok. Mental Health—she has to wait a long time for appt. Mail—she's not getting hers properly. Out of cell time—they only get to go to the yard 1 time/week for about 30 minutes. Guards say they're short-staffed and lock them down, but then there are a lot of guards just standing around. Programs—the programs in her dorm are good.</p>
407.	<p>Long-term prison sentences--Big problem—the jail is not equipped for inmate serving long-term prison terms who would have been in prison before realignment. "I would rather have gone to prison." Now that prison inmates are here, the jail needs to take a look a lot of things. It's a problem for inmates who are here serving long sentences (ex. mattresses are horrible, no writing pens, too little space to store belongings). Guards are provoking fights by not giving enough storage space, because then inmates steal from each and create tension and envy. Her stuff is vulnerable, and there's no place to put things securely, while they're in class, interviews, etc. Out of cell time—they don't get enough exercise, only get to walk the yard, no running, can't go on grass. The time varies. Hygiene—she got a fungus from the dirty clothes, they're so nasty she doesn't turn them in for cleaning. Indigents aren't given shampoo, and some come in with lice, so it makes jail unsanitary. Should give indigents shampoo/conditioner. Little tiny toothbrush and spoons are also a problem and degrading. Housing—there should be a separate dorm for people serving prison terms who have different levels of respect for jail rules than the short-termers who cause more problems. Commissary—way too expensive. They should use a different vendor that has better options and not so expensive. Grievances—she filed one, but the officer just cited the out-of-date rulebook and wrote "resolved," when it wasn't resolved at all. When she did one in the past, it didn't solve anything either. She is going to write the facility captain next time. Mail—it seems they don't pick up the mail every day. Her magazines are ripped up.</p>
408.	<p>Gender issues—there shouldn't be male guards in women's dorms. The male guards, one in particular, always peer through the windows. She likes all the guards, but the peering of the male guards is very offensive. Mental Health—when she said she needed to see someone, MH came quickly. But for other inmates, MH takes a long time coming. It makes her uneasy that she may have to wait in future, too. Hygiene—there's black mold in the showers. It's atrocious. Women wind up with staff and fungal infections. Grievances—if you have a grievance, why do you give it the officer on duty? There should be a box that is only opened by the Captain's office. They shouldn't go through the c.o.'s hands. That's why inmates don't</p>

	think grievances work. Culture—sometimes, officers do need to hold a tough line, and that’s okay; sometimes, officers cuss, which seems unnecessary.
409.	Grievances—she got put in a holding cell, then asked for a grievance and officer said there weren’t any. Officer said she was giving her attitude. She later did the grievance, and got a response. Culture—A guard said “Right or wrong, I’m always gonna be right.” That’s the attitude of a lot of guards, but not all. The guards take things too personally. It’s wrong that inmate can’t do anything about things that are wrong without getting in trouble. When inmates try to stand up for themselves, they get infracted. So, they hold their tongues. She has some custody inputs (CI’s), but inmates can’t know what they are. The rules change all the time, and inmates try to look at their Rulebook, but it’s outdated. After the last text/jail scandal, the inmates couldn’t watch the news because jail was scared of riot. Out of cell time—guards give it when they want to. It depends on the officer. Some dorms don’t ever get yard time. Some of the guards won’t let the inmates get water when they’re supposed to be on their bunks, though the rules say they should be able to. Programs—programs are good. IWF—barely heard of it. They have a few games and basketballs, but not much. Food—there is sometimes expired food (milk and fruit cups).
410.	Medical—big deal: She went in for testing and they said they’d call if anything was wrong. They didn’t call her, but she put in a card for an appointment to go ask about test results and it turned out she did have something medical had not called her back about. The doctor was horrible. He wouldn’t give her any information and wouldn’t treat it as an emergency, so this woman can’t get treatment for this chronic disease she just found out she has. Doctor was so rude and hateful to her. She’s worried about other people in here who never get called back with positive test results and are walking around with diseases they don’t know about. Medical privacy--She didn’t grieve the medical staff because she doesn’t want the guards to know about her medical issue, and she doesn’t see any options for addressing the problem while she’s in jail. Grievances—some people are scared of retaliation and would turn them in to a different shift than the one that’s problematic. Culture—some staff are friendly.
411.	Lack of information—This is a big deal, that inmates are never told what is going to happen, when, or why. It would help the inmates so much if guards would give brief reasons for things (e.g. why/not or when things are happening.) It would help ease inmates’ minds to know what is going on and use their time better. Classification—there’s no transparency in the system. She put in many requests and tried to be a trustee, but could never get an answer about why she was denied. Jail needs to let them know the criteria and reasons for denials so inmates can do what is needed to progress. Culture—the guards here now are pretty respectful, but in the past some have been bad. Grievances—she doesn’t file grievances because she doesn’t know what guards might do to her. Mental health—some inmates are afraid to get MH help because they don’t want to be put in a MH dorm. Food—there’s too much starch, especially for how inactive inmates are. Yard—it should be open more, but it’s hardly ever open.
412.	Use of Force—she was accused of giving an officer a hard time, and 15 officers started beating her up. She was pregnant, but miscarried right after being admitted to jail. Medical—when she was having a miscarriage, she was bleeding so much, but nurse wouldn’t give her help and didn’t believe her that she’d been pregnant. Culture—guards ignore her when she asks for help, even when she was having a miscarriage. Phones—she gets enough phone time, but calls are too expensive, which makes it difficult to keep in touch with her kids. Classification—she gets upclassed without an explanation as to why. Hygiene—clothes and mattresses are dirty and very poor quality. Even if you wash them, they’re still dirty. Grievances—she asked a guard to put some personal items for when she gets out of jail, but the guard threw the items out instead. She wants to grieve the officer, but hasn’t because she doesn’t want to get in trouble from that guard. Housing—there are a lot of drugs in one of the dorms. She sees women smoking dope and shooting lines in the bathroom. There’s no peace there.
413.	Grievances—when she asked for a form, the guard wouldn’t give it to her until the inmate told what it was for. The officers try to dissuade them from filing grievances. Guards have come back after taking a grievance and asked “why are you grieving me?” She feels like “we’re just completely hopeless” about having their voices heard. If she has a problem with one guard, she asks another “cool” guard to help with that issue. Culture—The newer guard, especially on night shift, treats the inmates really bad. The older guards are chill, but the jail is training the new ones badly, to not treat inmates with basic respect. Medical—she still hasn’t

	gotten her pills, even though the jail has her prescription already. Even for a serious incident, you have to wait 2 weeks for an appointment. She has a chronic disease, and is not even getting her basic meds. The doctor just doesn't care. She has seen at least 3 miscarriages in the jail, and they don't get good access or quality of care. Out of cell—they only get to go out to the yard about once/week.
414.	Classification—she got upclassed very suddenly and got no explanation why. “We don't have to tell you anything.” She couldn't find out if she had any CI's or what the problem was. How can she correct herself if she doesn't know what she's doing wrong? Grievances—she's filed a few, but never got pink receipt, response, or resolution. She wants a way to report guard behavior without retaliation. Visitation—for relatives who don't use computers, there needs to be a better way to register. The computer is a barrier. Legal information—jail needs to post information about phone numbers and other basics so the inmates know who to contact about particular things (like Jail Observer Program) because guards often just say “I don't know.” Programs—good, but because the inmates are out so often, they need a way of getting reliable information from people/services who come by their dorm when they're out. Culture—inmates need to be able to talk to program staff or mental health without a guard first asking “why?” There's too much favoritism. Some guards are respectful. There's a lot of variation in how guards interpret the rules. Guards shouldn't be so snappy when inmates ask questions. Inmate safety—guards need to watch dorms better because there's a fair amount of sexual behavior that shouldn't be happening. Guards should be observant, not on phone all the time. Inmates need ability to talk to c.o. to report inmate misbehavior without being labelled a snitch. Guards don't pay attention to inmates' subtle ways of trying to get their attention when something is going wrong. Medical—she told nurse about a health problem, but nurse acted like he didn't care. She put in a white card, but never got an appointment and hasn't gotten care yet. If she has a headache, she still has to put in a white card, even though headache is gone before appointment arrives. Out of cell—they're locked down too often, too much time on bunks. Inmate Welfare Fund—she's never heard of it. Mattresses—they need to be better, thicker for inmates serving long sentences.
415.	Medical errors—in September 2015, an inmate was given the wrong medication and died in her sleep. This inmate was assigned to that woman's bed, and the neighboring inmates told her about it. Another woman (cancer survivor) was given wrong medication. A lot of time, medical staff doesn't give the right medication because many names are similar and pill call nurses don't check inmate numbers. Inmate safety—guards will single out a single inmate and say to others “this shakedown is happening because of her.” This creates problems between the inmates and needs to stop. Grievances—often, a guard won't give you a form when you ask or makes you explain why you want one, then tries to persuade you not to file it. Culture—officers cuss at inmates all the time. The older ones will say “I just don't give a f***.” The newer guards are ones. Some take their problems out on the inmates or take things personally. Sexual harassment—guards regularly call the women inmates “bitch” and “broad.” Hygiene—the jail puts addicts in general population, even when they're detoxing, which is bad because other inmates have to clean up their feces/vomit without proper supplies. The Hazmat crew doesn't usually come clean up feces/vomit. If there is feces/vomit at their worksite and the women refuse to work around it, they get fired from their jobs; the women had to have someone on the outside contact OSHA to finally resolve this problem. News blackout—when there's unfavorable news about the jails, the inmates get locked down; no TV/newspapers until the issue has passed. Yard—they often go for 3 days with no time outside, especially if a guard is made at them or punishing them for one inmate's mistake.
416.	Medical—if she misses pill call, she can't turn in a white card for 2 more days because they only accept white cards at particular times. Why can't they turn in white cards any time? In addition to delays turning in white cards, there are long delays with getting medical appointments. When they do finally get seen, the quality is okay.
417.	Grievances—she doesn't do them because they just get “lost.” So she just bottles up her complaints. Accountability--There is a particular staff person engaging in serious misconduct and breaking the rules without consequence. She wants it to stop because it makes her feel really uncomfortable. But, there's no good way to deal with the situation because, if she grieves the staff person, everyone will know about it and she'll be in danger because he can seemingly do whatever he wants without being held accountable. This staff person cusses, screams at inmates, and is derogatory to them. He plays one group of inmates against

	<p>the others so successfully that the inmates fight in the dorms. He lets inmates use his personal phone, which the guards know about. She has seen beer cans in his trash. Plus, he violates the rules by pulling non-work-approved inmates out to do work. It's pervasive behavior—"he goes by a different rulebook." Mental Health—she has accessed MH to talk through her concerns about this staff person because she knows MH has to keep things confidential. Culture—a lot of guards treat inmates like human beings, but there are other guards to just steer clear of.</p>
418.	<p>Medical—she came in addicted. Medical wouldn't give her a "kick pack" to help detox, even though they give them to some people. She was so sick, but they gave her a laxative rather than an anti-diarrhea medication, which made her have blood in her feces. She couldn't sleep for 3 weeks, nor eat for 1 week, but they wouldn't even prescribe Insure. She couldn't get a medical appointment for 3 weeks, and she continues to have 3 week delays for appointments. One doctor won't even listen to her; told her she could only be seen for 2 things at once, even though inmate had multiple things wrong. Mental Health—she had to wait 1 month to see a psych and get the meds she was on when she came in. Hygiene—they need better cleaning supplies so they can clean deeply occasionally because the jail is so dirty. Clothes are so dirty. Jail doesn't exchange their thermals at all. They need a change of clothes. Toothbrushes are horrible, insufficient to keep clean teeth. Inmate safety—inmates need more bin space to store personal items and commissary goods. Inmates can't comply with the rule to put their things away if they have nowhere to store them. Culture—during shakedowns, guards excessively mess up inmates' things. Guards call them "stupid." Exercise—they don't get enough exercise or time in the yard. It depends on the guard; some give more time in the yard. Grievances—she wants to go home, so she doesn't want to rock the boat or do grievances. If an officer "resolves" a grievance, the guard doesn't even have to pass the grievance along, so no one outside ever knows about it. Even if she did one, she doesn't know if it would do anything, and guards take them personally. Food—it is too long between dinner and breakfast. They get really hungry. They don't get 2 hot meals/day, like they should. Rulebook—it's really outdated.</p>
419.	<p>Medical—it's horrible. Her roommate miscarried, but the baby was dead inside her for 3 days before she got treatment. The doctor misdiagnosed her, thinking the baby's heart was beating, even though it was the mother's heart. Generally, there's a 1 month wait for appointments. Dental—there's no preventative care, and there's a 2-3 month wait for appointment. Mental health—a lot of people don't go see MH because they don't want to get locked down on a MH dorm. MH takes it to the extreme, which she doesn't want, and she doesn't want it on her record. So people hold things inside of them, then burst out in fights. Food—there's a real lack of nutrition in the food. It's all starch and little variety, not balanced meals. She has no money for Commissary, so she can't supplement. Now she's borderline high blood pressure, though she was fine before. Grievances—she doesn't file grievances, but just sucks it up and waits for the right guard to ask for help. Inmates know "don't mess with that guard." The stronger inmates do grievances; the weaker women can't do it because it would rock the boat too much and make life too difficult for them. Culture—guards can be very disrespectful. The older guards are better. New ones are worse, though some old ones are real jerks, too. Guards humiliate inmates, which makes them close down, which is so bad because a lot of women come to jail with a lot of emotional damage. Out of cell—they need more yard time. They only get it on weekends. Inmate Welfare Fund—it should provide better mattresses.</p>
420.	<p>Medical—This is a big deal. She had exceedingly heavy menstrual flow after recent delivery of baby. Doctor never examined her. They just drew her blood and said it was normal, but it wasn't at all normal. Outside of jail, her doctor would have sent her to the hospital immediately, but she got no care from the jail staff. Her outside doctor gave her a note for a vegetarian diet, but the jail won't give it to her, so she hardly eats at all. Visitation—guards won't let her baby in to visit, saying "no babies under 1 year" but they're just making that rule up. Phone—her child's dad is also in jail, and they can't legally communicate. They need to talk, though, in order to co-parent. Need some change to ban on inmate-inmate communications for co-parents. Exercise—they need more yard time for exercise. Program—it's good, though it was better when it was more regimented. Grievances—you may get a grievance back that says "resolved" but it isn't. She doesn't file them because officers tell her they not going to do anything in response; they do no good. Grievances shouldn't go to the guard who is grieved. Hygiene—blankets have holes in them; sheet don't cover the mattresses; the clothes are really dirty.</p>

421.	<p>Medical—she was detoxing from drugs when she came in. Medical didn't do anything to help. She thought she was about to die, but all they did was give her Advil. Mental Health—MH does not come see her right away. She had to wait 1 month. Then they gave her meds for a different condition she doesn't have, and no information about the new drug, and it wasn't right. Hygiene—the clothes are so dirty. They only get 2 bras, and the jail doesn't ever exchange thermals. But, inmates get infracted for having laundry soap, so they can't even wash their clothes without risking infraction. Jail needs to wash the blanks. When people defecate on floor, Hazmat won't come clean it up, so inmates have to do it, which is dangerous. Mattress—they're horrible. The bunks are metal, and with the "yoga mat" mattresses, it's really hard. Church—there's a guard who won't let them go to church. Exercise—they only get to go out to the yard if the weather is good, but they need more exercise, need group exercise classes. Food—meal times are really off. You can't keep food, so you have to wake up and eat at 4am, not save food. Rulebook—it's way out of date. Prison v. jail—the rules need to be revised now that prisoners are serving time in jail, to accommodate people on long sentences. Information—she uses request forms to find out when court dates are, etc., but she's never even gotten one back. Phones—sometimes they're required to end calls prematurely. Grievances—she doesn't want to file one because she knows the guard will give her a hard time. Mail—people have sent her mail she never received. Culture—guards play favorites. Some guards are disrespectful when it's not necessary.</p>
422.	<p>Prison v. jail—now that prisoner are here, jail needs to reconsider its policies to respond to long-term prisoners. Ex—thicker mattresses, eye glasses, more storage bins, different programs. Prisoners should be housed separately from jail inmates. "I would rather be in prison" than jail because we don't get the things here that prisoners should. Medical—she's on a long sentence, and was denied eye glasses, which she could have gotten in prison. She needs a new eye exam, but they won't do it. She grieved it over 60 days ago and still has gotten no answer. They deny her medical attention, too. Mental health—She had a 3-month delay to get a psych appointment. She couldn't sleep after her husband's death, but MH wouldn't help her with it. They gave her anti-depressants she didn't need, that made her depressed, so she stopped them. MH never offered anti-anxiety meds, which is what she needed. The psych told her to buy Benadryl to help her sleep, but that's the wrong use of that medicine. Culture—some guards are truly good people, but the majority are not. The inmates get shakedowns out of retaliation. Exercise—they don't get enough yard or exercise time. They were recently in doors for 3 days with none. Legal—guards wouldn't allow her probation officer to give her a photocopy of her I.D. she needed for a legal matter, which made no sense. Grievances—the responses don't make sense. She uses them for some things, but wouldn't grieve an officer. Reentry—when she went to prison, she stayed out of jail after for 6 years because the programs/jobs were so good. But, she cycles in/out of jail because the programs don't help her succeed in reentry. She's not being assessed for outside programs. She needs more Reentry help.</p>
423.	<p>Medical—it takes about 5 white cards to get an appointment. She has sciatica & herniated disc because of the horrible mattresses. She still hasn't seen a doctor, but she saw a nurse practitioner who did something weird—she pulled down inmates pants to do a rectal exam, rather than having inmate pull down her own clothing. Provider tried to do rectal exam again, but inmate stopped her. Her records show she has a herniated disc, but she can't get help. The untreated pain contributes to bad attitude; her state of mind is better when her pain is better controlled. They keep promising her she'll have an MRI, but they never do it. Her situation is getting worse without proper treatment, and she's on a long sentence. Prison v. jail—for women on long prison terms in jail, if you don't have someone on the outside taking care of you financially, you're screwed. In prison, the indigent hygiene kit is sufficient, but not here. In prison, you can work and be paid, go to school, etc., but not in jail. "I would rather be in prison." Culture—guards don't know how to talk to inmates with mental illness. Today, the guards did a shakedown then hurried the inmates to class "because the Blue Ribbon Commission is coming" and guards wanted to avoid the appearance of chaos. Hygiene—blankets don't get washed. Clothes are so dirty that people get ringworm. Mail—is so sporadic, and it gets confiscated often. Grievances—officers rip them up, throw them back in your face, or retaliate. She won't even touch them because the guards are so aggressive, even with the old women inmates. Inmates are scared to grieve. And it doesn't change anything anyway. Inmate Welfare Fund—the cleanest dorm is supposed to get soda from the IWF, but they never do.</p>

424.	<p>Medical—This is a big issue. She had a miscarriage here. She told nurse she was spotting, but nurse just said to do a white card. When you have something urgent, a white card is totally insufficient to address it. They eventually took her to the hospital. Med staff thinks inmates are always just trying to game the system, but the inmates have valid medical needs that need to be listened to. Prison v. jail—Women serving prison sentences should be moved to a different dorm all together where they could have their rights like they do in prison. They need programs like college by correspondence, which they can't do at Elmwood. They need trade certificates and college to be prepared for Reentry, or they won't have skills to survive. There's also no eye care/glasses in jail. The mutual respect level in prison is also much higher. Mail—gets confiscated a lot. It's a problem that they can't do inmate-to-inmate mail at all when their loved ones are locked up, too. Grievances—she's afraid to turn them in because of retaliation and a lot of times, the grievance isn't heard anyway. "The grievance process is a joke." It never gets results. Culture—guards talk down to them; it's a power trip for some guards. "Sometimes, the guards make up their own rules. It should be consistent and it isn't." Hygiene—they don't get enough menstrual pads.</p>
425.	<p>Hygiene—she has to rely on the indigent hygiene kit, and it's just so horrible. There's no shampoo, so her hair looks greasy and people call her "" to mean she's crazy, when she's not, she just looks bad because she can't take care of her hygiene. They only get 2 pair socks/week, which isn't enough. Clothes are so dirty, but she risks getting fractured and makes laundry soap to clean the clothes. The jail made them work in hazardous conditions with feces all around for 5 days. It was horrible. Food—the food is a 2400 calorie diet, which makes them gain weight because they can't get enough exercise, running, or fast walking. Mental health—didn't get first appointment for 1 month. She has PTSD and couldn't get her meds, which made it really difficult. Dental—they only do extractions. She has cavities, but she wants to save her teeth (and dignity), but she can't here. Even Medi-Cal covers cavities. Culture—some guards are amazing, but a few have a real power trip issue, like those on night shift, who yell announcements in the middle of the night, triggering PTSD. "It's like they're taunting us." Guards need to be strict to maintain order, but they don't need to be belittling or disrespectful. "With some guards, we can't do anything right." There's variation by guard in interpretation of rules. Guards don't get the training they need to deal with PTSD, mental health, trauma. "I'm not a criminal. I'm just a woman who was abused by men and was trying to cope" by using substances. Grievances—she won't grieve an existing rule because doing so won't change the policy. "I try not to have the CO's know me." Reentry—reentry services are a joke. They gave her a list of programs that all cost money, but she can't pay. She needs an I.D. for them, but can't get one while in jail. She needs help applying for SSI.</p>
426.	<p>Grievance—if you ask for a form, the guard says "hold on" but never gives you one, then gets mad and takes it personally. Guards throw grievances away; filing one doesn't change anything. If you grieve a guard, they mess up your stuff or lock you down, so most inmates don't file grievances...they just let things go. Guards allow things to go unfixed as an additional layer of punishment. Programs—there are none in this dorm. Programs shouldn't be limited to program dorms. Time out of cell--these women are "on their bunks" approx. 16 hours/days, causes health problems like abscesses and back problems. They act out because they're bored. They need more exercise and time in yard. They only get yard time once every week or two, and some guards won't let them out at all. Guards will sometimes say they're on facility lockdown, when it's not true because the inmates see other inmates walking around outside—guards should just tell the truth if they need inmates to be on their bunks. Culture—every guard has a different way of running things. Guards don't follow the Rulebook, but make their own ways. Inmates act out because of the inconsistency. The guards usually only speak disrespectfully to inmates who won't stand up for themselves. It varies by guard, but generally the old guards have it down and the new guards are too nervous. Medical—She has a medical problem, but they keep delaying her treatment, so she has painful attacks again and again. Appointments are too delayed for conditions that need immediate attention. Even when they get an appointment, the quality is bad. For example, the doctor tried to do a minor surgical procedure without local anesthesia, so she denied it. Doctors don't listen or examine thoroughly. Mental Health—MH is quick to just give inmates what they want and shoo you away. Some inmates medicate to sleep the whole time. Hygiene--they really need new, cleaner, thicker mattresses. Many people are allergic to the fragranced soap. Indigent packs</p>

	should have shampoo/conditioner, like in prison. Painting the jail/improving its appearance would improve peoples' attitudes. Food—Going with no food from 4p to 4a is way too long. They're hungry.
427.	Grievances—"If you grieve here, you get an infraction." Inmate has chronic health condition that requires medication multiple times/day, but guard wouldn't let her out to get it because she was late. Guard refused to give her a grievance form when she asked, but she got one from another inmate. When inmate gave guard the form, guard wrote her an infraction for being disrespectful. Inmate is unaware of other options like Jail Observer Program or Internal Affairs. Even though their phone numbers are listed in the dorm, they are nowhere near the phone and she's never seen them or known what they were for. Sexual harassment—the jail does not have a bra her size. Even though she has a court order and doctor order for jail to give inmate personal bra she came in with, jail still hasn't given it to her in 6 months. As a result, she goes without, and often before/after showering, the guards stare at her breasts. She filed a grievance, but never got the pink receipt or a response. Medical—when she was first booked, it took 2 weeks before getting her 3x/day medication for chronic condition. She finally faked an emergency so she could get to hospital and get her medication because she thought she would die or go unconscious without it. She got infraacted for faking, but it was worth it because they finally gave the inmate her medication. Mental Health—there was a 2 week delay getting the MH meds she came in with. Program—the program dorm is not for everyone. They should offer different kinds of programs that meet inmates' differing needs. Water—there is no hot water in the sinks/showers in her dorm. Culture—staff cuss the inmates out, but if inmates do the same, they get infraacted. Some guards are respectful, but she's also seen guards hit and shake an inmate.
428.	Hygiene—she gets the indigene kit, but it is not enough to keep herself clean. The jail is really dirty and unsanitary; mold in crevices of bed and showers. Phones—she cannot talk with her family because her family doesn't know how to put money on the phone. The jail won't call them to tell them how, so she can't call home nor tell them she needs money on Commissary. Her family needs help figuring out how to contact her so they aren't cut off from her. Food—she stays hungry. Culture—some guards are ok, some are snappy. Time out of cell—they get enough time off of bunks, but not enough time in the yard for exercise, only 1 time/week for 1 hour. Medical—when she came in, she told doctors about her outside medications and gave them her doctor's contact information, but the jail only gave her one of her medications and took her off the others cold turkey. They also put on a psych med she's unfamiliar with, and she's not sure if it's safe for her to take it.
429.	Medical—inmate came to jail with a broken bone, but didn't get surgery to fix it for 30 days. While waiting, she couldn't get sufficient pain relief or medical care for the injury, not even at Main Jail, 2 nd floor. She went to the hospital 15 times in 1 month because the medical care was so negligent. Some women inmates are in such physical pain for untreated medical issues that they can't even shower or move. The nurses are unprofessional and don't offer them proper care in that condition. It makes no sense that white cards can only be turned in at a certain time when some women can't be present at that time. Why not turn in white cards at any time? It's inhumane to make the older women, especially those with arthritis, sleep on such thin mattress; they need more care than that. Guards should take women's medical complaints seriously, rather than thinking inmates are just trying to game the system. Grievances—Some inmates are scared to file a grievance because it might not accomplish anything. She grieved medical, but she wasn't heard and nothing changed. Culture—there's a lot of variation, guard to guard. Training is really important. Guards should be trained to treat the inmates as humans, with basic respect. Time out of cell—time in the yard varies a lot and depends on the officer. Programs—no programs in her dorm. Why limit programs to program dorms? If you're in jail, you should be able to do something positive with your time. Phones—guards turn them off with no notice, so inmates can't wrap up phone call. Should be some free call for indigents. The phone numbers of IA/JOP is in the dorm, but not by the phones, so women in single cells probably don't even know about those resources. IWF—she has never heard of Inmate Welfare Fund. Rulebook—got one when she came in. Food—they need more balanced nutrition.
430.	Medical—"There's nothing you can do. They just leave you to die." Inmate has a serious internal infection that she is not getting help for, plus a growth that the nurse won't look at. It takes a long time to get an appointment, then the doctor doesn't do a physical exam, just asks questions, and the nurses just take her

	<p>blood pressure and give her Tylenol. There's nothing more the inmate can do to get help. She was clearly in tremendous pain, so the interview was cut short.</p>
431.	<p>(Interviewee exhibited psychiatric symptoms)</p> <p>HOUSING – She thinks that people have been taking her notes, legal and personal papers, and mail from her cell. She is concerned that CO's are burning notes here in the jail.</p> <p>PROGRAMS – Inmates will have programming taken away for no reason. Inmates aren't getting programming that they're supposed to – she read in newspapers that inmates are supposed to get minimum 6 hours/week, but they only get 3 hours or less.</p> <p>CO MISCONDUCT – One of the sheriffs was bringing in new-born infants into jail.</p> <p>OUT OF CELL TIME – Sometimes inmates are locked down in cells for several days at a time, with no time out of cell, especially if there is an incident at the jail. Sometimes inmates are locked down for no reason.</p> <p>GRIEVANCES / RETALIATION – She has filed several grievance about harassment by mental health staff and incident against other inmates – she was sent to AA in response, but nothing every resolved.</p> <p>MENTAL HEALTH (QUALITY) – Mental health staff is harassing her.</p> <p>MEDICAL (QUALITY) – Other inmates getting neglected by medical staff and nurses – sick from body lice. Nurses injected with something that caused her to have miscarriages.</p> <p>SEXUAL MISCONDUCT – She was 2-3 months pregnant when she arrived – CO's or other jail staff forced her to take pills to terminate her pregnancy against her will – held her down, shoved crushed pills into her mouth – then used vacuum to extract fetus from her; this all happened in her cell, not in the medical unit. She has been raped and sexually assaulted by civilian staff here in the jail – has happened in her cell, during medical visits, during programming, and in other units of the jail. She has sent letter to District Attorney and Public Defender re sexual assault.</p>
432.	<p>HOUSING – Loves being in 4A – quiet, peaceful, no fighting, she gets lots of sleep. She had opportunity to move to another dorm but offered to stay.</p> <p>OUT OF CELL TIME – She likes the CO's in 4A – nice, patient with inmates. No interaction with CO's in other areas of jail.</p> <p>PROGRAMS – Likes the classes they get (self-advocacy, domestic violence, etc.).</p> <p>GRIEVANCES / RETALIATION – No grievances, nothing she has wanted to complain about – everything is great.</p> <p>MEDICAL (ACCESS / QUALITY) – She has been to VMC for several types of treatment; care and treatment is good. Doctors and nurses here in jail are there right away when she needs them.</p> <p>PHONE CALLS (PROBLEMS / RATES) – Doesn't have any problems with phone calls, able to talk with her family when she wants to.</p> <p>FOOD – Food is ok, she gives it away if she doesn't like it and eats commissary instead.</p> <p>COMMISSARY – Commissary is great, but inmates in 4A and 4C are not allowed to buy coffee or tea.</p> <p>OTHER – No language accommodations available in her dorm (Vietnamese/Cambodian), but she thinks there may be in GP units.</p>
433.	<p>HOUSING – Wants to switch to another housing unit with more rights and programming opportunities – wants to get her GED.</p> <p>CULTURE – Treated well by CO's –nice, respectful. Things are ok here, better than other jails. Inmates have freedom to be themselves, are able to ask for help when they need it. She has been in several units, all the same.</p> <p>USE OF FORCE – Has only seen CO's use force when they needed to – e.g., when inmates are fighting, or when inmates refuse to lock down.</p> <p>PROGRAMS – She wants to switch to another housing unit with more programming opportunities.</p> <p>GRIEVANCES / RETALIATION – Filed grievance to be allowed to buy coffee from commissary (4A not allowed to buy coffee) – grievance was turned down because certain inmates in dorm take meds that react with coffee. She got a response, but was not happy because it's just one or two inmates take those meds. No concerns about retaliation from filing grievance or for other reasons. Received rulebook when she arrived – she has used it to look up resources/info, but didn't read otherwise.</p> <p>MENTAL HEALTH (QUALITY) – Doesn't like the medications that she takes here – makes her too groggy and</p>

	<p>tired.</p> <p>MEDICAL (QUALITY) – Had to get dental care, treatment was ok.</p> <p>PHONE CALLS (PROBLEMS) – Not in touch with family, so no calls / visits.</p>
434.	<p>(Interviewee exhibited psychiatric symptoms)</p> <p>CULTURE – She loves the CO's in 4A – they're wonderful, know what they're doing, very responsive to inmates and their needs.</p> <p>OTHER – She is concerned that jail is built in flood zone – concerned that CO's don't know how to respond in case of flooding/emergency.</p>
435.	<p>SAFETY – They've started putting camera in the jail and dorms – supervisors from downtown came to Elmwood and were looking for locations to place cameras. Currently no cameras inside.</p> <p>CULTURE – Lack of communication between CO's and other jail staff (e.g., nursing); lots of inconsistency between CO's; inmates never know what to expect – things constantly change from day to day and shift to shift. CO's are rude to her when she speaks up. CO's play favorites with certain inmates. She sees lots of CO's playing on their phones. When inmates put in paperwork (e.g., inmate request forms, grievances, asking about court dates, etc.), it takes a long time to get processed / get any response; sometimes paperwork get lost. CO's need much better training, better communication skills (non-violent communications); and need more oversight, management, and better hiring. Jail needs much better Human Resources for hiring and development; many of the CO's and medical staff should not be working with people.</p> <p>ACCOUNTABILITY - CO's have no accountability because there's no oversight – CO's themselves are the ones who record everything in their logbook.</p> <p>USE OF FORCE – She's never experienced use of force directly, but felt like CO wanted to attack her when she spoke up or tried to resolve problems. CO's and nurses act in rushed and aggressive manner toward inmates, like they want to fight with them.</p> <p>OUT OF CELL TIME – Inmates in 4A are treated like on disciplinary lockdown. They don't get any outdoor time, only "yard" is enclosed cement area (size of volleyball court). They should get to go out to real yard like other units. They should also get to go to the library like other units.</p> <p>PROGRAMS – There should be more rehabilitative programming and opportunities for inmates to develop vocational skills – e.g., farming, entrepreneurship, job corps, college classes, etc. Other units have GED classes, but programming is very inadequate compared to other county's jails. Inmates should have committees to develop their own programming. The county has a huge budget for corrections, but the money is not doing anything to help inmates.</p> <p>GRIEVANCES / RETALIATION – She tried to file a grievance and asked mental health nurse for a grievance form – nurse asked her what grievance was for (not supposed to ask), then said it was not a valid reason and wouldn't give her a grievance form.</p> <p>MENTAL HEALTH (ACCESS) – In 4A, inmates can meet with mental health staff any time of day (8AM-5PM) – inmate just has to ask and CO will call them over.</p> <p>MEDICAL (ACCESS / QUALITY) – Lots of miscommunication between CO's and medical staff. Nurses have her under the wrong name, so she doesn't always get called for pill call. It can be very difficult to get meds when needed – she needed ibuprofen for an injury, but it took her approx.. 1 week to get it; CO made her put in white card, then kept giving her wrong type of pain med; CO's were very aggressive when she tried to get proper meds. CO's are restrictive about when inmates can put in white cards – only in the mornings.</p> <p>FOOD – She is on vegetarian diet, which she's very glad about. Inmates are always hungry, but CO was rude to her when she asked for extra food box.</p> <p>COMMISSARY – is a racket. There should be more products available; inmate purchases are too restricted. Inmates in 4A not allowed to order coffee or tea, even though other units can (allegedly because an inmate tried to smoke with a tea bag). Inmates should be able to order grocery items from commissary.</p>
436.	<p>HOUSING – Inmates in 4A don't get to have coffee or tea – allegedly due to the mental health medication that they're taking – even though inmates in all the other dorms are taking mental health meds, and they get coffee and tea. It's unfair to single 4A out for unequal treatment. Physical accommodations – she was placed on top floor of dorm even though she's physically disabled and has difficulty walking. She has been</p>

	<p>in lots of other housing units and classifications, and knows there are drugs coming into dorms.</p> <p>CULTURE/ACCOUNTABILITY – CO’s just sit there playing on their phones all day, don’t respond or do anything when they need to. CO’s should not be allowed to have phones while on duty, they should have to lock their phones away with their guns during their shifts. CO’s need better training about following procedures. CO’s in 4A are great, but others (CO’s and sergeants) are bad. There should be more oversight and monitoring of CO’s.</p> <p>USE OF FORCE – CO’s use excessive force against inmates. She’s had CO use excessive force against her while she was completely shackled, even though she’s also physically disabled – has happened both in Elmwood and in Main Jail (8th floor), by CO’s and sergeants.</p> <p>OUT OF CELL TIME – Inmates in 4A are locked down 22 hours / day – need more time out of cell, more fresh air. It’s bad for inmates’ mental health to be locked up all day – causes stress, anxiety, acting out.</p> <p>PROGRAMS – There need to be more programs and activities – e.g., art, yoga, etc. Inmates need something to do besides just sit in their rooms all day – drives them more crazy.</p> <p>GRIEVANCES / RETALIATION – Nothing ever gets resolved when she files grievances. She has filed 8-10 grievances, but just gets unhelpful/unresponsive answers. There should be more transparency or neutral oversight of grievances. CO’s know when inmates file grievances against them, and will treat them differently afterward. She filed complaint with IA re sexual harassment by CO, but never received any response.</p> <p>ACCOUNTABILITY – There’s no accountability for CO’s when they do something wrong; CO’s always cover for one another.</p> <p>MENTAL HEALTH / MEDICAL (ACCESS / QUALITY) – For both mental health and medical care, there needs to be more oversight of doctors and nurses, more staff hired, and better training. It takes 6 weeks to get mental health medication. Nurses give inmates the wrong medication; she has been given other inmates’ medication. She has a heart conditions, but CO’s/staff haven’t responded when she has had severe reactions and did not take her to the hospital when needed to it. There should be counseling services available. She read in the newspaper that the county got 80 million for mental health services – but what are they doing with it?</p> <p>MENTAL HEALTH (MAIN JAIL) – There is extreme mistreatment of inmates in the mental health unit of Main Jail (8th floor). CO’s harass inmates; put red bags on their door; and inmates have to beg CO’s to get basic supplies (e.g., toilet paper, sanitary pads for women). It’s embarrassing to have to beg for toilet paper, and they have to ask many times before any response. Inmates go days without showering. She was sexually harassed while on 8th floor – CO made improper comments about her body; she filed complaint with IA, but never received any response. Mental Health Advocacy Group on 8th floor is awesome – there should be more inmate advocacy groups in other areas of the jail.</p> <p>REENTRY – Inmates need more counseling and assistance before release – make sure they have somewhere to go.</p> <p>FOOD – They should give more food; they need more variation in meals.</p>
437.	<p>(Interviewee exhibited psychiatric symptoms)</p> <p>CULTURE – CO’s in 4A are good.</p> <p>PHONE CALLS (PROBLEMS) – Chaplain helps her to make phone calls to her family. She put in request form for chaplain, but has waited several days with no response.</p> <p>FOOD – Inmates need extra food.</p> <p>REENTRY – Inmates need more reentry resources (e.g., access to Reentry Resource Center near main jail), and need more assistance getting benefits and finding place to stay after release.</p>
438.	<p>HOUSING – She doesn’t know why she was placed in 4A this time – she would rather be in another dorm, which is where she was last time. She just put in request form to be rehoused last night – it usually takes 2-3 days to get response, which she thinks is an acceptable amount of time to wait. Dorms used to have better physical conditions – e.g., carpets on floor – back when sheriff ran jail.</p> <p>CULTURE – Many CO’s are very mean, rude, disrespectful, treat inmates like dogs rather than human beings. CO’s are often on their cell phones.</p> <p>USE OF FORCE – She has seen lots of use of force by CO’s. If inmates resist at all, CO’s use excessive force –</p>

	<p>kick them while on the ground, pull their hair, put their knee in back, knee in head, smash face into the floor, 5 CO's on one inmate. She has seen this multiple times. One CO took off her badge, went into an inmate's cell, and started beating her – she thinks this CO was disciplined at the time.</p> <p>OUT OF CELL TIME – Inmates are always being told that they're on lockdown, but she thinks it's not always true – CO's just don't want to let them out of their cells to program. Inmates in 4A only get 1 hour out/day. Other GP units are out of cell many hours/day, but 4A inmates are on locked up 22-23 hours/day. They need more time out of cell – especially to use phones and call attorney. Inmates are only allowed to make phone calls during program time; she has to put in special request to come out to call attorney at other times, and can't come out if other inmates are programming. This makes it very difficult to communicate with attorney when she needs to, especially b/c attorney is very busy and often tells her to call at a specific time.</p> <p>PROGRAMS – Programming sucks.</p> <p>GRIEVANCES / RETALIATION – She has never filed grievance – afraid of retaliation (e.g., not allowed out to program, not allowed to use phone, mistreatment by CO's). She knows other inmates have filed grievances, but doesn't know what happened with regard to outcome or retaliation. Inmates aren't able to do group grievances – sergeants won't accept them; they're only allowed to do individual grievances, which makes it difficult to grieve about CO's. She would like to file grievances about mistreatment and disrespect by CO's.</p> <p>ACCOUNTABILITY – CO's have little accountability for misconduct – they may get reprimanded, but that's about it.</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – Mental health care has always been good for her. In 4A, she can tell CO that she needs to see mental health services, and will get to see them the same day.</p> <p>MEDICAL (ACCESS / QUALITY) – Medical care is not good. She knows other inmates who have died here in jail due to inadequate care and not getting treatment in time.</p> <p>PHONE CALLS (PROBLEMS) – Inmates can't get out of cells to make phone calls when they need to, even for important calls – only allowed out during program time. The rules and/or CO's need to be more flexible to allow inmates out for important calls, especially to attorneys.</p> <p>FOOD – The food needs improvement – quality is very poor.</p> <p>HYGIENE – Sanitation / cleaning in dorm needs to be better – showers need to be cleaned more; they should bring in professional cleaning service from outside; trustees don't do good job. She is concerned about transmission of diseases – some women have scabies and other diseases.</p> <p>COMMISSARY – Commissary is overly expensive, but otherwise pretty good.</p> <p>OTHER – Trustees don't do great job – only want to be trustee to get extra food and have more time out of cell. She does feel like her needs as a woman are being met.</p>
439.	<p>HOUSING – 4A is treated like a lockdown facility – rules are very strict, should be more lenient. She wants to have access to coffee, tea, cigarettes again – 4A inmates used to have access to coffee and tea until recently, but not any more. She thinks it's the doctors who made decision to take away coffee/tea b/c they thinks that it makes inmates too wired – but doctors should be more lenient, especially since the inmates in other units get them. It means a lot to inmates to have coffee/tea when they wake up – they miss it a lot; it would put them in a much better mood up, help them get through the day and feel sane; not having coffee/tea leaves them depressed all day.</p> <p>CULTURE – CO's are great and in 4A. Some CO's are strict, but nice.</p> <p>USE OF FORCE – She had CO grab her once, but only when she was going to fight with another inmate. She's never seen CO's use force any other time.</p> <p>OUT OF CELL TIME – Would like more out of cell time – inmates should be able to get out 3-4 times / day for 45 minutes, rather than only 1x/day for 1 hour.</p> <p>PROGRAMS – Inmates in 4A don't get any programming – they should get programming like other dorms. 4A inmates should have chance to work and contribute like other inmates – e.g., clean, do laundry, etc. They used to be allowed to do all of this, so they should bring it back – now they have to depend on others to do everything for them. There should be more games in the outdoor space (enclosed cement court) – e.g., tennis, balls, etc. She would like more access to books.</p> <p>GRIEVANCES / RETALIATION – She has never filed grievance – has wanted to file grievance about many</p>

	<p>things (programming, time out of cell, coffee/tea), but wasn't sure that it really mattered. She has no concerns about retaliation.</p> <p>MENTAL HEALTH & MEDICAL (QUALITY) – are both good, other than the lack of coffee/tea.</p> <p>440. She came in with long list of things to address.</p> <p>HOUSING – Conditions in jail are comparable to 3rd world country, with regard to lack of basic items (glasses, pencils, information, etc.).</p> <p>No coffee/tea allowed in 4A and C2 (psych units) – not even decaf coffee – which is very hard on inmates. In C2, they were told that coffee ban was because other inmates had threatened to OD on coffee. In 4A, she has heard that coffee causes reaction with inmates' psych meds – but not all inmates in 4A take meds, and inmates in other units that get coffee do take meds. CO said inmates tried to snort coffee. Coffee is available from commissary, inmates should be able to buy for themselves – at least have access to decaf. CO's drink their coffee in front of inmates.</p> <p>There should be more clocks in the units – only 1 clock / unit but she can't see it from her cell. Every room should be able to see clock – very disorienting not to know what time it is; inmates not allowed to have watches / cell phones to tell time, so they have to yell to one another to find out time. Just having these basic items would make enormous differences for inmates' wellbeing.</p> <p>CULTURE – CO's refuse / are not allowed to pass things from one inmate to another – makes it very difficult for inmates to share basic necessities (e.g., shampoo, extra food) with other inmates who need it. Rule should be changed to allow CO's to accept reasonable requests to pass items between other inmates. Inmates are given out of date Rulebook from 2011.</p> <p>OUT OF CELL TIME – Inmates in psych units get very little program time out of cell. According to Rulebook & Title 15, all inmates have right to certain amount of exercise. Inmates in psych units don't get any real outdoor time or opportunity for exercise – just enclosed cement volleyball court. Staffing shortages in units also cause inmates to spend much more time on lockdown due to lack of CO's – not even allowed out to shower.</p> <p>PROGRAMS – Inmates supposed to have right to take classes, according to Rulebook. It's very frustrating to see that inmates in other units can take many classes – e.g., anger management, alcohol and narcotics, stress management, yoga – but inmates in psych units and certain classifications are not allowed to take them. It's especially frustrating to be denied important rehabilitative classes (e.g., on alcohol, drugs, anger management) that would help them when they get out.</p> <p>Access to newspapers – Inmates are supposed to be allowed to see newspapers, but must leave accessible to others. However, she rarely gets to see paper b/c only 3 copies/unit and other inmates rip out articles.</p> <p>Writing implements – inmates only get tiny, poor quality pencils, that frequently break. Inmates should get better (real) pencils – it's the only thing they have to write letters to the outside, draw, etc.</p> <p>Computers - Inmates should have limited access to computers to look up basic information. Anytime inmates need any information, they have to put in inmate request form – even to find out next court date, look up commissary balance, look up basic information (addresses, postage rates), etc. It would be very easy to have limited access software to block most sites and monitor inmates' usage. This would also free up CO's time, rather than CO's having to look everything up for inmates. It's crazy to be in middle of Silicon Valley, and not have any access to computers or basic information.</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – There need to be more Psychiatrists on staff, especially given number of inmates with psych needs. It's very problematic because they have PA's substituting for psychiatrists due to shortage of doctors. PA's are not adequate/competent substitutes – e.g., PA's have improperly cut off her anti-depressant medication several times, which caused her severe withdrawal, panic attacks, and made her very sick. She has not been able to see psychiatrist when she needed get her psych meds properly attended to, just kept getting seen by PA's. She is concerned that errors by PA's are going to cause a fatal reaction (suicide and/or harm to others) in other inmates, especially inmates with more severe conditions, and/or cause big lawsuits for jail if they continue this way. Many of the nurses in mental health / psychiatric units are incredibly rude to inmates, both at Elmwood and Main Jail 8th floor. (All nurses come from VMC, so she thinks this may be more systematic issue with VMC.) Nurses have ignored her when she was very sick, even after doctor pointed out that she needed care; and have lied to her about issues she</p>
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asked about on inmate request form.

If inmates refuse psych appointment, they have their meds stopped. Until recently, inmates weren't even warned about this – the waiver form to refuse visits was illegible and didn't state that inmates could lose meds – which caused her to inadvertently lose her meds at one point. She complained to psychiatrist and problem was fixed – waiver forms recently updated so now they're legible and contain clear statement re loss of meds.

Many inmates in psych units cycle in and out of jail very frequently – the jail has a history of their medical/mental health needs, so should be able to flag these inmates for immediate placement in Psych ward and to receive their meds right away to get stable. Currently, inmates are first sent to Elmwood for several days, so don't get proper care until they have some sort of reaction, then taken to 8th floor (Main Jail) – causes inmates to wait several days and become unstable before they get proper assessment and meds.

ABUSIVE TREATMENT IN PSYCH WARD (8th Floor – Main Jail) – If inmates are suicidal, all their clothes are taken and they have to wear Ferguson vests. Velcro closures on vests doesn't work, so inmates are basically left naked in front of other inmates and CO's, in co-ed environment. Mental health staff know that Velcro doesn't work; she also talked to Mental Health Advocacy Program about Velcro; but nothing has changed in several months. Ferguson vests do not keep inmates warm during winter – inmates are freezing cold, but not allowed additional covers to keep warm. She had to use hot meal tray as heating pad to keep herself warm. They need to give inmates better covering to stay fully clothed and warm. Suicidal inmates aren't allowed to have soap, even to wash hands after using toilet. Many inmates are very sick while suicidal – withdrawal, vomiting, diarrhea – so lack of soap is basic hygiene issue. Suicidal inmates don't get spoon for eating – they're told to just tear off corner of cardboard food tray to use as a spoon – so they end up eating with their hands, but hands are dirty because not able to wash with soap. Inmates on 5150 hold are evaluated for release based on how much of their meal they eat – but not given spoon to eat with or soap to wash hands, so makes it very difficult to eat. She was also given lots of food to which she was allergic. Psych medication makes inmates very hungry.

CO's in psych ward are very abusive rude to inmates, including suicidal inmates – call them names (e.g., calling a suicidal inmate a "crybaby), curse at them, refuse their requests for basic item (food, toilet paper), threaten them with physical force/violence. When CO's mistreat one inmate and inmate reacts (e.g., yells), it causes severe emotional distress among all the other inmates in the unit. CO's in psych ward need to be better trained to interact/deal with psychiatric patients – otherwise they should not be placed in psych ward. Male CO's sexually harass and assault female inmates on 8th floor. She was molested by male CO's while there, even while she was suicidal, and has talked with many other female inmates who were also molested there.

By contrast, CO's in 4A are wonderful – very good (gentle, empathetic, etc.) dealing with inmates suffering from psychiatric condition – but other corrections staff in the jail, including sergeants, do not know how to deal with inmates who have mental health issues. Recently a sergeant came into 4A – another inmate who was exhibiting psychiatric symptoms and laughing at him, so sergeant overreacted by disciplining her (put her on lockdown) because of her "conduct" (aka symptoms). No correctional officer should be allowed in psych unit/ward unless they know how to deal with inmates.

MEDICAL (ACCESS / QUALITY) – If inmates need over-the-counter Tylenol for pain, they have to get prescription from jail doctor; or else have to buy their own Tylenol from commissary, but it's extremely expensive. It's especially difficult for women inmates during menstrual cycle, when they get cramps and headaches – she has to see doctors and get Rx for Tylenol; only allowed to get Tylenol from the nurse during pill call, regardless of whether she was in pain at the time – not allowed bring Tylenol back to her cell to use when she actually had cramps. Tylenol should be available on request, especially since inmates who buy their own from commissary CAN have Tylenol in their cells / whenever they want. This is a problem that only affects female inmates – if male inmates had menstrual cycles, Tylenol would be available on demand.

Another inmate had so much difficulty getting Tylenol, she had to talk to sergeant to get it.

CONTAGION – When inmates come into jail very sick, they're placed in units with all the other inmates and CO's, not even given mask – she's very concerned about outbreak of whooping cough or other contagious

diseases. Nurses get to wear paper masks, but inmates don't get any. An inmate with TB was placed in her unit with all other inmates, with only a paper mask to prevent contagion – placed in cell next to her, even though she had existing lung conditions. Inmates share same phones, showers, so very susceptible to contagion. After initial intake, inmates only tested for TB 1x/year. Even at intake, it can take 3-5 days to get tested for TB. Inmates are considered “quarantined” if in individual cell, even though they share all common dorm facilities. CO's not told who has TB for privacy reasons. CO's get to wear rubber gloves when they touch inmates, but inmates don't get to use them. Inmate with scabies also placed in their unit – concerned about contagion from shared showers, clothing exchange, etc.

GLASSES – She wears prescription glasses, but was not allowed to bring them to jail because frame contained metal. She had to go 7 days without being able to see, then given substitute glasses with insufficient prescription that broke quickly – now has to use broken glasses. If inmates need reading glasses, they have to get them themselves, but commissary only has limited, low-level prescriptions available. Lots of inmates need reading glasses to read (especially older inmates), but they can't get proper glasses from commissary, so they're left unable to read. Reading is very important way for inmates to pass time, so it's very hard for those who can't read due to lack of glasses.

VISITATION – Rulebook says that inmates in Main Jail get 60 minute interviews, but Elmwood inmates only get 30 minutes. This is discrimination against female inmates, who are all only at Elmwood. 30 minutes is very short – time goes by very fast, having 60 minutes would make a huge difference, especially hard for inmates with children. There are times (e.g., lockdown) when inmates aren't allowed to have visits at all.

HYGIENE – According to rulebook, inmates have right to hygiene products. Indigent inmates get a free hygiene kit if they don't have money for commissary, but don't get any shampoo – they have to use soap to wash their hair. Shampoo is essential hygiene product and should be included. Toothpaste and toothbrushes are completely inadequate – many inmates have serious dental problems because can't keep up oral hygiene. Jail dentists don't provide root canals or other types of needed treatment – they just extract inmates' teeth whenever they have dental problems. Many inmates are missing lots of teeth as a result, which makes it much more difficult to get jobs in reentry.

Rulebook says that inmates have the right to barber services – she would like a haircut and asked CO's about it, but they didn't know about any barber services. She thinks maybe only male inmates get barber services, not women, which would be gender discrimination.

SANITATION – There are ant infestations in several units. Inmates have to eat meals in their cells and don't have any trash receptacles, so they have to keep leftover food trays in their cells – causes infestations. Inmates have ants crawling on them while in bed, get ant bites. When she brought reported ants to CO, CO just told her “everyone has ant infestations.” It took 2 months to get any extermination, but they just cleaned around outside area, but not enough to prevent ants from coming back. Some units have had ants since June.

Because they don't have trash receptacles, inmates end up flushing leftovers down toilet and washing food trays in sink – she's concerned about backups / problems with septic and drainage systems.

Cleaning in dorms is done by trustees. There are no standards for how things should be cleaned – often not done well. Showers, phones, table tops need much better cleaning, and inmates need better cleaning equipment (mops, etc.). Sometimes CO's won't let inmates out to clean for several days (e.g., on lockdown, other reasons) – dorm gets filthy, especially showers.

FOOD/COMMISSARY – Inmates have to buy their own spoons from commissary to eat meals.

COURT HOLDING CELLS – Holding cells in court are filthy and smell awful – makes it very difficult for inmates to focus on case while waiting. Toilets are so filthy that she doesn't eat or drink before going to court to avoid using toilets – very problematic for female inmates. Toilets have orange-brown film; often no toilet paper; never any soap. Inmates have to ride to court completely shackled and in cage – she's concerned about how they would get out of bus in case of accident. This only affects women inmates – male inmates at Elmwood are low security so they ride unshackled, and inmates in Main Jail don't have to ride bus.

CLOTHING – Inmates get filthy, blood-stained underwear during clothing exchange. She has to use sanitary pads in underwear to avoid contact with bloodstains. She knows inmates who have gotten all 7 pairs of underwear with bloodstains in one week. Male inmates don't have to wear blood-stained underwear

441.	<p>CULTURE – CO’s in 4A are nice, she gets along with them.</p> <p>USE OF FORCE – Never seen CO’s use force on other inmates.</p> <p>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.</p> <p>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.</p> <p>MENTAL HEALTH (QUALITY) – She likes the mental health medications they give her, it helps her to sleep.</p> <p>MEDICAL (QUALITY) – Medical care is good – she has seen the dentist and OBGYN.</p> <p>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.</p> <p>FOOD – Food is very good.</p> <p>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.</p> <p>MAIL – Takes a long time to get mail.</p>
442.	<p>HOUSING / HYGIENE – Cells are too small, inmates need more room to breathe. Not healthy for inmates to sleep so close to open bathroom.</p> <p>CULTURE – CO’s in 4A are good.</p> <p>USE OF FORCE – Never seen CO’s use force against inmates.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – Inmates needs 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.</p> <p>FOOD – Food is bad.</p>
443.	<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.</p> <p>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.</p> <p>CLASSIFICATION – Unfair/discriminatory to classify and segregate inmates based on their charges and mental health issues, etc. Inmates with mental illness are stigmatized.</p> <p>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.</p> <p>CULTURE – Some CO’s are overbearing – particularly male CO’s in women’s units. E.g., another inmate in unit has psychiatric delusions but is harmless – when male CO came in, the inmate was just standing there laughing – CO could have just ignored him, instead he got angry, chased her up stairs aggressively, made her</p>

	<p>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.</p> <p>USE OF FORCE – Never seen CO's use force against inmates.</p> <p>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.</p> <p>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.</p> <p>GRIEVANCES / RETALIATION – She has never filed grievance – never wanted to complain about anything except 23 hour lockdowns. No concerns about retaliation.</p> <p>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>
444.	<p>CULTURE – CO's do well and are very nice to inmates.</p> <p>USE OF FORCE – Never seen or experienced use of force by CO's.</p> <p>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.</p> <p>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.</p> <p>GRIEVANCES / RETALIATION – Never filed a grievance – hasn't had anything she wanted to complain about.</p> <p>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.</p> <p>MEDICAL (QUALITY) – No experience with medical care</p> <p>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 3x for disconnected call. No other problems with phones or rates. No change in phone rates since she arrived.</p> <p>FOOD – Food isn't very good, but she didn't expect it to be. It would be nice to get a snack.</p> <p>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.</p> <p>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.</p> <p>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>
445.	<p>HOUSING – She's been rehoused on several occasions as punishment for her conduct and got 5150 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.</p> <p>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 be under sheriff. 4A CO's are primo.</p> <p>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.</p> <p>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.</p> <p>PROGRAMS – She has gotten kicked out of various programs for misconduct (throwing books, arguing with other inmates), now she just does workbooks.</p>

	<p>GRIEVANCES / RETALIATION – She considered filing a grievance after argument with CO who infringed 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.</p> <p>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 psych appointment now – it used to take 6 weeks to get appointment.</p> <p>MEDICAL (ACCESS / QUALITY) – She has serious infection developing into ulcer – saw doctor twice, but recent appointment was cancelled – not sure why.</p> <p>VISITATION – Recent visit got cut short – supposed to be an hour.</p> <p>FOOD – is good for jail food, same as it's always been.</p> <p>HYGIENE – Sanitation/cleanliness are good.</p>
446.	<p>CULTURE – Treatment is very good – many CO's are very good and patient even when inmates provoke them (e.g., yelling offensive them, etc.); a few 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.</p> <p>Very bad and humiliating treatment in Main Jail (8th 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 her TP when she asked (ignored her repeated requests). Inmates shouldn't have to ask for TP – it's a basic necessity.</p> <p>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 sexually harassing/molesting 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 inmate. 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.</p> <p>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.) 6 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.</p> <p>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.</p> <p>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.</p> <p>MENTAL HEALTH (QUALITY) – 8th floor (Main Jail) – When she was suicidal, they took all her clothes and just gave her a cloth to cover herself – she freezing cold. CO's like to torture inmates in psych ward – they do it just to exercise their force, with no justification. She observed a group of 20 CO's beating and kicking an inmate while filming it (but not filming the blows); tried to block other inmates from seeing what was happening. CO's will hit an inmates and then claim they wanted to fight. Sexual harassment – CO's placed</p>

	<p>male inmates at the window to her cell, where they can look directly in on her; inmates licked and shook her door; – she was terrified that they would enter her cell, but CO’s just laughed.</p> <p>MEDICAL (ACCESS / QUALITY) – When she sees doctor, she feels like they are always very resistant to giving her treatment. Doctors always ask, “Are you going to be here for long?” – if not, the doctor won’t check or treat her, like it’s not worth it to provide care if inmates will be leaving soon. When she needs treatment, doctors resist providing it; or doctor tells her that nurse will give meds but doesn’t actual write anything down, so nurse won’t provide anything and she has to put in another white card. Doctor always cut her visits very short (e.g., 5 minutes) and never let her finish explaining her needs and symptoms/needs, just shuffles her out the door. She has asthma, but jail doctor wouldn’t check lungs or give her inhaler – she had to go to hospital and get letter from hospital in order to get inhaler.</p> <p>Problems with white cards – Inmates are only allowed to put in white card in morning – if they need something at other times (even Tylenol for headache), have to wait until next morning to see nurse. Often when inmates put in white card in AM, nurse comes to check them in afternoon but won’t do anything to help them, just tells them to get sometime from commissary. Nurse has to authorize doctor’s appointment – if nurse refuses to authorize appointment, there’s nothing that inmates can do to see the doctor – only option is to put in another white card. Inmates have been charged \$3 / white card, which is lots of money; she thinks this rule may have changed, but isn’t sure. (\$3). It’s a waste of money to put in white card, since doctors don’t check or treat her, and/or nurses won’t let her see doctor. She has also heard from many other inmates that doctors and nurses don’t do anything to treat them. Inmates can’t get Tylenol without putting in white card; inmates can buy their own from commissary but sometimes it run out. They should give Tylenol.</p> <p>PHONE CALLS (PROBLEMS) – Sometimes phones in her unit don’t work – it happens a lot, which means that inmates can’t make phone calls. Inmates only gets to make calls during program time – it’s hard because she only has program time on 2 days, so very limited time to make calls and/or unable to call family when phone is broken; often gets program time at night so hard to talk to her children.</p> <p>VISITATION – Some inmates get 30 minutes; some get one hour – she doesn’t know why the discrepancy. Often visits get cut short – only gets 15 minutes, then CO comes in and takes her back to cell. Families have to arrive half hour early for visits.</p> <p>LANGUAGE ACCESS – Most CO’s speak Spanish, only a few don’t. It’s very difficult and uncomfortable for her to communicate with non-Spanish speaking CO’s; they don’t make any effort to understand her. She felt discriminated against by one CO who would greet all the other English-speaking inmates but not her – she complained and he apologized to her and now greets her. She has observed CO’s mistreat/use force against Spanish-speaking inmate who didn’t understand their orders. She doesn’t know what she would do if CO’s didn’t speak Spanish. She uses telephone translation to communicate with English-speaking medical staff.</p> <p>CLOTHES – In previous unit, she had problems with not getting clothes – if there aren’t enough clothes in her size, they wouldn’t give her anything and she had to wait until the next week for new clothing exchange. She always had to wash her own clothes so that she has something to wear. In her current unit, CO gives her extra towel / clothes if she needs it.</p>
447.	<p>HOUSING – Placed in 4C2 for disciplinary reasons – only supposed to be here for discipline, but now stuck here for 5 month. She wants to move to a less restrictive unit where inmates are allowed to have coffee/tea, shaving privileges. Inmates in her unit aren’t allowed to shave, which makes her feel like a man, and not allowed to have coffee/tea allegedly due to prior incident. This unit is for women with mental illness or on meds, which she is not. She can’t sleep at night because other women screaming – causes her lots of anxiety. Unfair treatment – Other inmates who behave worse are allowed to move or go home, why not her. Classification – It’s not right to keep inmates in maximum security just because there’s a restraining order against them. She has been putting in grievances to move units and/or down class, but they just tell her she’s aggressive and refuse even though not true; only thing she can do is keep putting in grievances.</p> <p>CULTURE – CO’s are alright, she just keeps to herself and is respectful to them, and she expects to be treated with respect back. She has experienced mistreatment by CO’s – e.g., refusing to give her toilet</p>

	<p>paper when she kept requesting it; refusing to give her bin for commissary items; throwing away all her commissary items; not giving her clothes back when she came back from Main Jail until she threatened to file grievance; treating her like dog. When she showed CO the rulebook that requires CO's to provide toilet paper and commissary bin, the CO retaliated against her with further mistreatment. CO's lie about inmates to justify how they treat them.</p> <p>USE OF FORCE – She has experienced excessive force by CO's one time – CO's pepper sprayed her; threw her on the floor; put her face under burning hot shower to rinse off pepper spray; took her outside while she was soaking wet, told her to take off clothes while they video taped her, wouldn't let her go back to cell to change; took her shoes and made her walk barefoot through the jail; then took her to Main Jail psych ward. CO lied about her conduct to justify use of force – claimed that she had hit the CO.</p> <p>OUT OF CELL TIME – Inmates should get time outside to get fresh air – inmates in her pod not allowed outside at all. They only get time out of their cells 5 times/week, for 1-3 hours – but it's never a set schedule, just random amounts of time. They only get out if CO's want to let them out; if CO's need to attend to other inmates, they can't get out / have to go back into cells and don't get to make up lost time.</p> <p>PROGRAMS – Inmates should have more programs and activities instead of just sitting in cells all day. She's been here for 5 months and has nothing to show for it; it's a waste of time that she could have used to make progress in her life. She wants to have parenting classes to be able to see kids again. Other units are allowed to do programming – e.g., NA, AA. It drives inmates crazy not to have anything to do. Jail has so much money, they should let inmates use it for programs. At least she's happy that she's able to get books. She keeps putting in inmate request forms for various things – to talk with chaplain, talk with mental health, requests for pencils and writing materials, etc. – but doesn't get any response.</p> <p>GRIEVANCES / RETALIATION – When she puts in grievances, it takes forever to get a response (2 months); CO's give untrue responses (e.g., claim that she's aggressive); nothing ever gets resolved. She only had her problem resolved once, after her commissary order was messed up. She is not concerned about retaliation</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – She has not been able to see mental health care when she asks; but nurse comes to see other inmates whenever they ask.</p> <p>Being in this housing unit causing her anxiety, makes her panicky – she wants to move to another unit, but mental health staff just want to give her meds – she doesn't want to take meds because bad for her liver.</p> <p>MEDICAL (ACCESS / QUALITY) – It's very difficult to get medical appointment – inmates are only allowed to put in white cards in the morning and only allowed to put in one card at a time, otherwise nurse won't take them. It takes forever to get an appointment. Inmates should be able to put in white cards any time, and in any number. She has a lot of back pain from car accident – doctors only give her Motrin for pain, but don't do anything to treat her. She keeps asking to wear her tennis shoes, especially during transfers to court – the jail sandals aggravate her back pain and caused her to slip and fall several times, but doctor refuses to give her for tennis shoes. It's ridiculous that inmates buy tennis shoes from commissary and then not allowed to wear them.</p> <p>Problems with dentist – she is having lots of tooth problems / pain and has been trying to see dentist for 4 months – they keep bringing her in for just a second, but then dentist says he doesn't have time to treat her .. Even when inmates are in extreme pain or having emergency, there are long delays to see dentist. Dentists don't give real treatment, just want to pull inmates' teeth.</p> <p>HYGIENE – They should give inmates shampoo – jails have so much money, they should at least give shampoo. Inmates who don't have money for commissary aren't able to get shampoo; she shares hers with others.</p> <p>COMMISSARY – She has lost money on orders that didn't come through. She was successfully able to get money back one time through grievance, but lost money on other orders that didn't come through.</p>
448.	<p>Second interview for interviewee</p> <p>BLUE RIBBON – Some CO's are very angry about the Blue Ribbon Commission process / interviews; one of the CO's in her previous unit locked everyone down all day after we did interviews.</p> <p>HOUSING – She was disciplinarily rehoused to 4A (mental health unit). She had repeatedly asked to be rehoused because her previous unit was driving her crazy and needed a break – she talked to sergeants,</p>

mental health staff, but nothing happened. She didn't put in request form b/c request don't do anything – it takes weeks to get response, nothing gets resolved. She finally had to get in trouble in order to get rehoused to 4A as discipline. She thinks disciplinary rehousing was retaliation for putting in grievance re conditions in dorm (cold temperatures).

In program dorm

It was freezing cold in previous dorm – she had to wear all of her clothes at one time and sleep with bags of hot water to keep warm. She put in grievance about temperature (see Grievances for details). Some inmates tried to contact IA about temperature, but nothing happened. Inmates finally got 3rd blanket after grievance, but temp still freezing. One of the GP dorms doesn't have any hot water in sinks – very hard on inmates.

There's lots of fighting, drugs in GP dorms.

CULTURE – Many CO's treat inmates disrespectfully, unprofessionally, take out personal issues against inmates. CO's should be able to control themselves and put aside personal issues – not take them out on inmates. CO's look for excuses to discipline/retaliate against inmates they don't like.

OUT OF CELL TIME – Inmates on discipline only get 1 hour out of cell every other day; they should give less time (30 min) EVERY day, so that inmates at least have time to shower every day.

PROGRAMS – In program dorm, inmates are required to go to class unless they get "lay in" for medical reasons. She got "lay in" due to dental problems, but CO still disciplined her for missing class – not a legitimate reason, since she had documented medical need for lay-in. She thinks CO actually rehoused her in retaliation for grieving temperature in dorm.

GRIEVANCES / RETALIATION – It takes over a month for inmates to get response to grievances. Grievances often just get shot down by CO – i.e., they just say it didn't happen. When grievances do get reviewed by sergeant, they often just side with CO. CO's interfere with /retaliate inmates who try to file grievances. When she wanted to file grievance re dorm temperature (after asking informally for 3 weeks), CO refused to give her grievance form, even though inmates are entitled to grievance form upon request. She had to ask 8 times before getting form; CO finally gave her form but then locked down the dorm for the rest day.

Retaliation – CO's retaliate against inmates who grieve them (e.g., mistreat or pick on them) and look for excuses to discipline or rehouse them. All inmates say don't grieve individual CO – they'll get back at you afterwards. CO's take grievances personally, even when they're about general conditions and not against individual officer. She has experienced retaliation for filing grievances against individual CO's and general conditions – e.g., disciplinarily rehoused for filing temperature grievance.

MEDICAL (ACCESS / QUALITY) – Access to care is very bad – When she arrived in jail, it took her several months to see doctor, get needed blood tests, get critical medicines. When rehoused from one unit to another, took 3 days to get medications in new unit. CO's have refused to let her see nurse when she has medical and dental problems. She got MRSA in Booking (Main Jail), but CO's refused to let her see nurse, even when sores bleeding/leaking through clothes; took her 1 week to see dr.. Health hazard for everyone – she should have been housed in infirmary unit, not in GP – risks spreading MRSA to everyone. Quality of medical care is very bad; medical staff treat inmates like they don't matter – it's why so many inmates have died.

VISITATION – She is unable to have contact visits with son due to classification and son is too young for non-contact (telephone visits) – unable to get visitation she needs for her CPS case. In GP dorm, she could have Pac Parenting program visits with son, but now unable to see him at all because rehoused to unit with no programming. She keeps asking to be reclassified so she can see son, but keeps getting refused.

FOOD – is terrible and unhealthy. Even when food makes inmates sick, they don't do anything. She had to get special diet for stomach problems, but still doesn't help.

HYGIENE – She contracted MRSA in Booking (Main Jail) – conditions are especially disgusting. Conditions are disgusting throughout jail. There is black mold in GP dorm. Her new cell is filthy, hasn't been allowed to clean it in 2 days. Even with cleaning, conditions never get clean. She is on discipline, so only allowed to shower every other day. Inmates need to handwash their clothes, but sinks are too small.

SEXUAL MISCONDUCT – When inmates do clothing exchange, male CO's watch female inmates change. They no longer warn female inmates when there's male CO in unit – used to announce, "Man walking" but

	<p>not anymore. Hasn't put in grievance about this – didn't want to deal with all the problems from grievances.</p>
<p>449.</p>	<p>HOUSING – She got unfairly removed from program dorm – CO wrote false report saying she was disrespectful and programming coordinator went along. There are significant differences in conditions between dorms – her dorm is freezing cold. CULTURE – Biggest thing is mistreatment by CO's – abuse their power, pick on inmates they don't like, make rude remarks to inmates and inappropriate comments about their families, leave inmates in isolation holding cell (“the choky”) for much longer than they should.. CO's abuse of power – CO's write false notes in log that other CO's and program coordinator, then leads to discipline for inmates – e.g., removal from program dorm. CO's don't write formal reports, b/c then required to give inmates copy of form. When inmate needs assistance (e.g., due to injury or medical condition), CO's don't do anything to help and won't let other inmates help either – when one inmate was injured during seizure, CO didn't do anything to help her. If inmates fight, CO's will just sit there and watch them – sometimes don't go in at all, or wait a while before going in to pepper spray and break up. CO's often don't let inmates come up window to ask questions – CO's just ignore them if they do, won't open door – no way to communicate with them. CO's are on their phones in control area. CO's ignore inmates are on drugs – just sit there and watch when inmates have adverse reactions. CO's put inmates on facility lockdown for no reason, sometimes so they just have a BBQ. CO's mistreat/retaliate against inmates they don't like. She talked to CO about a problem with her glasses – CO gave rude response, then mistreated her thereafter; refused to respond to her requests b/c didn't want to do the paperwork. CO's treatment/rudeness is very stressful for her. Some CO's are good. Sexual misconduct – If CO attracted to inmate, treat them with favoritism. One male CO was known for sexual misconduct, but then got moved to Men's Jail. Corruption – in addition to mistreatment of inmates, some CO's are involved in illegal activity – e.g., bring drugs into jail. USE OF FORCE – CO's threaten to use mace against inmates just to order them around, even when inmates aren't doing anything to justify use of force. She has only seen 1 incident of excessive (unnecessary) force – CO lifted inmate up from ground by handcuffs, caused lots of pain. GRIEVANCES / RETALIATION – There are 3 ways for inmate to complain about treatment/conditions – grievance; calling #37 (HR); calling #39 (IA). She prefers to call #37 about issues – she gets to speak with live person; they talk to inmate and CO's supervisor and try to find solution. #39 (IA) is just voicemail message – she doesn't know if they pay any attention to complaints. Inmates can call anonymously, but then it doesn't get their individual problem solved. She tried contacting HR #37 several times about mistreatment by CO, but nothing happened. Now wants to file a grievance against CO who removed her from program dorm, but afraid of retaliation – even if she turns in grievance to another CO, they will show it to the CO whom she is grieving about and make them mad. She doesn't know how to write grievance – inmates only given very little space; concerned that if she attaches extra sheets it will get thrown away (no way to attach/staple). Sometimes grievances get thrown away. Retaliation for grievances – getting rehoused; written up in log; CO's pick on inmates for little things; heavy surveillance; rude remarks. CO's gang up on inmates – all pick on unfavored inmates. Since BRC process started, grievances are now going through – never went through before. Other inmates told her to file a grievance now b/c finally going through. ACCOUNTABILITY – CO's never held accountable for conduct – CO's have each others' backs and cover up for each other; CO's lie in response to grievances and to justify discipline. When inmates grieve or complain to HR or IA – inmates don't know if it ever gets to lieutenant / captain or what/if anything happens afterward. CO's only held accountable if inmates accuse them of sexual misconduct – but only way for inmates to do that is get themselves disciplined and write on walls in holding cell, or leave multiple messages for HR or IA. PROGRAMS /VISITATION – She needs programming for her case, but lost access after removed from program dorm. Pac parenting program is especially important for her – she used to get contact visits with kids every week, but now lots her visits b/c rehoused.</p>

	<p>MENTAL HEALTH (ACCESS / QUALITY) – They just want to get inmates drugged up on any kind of mental health drugs. She asked to see psychiatrist over month ago but has to wait 3 months to see doctor; they just want to give her drugs in the meantime. Nurse wanted to give her drugs without seeing doctor – shouldn't just prescribe drugs w/o seeing doctor. Inmates should have access to counseling.</p> <p>MEDICAL (QUALITY) – Quality of medical care and staff is horrible – she thinks the docs and nurses didn't qualify to work elsewhere. She doesn't trust medical staff even to give vaccines. Nurses didn't wear gloves when giving TB shots, and messed up injections. OBGYN office is filthy; they took inmate into mattress room to check her pregnancy.</p> <p>HIPPAA – Violation of inmates' privacy laws – medical staff leave door opening when talking with individual inmates about confidential medical issues, with all the other inmates and CO lined up outside where they can easily hear. CO also right there.</p> <p>FOOD – Food is really disgusting, hasn't changed for years. Food is very unhealthy with has lots of sodium – has especially negative impact on pregnancy inmates; even vegetarian diet is very unhealthy. Inmates need healthier food. Inmates in prison have access to much better food and commissary. CO's bring in tempting outside food (e.g., pizza, etc.) and eat it in front of inmates.</p> <p>HYGIENE – Disgusting dorm bathrooms – 2 sinks are broken, black mold in every shower and on floor, disgusting conditions.</p> <p>COMMISSARY – Very few decent hygiene products available from commissary. Prison inmates get access to better hygiene products.</p> <p>TITLE 15 – Inmates serving prison terms at Elmwood aren't getting Title 15 rights that they're entitled to. Jail inmates also have rights under Title 15 that aren't being respected.</p> <p>CLOTHES/BEDDING – Underwear is filthy – she got yeast infection; lots of inmates throw away underwear to avoid yeast infection, and so that jail has to buy new ones; sometimes inmates get lucky and get new pair. She doesn't know whether inmates can be disciplined for throwing away – never gotten caught. She thinks the sandals are growing mildew.</p> <p>Blankets are very thin and don't keep inmates warm; mattresses are very thin – cause back and chest pain; if inmates need pregnancy mattress, it takes 3-6 months for medical approval; only pregnant inmates are allowed thicker mattresses, and not always approved / not always enough for all who need them – otherwise they just get two thin mattresses.</p>
450.	<p>Second interview for interviewee.</p> <p>HOUSING / INMATE SAFETY –</p> <p>She put in 5 requests to move to program dorm – wants to take advantage of programming, and concerned for her safety in current dorm. She has told CO's repeatedly that she is afraid for her safety, but they just ignore her; it took 3 weeks for her to get any response to her inmate request forms – she thinks they responded only because she threatened to file grievance. She is very upset that CO's won't take her safety concerns seriously – because she wasn't rehoused, she ended up in fight with (attacked by) other inmates in her dorm, so now unable to move to program dorm for 30 days due to discipline. CO yelled at her when she said she wanted to file a grievance about rehousing.</p> <p>Negative inmate relations in her dorm – she wants to do programs and improve her life, but being in dorm with inmates who aren't interested in programming / are violent makes it hard for her to stay on track. Many other inmates have also requested to move out, but none have been allowed to. When there are fights in dorm, CO's don't see or don't do anything about it – she thinks the CO's like watching inmates fight with each other so they don't respond, and other inmates are afraid to speak up.</p> <p>When inmates put in request forms, CO's leave the responses open on dorm table where other inmates can see the request & response – violation of privacy for other inmates to see what she requested, especially because she was asking to be rehoused for own safety!!! CO's are suppose to call inmates' names to let them know response is there, but don't.</p> <p>CULTURE – Most CO's are good – they do their job and show they care. Some CO's mistreat or retaliate against inmates, and/or don't do anything to help them – e.g., ignore her safety concerns, yell at her for asking for things. There should be more CO's (i.e., more staffing) to improve the treatment and safety of inmates.</p>

	<p>USE OF FORCE – Never seen or experienced force by CO's.</p> <p>OUT OF CELL TIME – Inmates get very little opportunity to go out to yard.</p> <p>PROGRAMS – Inmates who want to program aren't being allowed to go to program dorms, which is a big problem. She really wants to take advantage of available programs, avoid trouble with other inmates, and avoid falling victim to the system – it doesn't make any sense that they won't let her move to program dorm when she keeps asking to move.</p> <p>GRIEVANCES / RETALIATION – She has tried to avoid grievances b/c she's afraid of retaliation. When she told CO she wanted to file grievance about rehousing, CO yelled at her and keeps harassing her since then.</p> <p>ACCOUNTABILITY – She has heard from other inmates that CO's aren't held accountable for conduct, but doesn't know for sure.</p> <p>MENTAL HEALTH (ACCESS) – She told nurse that she's depressed and unable to sleep – nurse said she'd make an appointment, but doesn't know if anything happened (this was 1 week ago).</p> <p>MEDICAL (ACCESS / QUALITY) – Medical care and appointment times have gotten much better since BRC interviews began – people are getting appointments, getting seen by doctors. She heard that before, inmates weren't able to get care they needed. Jail doctors won't treat her broken nose – told that they don't provide care for that in jail, she has to seek care once released.</p>
451.	<p>It is very difficult to use the grievance process; you have to deal with the CO directly and the COs get mad. She was given the wrong meds once and put in a grievance; she was told her complaint was referred to medical but she has heard nothing since. COs have been verbally abusive. Thinks things should be more structured and COs should all do things the same way. She only gets 30 minutes a week for exercise. Staying on their bunks all the time puts the inmates on edge.</p>
452.	<p>She was moved to Level 4 for no reason. She was told she excessive write ups, called CI's. She twice filed a grievance about the move but got nothing back. She got a tooth pulled today but she has been in pain since November. The only class they get is meditation and it's through the port.</p>
453.	<p>Has been very dissatisfied with the grievance process. She has filed 22 complaints about how staff let someone take her bank card and money, but it has not been resolved. She was injured in a jail bus accident on the way to court. She has not been able to get satisfactory medical attention. She has grieved this and gotten no response. The place is not sanitary. She has had to clean up blood and feces and was not given bleach to use. She is upset about privacy violation where she had to pee in a cup in front of a male. She says mental health inmates are mixed in the general population. She gets only 20 minutes a week for exercise. She gets only two outfits to last seven days.</p>
454.	<p>She was "roughed up" during booking. She put in a white card to see an ob/gyn and was told she would need to wait 22 days. She put in a white care for mental health issues and was told she would need to wait 20 days. She is afraid to tell COs about mental health issues because they might put her in isolation. COs are disrespectful. She has only been in the yard twice in 22 days. Sometime the phones don't work and it costs \$4 to call her children.</p>
455.	<p>She hasn't been able to go outside for 5 days. They punish the group by not letting them out. COs are disrespectful. There is no ventilation in the bathroom/shower creating a bad mold problem. There is not enough bleach to use for cleaning. There is no enough staff and they can't handle mental health issues. When someone files a grievance they retaliate. Phone calls are hit-and-miss. Inmates aren't getting the tools they need to make it on the outside.</p>
456.	<p>She was particularly concerned that she had no way to communicate with her son who is on the 8th floor at the Main Jail. She says when the COs are short staffed, all the inmates are able to do is lay on their bunks. She says they need a detox area in the jail. They only get to use the yard at the COs discretion. She thinks the grievance process is "a joke." She sometimes does not get her mental health meds.</p>
457.	<p>"Medical care sucks." She had shingles and they won't give her the medication. Doctors within jail are inconsistent regarding the pain meds they give; some nurse will bandage her wounds, but some won't. She put in grievances two weeks ago but has heard nothing back. Commissary is unreliable; sometimes inmates get charged for items that they ordered but that were not delivered. It is freezing in rooms. They put in a "group grievance" about the cold but got no response. One phone is broken so there is only one they can</p>

	use. They do not get out of their cell enough. The only class they get is meditation; she would like GED classes
458.	They punish all inmates for the conduct of one inmate. It's not fair since they can't control whether a specific inmate talks out of turn. The Commissary is "a racket." She spends as much in one week here as she would spend in a month in prison. The food served is disgusting. She doesn't use the grievance process because she knows she "can't win." She has asked for different medications without severe side effects but they won't give her them. There are too many mental health inmates mixed into the general population. She has only be out in the yard three times in a month. She think the programs are good and the number have increased.
459.	Grievances - some are answered and some are not. Recently got in a verbal altercation with CO and put in a grievance but hasn't heard anything. Another time filed a grievance about medical care and took 2 months to get a response and still didn't get the medicine she needed. Medical - medical care is bad, not responsive. Need to be on the floor, almost dying before nurse will take you seriously. Dental - good and reasonable. Mental health - sometimes have to wait 72 hours and by then, the issue is resolved. But sometimes you feel like you're going crazy right then and need help immediately. Programs - doesn't get programs but would take advantage of the classes if she got classes. Phone - rates are expensive. Supplies - needs more pads - not enough per menstrual cycle. Need more soap.
460.	Grievances - takes weeks to hear back. Sometimes you never hear back. Medical - they don't even listen to your issues. Refuse care. Dismissive. Books - all torn and ripped up. Can't read them. Don't circulate them enough. Safety - asked to be put in a holding cell to cool off from other women. Guard refused and said "go get em tiger" - implying she should fight and stand up for herself. Ended up getting jumped by 3 girls. She knew it was going to happen but guards didn't listen. Guards also took too long to come break it up. Facility - cracks on the floor, huge puddles when it rains. Has to lay newspaper on her floor to soak up the water. Water fountain is full of green mold.
461.	Medical - she broke her arm in jail - hit a window. Asked to call nurse but they said to wait until pill call. Asked for help at pill call and just got ice. She said - I need x-ray but they ignored her. They told her to put in a white card. Took 3 days to get a response. Finally got an x-ray and it was broken. So sat with a broken arm for 4 days, with just ice. Doctors are terrible. Understaffed and don't take you seriously. Don't give you pain pills when you need it. Dismissive.
462.	Mental Health: The medication helps a lot. She has access to talk to mental health professionals when she needs to. Visitation: The facility's visitation schedule doesn't work with her would-be visitors' schedules. Grievance: Filed a grievance after being moved and having commissary taken away for 2 weeks. The offending deputy always gets the grievance form. Inmates can write the grievance to the attention of a sergeant or lieutenant and as far as she knows, it does actually get to those officers. Accountability: A sergeant, captain, or lieutenant comes by the dorm everyday. About once a week they walk around the cells, and this is the only opportunity for inmates to speak with a sergeant or other higher-ranking officer in person. Housing: Sometimes the toilets will overflow because they are connected with 3 other cells. They don't have any trash cans in their rooms and they only collect trash once a day, so the inmates sometimes flush leftover or food waste so they don't attract ants in their cells. Out of Cell: Inmates get 3 hours of free time out of their cells each day. They can choose whether they want to be inside or outside unless it's raining. Programs: She likes the programs. The GED program is important. They can go to Milpitas adult school if they don't finish before they are released. The instructors are good and thorough. Reentry: A program instructor told her about the resource center. She didn't go though because she had a lot going on the last time that she was released. Medical: She feels she wouldn't have been taken to a doctor right away because she wanted to see a doctor for withdrawal symptoms and they wouldn't consider that an emergency. She thinks she would have had to wait a week, so even though she was suffering, she did not make a request to see the doctor. Phones: It's hard for friends to put money on the phone. Her friends can't figure out how to do it. Commissary: The items are very expensive but the kind of products that are available at the dollar store or 99 cent store. IWF: Inmates are charged for the welfare kit when they get any money. Hygiene/Cleaning Supplies: They receive a watered down green cleaning solution. They use maxi pads to clean the cells. They don't get any sponges or washcloths. She says she is housed with people

	<p>who have hepatitis, HIV and AIDS. Inmates are not issued bleach or Pinesol, or disinfectant. Food: She wishes they had more fruits and vegetables. For lunch they usually get juice, 4 slices of cheese, 4 slices of bread, mayo, carrots and an orange. They give too much bread and not enough other nutritious food. Classification: She is here on misdemeanors but she is housed here with people who are here for murder. She doesn't know if this is in retaliation. She thinks maybe she is housed here because of past behavior not having anything to do with her current charges. Abuse of Authority: The guards abuse authority but don't use excessive force. She was in one of the general population dorms, and she threw away some trash when they were on lockdown. She got written up and was told she would be put in disciplinary for 30 days, meaning that she would not be permitted to leave her cell with the other inmates. She was also housed in a higher security dorm. She appealed the decision, and her case went from the deputies to the sergeant who confirmed what the deputy said, and the lieutenant to decide whether to discipline her. The lieutenant decided to take her commissary away for 2 weeks instead of discipline for 30 days. She also said that if the guards don't like what the inmates are doing, they will put them in the "chokey" which is a holding cell that is very cold.</p>
463.	<p>Mental Health: Could be better. Inmates are told they will receive journals and things like that, but sometimes the mental health staff doesn't follow through. The medication helps her sleep. She felt a lot of anxiety and depression in the jail which she never experienced at home. The staff comes to talk to them when they request it. Usually it takes about a day unless it's an emergency.</p> <p>Use of Force: She has seen the staff use force against other people. Sometimes it doesn't really seem justified and seems like it's more of a demonstration of power. The guards who have been here longer seem to feel they are untouchable.</p> <p>Inmate Safety: She feels like the inmates really have protect themselves because they never know if the deputy is close with other inmates. If she were afraid of another inmate, she doesn't feel like she could trust the staff enough to tell them and have them protect her.</p> <p>Grievance: She usually files grievances only regarding the living conditions. Usually they get a response, but it just pushes the problem down the road, and never gets resolved. She doesn't file grievances regarding the behavior of the guards because she fears retaliation.</p> <p>Accountability: The sergeants come to "sign the book," presumably showing that they checked on the dorm, but they rarely come around the cells. They are at the mercy of the deputy to inform the sergeant when they want to talk.</p> <p>Housing: This dorm is very hot (I, the interviewer, agree it is uncomfortably hot). She informed me they made complaints that it was too cold recently, and now it is way too hot. The rooms are really old. The roof must be leaking because water runs down the walls when it rains. It's always dirty. They don't get many supplies to clean their cells with.</p> <p>Out of Cell: Usually get about 2 hours per day. They can choose to go outside, unless it's raining. Outside there isn't really enough space to run.</p> <p>Programs: She likes the programs, but that leaves the inmates with less free time out of their cells to take showers and make phone calls. The instructors are good, and it is something to keep them busy.</p> <p>Isolation: Her family has cut her off because of her charges.</p> <p>Medical: The time it takes to get an appointment depends on the medical problem. A lot of the girls get more UTIs here than they ever did outside. The doctor said this is because of the shared and dirty underwear or the dirty showers. They give her antibiotics every time. They have never offered cranberry juice or cranberry pills.</p> <p>Commissary: She doesn't have enough money to buy items from commissary.</p> <p>IWF: Once or twice a month inmates are offered incentive beverages for passing inspection. They have 2 games or so to play for the whole dorm. They have basketball and volleyball equipment. She wishes they had more gym equipment to work out like a cardio machine or weight lifting.</p> <p>Hygiene/Cleaning Supplies: Inmates are allowed to use the mops, but almost no one uses the mops to clean their rooms because they are so dirty. If a mop were assigned to 3 or 4 people, rather than the whole dorm, they might use the mops more often. They usually use the maxi pads to clean their rooms instead. They need a washcloth. The laundry comes back really dirty. They wash their own clothes in their sinks. If they</p>

	<p>get a new shirt in good condition, they just keep washing it themselves. They do the same with the underwear because they have to send it back with the communal wash. She often sees underwear or pants with blood stains on them. If inmates don't have money, they don't receive any hygiene supplies. They will get the small soaps but they get used up in one shower. They get access to the showers everyday unless they are on lockdown. They usually are on lockdown once a week.</p> <p>Food: It's nasty. It doesn't taste good. The food has caused her and other inmates to gain weight. They are served a lot of bread with breakfast, lunch, and dinner. They don't usually get much meat, except bologna. They get a lot of tofu. They usually get steamed vegetables. If they are on a low fat low salt diet they can get chicken, beef, and lettuce but inmates must have a medical condition to receive this diet.</p> <p>Shoes: The sandals are often ripped. They will ask for new ones and they are repeatedly told it is coming, but they never receive new ones. They may purchase shoes from commissary but they can only be worn outside.</p>
464.	<p>Mental Health/ Isolation: She has to see mental health and take medication for anxiety because they are on lockdown so often, it has caused her to develop an anxiety disorder. They talk to her every 3 weeks about whether the dosage is working. Grievance/ Culture: Inmates have told her not to file a grievance because the deputy will make her life hell. She never asked what they meant and she has never tested it.</p> <p>Accountability: She sees the sergeants almost everyday, or more if an issue comes up. They will come talk to inmates when they need to talk to them. Housing: It's always too hot or too cold (right now it is definitely too hot). Out of Cell/ Programs: They have been getting more programs lately, it cuts into their free time out of their cells. Lately they have been locked down all day more frequently. They usually get 20 or 30 minutes in the morning, and 1 to 1.5 hours at night. On the weekends they are supposed to get more because there are no classes. However, they are offered out of cell time at 8 am on the weekend or around 6 or 7 pm. They need more out of cell time. Reentry: Now they do tell inmates about the reentry center, but they didn't used to. She thinks she might know about it now because she is in a program dorm.</p> <p>Medical: The dentist usually pulls teeth instead of fixing them. It usually takes a week or 2 to be able to see the dentist even when she had a toothache (they only gave her Tylenol while she was waiting, and she was crying in pain). The dentist pulled several of her teeth out in the last year without giving her an option. She only got 3 days of Norcos (pain medication) after the surgery. She requested more because she was still in pain, but they said no. It would be a big help to have an optometrist. Her extra contacts were thrown out because they were stored in an unapproved container left over from a county meal. She did not have an approved contacts case. Phones: Sometimes inmates don't get enough time to make phone calls because they don't have enough out of cell time. Commissary: There are fewer options than there once were. It's mostly soups and chips. Once she got pastries with mold on it. IWF: They do get incentive beverages (diet sodas only) for passing inspection. There is a basketball and volleyball. When they get yard time, there is not much to do. Hygiene/Cleaning Supplies: They get soap. They get a mop and broom to clean the cells, and they are usually available when they need it. They also get cleaning solution. Hygiene supplies have to be bought at the commissary and it's very expensive. For people with no money at commissary, it must be very difficult. Food: The food is terrible, but it's better than Santa Rita. There are not enough vegetables. They need more real food that is not so processed.</p>
465.	<p>Mental Health: She doesn't ask to see mental health because she doesn't think they will help her. She would rather talk to the religious people that come by. Mental health talks to her once a year to ask how things are going. Inmate Safety: She feels safe amongst the other inmates in her current dorm, but in general population she feels less secure. Visitation: They only get half hour visits. Visitors have to arrive 45 minutes before the appointment. The visitors get in trouble if they don't hang up the phone and leave right away. If they don't, they will be denied future visits. Inmates are allowed 2 visits per week. Grievance: She never puts in a grievances because the guards retaliate by putting them on lockdown, trashing their cells every 2 hours, or taking away their visits. They will make up some flimsy excuse for why the inmates are being punished, but they know it's retaliation for grievances. It's the rookies that usually do it.</p> <p>Accountability: The deputies don't give the inmates opportunities to talk to the sergeants, so they have to put in a request to speak with the sergeants. One of the sergeants does come around and check in on the inmates, but most of them treat them like criminals. Housing: There are not enough showers for the</p>

	<p>number of inmates. The showers get clogged because of all the hair. Culture: She is not really afraid for her safety from the guards, but she always worries about them harassing her by shaking down her cell. She's never know when the guards are going to be switched. When the guards do shake downs, sometimes they take their personal items and throw them away, even though it is not contraband. Out of Cell: Sometimes when the inmates complain that they are not getting a fair amount of out of cell time, the deputies will tell them they are only required to give them 3 hours a week so they should quit complaining. If they are lucky, they get 1.5 hours per day. The programs (Classes) can cut into their time. The guards at night often cut their time short. Programs: She participates in the drug classes because those are the classes that are available, but she doesn't have a drug problem. The GED program is good. They have yoga once a week. Isolation: For more than half a year, she was put in a cell where she had no contact with other inmates, and only gets program every other day. She thinks because of that experience, she is more anxious around other people. She wants to spend more time by herself or just with her family when she gets home. She knows she needs therapy. Medical: It usually takes about 3 weeks to 1 or 2 months to get an appointment to see the doctor. She needs surgery but the doctor says the jail won't pay for it, even though the doctor admits she needs the surgery. She has been told that she could lose her eyesight if her condition worsens. Phones: Sometimes they don't get enough time to make calls. Sometimes they have to insist on getting free time to make phone calls because the deputy shorts them on their free time. Commissary: The commissary company has changed, and now it's mostly junk food and soups. The only good healthy thing they have is a small pouch of tuna for \$4. IWF: She does get sodas for passing inspection. Hygiene/Cleaning Supplies: The guards are a little stingy with the cleaning solutions. One of the guards punishes the inmates for taking too much cleaning solution. They usually use maxi pads to clean the cells. It would be better to have a washcloth. She would rather wear her old dirty laundry than switch out her clothes when the laundry comes because it is so dirty. She washes her own clothes. She rarely changes out her clothes. She has had the same shirt for 3 months and just washes it herself. When the laundry comes, she can actually see the filth on the clothes. Food: This is her biggest concern. The food used to be better 4 or 5 years ago. It's gotten progressively worse. It's not healthy. She usually eats commissary food because the food is so bad. They get a lot of bread, and some cheese. The hard boiled eggs are good. Clothing: The shoes in the commissary are men's shoes. They have to wear slippers everywhere, but they are shower shoes. Classification: For some inmates, their classification will never change, no matter their behavior because of their charges. She has never had a write up, but because of her charges she will always be red.</p>
466.	<p>Mental Health: The quality of care depends on the staff-member. Some are stellar, and others are just checking boxes for suicidal or homicidal thoughts. Inmates can ask for mental health help whenever they want. The staff usually comes the same day, or within minutes if people are in an emergency situation. Use of Force: Guards don't hit them, but the daily verbal abuse takes a toll. When the deputies spray one inmate with pepper spray, it affects other inmates who are nearby and have breathing conditions like asthma. Guards are supposed to try verbal de-escalation before pepper spraying, and some officers warn inmates to stop the behavior or they will be sprayed, but other officers spray without warning. It seems like some deputies are excited to use the spray. Inmate Safety: Some officers turn a blind eye because they don't want to deal with the paperwork, but most of the guards do watch them. Visitation: Sometimes the officers in front are rude or belligerent to visitors, but they are able to make appointments. Grievance: She filed a grievance on a deputy who was very verbally abusive and who lied about her behavior to justify punishment. She received no response for the grievance, so she wrote directly to the captain and to I.A. simultaneously. They sent a sergeant who had already condoned the deputy's behavior. The sergeant tried to convince her to rescind her complaint. She received a written response that was signed by the captain indicating that there was insufficient evidence for her complaint, but no inmates were interviewed. However, the deputy's behavior did change after the process. Accountability: If she makes a request to see the sergeant, the sergeant never comes. The sergeant comes in regularly to look at "the book," which is any notation of welfare checks, incidents, or program time. There is one sergeant who is great and comes around to talk to the inmates, but most of them don't even walk into the dorm, just stop at the desk to talk to the deputy, sign the book, and leave. She feels if she had a problem that was not being addressed by the deputy, she wouldn't be able to talk to the sergeant. She would have to write directly to the captain or to</p>

	<p>I.A. The deputies need real oversight. The sergeants need to take 5 or 10 minutes to actually talk to the inmates. Something as simple as a small change in personality, or empathy training could help. If the deputies could even just stop calling the inmates “bitches,” “j-cats,” or “nuts” it might cause a change in the deputies’ perception and see the inmates as human. Housing: This is the first winter in several years that she hasn’t felt like dying from the cold. They finally have put the heat on at a decent level. They get 2 thin blankets. They have one thermal, but no jacket, sweater, or sweatshirt. Mattresses are only a couple inches thick, and it takes a toll on the body. She has woken up with ants on her face. They are not permitted to spray the ants citing inmate allergies, even though the inmates have put in requests indicating that none of the inmates are allergic. Culture: The guards swear at inmates, threaten them, and are rude. She feels it robs them of their dignity, and makes them feel subhuman. These interviews have made them feel, for the first time in years, that they have a voice. Some of the guards just play on their phones all day and ignore what is going on. She doesn’t feel there should be male officers here, because it always causes problems. There is too much “leering” or objectifying. The male officers flirt with the girls, or show favoritism. Out of Cell: Doesn’t get out in the sun much. Programs: She likes the programs. For years, until May of 2015, there were no programs at all, not even the GED program. Medical: There is no vision care. One woman has been incarcerated for 8 years and she has to squint to see. Often medical issues are ignored or kicked down the road. Phones: Sometimes the calls do drop. The charges are too expensive. Commissary: They make mistakes every now and then. They usually get a chance to look at the items. Could use more ethnic hair care products, better deodorant. Hygiene/Cleaning Supplies: In the spring and summer there are ants everywhere. Food: There aren’t fresh vegetables, and they have no access to vitamins. The cooked vegetables lose all their nutrients.</p>
467.	<p>Mental Health: It doesn’t seem like they listen to what she has to say. They usually just tell her she can try different medications. She says she just wants to talk, but they go straight to medication. Inmate Safety: She was put in a holding cell at the Levi (Terraine Street) Courthouse with an inmate with a classification that is not ever mixed with her classification either at Elmwood or at the Hall of Justice. Somehow the other inmate got out of her cuffs while she was still cuffed and she attacked her. The other inmate had mental health issues. Visitors: Once her visit got canceled because she waved hello to another inmate from her dorm, even though she never knew she was allowed to do that. When she filed a grievance she was told she should have known the rule. Grievance: She doesn’t feel like anyone is listening to her concerns. Accountability: The higher-ranking officers do come by everyday to sign the book, but they have only come around to talk to inmates once in 2 years. Housing: There is a big ant problem. There are leaks in the walls whenever it rains. There is rust and mildew on the edges of the bunks. Out of Cell: Usually get about 2 hours per day, but more (2.5 hours) on the weekend because there is no class. Programs: Feels like the programs are helpful, but sometimes there is some repetition for the inmates who have been here a long time. They will have 1 on 1 therapy coming soon. Medical: It usually takes 3 weeks to get an appointment to see the doctor. Once the pill call nurse, who was a trainee, was insisting she had to take pills that she knew she was not supposed to take. They repeatedly insisted that she needed to take the pills, and got angry she was refusing. They later finally realized that they had confused her with another inmate with the same (common) last name. The nurse said she checked her PFN, but she must have only looked at the name on her wristband and not bothered to confirm the PFN. This has happened to other inmates in this dorm. When she has seen the doctor, it seems like they don’t really know what’s going on. They check their vision and say her vision is poor, but they are unable to provide inmates with prescriptions or glasses. She has had a skin irritation on her eyelids on and off for more than 6 months. The doctor gave her Eucerin lotion, but that just made her eyelid greasy. She has gotten ring worm. She gets rashes and bumps on her skin. They get “tac” cream for all of their skin conditions. She does not have these health issues at home. Food: They have cooked vegetables everyday, but the food gives her a stomach-ache. She was diagnosed with a bacterial stomach infection from the food. She has gained 45 pounds since she was incarcerated. She doesn’t even eat all of the food. She thinks they aren’t getting enough fruit or vegetables. She doesn’t eat the meat much because it’s not actually meat, it’s tofu. They give them a lot of bread. They get 4 slices of bread with breakfast and lunch everyday. At dinner they get a large dinner roll. She’s not even eating the bread though, so that is not the reason she is gaining weight. Commissary: Sometimes they don’t have any</p>

	<p>stamps available. Pat Search: At the Levi (Terraine) courthouse, there are male officers that pat search female inmates but she is pretty sure this is not allowed. They don't do that at the Hall of Justice.</p>
468.	<p>Mental Health: There are not enough mental health care workers. It would be nice to have an addiction medicine staff-member. Need more staff for mentally ill inmates. Use of Force: At the main jail, a deputy twisted her wrists behind her back in a way that caused something to protrude out of her skin so she had to have an X-Ray and her bone was not broken, but her muscle was so bruised that it caused swelling that looked like the bone was protruding. She couldn't move her arm for 4 days. Grievance: If an inmate files a grievance, the guards will find a flimsy reason to punish the inmates, put them on lockdown for 23 hours per day up to 3 days. She made a request to change her classification, but instead they moved her to a different public dorm even though they know she does not do well with others. Inmates should be able to file grievances anonymously. Accountability: Doesn't even know who the sergeants or other higher-ranking officers are. Housing: There is a huge ant infestation, in her bed, all over her cell. Mattresses are only 1.5-2 inches thick. Cold air blows on inmates all day and night. A lot of inmates try to block the vents. There are 4 showers for 40+ women. Sometimes there isn't enough time to shower. Often some of the girls will be crying, or yelling, or making a lot of noise at night and they have no access to ear plugs. Culture: Some guards are abusive, hateful, sadistic, not trained in caring for mentally ill inmates, and retaliatory. Sometimes they mock the inmates. One threw something at her and called her a bitch. A sergeant was standing there and said nothing. Staff should have to fit an appropriate psychological profile to screen for sadistic behavior. Out of Cell: Usually locked down 22 to 23 hours per day, other than the classes. There isn't any way of getting cardiovascular exercise because there is not enough space to run. Medical: Medical staff is completely inept/not qualified. She has heard about diabetics here in this dorm who have nearly gone into diabetic comas because they don't get food when they need it. A doctor made an order for release for surgery but it took 8 days for the court to make it happen, and by then it was inoperable. Commissary: Very expensive. There are few options. Most of them are not nutritious. The only thing that is nutritious is the tuna and almonds. IWF: Indigent inmates only get soap to wash their bodies and hair. Sexual Misconduct: There is a lot of sexual activity amongst inmates, but not between staff and inmates. Hygiene/Cleaning Supplies: A lot of people have allergies to the detergent. She doesn't think it's coming back clean because it often still smells. Inmates get 2 towels per week. Food: Need a nutritionist. Lunch: 4 pieces of dry bread, bologna, lite mayonnaise, and, if they are lucky, an apple, orange, or applesauce. 2 low-fat milks per day. They receive 1 packet of powdered "vitamin water." Meat is all processed, but there is very little protein anyway. Inmates get 8 slices of bread each day and a large roll at least once a day. Lots of starch and they only get overcooked vegetables. Pregnant women get the same meals with 2 additional snacks such as saltines and a small amount of ensure. Inmates are constantly in digestive distress. Schedule: Wake up at 3 am for breakfast. Classifications: She doesn't feel it is appropriate to house level 4 and level 3 inmates together, some of whom are here for murder. There are long term and short term inmates housed. There needs to be reform regarding the classification and housing decisions. Drugs: There are a lot of drugs in here. Inhumane Treatment: On 2 occasions she has been forced to walk barefoot between the facilities and transportation. She has been chained to a table for 9 or 12 hours with no food, no bathroom. She has been denied a phone call when she has been arrested and held.</p>
469.	<p>Mental Health: It's easy to manipulate the mental health professionals into prescribing medication at first. It doesn't seem like they're really trying to figure out how to help them. When she said she was getting better, they took her off the medication even though she felt she still needed it. Inmate Safety: Sometimes the staff forgets about inmates that have "keep away" status because of past fights, and then a fight will happen between those inmates. Visitation: Not allowed to have contact visits with her kids. The other inmates in another dorm are allowed to have contact visits through PACT parenting program, but it's not available in this dorm. Grievance: She does not file grievances because she knows the officer will retaliate against her, start nitpicking about tiny rule violations to take away privileges or write the inmates up. They make it pretty obvious to prevent other inmates from filing grievances. Usually the sergeant does provide a written response, but they brush it off. Accountability: The sergeants come in for routine checks everyday. There is one sergeant who comes around the cells and talks to the inmates and gives updates about the programs that are coming up. It's not usually enough time to talk to the sergeants. Inmates have to file a</p>

	<p>grievance or put in a request to talk to the sergeants. It can take about a week for them to come by. There are so many rookie deputies and sometimes it seems like they are being lazy. They lock the inmates down during classes if there is a pill call because they don't want to pay attention to both the class and pill call at the same time. Culture: Some of the staff is very rude to the inmates and swear at inmates. One inmate argued with a staff-member about her treatment, and 6 officers did a cell extraction. There was a lieutenant and sergeant present. She swore in front of the lieutenant and that is why she got moved out of the dorm and went from level 3 to level 4 double red. Housing: In the summer, hot air blows out of the vents, in the winter, cold air blows through the vents. Out of Cell: They get about 1.25 hours out of their cells per day. Programs: The classes really help, but this dorm used to have more free time before the classes started. Each group has about 2 hours and 45 minutes of class per day. Locked down the rest of the time, other than the 1.25 hours of out of cell free time. Isolation: Has been in maximum security before. They only get out 1 hour every other day. They were out alone, but now they are coming out in groups. Reentry: They have a reentry center but they didn't use to. They don't provide any bus tokens or money to get to the reentry center. Medical: There are not enough officers available to take level 4 inmates to and from their medical appointments. It often takes months to get an appointment unless there is a medical emergency, but even then, it could be a couple weeks. The medical staff is rude and look at them like it's a waste of their time. Phones: It is expensive. Commissary: It is awesome that they have indigent welfare kits but it doesn't have shampoo, conditioner, or soap. It only includes a comb and toothpaste and they get bars of soap. It's expensive. It would be helpful to have local phone call cards so they can call the people they want to call. Right now, the recipients of the phone calls have to put money on their own account to receive calls. IWF: Don't get enough maxi pads. They don't give tampons. It would be nice if indigent inmates could get a couple phone calls a month. Hygiene/Cleaning Supplies: they don't get sponges to clean their cells so they use maxi pads or their body towels. Food: They get too much food and people are gaining weight because of it. She has gained 60 pounds in 6 months. It's too much carbs and not enough vegetables, fruit or meat. They get a small serving of vegetables and one small serving of fruit per day. They get more than 5 times as much bread as they do vegetables or fruit.</p>
470.	<p>Mental Health: She was given medication and agreed to take it as "an escape." She doesn't really think she has the mental health condition they diagnosed her with. Once she said she was suicidal, and the deputies accused her of lying about it, and they told her they weren't happy with the fact that she was "making them work extra." They were also rough with her when they shackled her to put her on suicide watch. The inmates are stripped of everything but the mattress and a nightgown. No sheets, no blanket, no underwear. The suicide watch is for 3 days. Sometimes there is no shower for that period either. If inmates get their period while on suicide watch, they still don't get underwear. Use of Force: Once she refused to go back to her dorm because her visit was cut short, and she got pulled by her hair and chained. One officer was holding pressure points around her head and his fingers were digging into her face. She began yelling because it hurt. She tried to shake him off, he grabbed the back of her hair and slammed her face into glass. It broke her nose. She tried calling I.A. but the calls didn't go through. She filed white cards to see the doctor and have photos of her injuries taken, but she never got an appointment. She had 2 black eyes, she was given ice for her face for 2 weeks. It used to be impossible to call I.A. while in custody because the lines were so busy. Inmate Safety: There have been a lot of fights here in the last week. There were 2 fights here a couple nights ago. The staff still doesn't know about the fight last night. Visitation: One of her close family members got a conviction for a misdemeanor in this county a couple years ago and is not permitted to visit because of that conviction. Grievance: Before August, sometimes it would take 4-5 months to get a grievance back, or it would just never come back. After August, it took only a month. Right now she has one that she hasn't heard back about and it's been a couple months. Accountability: Sergeants come once or twice a day to sign off on checks for inmates on suicide watch. The captain comes by often now. Housing: There didn't used to be any trash runs, now they come once a day. They are fed all their meals in their rooms, and they have an ant problem, and they have no trash cans in their rooms. Sometimes inmates flush leftover food down the toilet to avoid ants and the smell. It doesn't usually cause plumbing issues because the plumbing is heavy duty. There are cracks in the walls and water leaks through the walls when it rains or if the upper level mops. In some rooms, the water gets on people while they are sleeping. Culture: When</p>

	<p>she was on suicide watch, the staff told other inmates that she was never coming back, and that if she came back on their shift, they would put her in the “crazy” dorm. Out of Cell: Usually 1.5-2 hours per day. Programs: The programs are nice, and they are helpful. However, if inmates choose not to participate they get put in solitary confinement. Some of the inmates have been here for years so they have already gone through all the programs. If you don’t have your GED, you have to do the GED class too. She doesn’t like the child-rearing class cause she doesn’t have kids, but she has to go or she will get sent to solitary confinement. Reentry: In her programs, the instructors talk about the reentry center often, but before these programs were put in place, the inmates weren’t told about the reentry center. Medical: They don’t offer teeth cleaning nor do they offer crowns, just temporary fillings. They won’t pull her wisdom teeth cause they are not bad enough that she needs a root canal. It usually takes 3 weeks to 1 month to get a medical appointment. They don’t meet all her health needs, for example they can’t help her get rid of her wart. Phones: The rates are much too high. \$5 per phone call. Commissary: There are not enough products for indigent inmates. They can’t get shampoo or conditioner, decent soap or toothpaste. A lot of girls get dandruff. The prices are very high. The hygiene products they do have are very low quality. They didn’t have antiperspirant deodorant until recently. Hygiene/Cleaning Supplies: Inmates are only allowed to have cleaning supplies during the day. Sometimes her group doesn’t get enough free time during the day to clean and do whatever else she needs to do during her daytime free time. Food: She has requested for the doctors to put her on a diet because she has gained weight here. There is a lot of starch/carbs/potatoes. The fact that they are locked down after they eat makes it hard to work off the calories. Half the dorm doesn’t even take a food tray because the food is so terrible. They get bread for breakfast, lunch, and dinner. They don’t get any meat except bologna. Classification: She was stuck in double red although she is only here for drug offenses. She has been downclassified but it took a couple years. She’s not sure why she was stuck in that classification for so long. She got written up for small violations like hanging something to dim her light, or other rule violations that have nothing to do with safety or violence. Keep-Always: She has a keep away from a couple years ago against a friend because they thought she sent a kite to somebody but it wasn’t her. Usually the keep away statuses are for inmates that have a problem with one another. They have never been interviewed to see if they have a problem with each other.</p>
471.	<p>Mental Health: Mental health is very compassionate and good at assessing inmates’ needs. It usually takes a month to see a mental health doctor so if inmates are already on medication when they are incarcerated, they will be without that medication for a month. Use of Force: She was once assaulted by an officer. She told an officer that she had an enemy in a dorm that she was about to be moved into. She informed booking, but the deputies didn’t have the information yet. She refused to go in the dorm, and reached for the door of the holding cell to go back in so she would be safe until they could sort things out. She is a small person, and the officer was very large. He grabbed her by her arms, kicked her legs out from under her, and she hit the ground face first. Her face was badly bruised for about a week and a half. Inmate Safety: It depends on the officers. Some officers pay attention, and others do not. If a fight breaks out, sometimes a full on brawl can happen in a cell or in the shower, or on the yard, without the deputy ever knowing. It probably happens about once a month, more in other dorms. There were 3 fights in the dorm this week, one that the staff still does not know about. They did not detect the first 2 fights either, and found out about them after they happened. The officers need to put their phones down. They shouldn’t be allowed to have their phones in here. Maybe they need to have shorter shifts, more breaks, and no phones. Some girls get bullied. It's usually the night time guards that are not paying attention. Visitation: Twice a week but no contact. Sometimes if visitors don’t show up early enough, the officers won’t let them visit. The officers in front are sometimes rude. Grievance: She filed a grievance about the assault, but she never received any response, written or otherwise. She dropped the issue because she was afraid because after he assaulted her, he told her how wrong she was for grabbing the door. He told her it was her fault for refusing to go in the dorm. Accountability: Sergeants come in once a day, write in the book, and leave. They never actually walk around the dorm unless a visitor is here. Housing: There is a bad ant problem that is really bad in the spring and summer time. The inmates wake up with ants on them. The staff doesn’t do much about it, they just give them cleaning solution, but no ant spray or ant traps. Exterminators come,</p>

	<p>look, and leave. Many inmates filed grievances and nothing happened. Some of the cells leak horribly when it rains. Culture: The night guards are not as diligent, and most of the fights happen at night. Out of Cell: There is not enough space to run laps. The outside yard is too small to run. They get more now than they used to. Usually 2 hours at night and 2 or 3 hours during the day, but that is including the classes. They only have 10 minutes of free time during the day. On the weekend they get 2 hours twice a day. Programs: There are no college classes available as there is in prison. Reentry: The program instructors told them about the reentry center. Probation officers also tell probates about the reentry center. Medical: Medical care has gotten better. For colds, they get medication same day whereas it used to take 3 or 4 days from a nurse. Usually it takes 3 weeks to see a doctor. Medical emergencies will typically be brought to a nurse within 15 minutes. The dentist is great, but he only does so much. He doesn't do root canals, just get temporary fillings. He doesn't do teeth cleanings. The doctor is pretty good. Phones: Only have enough time to use phones at night during weekdays. IWF: Indigent inmates don't get shampoo, conditioner, or enough toothpaste to last more than 2 weeks. Sexual Misconduct: They don't usually have any male guards. There might be female crushes, but it doesn't go beyond flirting. Hygiene/Cleaning Supplies: Only get Ajax, soap, and green spray for cleaning. They don't get anything to apply the cleaning solutions with (not even the green scouring pad), so most inmates use maxi pads, but they aren't supposed to. She hasn't seen anyone get in trouble for it. Food/ Commissary: There is no healthy food available through the county or through commissary. Unless you are on a special diet, there is no salad. They get carrots once in a while. Almost everyone has gained weight in here. Commissary doesn't have enough to choose from, there is no hot sauce and no healthy food. It costs too much.</p>
472.	<p>Use of Force: Sometimes the officers go further than they should. Cell extractions can be pretty violent. They have a sergeant present and a camera to film when they do that. Inmate Safety: The staff is usually paying attention and break up fights. Grievance: She doesn't think they work. Accountability: She sees sergeants checking the logbooks pretty often. She has never been talked to by a sergeant, but she does feel she could talk to them if necessary. Housing: There is an ant problem. The plumbing is fine as long as people aren't flushing garbage. There is no trash can in the cells, and they only have a couple opportunities out of their cells each day to throw trash away. Culture: Some guards give her "tough love" because she is young. They nitpick about petty rule violations, even though some of the rules are not even in the published rulebook. The guards are not respectful, and sometimes wield their authority just because they can. Some of the guards swear at inmates. Some guards are unwilling to tell inmates why certain things are happening to them, for example, why privileges are limited. Other guards are more helpful. Keeping inmates in the dark about what is happening to them causes the inmates anxiety because sometimes mistakes are made by the staff and a change in classification (even if by accident), or being prevented from going to class can have terrible consequences for the inmates and their criminal cases. Sometimes when inmates are submissive or obedient, they get taken advantage of by the guards and are not treated fairly. There can be some inconsistency between the rules guards enforce or scheduling and sometimes that means that the inmates don't know the rules. Out of Cell: Inmates get about 1 hour in the morning and 1 hour at night. Programs: She is happy with the classes. The instructors are good. Reentry: Some officers will go out of their way to look up resources for inmates, but usually inmates leave with the same resources they had when they came in. Medical: The doctor said he is not allowed to give vitamins to inmates no matter their health condition. It usually takes her about a week to see the doctor, depending on the urgency. Phones: Sometimes they get cut off. Commissary: She doesn't shop because it's expensive. Hygiene/Cleaning Supplies: Inmates don't get a washcloth, and they aren't allowed to cut up the towels. There are no loofah's or washcloths available on commissary. Inmates only get 2 sets of laundry and it's an infraction if they use the county-issued soap to wash clothes because it is "not the intended use." Transparency/Consistency: Sometimes the guards will tell inmates they are violating the rulebook and when inmates point out that a purported rule is not in their rulebook, the guards will say their copy of the rulebook is not up to date. There is no way for the inmate to know if that is true or not. The inmates sometimes don't even know what the rules are, but get punished for violations anyway. Spoon: They get a tiny spork with no handle. This is a problem because they eat out of their cups and it's too long for the spoon to fit when they eat cereal. There are no bowls. Gay Inmates:</p>

	<p>Because she is gay, it's difficult for her to get a cellmate and when she gets close to other women, or comforts other women when they are crying, the guards tell her she is "over associating."</p>
<p>473.</p>	<p>Inmate Safety: Guards are usually paying attention and break up fights. There are some blind spots, but it's like that at all correctional facilities.</p> <p>Grievance: Sometimes it takes a while to get a response. Once she got a lot of attitude back from one of the higher-level officers in their response. She doesn't like to file grievances because it takes too long. She tries to talk to the sergeants directly. She doesn't face retaliation for filing grievances. (This inmate is a bit older than the others and has been in and out of custody for decades and may have a different experience than the other inmates). Accountability: They are able to talk to one of the sergeants, but that sergeant tells inmates that she will see what she can do, but usually it's the lieutenant's call. This might just be a brush-off. Housing: The plumbing is an issue in some of the cells. Inmates are flushing food waste down the toilet because they can't have trash-cans. If they just leave food out, they get ants. Culture: There are a lot of new guards, and the new guards are very nitpicky. Some guards are trained by good officers, and some are trained by bad officers, and there is a clear difference. Some of the officers will come through on inmate requests, and others brush them off because they are lazy. There is inconsistency between the guards about the schedule, even though they could look at the logbooks to see how things are handled the rest of the week. The deputies discourage the inmates from talking to the sergeants. Out of Cell: The amount of time depends on the officer. They are supposed to get 1.5 hours twice a day, but they don't always get it. At night they usually get less though. For some reason, one of the groups gets more out of cell time than the other. They often don't get enough time to shower before class. She would like more free time out of her cell early in the evening cause otherwise she can't call her kids because they go to bed early. Young guards act like they have something to prove. Programs: She has done a lot of the available programs before. She would like to see parenting classes. Reentry: There is a program person who comes to speak to the inmates about things they can do when they get out, such as college and other training. Medical: She doesn't like the doctor. He (a General Practitioner) mocked her about the medication her specialist had prescribed and said something to the effect of, "I don't know why they have you on this medication because if something was going to happen to you, it would have happened by now." The doctor here reduced her dosage. She has more symptoms than she did when she was on her regular dosage or even when she wasn't taking any medication. The dentist and gynecologist are nice. They used to have to wait a long time to see the dentist but that has gotten better.</p> <p>Phones: Sometimes the out of cell time isn't at the right time to call her kids. Sometimes the phones don't work. Hygiene/Cleaning Supplies: They need more cleaning supplies. They need bleach to clean. The cleaning solution they use on the floors doesn't lather. They don't get disinfectant. Maybe the jail could provide disinfectant wipes. They don't get rags to clean. She is developing a rash or skin condition. Sometimes the laundry smells, but usually it's not that dirty, however, a lot of the clothing is old and has holes or stains. Shoes: There are always a problem with the shoes. They rip, and the guards sometimes say they don't have new slippers to give out. Once a guard just taped the shoes up. It wasn't until the inmates all gave her a hard time about it that she got new slippers for the inmate.</p>
<p>474.</p>	<p>Use of Force: They only pepper spray people if they are in a big physical fight. In booking downtown when she was having her ID photo taken, the officers twisted her shoulders roughly causing hairline fractures in her shoulders. Inmate Safety: Fights break out whether the guards are paying attention or not. Housing: The mattress is only an inch or 2 thick and they are sleeping on a metal bed. The heater blows cold air. She has a medical condition that these conditions make worse. She has been denied a "chrono" approving issuance of a second mattress. The dorm gets a lot of ants, so some of the inmates create a paste out of the Comet powder to line their rooms and keep them away. Culture: Inmates receive infractions for silly reasons and their out of cell time is restricted when they are disciplined. Out of Cell: They are supposed to get 1.5 hours 3 times a day, but sometimes they don't come out at all if the facility is put on lockdown due to a fight on the men's side. Programs: She likes the drug and alcohol class, but she thinks the other ones are a waste of time. Sometimes, like today, the instructors don't show up. Medical: She was experiencing bleeding on her back from burn injuries, and it took a week and a half to get an appointment. The doctor doesn't give any advice or treatment. In the past, they gave her cortisone shots for the pain, but they did</p>

	<p>not during her most recent appointment and she doesn't know why. She felt like they were just "fucking with" her. It feels like the jail gets Valley Medical's "rejects." Once the pill nurse gave her medication that caused her to experience seizures and the staff locked her in a holding cell, waist-chained and shackled for 4 hours for observation until they finally called an ambulance to transferred to Valley Medical. She feels this was very inhumane treatment for a person who was experiencing a medical emergency. Commissary: Sometimes inmates order items that they never receive but they are charged anyway. IWF: Indigent inmates get charged if money is put on their accounts later. Food: The food is not nutritious. They aren't getting all the food groups. They get a stack of 4 slices of bread with every meal. Even though she's on a low fat low salt diet, she still gets a lot of bread. They don't get enough fruits and vegetables. Transparency/Consistency: Inmates can get written up without the deputies every informing them.</p>
475.	<p>Mental Health: She had a mental health assessment, but she doesn't think the staff asks the right questions. They just want to medicate the inmates. She has experienced some very traumatic events. She hasn't received any therapy, just medication, but they are getting a therapy class soon. Inmate Safety: Sometimes the guards know when a fight is happening and sometimes they don't. When tensions rise, they move inmates around or change classifications. They use pepper spray too often or threaten to use it when there are fights. Some officers don't even try to pull the inmates apart first. Grievance: Even when a higher-ranking officer such as a sergeant or lieutenant responds to a grievance, they always side with the staff. She has tried to take her own steps to resolve her problems rather than use the grievance process. Certain officers hate to be grieved, and they retaliate by raiding cells or picking on inmates for petty rule violations. When she asked for a grievance form, the staff member asked her what she was grieving and attempted to persuade her to resolve the problem without filing a grievance. She feels it's not their business. She also knows she won't get a proper answer. Accountability: She sees sergeants sign the log book about twice a day, or as needed for infractions, grievances, or to observe classes. They don't talk to the inmates. She feels she could call out to a sergeant to talk, but she knows they will just tell her to file a grievance. Housing: Once she had to change cells because her toilet was backed up and almost overflowing. They let her move right away. Programs: This dorm gets approximately 2.75 hours of class per day. Reentry: There is an officer who comes around and tells the inmates about the services available at the reentry center, but when she was incarcerated here previously, she had to figure it out on her own. Medical: She needs to see the doctor, but she keeps getting brushed off and offered over the counter pain medication at first. She has now been prescribed medication. When she does see the doctor, he doesn't do anything, even though she knows something is wrong. She plans to request another doctor. The doctor previously ordered physical therapy for her injury, but they cut it short 2 months early even though her injury wasn't better. It usually takes about 2 weeks to get an appointment. She thinks her blood should be tested (for diabetes) more than 2 x per week as it is now. Every time she is tested, the doctor says her levels are too high and increases her medication. She feels the doctor is not listening to her. She feels the medical care is really inadequate. She feels if she were not incarcerated, she could have gotten her injuries taken care of a lot time ago. The pain wakes her up and keeps her up at night. A white card request for a doctor's visit is required for even over the counter medication if the inmate needs more than one dose. Out of Cell Time/Phones: The timing makes it difficult to call family. She feels they need more out of cell time earlier in the day. The amount of time they get out of their cells is not consistent. Usually get 1.25 hours of free time each night at around 9:30 or 10 pm. The inmates don't get much time out in the sunlight. Commissary: It is expensive, and some of the hygiene products are of such low quality it is not worth it. She has to depend on the kindness of the other inmates to provide her with hygiene products because she can't afford the ones on the list. It would be nice to have a walkman/discman/iPod available. Food: She is on the low fat low salt diet. She has been served a lot of moldy bread. Even on this diet, she is not getting enough fruit. Classification: She constantly files inmate requests for reclassification. It takes 3 weeks to a month to receive a response. She is informed that they reevaluate every 30 days. She never receives any explanation for why she remains at the same classification level. She hasn't had any incidents or write-ups for 3 months.</p>
476.	<p>Mental Health: She had a history of miscarriages and even after she miscarried one of her fetuses (she says she was pregnant with 2 babies at the same time, but not twins), she didn't receive any grief counseling. Use of Force: One guard was pretty rough cuffing her when she was in a high security level, but that's the</p>

only issue she had with use of force.

Inmate Safety: Some officers pay attention while others do not. Sometimes they see what's happening but don't do anything about it.

Visitation: She thinks it is very important for mothers to be permitted to have contact visits with their kids. As of now, certain classifications are not permitted any contact visits. She was able to get contact visits with the help of her attorney as long as her baby was breastfeeding. However, when she reached 7 months, she was told that she would not be able to breastfeed past 8 months.

Grievance: She has called internal affairs about the issues she faced regarding her pregnancy, birth, and contact visitation with her baby to breastfeed. She once filed a grievance about commissary and it took a year to receive a response. The response was that her complaint wasn't true.

Accountability: During the day time a sergeant comes pretty often, about 2 times per week. They don't usually come around to talk to inmates, unless you call out, in which case one of them will come talk to inmates, the others tell inmates to file a grievance.

Housing: There is a bad ant problem, when it rains some of the cells leak, and they are filthy with urine and feces on the walls.

Culture: Sometimes the officers instigate inmates in double red.

Out of Cell: On bad days they get 35 minutes, on good days 1.25 hours plus class time.

Programs: The recovery and rehab class is good. Inmates aren't really paying attention during the one about career advice. A lot of the inmates aren't ready for that, some of them don't even admit they have an addiction. Getting a job is too many steps ahead of where they are now. More parenting classes would be helpful.

Medical: It takes 4-8 weeks to get an appointment. She has developed some discoloration on her back. A doctor told her she may have skin cancer or diabetes. She has never had a blood draw to test for diabetes. She was prescribed medication for chlamydia although she had never taken a urine test. When she insisted, she tested negative. This was all while she was pregnant. Then they did a pap smear, colposcopy, and cut a piece of the cervix all while she was 3 months pregnant. The doctor told her she had cervical cancer before she even had the colposcopy. She was encouraged to consider abortion more than once. The doctor also said she had 2 fetuses that were conceived at different times. One of them miscarried, and the doctor recommended using suction to remove the deceased embryo, but she asked a nurse she knows and they said this procedure would be very dangerous to the remaining fetus. She was told her baby was going to be a boy, but it was a girl. The dentist doesn't do teeth cleanings. They only do temporary fillings. It takes even longer to get a dental appointment than it does for medical.

Phones: There isn't enough time to make phone calls. The nighttime out of cell time is too late for one of the groups.

Commissary: The food is all junk food.

Food: The food is very starchy. They get vegetables that have freezer burn or stale taste. They get instant mashed potatoes. They get fresh fruit, but no fresh vegetables. They get lettuce every once in a while with lunch. Unless you are on a special diet, you don't get any real meat. If you don't get commissary, you starve. She lost weight while she was pregnant because she couldn't eat anything, but she is gaining it back now. She gained 20 pounds in a few weeks.

Other:

Classification: She put in request forms every time she saw a person from classification. She was told repeatedly that she wasn't going anywhere. She graduated from multiple programs while she was in the higher security classification (out alone with 1 hour out of cell every other day). She talked to a sergeant, lieutenant, captain, and had mental health vouching for her. Finally she was downclassed. Gang Intel (a group within classification) finally talked to her and got it approved through the captain of classification.

Pregnancy: She came in 8 weeks pregnant, and no one ever explained the labor process to her. She was really scared. She put 3 women on a list to be in the labor room with her and they were all denied. 2 had misdemeanor arrests and the 3rd had no record. She requested reconsideration. The Lieutenant told her she would work on getting her mom approved as an exception and it would be approved by the time she went into labor and she didn't have to worry about it. Per the medical staff's approval, another inmate told

	<p>her mom when she went into labor. She went to Valley Medical where her mom was waiting, but the doctor said she wasn't ready to give birth and sent her back to Elmwood. When she came back, they increased her security classification by 2 levels for calling her mom. She was kept in that classification for 17 months and labeled an escape risk. No one told her who was picking up her baby. She wasn't allowed to shower for 3 days after giving birth. This brought on a lot of mental health issues and she is now on 3 different medications.</p> <p>New Mother Issues: She was able to breast pump and they told her they would give her mom the milk to feed the baby, but sometimes they would throw the milk away before the end of the 72 hour period they promised to keep the milk. When she was incarcerated and pregnant, she was told her mom might not be able to care for the baby so Child Protective Services might take custody. No one talked to her about options for putting her child up for adoption.</p>
477.	<p>Inmate Safety: The guards are paying attention, and if arguments escalate they will approach and investigate. Often inmates will not tell them anything, though. Some inmates are afraid to talk to officers because other inmates will accuse them of snitching.</p> <p>Visitation: They only get half hour visits twice a week. One of the available days is a weekday, and the hours are only during the day.</p> <p>Grievance: Filed a grievance about the temperature. The Sergeant came to talk about it because many people filed grievances, and they actually did fix the problem.</p> <p>Accountability: The sergeants come everyday to check the logbooks, they might watch the class for a little while, or make an announcement to the dorm to tell them when they are doing a good job. Sometimes the sergeants will come around to the cells and talk to the inmates, but typically they need to fill out a request form to talk to the sergeants. She feels like she could talk to a sergeant or higher-ranking officer if she needed to.</p> <p>Housing: When it rains, some cells leak water. There is an ant problem. The cells could use a paint job. The mirrors are scratched up. Sometimes the sinks leak or there are plumbing issues, but they usually fix it pretty quickly as long as it's not on the weekend.</p> <p>Culture: There are a mixture of people who are waiting for their trials and those who are serving their time. Most of the officers have been very respectful to her. She has never seen officers using excessive force. There are not many male guards here. As far as she knows, they are not allowed to work the desks in the dorms.</p> <p>Out of Cell: The classes shorten the daytime out of cell time. There is a scheduling problem in this dorm, so they only get about 30 minutes during the day and about 1.5 hours – 2 hours at night. The way this is set up now, they don't get any time to go outside in the sun and it's difficult to call children.</p> <p>Programs: She likes the classes, but it does cut into out of cell time. Perhaps they can think of a way to move things around to allow more out of cell time during the day.</p> <p>Medical: It took about a week to see the doctor. It wasn't a major issue. The doctor did a pretty good job, gave her treatment, and it worked.</p> <p>Commissary: Supposedly there is a new list, but they haven't gotten it yet.</p> <p>Hygiene/Cleaning Supplies: They don't get sponges or washcloths so many women use maxi pads or their body towels.</p> <p>Food: It tastes awful. They are being fed, but they are fed bologna or cheese and bread everyday for lunch. They do get vegetables and fruit everyday. They often get a desert like coffee cake with breakfast. The special diet includes lettuce for dinner everyday. Regular meals include lettuce for lunch about once every 2 weeks. Those with regular meals sometimes get hamburgers or "star chicken," but they don't get much meat other than that. She doesn't eat the "chicken" because it looks so bad. They have something they call "chorizo," but the inmates call it dog food that is also served to the vegetarians, so it must not be meat.</p>
478.	<p>Use of Force: She has been pepper sprayed and it was not justified. Their cells were being raided and they were on the sundeck. She didn't even know the officer had his spray out. He ordered her against the wall. She says because of her body shape, it looked like she wasn't against the wall even though she was and he sprayed her without warning. They rinsed her face in the shower and put her in a holding cell near the desk deputy for 6 hours. It was very cold in there.</p>

	<p>Inmate Safety: They pay more attention to fights than they used to. They break it up pretty quick and usually squash it. Visitation: Usually it's not a problem. Grievance: She doesn't like the grievance process. They never investigate complaints. There were shakedowns of the cells after the mail policy changed back in 2013. It seemed to be retaliation. Accountability: There is one sergeant who makes a point to talk to them. Housing: When it rains, sometimes it drips in some of the cells. Out of Cell: During the day they get very little time, and about 1.5 hours at night. Programs: She feels they are getting a lot more programs because people are watching the jails right now, but it cuts into their out of cell time. The programs are pretty good though. Commissary: Too expensive. They don't have as many items available, or their items don't come. There are no ethnic hair products, like conditioners. Toothpaste costs \$9 for Colgate. The hair products make her hair very dry and rough. They had more available at juvenile hall. Hygiene/Cleaning Supplies: They used to get bleach but not anymore. They need it cause they are susceptible to illness. Food: It's disgusting. She doesn't eat it, only eats commissary. It has gotten worse over time. Classification: She wrote over and over again to the captain and finally got herself reclassified. She had a keep away from a friend and that was holding up her reclassification. She doesn't know why. She was never informed why they had a keep away order. 2 officers talked to each of them about it and learned there was no issue.</p>
479.	<p>Grievance: She doesn't think the grievance process works. She has filed 2 grievances and never received a response. Out of Cell: 2 hours per day. Medical: When she got a staff infection, she had a blister with green puss and she showed the deputy, and she was instructed to put in a white card. It took about a week to see a doctor. When it was swabbed and tested, it was found to be MRSA. They gave her an info sheet that said she might be quarantined, but they determined it was not bad enough. She got a fever and felt pretty sick. In her opinion, she should have been quarantined. They gave her an oral antibiotic. It went away pretty fast. Hygiene/Cleaning Supplies: She got the staff infection because the sanitary conditions are so poor. There is no bleach to clean anything in the dorms. They only have comet and a green cleaning solution. They spray the door handles with a Lysol type spray, but that is the only thing they are allowed to use the disinfectant spray for. Cruel Treatment: She had a disagreement with her cellmate and she was stuck in an empty cell for 2 hours. She had no toilet paper or soap. The officer that did that is no longer there.</p>
480.	<p>Mental Health: She has had a mental health assessment. She has been prescribed anxiety medication and it helps keep her calm. Use of Force: Before August, one of the deputies grabbed a female inmate by her neck and slammed her against the wall. The deputy has since been removed from the dorm, but she is still a correctional deputy. Inmate Safety: The guards are pretty nose. Visitation: They only get 30 minute visits. Red top inmates are not permitted to have contact visits with their children. Some people are fighting cases for 5 or 6 years, so she feels that is not right. Grievance: When they filed grievances about the ants, and an exterminator came and informed them they had sprayed or bombed outside the building, but the problem persisted. Accountability: She sees sergeants about once a day to talk to the trainees. They only talk to the inmates when there is a problem. She feels like she could talk to sergeants if there were a problem, but before August she couldn't. Housing: There is a disgusting ant problem in the summer. They are coming out of the vents, they are in the toilets, her entire bin got covered in ants. They weren't permitted to use ant spray. She flooded her room to kill the ants, but she was told not to do that again. Culture: There are drugs in the jail. The same people come in over and over again. Male officers are not permitted to run the dorms. Out of Cell: They only have 1 hour at night. She doesn't get any time in the morning to shower or do anything before class. Programs: She finds the GED class more valuable than the treatment classes. Medical: When she had a rash, it took about a month to see the doctor. The nurses told her it was heat rash, but it was fungus from the clothes. She feels the dentist is not using sanitary methods nor spending the time he should. Phones: Calls are very expensive, so she had to cut down on her phone calls. Sometimes the phones are shut off in the middle of the call and the inmates don't get reimbursed. Commissary/Shoes: The prices are very high. The only toothpaste that works is almost 10 dollars. She bought the deck shoes, they cost 10 dollars and they ripped after 2 months. The slippers aren't supportive enough. Walkmans/iPod/Radio: Would be nice if they could get some since people are in here for years and serving prison terms as well. Hygiene/Cleaning Supplies: The clothes cause rashes. The clothes are dirty and in poor condition with holes and tears. Sometimes the hot pot gets really dirty. Food: The food is</p>

	<p>disgusting. They need more fruit during dinnertime. The vegetables are always brown and stale, the rice is either overcooked or raw. She never gets lettuce.</p>
481.	<p>Use of Force: Once she started yelling because when all the cells were raided, the deputies threw away their permissible items too like photos, commissary food, and hygiene products. When she was yelling, the guards pepper sprayed under her door and she couldn't breathe. Male and female officers rushed into her cell, started hitting her, twisted her wrists till she thought they were going to break, dragged her down the stairs by her wrists, pulled her hair, slammed her face against the wall, hit her, and shackled her wrists to her feet in a twisted and uncomfortable position for about 7 or 8 hours. They moved a lot of other girls at the same time, and had to open up a new dorm for it. Afterwards she had a bump on her head, and her wrist now swells easily. She told them they were hurting her hand and already had an injury, and they twisted it harder. One of her thumbs was numb for a whole month. Visitation: The visits are only 30 minutes but they know the men at the main jail get 1 hour. They are rude to the families. They have no patience with the kids, and yell at them. One time an inmate's visitor got strip-searched. She doesn't know why. Grievance: She has filed a lot of grievances and usually gets a response but months later. Lately, sergeants come to talk about grievances, but usually after it has been so long that the inmates forgot what the grievance was about. Accountability: Sergeants often come in and talk to the dorm deputy. There are a couple sergeants who talk to the inmates occasionally. Housing: When it rains, it leaks in her room. There are puddles on the floor and stains on the wall. It's very cold during the winter. Out of Cell: Get about 2 hours out of cell each day. Not much time during the day. Programs: She hasn't been here long, but the race class is pretty good. Medical: Dentists just want to pull teeth. They don't have proper procedures to fill cavities. They don't do teeth cleaning. They can only do a "temporary root canal" to keep it from hurting that only lasts about a year. She has been having them for the past 6 years. They need an optometrist. She has had to buy contacts or glasses from other people who come in and out of the jail. She has made requests to see the eye doctor. They tell her she needs to see an optometrist but that she has to pay for transport. They cannot even give her a prescription for glasses. If they are over the age of 70 years old and need glasses, they can get glasses from friends outside. The gynecologist is an old a man. It makes her uncomfortable and it seems like he doesn't do his job right. She has asked to be tested for everything, including herpes. She was informed they don't test for herpes. There is no privacy at the gynecologist. She has overheard other people who had conditions. It takes about 3 weeks to a month to get an appointment. Hygiene/Cleaning Supplies: Has to use a pad to wipe down her walls with pads, or break the rules and make a washcloth out of a towel.</p>
482.	<p>Mental Health: The deputies and sometimes the mental health care workers don't seem to take her seriously. They tell her "it's all in your head, you're a drug addict." She has been prescribed medication that kind of makes her feel better, but she feels very isolated and has nothing to do, so her mind wanders to negative places. Being out with the other inmates during out of cell time helps, but the time is limited. She doesn't get any counseling or therapy. She went to therapy before she was incarcerated. She now has to bottle up how she feels.</p> <p>Use of Force: When she was double red, when they wanted to move her to another unit, she got scared and refused to come out of her cell. The officers ordered her out and when she refused, they did a cell extraction. When they came in, she kicked one of the officers. They threw her on the ground, put their knees on her back, punched her, and smacked her head on the floor. She says they never really talked to her about what was going to happen, and she was scared of going to someplace not knowing what was going to happen. The other inmates in double red told her (through the vents or yelling) that she would get beat up in the unit they were moving her to, and the only way to stop the move was to hit the officers. She thinks they told her this because they didn't want her to move out of the dorm.</p> <p>Inmate Safety: Most of the time the officers are paying attention. Sometimes they are playing on their phones, but sometimes they are just in the bathroom. It's usually just one officer in the dorm.</p> <p>Visitation: One of the officers yelled at her grandfather because her cousin (a baby) was looking at her through the glass in the waiting area because the baby wasn't allowed to visit her because the baby's mom was not there. Sometimes visitors get turned away for scheduling reasons. If the facility is put on lockdown, they cancel all visitation.</p>

	<p>Grievance: Sometimes the officers hold grudges when inmates grieve them. They will be rude the next time the inmates talk to them or need something, or they will pick on them for forgetting their wristband or other petty violations and threaten to write them up.</p> <p>Accountability: She only sees higher-ranking officers once in a while. Sometimes they come talk to the inmates, but she's not sure how often. Usually only when there is a big problem or there are a lot of grievances.</p> <p>Housing: When it rains, her cell leaks. The cells are very cold. There is also an ant problem.</p> <p>Culture: Sometimes when the deputies pick on the inmates, on top of all the other stress inmates feel, it can be overwhelming, and this inmate developed suicidal thoughts after being threatened to be disciplined by a deputy. When she told a deputy she was feeling suicidal, the deputy told her "are you sure, you're not going to like where you are going to go." She was sent to an observation cell for 4 hours waiting for mental health and after being evaluated, they put her in an empty cell for suicide watch. After she was feeling better, she asked to be put back with her roommate and she was denied. She has been feeling depressed and asked for a roommate, but her jacket says she is to be in a single cell.</p> <p>Out of Cell: On weekdays they get 30 minutes during the day and 1 – 1.5 hours at night. On weekends they are supposed to get 3 hours during the day and 1.5 in the afternoon, but they usually just get 1.5 and 1.5.</p> <p>Programs: They are ok, but repetitive. They could use more variety of classes to keep them occupied.</p> <p>Medical: It usually takes about 2 weeks to a month to get an appointment. She was recently told she had an appointment, but that day came and passed and no one came to take her to her appointment. Her hair is falling out and the doctor told her it's nothing. She showed me she has a bald spot about 1.5 inches in diameter.</p> <p>Commissary: 3 shampoo products, all of them bad. The commissary food is all processed and starchy. It would be nice if they had healthier options. Before she came here she was on a Paleo diet.</p> <p>Food: The county food is all starchy and bread. She has problems with her bowel movements, she gets blood in her stool, she gained 40 pounds in about 3 months since she was incarcerated. They don't get many fruits or vegetables, and the vegetables are not fresh. They don't get any salads.</p>
483.	<p>Housing: It is really cold in their cells. They turned off the heat recently. Out of Cell: She said she didn't want to talk about anything else and she was in a hurry because she didn't have enough out of cell time and wanted to talk to her friends. Medical: It take 2 weeks to a month to see the doctor if you have a medical request. 5 days ago they told her she had a yeast infection and they still haven't given her the medication. She was tested for STDs and wishes the doctor would tell them whether they are negative or positive.</p>
484.	<p>Mental Health: Mental health checks on her pretty often, mostly to help her with her medication. They don't have counseling or therapy. Inmate Safety: They break up fights pretty fast. Accountability: She sees the sergeants often, almost everyday. They come talk to inmates about once a week. Housing: It's very cold and that makes it hard to sleep. It's colder in the cells than in the main common area where the dorm deputy sits. Culture: Inmates who keep to themselves and are respectful get treated well. Out of Cell: During the week they get 10 minutes in the morning, 10 or 15 in the afternoon, and 1.5 at night. On the weekend, 1.5 hours twice a day. Programs: The programs are good and she loves the teacher. However, class time cuts into the out of cell free time. Reentry: She is always informed about what services are available, but it's usually in court or with probation that she learns about services. Medical: It usually takes about 2 weeks to see the doctor. Phones: The calls drop a lot. Hygiene/Cleaning Supplies: They need more cleaning supplies. It's filthy in here. There are a lot of women who are from the streets, and people get infections. There is a green solution available to clean, but it's like water, and doesn't kill any germs. They need bleach or disinfectant. This is the problem she is most concerned about. Some of the inmates got a bacterial infection from the pads or underwear. There is one scouring pad and one sponge for the whole dorm. Food: The food is nasty. She got gallstones and she thinks it's cause of the food. It's just low quality food generally. They don't get enough meat. Spoons: They are really short/small.</p>
485.	<p>Mental Health: Mental health workers have come to assess their needs. She was prescribed medication for anxiety. It's helpful. They are consistent about meeting with her about once a month to see if it's working or they need to make adjustments. Use of Force: Even after she stopped fighting, the officer maced her face. When she was moved to the double red unit, they left her in the cell for 3 days with no opportunity to</p>

	<p>shower. Her face and arms burned from the pepper spray. Inmate Safety: Some of the officers will ignore problems because they don't want to deal with the work. Visitation: When they are put on disciplinary status, they do not inform families or friends, even if they have visitation appointments. The families think they refused the visit. Grievance: It takes a long time to receive a response, often up to 4 months. Housing: There is a major ant problem in the summer. This happens in every unit. Out of Cell: In the C unit, inmates only get out of their cells 1 hour every other day. This dorm gets about 10 minutes to half an hour, but usually less, in the morning. They have to use that time to clean their cells or take a shower. Programs: The class instructor helped her get transferred out of the double red dorm. He witnessed the incident that resulted in her transfer and put in a good word for her. She believes she would have been in the double red dorm much longer if he hadn't. Isolation: The fact that they are in their cells for so much of the day causes her anxiety problems. Her anxiety problems were much worse when she was in double red status. Reentry: Now during program classes they give information about the reentry center and information about food stamps and other general assistance. But they don't give any bus tokens or anything to take them back to the reentry center. Medical: If they are close to their release date, the doctor will refuse to provide medical testing, or they will push out their medical appointments. They won't prescribe pain medication other than Tylenol, even if it was prescribed by doctors at Valley Medical. Phones: Sometimes there isn't enough time to make phone calls. It's very expensive to make calls, so she only calls home every 2 to 3 weeks. Commissary: The products are very expensive. They regularly don't deliver what she ordered and she gets charged anyways. If the bag is torn, inmates cannot report missing items, and sometimes the bags rip from just picking them up. IWF: The indigent inmates have to choose between a correspondence kit or a hygiene kit. Hygiene/Cleaning Supplies: They get green solution to clean their cells, but they don't have enough time, so many of them secretly keep some solution in their rooms. They get laundered blankets every 3 months. The laundry isn't always clean. She has gotten underwear with period stains. Maybe they don't put in enough detergent. Usually they wash their own clothes. Food: Last meal is at 4 P.M. so people get really hungry at night. Classification: The process is not consistent between inmates. When inmates request reclassification, they just tell the inmates they will be reevaluated in 30 days.</p>
486.	<p>Mental Health: They have to make a request to see mental health. She gets rescheduled often. Takes about 2 to 3 weeks to get an appointment. Grievance: When she filed grievances, they treated her like she was crazy and put her in a mental health dorm. Accountability: The sergeants talk to inmates if they are out of their cells. She sees sergeants 3 or 4 times a week. Housing: When she was in double red, there were a lot of leaks in the cells. Culture: A lot of the inmates in stripes have drugs. Her blood pressure has gone up recently. She doesn't know if it's related to being incarcerated. Out of Cell: They usually get 3 to 4 hours each day. That includes class time. When she was in double red, they only let inmates out once every other day, but now they let them out a few inmates at a time everyday. She feels this is much better. Programs: She likes the programs. They cover good topics and the instructors are good. Isolation: She got hives everyday at 5 pm when the inmates get locked down in their cells. Reentry: She was never told about services, the inmates have to ask. Medical: The doctor gave her medication for high blood pressure. She requested a diet meal, which they provided. She told the nurses she thought she had high blood pressure, they checked her blood pressure and it was high. They told her to put in a white card, even though they knew there was an issue. It took about 3 weeks after she put in the white card to get an appointment. Commissary: A couple times the items didn't come and she got charged anyway. She showed me the dental floss. They look like clear hair elastics. No one else has mentioned dental floss being available to me. Classification: It takes a long time to get a response for the reason for reclassification. Once she was moved her to the mental health dorm after she asked too many questions about her reclassification. She got in one fight when she was high, and she was transferred from level 1 "stripes" to double red. She was sent to the 8th floor at the Main Jail, and she never got her legal paperwork, back, even after she came back from the main jail. She was told by another inmate that the inmate who cleaned her cell after she was moved took her personal items. She doesn't understand why an officer didn't bag her personal items. She's afraid to ask about classification too much or she thinks she will get sent to the mental health dorm again.</p>
487.	<p>Mental Health: Mental health workers check in with her. They give her coloring pages, or exercises that help. They send a different person every time so she has to tell her story over and over. Maybe the mental</p>

	<p>health workers could be assigned to certain inmates. Her current medication is not working for her. She was sent to the mental health office, but she waited for an hour only to be told that the appointment was rescheduled.</p> <p>Out of Cell: Putting people with mental health problems on lockdown doesn't resolve anything.</p> <p>Medical: She was transferred from a different county. She had several fractures and a surgery on her leg following a car accident. She is only being given 3 of the 5 prescriptions she already had before being transferred here. They have "replaced" 2 of her prescriptions with Tylenol and another over the counter medication and they cause negative side effects. She is now in pain she was not feeling when she was given the right medications at the other facility. It took her about a month, but she now has an appointment to see the doctor about her leg's condition/pain management. She jokes that the medical staff here are the "dropouts." She got an X-ray here for a broken digit and the X-ray confirmed it was in fact broke. It's been a week and she has received no treatment. She was not even seen by the doctor or given advice about how to care for it. The X-ray technician is the person who told her it was broken and showed her the X-Ray.</p>
488.	<p>CULTURE – CO's treat inmates with mentally and physically abusive conduct. She has seen CO's scream "Shut up!" in the faces of inmates who were suffering from emotional and mental distress. Also watched CO's rush aggressively at inmate suffering from emotional distress, then hold up newspapers around to block her from seeing what they did.</p> <p>USE OF FORCE – She has experienced 2 incidents of physical force. One incident happened in booking – male CO's made her undress and held her face down on the bed while completely naked; female CO only there to throw a bag of clothes at her to change into. Another time she was kicked while shackled. CO's shouldn't use force and aggressive/abusive conduct especially against inmates who are non-violent (no history of violence), like herself. Handcuffs are put on too tight – causing cuts in wrists, and cutting off circulation. CO's in intake are especially aggressive and rude in their treatment of inmates.</p> <p>GRIEVANCES – She doesn't file grievances. She filed a grievance once long ago, but got a non-substantive response back and nothing happen. She never received any explanation of grievance process or how to proceed after receiving response. She has seen CO's refuse grievances from other inmates, then treat them badly afterward – e.g., mean looks and tone of voice, ignore their requests, single them out. She is scared of retaliation.</p> <p>PROGRAMS – PC inmates need programs and variety of support groups and counseling. There should be more structure and check-ins from CO's within the dorms – lack of structure causes tension, trouble among inmates, and spread of negative influences. Inmates need more opportunity to check in about their mental and physical wellbeing. They need more mental health support; even people without MH issues should have periodic check-ins and access to counseling. Even inmates Bad influences and lack of structure / support make it harder for her to recover from addiction.</p> <p>PHONES – Inmates who don't have money should get at least 1 free call/week. It's very hard to feel singled out because she can't afford phone calls, and very hard to be isolated from loved ones.</p> <p>PRIVACY – Holding cells have no privacy for female inmates – male CO's can look in and see them using bathroom or undressing. There should be women CO's instead. In booking, female inmates have to completely undress in front of male CO's – very vulnerable; there should be 2-3 CO's present when inmates are undressing to make sure that one CO alone doesn't act improperly.</p>
489.	<p>CULTURE – Lack of respect, especially among male CO's. "They treat us like animals." More of the male CO's don't do their jobs – they don't respond to inmates, act like they don't see them, or shoo them away from the window – when inmates have to ask them for basic necessities (toilet paper, pads). Female CO's are better.</p> <p>GRIEVANCE – Has not filed a grievance because she thinks that it won't do anything – nothing ever gets resolved from grievances, so not worth the effort. She saw one friend asked CO for a grievance – CO responded "when I feel like it," and then put her on disciplinary lockdown for allegedly not locking down when required. Grievance process was never explained to her, and she never received any information about it..</p> <p>PROGRAMS – Wants access to Pac Parenting program so that she can have contact with her children. Other areas of the jail have unlimited programs. In PC, they only have one program – Roadmap to Recovery – and</p>

	<p>it's not even very helpful.</p> <p>VISITS – PC inmates only get no-contact visits.</p> <p>FOOD – Jails in other counties serve actual food. Here, inmates just get the bare minimum, and it's food that she wouldn't even feed to her dog.</p> <p>PHONE – Phones are too expensive, especially for inmates without much money. Local calls especially should be cheaper. They just got access to phone cards, which allow for a few more calls, but still should be cheaper.</p>
490.	<p>HOUSING – Inmates should have lockers / locked box to store personal items – they get Rubbermaid bins for commissary items, but sometimes inmates steal one another's food. She would like another blanket – it gets cold in the dorm.</p> <p>SAFETY – She feels safe – the CO's do welfare checks in dorms all night long – irritating; but feels pretty safe. She was afraid when she arrived, but checks, jail culture, and oversight from CO's have made her feel safer.</p> <p>CULTURE – CO's are generally decent, all have different personalities – some are stern; some joke around. She's never had any interactions or problems with CO's. They're humane here, unlike other places where she's been incarcerated.</p> <p>USE OF FORCE – She has never seen / experienced use of force by CO's.</p> <p>OUT OF CELL TIME – She would like to go outside more – they only go out once/week for half hour.</p> <p>PROGRAMS – She hasn't done any programs – didn't know about them. She did not get any orientation or explanation of programs/opportunities/rights when she arrived.</p> <p>GRIEVANCES – She has never used grievance – never had any need. She doesn't know about other inmates' use of grievances. She never received any explanation of grievance process or rights.</p> <p>MEDICAL (QUALITY) – She is pretty impressed by medical care, compared to other places she's been incarcerated. They monitor her diabetes and offered her a colonoscopy.</p> <p>PHONE CALLS/VISITS – She doesn't use phones / visits.</p> <p>FOOD – She is now on religious diet (vegetarian), which is much better than the regular food; she is happy they offer it. Regular meals include a lot of bologna.</p>
491.	<p>CULTURE – CO culture is corrupt. CO's are rude, don't greet inmates, yell at them if they're away from their beds, and scream curses at inmates who make too much noise (e.g., "Fucking bitch"). CO's not properly trained to oversee women inmates in jail facility, especially mentally ill inmates. CO's don't want inmates to ask them anything b/c don't want to have to do any work or have to leave their control station – they don't respond to inmates' requests, or say they don't know if inmates asks a basic question (e.g., Will there be wakeup? Will there be doctors visits)? When she asked to speak with sergeant about issues, the CO's refused – they told her there's no sergeant here, just us. CO's have refused to take her to make calls. CO's are supposed to do regular welfare checks on inmates while asleep, but they don't want to enter dorms or just run through without going into each bunk – one inmate died from reaction to improper medication because CO's failed to properly check or notice that she was ill. CO's always threaten and/or do lock inmates in holding cells as punishment. When an inmate has any sort of crisis (e.g., emotional breakdown / withdrawal, etc.), CO's will lock her up in holding cell, rather than help her or call the doctor – sometimes leave inmates there for many hours, until 2-3am; while locked up, inmates can only drink water, no food.</p> <p>LANGUAGE ACCESS – No Spanish-language accommodations – many CO's speak Spanish but won't speak to women in Spanish. No Spanish language programs.</p> <p>USE OF FORCE – CO's are physically and emotionally abusive. She has witness extreme incidents of force by CO's against other inmates, including one incident where inmate was severely beaten (requiring hospitalization) while having a panic attack; CO's only stopped beating her because other inmates screamed. No one complained because they were scared of retaliation; there's no one to complain to except the same CO's themselves. She has had CO's threaten to throw her down on ground when she reacted b/c handcuffs were too tight. Culture of abuse drives inmates crazy – another inmate committed suicide immediately after release due to psychological trauma suffered while incarcerated.</p> <p>OUT OF CELL TIME – Inmates spend most time locked in dorm, sitting on beds to avoid discipline. Only 2 groups of 2-3 inmates can go out each day. If CO's are in a bad mood, they won't let inmates out. Inmates in her dorm recently spent 46 hours without leaving. If one inmate does something wrong (e.g., plays</p>

	<p>music, talks too much), the whole dorm will get locked down / punished, or inmate will get locked in holding cell.</p> <p>PROGRAMS – Quality of alcohol and drugs classes is terrible and not helping inmates learn; teachers are unqualified and rude – they scream at inmates and order them around. They should have ESL classes for non-English speaking inmates; there are no Spanish language programs.</p> <p>GRIEVANCES / RETALIATION – She has never filed a grievance, although there are many things she would like to complain about. When other inmates file grievances, nothing happens or gets better. She was not aware of IA or Jail Observer Program, but wants to complain very publically once she’s out. Retaliation – If inmates grieve a specific CO (seen other women), CO’s retaliate by treating badly – e.g., wake her up early, shine flashlight on her, watch her any time she moves. Inmates have to turn in grievances to same CO that they want to complain about.</p> <p>OTHER RETALIATION – If CO’s are bothered about anything, they will do “searches” – throw women’s things all over the place; mess them up</p> <p>ACCOUNTABILITY – No accountability for CO’s – nothing ever gets changes; she has no hope that things will improve.</p> <p>MEDICAL (ACCESS / QUALITY) – Access – Even when inmates are in extreme physical pain (e.g., in withdrawal), CO’s refuse to call the doctor – say there’s no doctor. When she requested ibuprofen, CO said she had to put in a white card – took 1 week to see doctor. Quality – Doctors are terrible, they don’t even want to check the inmates – even when inmates have medical condition, doctors don’t care. She has condition that requires regular mammograms – when she asked for one, doctors refused and told her she had nothing wrong. She then requested a thicker blanket to help with condition, but was denied “because she didn’t have anything” wrong.</p> <p>One inmate died from improper medical care – nurse gave her wrong medication, and CO’s didn’t notice anything wrong until it was too late. Nurse who gave the wrong medicine still works in the jail.</p> <p>PHONE CALLS – Problems – There should be a phone available near dorm. She has had problems with being not allowed to go to phones when she receives calls (see retaliation). Inmates can’t make international calls, even though lots of inmates are from other countries. Rates – Phone rates are a fraud - \$5 / 15 minutes; rates have not decreased in 6 months since she got here. Like everything, rates just set up to punish inmates further.</p> <p>VISITATION – She only has visits from attorney. Every time she has visits, she has to have strip search afterward.</p> <p>FOOD – is terrible. There is never any real meat; no vitamin / nutrients; food is way overcooked in ovens. Her pet dog eats better than inmates here. Meal schedule is very poor – inmates get breakfast at 3-4am, lunch at 10am, and dinner at 4pm, so they go 12 hours with no food from dinner to breakfast. It’s very hard for people who don’t have money to buy extra food from commissary.</p> <p>HYGIENE – Inmates need more cleaning products – they only get 2 small bottles of disinfectant for cleaning – only enough for bathroom, but not enough to clean dorms and other areas. Inmates are supposed to clean their dorm 3x/day, but if CO’s are pissed off they won’t let women clean. Everything is very dirty – lots of bacteria. Inmates are given dirty, apparently unwashed sheets – sometimes cause itching.</p> <p>CLOTHES – Inmates only get 2 pairs of clothes/ week – they have to wash themselves, and have to hope that there’s enough soap left to wash. Clothes come back from laundry dirty and not disinfected – inmates have to rewash their clothes by hand, and the dirt comes out black.</p> <p>COMMISSARY – is a fraud. Items are very expensive, compared to the same items outside – prices marked up = 5-6 times.</p>
492.	<p>HOUSING – They should do better assessment (more intensive interview) of inmates before making housing classifications. Inmates withdrawing from drugs, alcohol get placed in GP dorms, when they should be in medical dorm; then other inmates get yelled at for not taking care of them.</p> <p>CULTURE – Women CO’s are very rude and disrespectful – yell and curse at inmates. Male CO’s are more respectful. Young CO’s are especially rude – result of how they’re trained. CO’s refuse if inmates ask questions or request anything (e.g., inmate request form, ask to speak with chaplain or mental health) – always say they’re busy, shoo inmates away from the door, shine flashlight on them, yell at them, or write</p>

up. CO's often make inmates do things that should be their own job – e.g., check on other inmates who are ill. She understands that CO's are busy, but here should be set times in morning and evening when inmates can ask questions. CO's are always on their phones using social media, even in control area or when waiting to go somewhere with inmates; nurses are also on their phones.

When inmates get written up (infracted), they are locked down 22-23 hours/day (only go out to shower, take meds, and 1 phone call/week); lose commissary; have mail withheld; have phone calls withheld; get rehoused; inmates in other dorms lose program access and all progress to date. Inmates stay on discipline for 15-30-60 days.

USE OF FORCE – No personal experience; hasn't seen use of force directly but has heard rumors.

INMATE SAFETY – CO's use pepper spray to break up fights between inmates, rather than go in and physically separate them. Recent fight incident – female CO's wouldn't even come in to stop fight – instead had 2 other inmates separate the fight; then waited for male CO's to come.

OUT OF CELL TIME – Inmates in her dorm get out a lot compared to other county where incarcerated – there are out of dorm all day; she is very happy about time out of cell. She would like a bigger yard, it's too small to really play in.

PROGRAMS – Non-programming dorms – only get church, don't NA/AA, can only go to classes if they can go into another dorm) even though they're the same classification level as all other dorms that do get programs. She would like cosmetology, kitchen training, parenting programs, anger management and domestic violence – like offered in other counties.

GRIEVANCES / RETALIATION – She filed grievance against a nurse; nurse was very rude to her afterward. She was released one month later, so didn't see if anything ever happened to the nurse; nurse may have just been moved to another area.

ACCOUNTABILITY – CO's never held responsible, just sweep things under the rug.

MENTAL HEALTH (QUALITY) – There should be a therapist / counseling available – it's very needed to prepare inmates for reentry into real world. Mental health only has a psychiatrist to give meds, but no counseling; she doesn't want to medicate.

MEDICAL (ACCESS / QUALITY) – Quality – Medical care is getting better this year compared to last year, but still needs lots of improvement. Last year she filed lawsuit based on poor care – delay in getting care and hospitalization; nurse accused her of acting out when she was actually severely ill (shaking, vomiting). Now doctor is pretty good about explaining things and working out diagnosis. HIPAA violation – inmates get a receipt when they put in white care, but CO's leave receipts out in open on dorm table for everyone to see – she was able to see other inmates' pregnancy status. There is no intake medical assessment when inmates arrive (like in other county); only take blood pressure. One woman with TB was in the dorm with all other women and didn't take her meds – should have been separated in own cell or medical dorm; she is concerned about contagion.

Medical Access – Inmates have medical visits schedules at times when they're unavailable – poor communication b/t medical staff and CO's. Delays in getting appointments – mental health is pretty quick; medical appointments can take 1 week–1 month; dentists and OB take 2 weeks -2months; timeliness / access depends on what inmates write on white card. CO's give inmates very little time to fill out and turn in white card – CO's make announcement and only give them a few minutes to wake up, come down, fill out cards, or miss out; they should have more time.

PHONE (Problems) – Phone areas very dirty.

VISITATION – Only get 2 visits/week, 30 min each; her classification doesn't get contact visits. No-contact visits are by phone, so inmates have to set up phone plan first to get visits. Inmates who get contact visits have to get strip searched after every visit. One good thing – family members can visit 1 month in advance – can schedule online or at kiosk.

FOOD – She has seen CO's serve food trays that had fallen on floor – CO said “Fuck it, give it to them anyway, who cares.” They do give bigger portions and get more fruit (and vegetables) than in other counties! There is not enough real juice – the little packets of juice make many people sick.

HYGIENE – There is mold in bathrooms and showers; lots of biting bugs in bathroom; one time a toilet was left clogged with feces for 2 weeks. They need more cleaning supplies; need to replace mops /

	<p>brushes/brooms more often. CO's are very strict about cleaning times – her dorm has few people, but CO won't let them get additional people to help out. They need extermination – ants come into dorm under the door; some inmates have gotten bad spider bites; she saw a mouse in the medical unit. Dorm ventilation system is very bad – fan spits out dust whenever turned on, needs to be cleaned out, caused her allergies from dust. When CO's pepper sprayed the dorm, they kept inmates locked inside dorm afterward – didn't let them outside to get fresh air, just reversed the fans; very bad for pregnant women in dorm.</p> <p>COMMISSARY – Very few personal care products available (e.g., baby powder, petroleum jelly, hair products, skin care); they also restrict what inmates can bring in with them. Inmates don't get a receipt when someone puts money put on their books – they have to do a money check to see. Other county gives receipts with detailed info (how much money, who put money on) for every deposit. One good thing – there are no limits on how much inmates can buy/have from commissary.</p> <p>MAIL – Inmates' incoming mail is often returned to sender – inmates only get a pink slip saying the mail was returned unopened.</p> <p>CLOTHES / BEDDING – Inmates don't get enough clothes – only get 2 sets of clothes/week, plus one thermal shirt and 1 tee shirt. Last year they were able to exchange thermal shirts, but not this year – she has had same thermal since December. It's very hard if they want to exercise – don't have extra clean clothes. They also need more socks – only get 2 pairs of sox / week – often ripped, with holes, very thin, or stretched out; socks are shared with men. They do get enough underwear (7 pairs), but sometimes it's dirty. Clothes come back dirty from laundry – inmates have to rewash them by hand. When inmates have to go outside on they way to court, there aren't enough coats for everyone – inmates get very wet and cold from rain; then stay wet and cold while in court and holding cells; causes inmates to get sick. It also makes it very difficult for inmates to be in court, because they're cold, wet, often hungry; court cells and bathrooms are also very dirty. Inmates get shoes that are broken, too big, or mismatched sizes; sandals are not disinfected even though they're supposed to be. They only get sandals; can buy other shoes from commissary not allowed to wear around in day room areas of dorm.</p> <p>Bedding – Blankets are full of large holes, or inmates only get a piece of blanket or half sheet – don't keep inmates warm, and very cold in dorms. They started getting a few new blankets, but most are old and torn.</p>
493.	<p>Everything is up to par; most of her problems with other inmates – yelling, misbehaving, starting incidents, ignorant – causes her lots of stress, negativity, fatigue.</p> <p>HOUSING – She is usually housed in mental health unit, but was moved to GP dorm because CO's got her mixed up with another inmate with same last name. She has been in GP for 2 months – very stressful. She put in request to move back to MH – staff responded within same day, so she's able to move back the same day as request. There are drugs in GP dorm – lots of women are using or coming down from drugs.</p> <p>CULTURE – Most of the CO's are decent; her problems are with other inmates. If one person does something wrong, all inmates get punished – e.g., locked down, lose privileges, take away programs, took away hot pot in dorm. Some CO's are very strict and will discipline entire group for one person's conduct with no warning – but it's really the fault of other inmates who should have known better.</p> <p>USE OF FORCE – She has only seen CO's use force when they have to – e.g., when an inmate gets wild. She has seen force used twice.</p> <p>GRIEVANCES – Never used grievances, doesn't know anything about what happens when other inmates do.</p> <p>ACCOUNTABILITY – CO's conduct is ok, they just do what they have to do; sometimes they're stern.</p> <p>MENTAL HEALTH (quality) – She has diagnosed mood disorder – takes anxiety meds. Mental health unit (4A) is much quieter, peaceful environment – she likes it there, allows her to relax. She has had good experience with mental health staff when in 4A – they come through often to check in on inmates.</p> <p>MEDICAL (ACCESS / QUALITY) – Her health care has been decent; she didn't have to wait too long for her meds. Sometimes inmates have to wait a long time to receive meds after medical appointment; sometimes inmates are given wrong meds – one inmate died from wrong meds because staff didn't take time to do their job properly. She hasn't used white card for med request (except mental health white card to get rehoused).</p> <p>PHONE CALLS (PROBLEMS / RATES) – She doesn't have any phone calls / visits.</p> <p>FOOD – Food is decent, but sometimes raunchy – fake meat.</p>

494.	<p>COMMISSARY – She doesn't have any money for commissary. It's all junk and expensive, but she wishes she had money to get commissary. Another inmate asked CO for an extra bin to store additional commissary items – CO gave rude response ("Just tell family not to send so much").</p> <p>CULTURE – Older CO's are decent; new CO's are mostly rude, disrespectful, threatening, harassing. They are losing the good CO's. She has experienced and witnessed very abusive conduct and verbal harassment – name calling, calling her fat, belittling medical condition. She reported harassment to reported to sergeant – CO was moved to another unit but not let go. CO's have also harassed her because of her weight. CO's have make abusive statements to inmates: "I feel like shooting somebody tonight. But then I might be on the news. What do you think?" // "I feel like beating someone up – who should it be?" People in prison treated much better; jail should have different accommodations for inmates serving longer 1170(h) (Realignment felony) sentences.</p> <p>GRIEVANCES / RETALIATION – Inmates get no answer / no written response when they put in grievance, or get response of "There's nothing we can do about it." She has put in 20-25 grievances – only received 5 responses, and nothing was ever resolved. Retaliation – She has experienced retaliation for Cos and nurses for grievances and other reasons – e.g.. mean treatment; sent to more restrictive dorm; threatened to send her back to mental health unit or lockdown; tear up her belongings; throw glasses around; threaten to take away visits; other threats. CO's also try to take away and/or retaliate against her for necessary medical equipment and accommodations. Inmates receive out-of-date rulebooks (2011).</p> <p>Other retaliation – CO's use retaliatory discipline in other situations also – e.g., take away inmates' extra commissary bins. After she requested 3-day leave to go home for family emergency, CO's retaliated by "rolling her back" to gold unit (higher security classification with fewer privileges), and then gave pretext excuses when she asked for explanation.</p> <p>MEDICAL (QUALITY) – Doctors and quality of care are horrible. She has rare medical condition and has received extremely inadequate/incompetent care, despite providing diagnosis, documentation, instructions on care, etc. from outside doctors. Doctors in jail frequently tell her that necessary medications / treatments are not provided in jail, and provide no (or extremely inadequate) substitutes. Her condition has deteriorated significantly since she arrive in jail (approx.. 1 year ago), and she is very concerned that she will need amputation as a result. She suffered 7 months of torturous pain caused by condition and lack of proper treatment, during which time the doctors refused to provide any pain meds; doctors finally gave her pain meds after she filed a grievance, but made her sign a contract to receive meds. (Note: Doctors DO provide pain meds to inmates who have teeth pulled.) Lack of medical accommodations – CO's took away critical medical equipment that she needed, including cane and walker, and forced her to sign a waiver of liability so that she could move to GP dorm without the equipment. CO's also threw away expensive personal medical equipment, and it took many months for her to be allowed to replace them. She has finally received permission to get back her medical equipment, but is afraid it's too late. Doctors continue to tell her that her condition is fine, despite obvious deterioration. She has been hospitalized at VMC emergency room for her condition – even when ER doctors told jail doctors what she needed, the jail doctors said that they don't provide those treatments. She requested to see her own outside doctor, but jail doctors refused – said that they can provide treatment here, but have done anything further nor referred her for further care. She is terrified about the debilitating and potentially fatal progression of her condition, and is aware of another lawsuit filed against same doctor for similar issues. Jail doctors have also changed many of her meds and/or tried to make her give up prescribed meds – told her that they don't give / don't allow her prescribed drugs, so gave something different. She has suffered physical and emotional torture from poor medical care, as well as retaliation from jail staff – threatened, called "fat" and "stupid," cursed at, as well as medical equipment/needs taken away.</p> <p>FOOD – is horrible. She is on special medical diet – they get extremely small portions. They still give her foods that are not compatible with documented medical conditions, so she has to live off her commissary food. No variation in food – only 3 meals that rotate. Regular meals also lack variation – sometimes serve the same meal multiple times in a row; only serve hamburger and soy meat. Meals are not balanced nutritionally. They give inmates food to which they're allergic.</p> <p>CLOTHES – She always gets clothes that don't fit, and/or won't fit over medical injury; has only received</p>
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	<p>right size clothes 5x in one year. When inmates happen to get clothes that fit or are new, they keep and rewash it. She has to pay another inmate to wash her clothes so that she can continue to keep and wear the few clothes that fit. She has spoken to lieut. and sergeant about clothes – despite their assurances and medical documentation, things didn’t improve; later they threatened to discipline her for keeping extra clothes. Clothes are filthy – she has received underwear with bloody sanitary pad still in it, and underwear with feces in them (this has also happened to other inmates); bras are disgusting.</p> <p>BEDDING – Sometimes inmates only get half sheet for blanket; mattresses are just foam, only meant for 60 day use, not years.</p> <p>MAIL – She has seen CO take inmates’ outgoing mail from mailbox, open it, read it, rip up, and throw away – she is concerned about how much of inmates’ mail actually goes out. Incoming mail gets returned to senders with no response – sometimes takes months of delay before returned to sender.</p>
495.	<p>HOUSING – Inmates in program dorms are supposed to have more privileges and opportunities, but CO’s don’t always respect their rights. Dorm population went way up recently – they need more time off bunks, more supplies (cleaning, personal hygiene, etc.). Crowded dorm is more difficult and stressful – causes her mental/ emotional distress anxiety.</p> <p>CULTURE – Most CO’s are decent. Some CO’s are disrespectful – yell at them, rude responses when inmates try to be pleasant, overly harsh enforcement of rules (e.g., treat inmates like “double red” (high security) classification, even though theirs is program dorm; won’t let inmates go to work at required time; won’t let certain units go to weekly church services). CO’s take out their own issues on inmates (retaliation, mistreatment) – they need more human/psychological understanding of what inmates are going through. There should be more consistent enforcement of rules – everything in jail is generally very routinized (schedules, etc.), but CO’s are inconsistent in application/enforcement of rules. CO’s in program dorms should be scheduled/ instructed to respect the privileges and opportunities that program dorms are supposed to receive – to be less restrictive, and not treat as “double reds”. CO’s have rules and requirements that they’re supposed to follow, including respect toward inmates – they need better compliance. It’s very hard on inmates’ physical and emotional welfare to be locked down and denied privileges/programs (religious worship, programs, etc.) based on CO’s mistreatment and retaliation.</p> <p>ACCOUNTABILITY – There should be more assessment and oversight of CO’s themselves to maintain integrity and accountability. Most CO misconduct happens when CO’s are alone, or sometimes with other CO’s who go along. She did hear about IA investigation of one CO based on inmate’s grievance.</p> <p>USE OF FORCE – She has never really seen/experienced use of force by CO’s.</p> <p>OUT OF CELL TIME – There is too much lockdown time for discipline, enforcement, and retaliation. CO’s discipline entire dorm (lockdown, turn off hot water pot, etc.) even if just one inmate is late. CO’s lock them down and make them stay on their bunks more than needed (not allowed to walk around dorm) – make it easier to control them. They need more opportunity to get outside, exercise, walk around – only received 20 min on yard this week.</p> <p>GRIEVANCES / RETALIATION – Many inmates won’t grieve a CO – afraid of retaliation (e.g., lockdown, etc.); she has heard of some retaliation by CO’s. She put in one grievance about condition in dorm (temperature) – issue was resolved in 2 weeks. Inmates get rulebook from 2011 with out of date contents, incorrect information, but CO’s always tell them “It’s in your rulebook” when enforcing rules or disciplining them. If they want inmates to follow their rules, they need to give them up to date rulebook. She received rulebook when she entered jail– explains grievance process; states that there is no retaliation for grievances; lists CO’s and inmates’ duties and responsibilities, including mutual respect.</p> <p>HYGIENE – Bad ventilation and heating systems in dorm – some areas are freezing (kept cold to keep germs down) – made her sick. She put in grievance for cold – took 2 weeks, but problem was finally resolved. No ventilation at all in hot weather. Dorm is either freezing cold or extremely hot.</p>
496.	<p>HOUSING – Mental health unit (4A) is one of the better units in entire facility due to CO’s and chaplain. She has been in several other dorms – worst dorms are F, B, and gold shirt dorms – staff are much stricter; make inmates stay quiet whenever CO is in the building (“non-com”); lights stay on until very late at night. They need to do better assessment of inmates for mental health dorm – lots of inmates shouldn’t be in there.</p> <p>DISCIPLINE – Problem – it’s a major infraction to deface property (including tearing sheets, clothes), but</p>

	<p>often inmates receive torn sheets, bras, underwear during clothing exchange, and then they risk getting infracted for someone else's conduct. All the sheets are torn already because they don't fit the bunks – the only way to make them fit is to tear and retie them. It's very easy to get infracted for torn property, and very difficult for inmates to prove they didn't do it. If written up, inmates have opportunity for hearing with supervisor. If infracted, inmates lose privileges including commissary, programming, etc.</p> <p>CULTURE – She has great experience with CO's in 4A – they bring cheer, joy, hope to inmates; provide caring individualized assistance; more lenient with inmates and responsive to their needs. Chaplains are great, and provide lots of support and help for all the inmate. CO's in some other dorms are much stricter – not effective/ productive for inmates' well-being. Current jail rules and restrictions don't teach inmates anything of substance that will help them in reentry, they just serve to restrict them. If they want inmates to rehabilitate and learn new conduct that will help them reenter, CO's need to be more civil to inmates and responsive to their needs. She has had contrasting experience with CO's enforcement of jail rules – some CO's have treated her rudely and cursed at her, whereas others have been respectful and helpful in teaching her how to follow the rules in ways that will help her in reentry. Inmates and CO's have mutual obligation to respect one another. CO's need to do more to help inmates, chaplains have to provide a lot of assistance that CO's should be providing. CO's treat inmates badly if they get pissed off at them; e.g., refusing to turn in inmate request forms as punishment.</p> <p>OUT OF CELL TIME – Inmates in 4A are locked down 22 hours a day.</p> <p>PROGRAMS – Entire jail experience for everyone should be centered on drug rehabilitation, since that's the main problem for everyone, both women and men. They need more books in 4A. Other units get to go to library every week.</p> <p>GRIEVANCES – Grievances don't resolve anything, just get rejected – process is very discouraging and makes her feel there's no point in grieving. She has filed a number of grievances – she gets written responses back but with unresponsive answers (e.g., they have no control over issue, or she needs to talk with someone else). She is often concerned that grievances don't actually get sent out.</p> <p>ACCOUNTABILITY – There needs to be more accountability for CO's and jail staff who engage in misconduct.</p> <p>MENTAL HEALTH (QUALITY) – Problems with jail's outpatient mental health services (for inmates not in drug court) – therapist said hurtful things to her face (told her that she's unpleasant to work with; also goes on her medical record); gossiped about her to inmates in other units. Outpatient mental health services don't respond to her calls, refuse to help her, or say there's nothing they can do for. Mental health assessments are very inadequate/inaccurate – inmates are assessed as "unstable" and placed in mental health dorm for incorrect reasons. She is scared / distrustful to call mental health services now, since they don't help her at all.</p> <p>PHONE CALLS (PROBLEMS / RATES) – Inmates needs more assistance from jail staff to make phone calls to family and other important calls, especially if they don't have money on their books for calls. Many inmates don't have money, so they rely on chaplains to make calls for them – it's more work than the chaplain should have to do, they don't have enough capacity to help all the inmates who need help with phone calls. Many inmates are mothers, have families, need more assistance and opportunity to have calls with families. Inability to make phone calls also impacts her ability to coordinate her social security benefits.</p> <p>REENTRY – Most inmates don't even have Cal. ID card. Inmates need more assistance and placement referrals for reentry.</p> <p>OTHER –She had opportunity to go home several days to visit family during emergency, but jail staff made it very difficult for her to do so.</p>
497.	<p>Only been here for very short period of time.</p> <p>OUT OF CELL TIME – She likes being in mental health unit, likes having part lockdown time and part of time out of cell.</p> <p>PROGRAMS – She has not yet done any programming because just arrived, she will be happy to do programming if available. She would like opportunity to work in laundry – she doesn't know whether inmates in 4A have the opportunity to work.</p> <p>GRIEVANCES – Received Rulebook when arrived; did not receive any explanation of grievance process, but aware that she has right to file grievance.</p>

	<p>PHONE CALLS (PROBLEMS) – No problems with phone calls.</p> <p>OTHER – Booking at Main Jail was chaotic but not too bad.</p>
498.	<p>She doesn't have any complaints – has been here for 3 weeks; has only been in MH unit, not others.</p> <p>HOUSING – When it rains, oil leaks from ceiling. Medical accommodation – she is in room on second floor, but has trouble climbing stairs. She would like to be on first floor, and feels comfortable putting in inmate request to change rooms.</p> <p>CULTURE – CO's treat well.</p> <p>USE OF FORCE – Never seen any use of force.</p> <p>OUT OF CELL TIME – Out of cell time and programming are good.</p> <p>GRIEVANCES – Never filed grievance, nothing she's wanted to complain about. Grievance process never explained to her, but information is available from CO's, other inmates, on boards around dorm. She feels comfortable asking for information if she needs it. Doesn't know anything about grievances by other inmates.</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – Everything is fine with mental health care, no complaint. Only takes a few days to get an appointment when she put in white card; mental health doctors are located close by to mental health unit. She was able to get meds approved and started very quickly.</p> <p>MEDICAL (ACCESS / QUALITY) – She put in white cards for medical appointments, including severe back pain – taking over 1 month to get appointment. She has had emergency dental problem – also taking 1 month to get appointment. Still waiting to see doctor so doesn't know about quality of care.</p> <p>PHONE CALLS (PROBLEMS / RATES) – Hasn't had any phone calls or visits since she arrived.</p> <p>FOOD – Food is good, everything is well cooked.</p> <p>ACCESSIBILITY – More showers should be handicapped accessible.</p> <p>COMMISSARY – Commissary is ok.</p>
499.	<p>HOUSING – She is trying to move to GP dorm – she puts in request forms every day; sometimes get response but no resolution yet - still stuck in mental health unit.</p> <p>CULTURE – Staff and CO's here are great to inmates.</p> <p>USE OF FORCE – She has seen CO's use force against another inmate once, when another inmate "got into it" with the CO.</p> <p>OUT OF CELL TIME – Doesn't get enough time out of cell in mental health unit, compared to what other dorms get.</p> <p>GRIEVANCES – She is grieving a problem with the commissary – didn't get her order, now trying to get her money back. Received written response, but still fighting to resolve the problem (has been 2 weeks).</p> <p>MENTAL HEALTH (QUALITY) – Mental health care is good.</p> <p>HYGIENE – They need more air conditioning and room to breathe – she would like a more open dorm.</p>
500.	<p>CULTURE – When inmates put in any papers (requests, etc.), it takes 1 week to get any response or even a receipt – there should be more verification that requests have been received. She thinks jail administrators lie to inmates and even to CO's. CO's treat inmates well, but they are too low level to know the truth about things.</p> <p>OUT OF CELL TIME – Would like more out of cell time, doesn't like being locked up most of the day.</p> <p>GRIEVANCES / RETALIATION – When she puts in grievances, they just get rejected – they say there's no proof.</p> <p>MENTAL & MEDICAL HEALTH (ACCESS / QUALITY) – Inmates' mental and medical health have regressed severely. When inmates put in white card (for medical care or mental health), takes 1 week to get any response. She has not been able to get critical medication that she needs while in jail. When she asked for her medication, doctors told her that they've never heard of it and just try to refer her for psychiatric treatment that she can't take due to allergies. She wants to request transfer to Valley Medical Center for better care.</p>
501.	<p>CULTURE – Some CO's are good and treat inmates like human beings; other CO's are just here to earn a paycheck; CO's in 4A are good. CO's and jail staff are on their cellphones all the time, especially in Main Jail (including bailiff, guards at gate, etc.).</p> <p>USE OF FORCE – They use excessive force on inmates during booking, even if there's no resistance by</p>

	<p>inmates.</p> <p>PROGRAMS/ OUT OF CELL TIME – There should be more programming and more opportunities for inmates in 4A to leave their cells – e.g., art, music, etc.</p> <p>GRIEVANCES / RETALIATION –</p> <p>She complained to IA about a CO who did special favors for certain inmates – CO was moved to another area (“walked off”) as a result, but then other CO’s retaliated against her. She doesn’t file grievances.</p> <p>ACCOUNTABILITY – There’s no accountability for CO’s.</p> <p>MENTAL HEALTH (QUALITY) – She has had very bad and coercive experiences with jail mental health, even though she had no mental health issues. She was put in mental health immediately at booking; they tried to force her to take medication; she was taken to 8th floor (Main Jail) and not allowed to leave her cell for 17 days straight (not even allowed to shower), only given 1 pair of clothing and 1 blanket for 17 days. Jail staff tried to get court order in order to forcibly medicate her – she had to agree to take psych meds in order to leave 8th floor and come to Elmwood 4A. She was assigned to mental health court, now she is forced to take medications in order to get into programming. Jail staff overmedicate inmates for no reason – many of the inmates here are required to take meds; they wanted to give her enough psych meds to leave her drooling.</p> <p>PHONE CALLS (PROBLEMS) – It’s very difficult to make phone calls – inmates have to put in personal code to dial out, so jail staff knows which inmates are calling and who they call, and if they don’t like an inmates they prevent them from dialing out. Phone calls are heavily monitored.</p> <p>FOOD – quality is very bad; serve fake meat; food is very bland lacks salt & pepper.</p> <p>COMMISSARY – Inmates should be able to buy salt & pepper to make meals palatable.</p> <p>REENTRY – Inmates need better reentry advocacy and placement – to get into shelter or have place to go after release, many are homeless.</p>
502.	<p>Main issues: lack of respect from CO’s; lack of programming. She has been in and out of Elmwood since age 18 and many things have gotten worse.</p> <p>CULTURE – CO’S are very rude and disrespectful, including making disrespectful comments about individual inmates and in general. CO’s act like jail is their house and inmates are their pet animals. “Instead of protecting us, they just make us worse.” Sergeants see what happens and don’t do anything about it.</p> <p>Discrimination – CO’s treat inmates differently based on race or gang affiliation.</p> <p>CLASSIFICATION – Sureñas are treated worse than any other group in the jail, both by CO’s and by other inmates, based on gang affiliation. Inmates in other housing units have a lot more rights and privileges than inmates in special housing – e.g., programming, yard time, etc. – but they should all be treated equally.</p> <p>USE OF FORCE – She has seen CO’s use force on other inmates; CO’s make inmates get on the ground, threaten to pepper spray them.</p> <p>GRIEVANCES – She doesn’t put in grievances and/or takes them back afterward because if inmates grieve sometime, CO’s call them snitches and report to male inmates (in men’s facilities) that they were snitching.</p> <p>PROGRAMMING – Inmates in special housing unit don’t get any programs – they especially want education classes and parenting programs to help get their kids back. Many of the inmates didn’t finish their education before; many of the inmates are mothers, many lost their kids and want the chance to get them back. They have to program in a room inside the unit, don’t get any yard time outside, and don’t have any space to exercise. TV is much smaller and poor quality compared to other housing units.</p> <p>HOUSING – Sureñas and Protected Custody inmates should not be placed right next to each other in Special Housing Unit. Conditions – Everything is dirty and disgusting; there is blood on floors; some sinks have mold; leaks in ceiling; bugs and spiders – she got a large spider bite on her head.</p> <p>BEDDING – Blankets have bloodstains. Mattresses are thin, stained, ripped, cause back pain.</p> <p>CLOTHES – Inmates get clothes back dirty from the laundry – they have to rewash the clothes by hand, lots of dirt comes out. Inmates get underwear with bloodstains; bras are black with dirt and don’t get washed. Female inmates get infections from dirty clothes. They want tennis shoes (not sandals) to run and exercise in.</p> <p>FOOD – is disgusting; they get fake meat and lots of bologna. CO’s refuse when inmates ask for extra food, so they end up hungry. The inmates share their commissary food with others who don’t have money, so it</p>

	<p>doesn't last long.</p> <p>VISITS – Even though she's only Level 2, she has no-contact visits, so can't even hug her family when they come.</p> <p>MEDICAL – Long delays to see doctor – she has had to wait 1 month to see doctor, and would have had to wait 2 months if she hadn't talked to sergeant to speed things up.</p>
503.	<p>CULTURE – Previous CO's were very nice and went out of their way to help inmates. Then their dorm became a training dorm, so there's no consistency among CO's and inmates never know what to expect. Some CO's are nice; others are very rude and won't respond or talk to inmates unless inside the dorm room. Some CO's don't want to do anything to help inmates, they just stare at their phones or computer screen, and it's hard to get their attention if inmates need sometime. "They're not our maids, but the COs' job should be to accommodate us to the extent possible, not just watch us like fish in a bowl."</p> <p>CLASSIFICATION – She came to PC to avoid drama (gangs, fighting, etc.) in other housing units, and expected to have the same rights and opportunities. PC inmates get much less access, especially to programming.</p> <p>GRIEVANCES – Nothing happens when inmates file grievances, it's just a paper trail. Inmates in her dorm have filed group grievances – they received written response and were told that the grievance would be forwarded up the command chain, but nothing happened. She filed individual grievance regarding visits with family, with support from a CO – she was able to get 1 visit, but it took 3 months and she didn't get any more afterward. If inmates file grievance about a particular CO, usually nothing happens or they don't know if there's any response. Sometimes the CO will change attitude toward inmates, but other times it makes things worse – CO's see it as snitching so have worse attitude toward inmate, but no overt retaliation. She things some grievances don't even get to the sergeants, etc. – inmates don't get any response back.</p> <p>PROGRAMS – Major issue – Protective Custody (PC) inmates don't get any programs like other inmates do (even level 4, double-red level inmates get programs). They are desperate for programs – especially GED and education classes, Pac Parenting program to get back contact privileges with their children, even bible study, anything for rehabilitation. It's especially hard for the inmates who are mothers, who really miss out on the programs to get contact with their children. Roadmap to Recovery is only program available to PC inmates, but it's self-study, repetitive, and only for a few hours. Everyone wants programs and chance to get out of the dorm; inmates need opportunity to get their minds off things; being locked inside all day causes tension. Time would also go by faster if the inmates could do something for their rehabilitation. She has put in grievances, and talked with program direction, rehabilitation officer (RO), lieutenant, and chaplain – but told there are too few women in PC to do classes for them. There are 15-16 PC inmates, which should be enough people for rehabilitation – instead they are treated like they don't matter and aren't worth rehabilitating because there are too few of them. By contrast, Elmwood men's facility has entire program dorm for PC inmates.</p> <p>HOUSING – Dorm doesn't have a set trustee so nothing gets done – e.g., dorm doesn't get cleaned. CO's don't care. The PC dorm doesn't have a library, just a bookshelf – books are old, ripped, non-substantive, and have all been read. The other side of the facility has a full library. The previous CO said they would get a radio, but nothing happened. TV is poor quality and non-substantive content. Physical conditions – ceiling leaks due to holes; lots of things are not up to code; causes lots of stress.</p> <p>VISITS – PC inmates are limited to no-contact visits and only get 30 minutes for visits, whereas inmates at the Main Jail get 1 hour visits.</p> <p>COMMISSARY – Commissary changed recently – now there are fewer items available; the commissary list of available products is always changing – products get added and taken off; sometimes their orders don't come or they get a different brand than ordered.</p> <p>BEDDING – Mattresses are flat and very uncomfortable. Sometimes inmates are able to get an extra mattress, but have to hide it so CO's won't take it away.</p> <p>FOOD – is bland, repetitive, has no substance – they want variation. The food hasn't changed in 5 years, and sometimes they get the same meal 10x in a month.</p>

ELMWOOD MEN'S

504.	Medical - had to wait with a terrible toothache for 6 weeks. Finally pulled the tooth. Facility - holes in the ceiling and terrible leaks. Mattresses are run down, sheets are thin and holey. The only time it's cleaned is when they know an inspection is coming. Attorney visits - the guards have cancelled his attorney visits before.
505.	Medical - bad back. Should have a permanent bottom bunk but doesn't get it. Put in the request and been waiting 9 months to get it. Supplies - don't have warm enough clothes and don't have enough blankets. Culture - guards very disrespectful. They look at us like we are animals but we are human. Food - should at least be a decent meal. Ex drug addicts need solid food when they are coming down. Medical - they stole his medication during a shakedown. It was a permissible cream for his skin. They should not have taken it. Grievances - end up in the trash. End of story. Even his mom has come down and made complaints on his behalf but they tell her that he needs to file grievances. Cold room - for punishment, they put you in the cold room. Supplies - people come in with half mattresses. Sheets and towels are dirty and stained. Underwear has blood marks on it. Have to wait 3-4 days to change our clothes. Commissary - prices are outrageous. Phone calls - way too expensive. Visitation - only contact visits are allowed on the farm. Since he's in protective custody, no contact visits. Isn't fair. Trying to turn life around by dropping out. Programs - we chose to drop out of the gangs but then we get penalized because we don't get programs. Doesn't make sense. Would get programs if we stayed in the gang. Reentry - jail is supposed to rehabilitate so we can reenter society and be successful citizens. How can we do that when they give us no choices? They could not care less. They don't help at all.
506.	Grievances - never make a difference. No point in filing them anymore. Commissary - overpriced. Programs - not a program dorm - not fair that they don't get programs just because PCU. Would take advantage of programs if they existed. Facility - leaks, ants, mold. Culture - favoritism along racial lines.
507.	Medical - had a hernia since July. No one will help him. Say they can't do anything for him. Urinating blood. No one pays attention. Asked for medical records and not a single report of him having blood in his urine. But he's reported it regularly since July - why is it not in his records? After putting in a white card, took an entire week to get an appointment with a doctor.
508.	Medical - been waiting for months to see the dentist. Filling fell out in November. Still hasn't seen anyone. Puts in white cards almost every other week. Teeth hurt so bad that he can't eat any food. Has been trading all his food for everyone's milk. Trying to drink milk just to get calories. Can't chew anything.
509.	Food is terrible. Phone calls are expensive. If there were programs offered, would take them but it's PCU.
510.	Food is awful. Has given him food poisoning twice. Threw up every day for 15 days. Something is wrong with the food. ADA - needs a cane. Asked for cane when he arrived but they wouldn't give it to him. Had to go 3 months without a cane. Also asked for a thermal because he's a burn victim, and he gets cold easily. They haven't given him one. Also asked for a double mattress and extra blankets. Didn't get those either. Mail - kids didn't get their Christmas cards. They have sent back some of his mail. Books - keeps asking for a sign language book - put in a request 2 months ago.
511.	No helpful books in the library that could help education - just bad fiction. Sleep - why do they serve breakfast so early? Then everyone is short on sleep and tensions run super high and people would get along better if they were better rested. Dental - knocked out both front teeth and it took him an entire month to get an appointment. Although once he got the appointment, it was pretty good.
512.	Medical - they downgrade things all the time and don't take things seriously. Guards' attention - A guy tried to hang himself in the cell and the guards didn't even notice because they were on their cell phones. They don't pay any attention.
513.	Excessive force - when first was arrested, had mental health problems. Was on the 8th floor downtown. He was already on the ground and one of the guards pushed his knee into the back of his head. He split his chin open and still has a scar. The guard that did it was the one who took his grievance form. So, predictably, nothing came from the grievance .
514.	Food - terrible. He actually snuck in a tray to show me. It was totally burnt. They put it into warmers and plug them into the walls and don't check the temperature. Completely burnt and plastic on top was melted.

	<p>Grievance system is corrupt - you usually end up giving the grievance to the same guard who committed the act so it just gets thrown out. Clothing - only get one green shirt at a time. Some guards don't let you take off your shirt when you work out. So you get all sweaty and then have to wear that shirt for 3 days. Would be great to have 2 shirts - one for working out and one for sleeping or other times. Same with pants. Trustees system is unfair and crooked. They reward people who are in their gang. They play favorites. He has no money and can't afford to put anything on the books for commissary. There should be a system where people who don't have any money can get one free phone call every two weeks. Because he can't afford anything and his family can't afford anything. They should just make a few exceptions, once in a while, for people who have no money.</p>
515.	<p>Facility - black mold. Cold all the time and don't get extra blankets. Medical - white card process is too slow. Took 2.5 weeks to get an appointment. Commissary - overpriced.</p>
516.	<p>Culture/Use of Force: Deputies do not understand how to deal with mentally ill inmates and do not understand that mentally ill inmates are less able to comply with jail rules. Those inmates request deputy attention too frequently because they are locked down. The deputies will physically force these inmates into a cell, and when the inmates complain/are verbally disrespectful, the deputies assault or restrain them. Visitation: He was able to have an extra family visit each week when he was in a different unit. Now, he may only have visits on the weekends for only 30 minutes. His family was unable to sign up for a visit for two weeks because the website said the visits were “unavailable,” without an explanation. He has never had an issue with a deputy interfering with a visit or bringing him late. Grievance/Complaint Process/Grievance/Complaint Retaliation: Other deputies find out when an inmate files a grievance about a particular deputy. Those deputies will raid the cells or infract inmates. There was an incident where an inmate violated a technical rule and the deputy gave the inmate a degrading order. When the inmate refused to comply, the deputy raided that inmate’s unit and infracted him after he found marijuana. The average time for a marijuana infraction is 10 days good-time, but he received 30 days. He complained to the sergeant about the harsh sentence and the sergeant told him he needed to “stop messing with the officers,” acknowledging that the sentence was not solely because of the marijuana. He filed a grievance which went to the Lieutenant who dropped the punishment to 10 days. It is unusual that the issue was resolved in the inmate’s favor. He is unaware of any way to complain about conditions/misconduct besides filing a grievance. Accountability of Staff: Accountability is changing for the better, but in the past grievances carried retaliation. Housing: There are mentally ill inmates who are improperly housed. Culture: The deputies raid entire units if one inmate is off of his bunk during lockdown, if a deputy is having a bad day, or if they suspect some type of rule violation. Out of Cell Time: The deputies do let them outside but will threaten not to. The entire unit will be punished because of someone else’s disciplinary issue. It is upsetting to be locked down for someone else’s issue because it means inmates cannot use the phone and many have family problems like a family member dying. They are allowed to have only two people in the bathroom at once. The water fountain is right next to the bathroom but they are not allowed to take a sip of water if they are on lockdown, even if they are going to the bathroom. Programs: There are not a lot of opportunities for him because he was classified as a gang member. He is ineligible for any job besides kitchen or laundry. He would like to be a “runner,” an inmate who distributes supplies for the other inmates. He would also like to be a chapel trustee as he is heavily involved with the church. The chaplain recommended him. He was denied this opportunity and was told it was there would be too much free time to walk around the yard and too many places for him to hide weapons for the gang. Phone Call Problem/Phone Call Rates: In this unit he has enough time to talk on the phone but in another unit he was unable to because the phones are broken. He has told trustees and has been told they cannot be fixed because of the budget. Phone Call Rates: The phone calls are expensive. He has been in jail two months and he has probably spent \$400 on phone calls. Commissary: The commissary used to have a radio headset but they were removed because people flushed the batteries. Before they were removed there was a lot less tension because people could zone out. Inmates in prison have radios and CD players. There are people serving “prison sentences” in county jail so they should be allowed to have the headphones. There is not enough of variety in the commissary and they should be able to buy q-tips and non-gel deodorant which gives him (and many others) a rash. IWF: Lately, equipment is rapidly replaced such as a</p>

	<p>basketball. They were notified that many of their television channels will be removed. Sexual Misconduct: He has heard of “consensual” sexual relationships between female deputies and male inmates. Hygiene Cleaning Supplies: The inmates receive clothing exchanges twice a week and receive one pair of socks, pants, underwear and t-shirt on this day. They exercise which causes their clothes to smell. It is against the rules to possess more than two sets of clothing. They only receive one item of each piece of clothing per ¼ days so they have nothing to wear if they are washing their clothes. In prison they receive clothes for the entire week. The clothes are generally clean and sometimes they do receive new clothes. In another unit he was allowed to have two blankets and a thermal. They took both from him now that he is in a different unit and it is cold. Food: He does not like the meat and wished that the jail had fish, like in prison. The food tastes badly. It is ridiculous to have to eat breakfast at 4:00 a.m. because he eats and immediately goes back to sleep so it feels as if he never ate. The inmates who do not have money cannot eat anything other than the meals. When the inmates complain that they are hungry, the deputies say that the inmates need to control their eating habits, meaning that they should save their lunch until later. But the deputies throw away food if they find it in a raid. Infraction: The infraction process is unfair because an inmate cannot challenge the allegations. There is no way to fight the infraction by having a witness. There is no Due Process. Other: Work/Wages: This inmate used to be housed in the working area. His friend saw a news article claiming that the inmates were being paid to work even though this is untrue. Prisoners in jail: There are inmates here for six-years who would otherwise be paid if they were working in prison. If the jail comes to enroll inmates in the work program they must participate or else they are infractioned and lose “good time.” If an inmate signs up to work he does not have the choice to leave. The inmates do landscaping, working in the kitchen, clothing exchange, and other distribution duties such as bringing the units food, toilet paper and other supplies. This inmate worked in the kitchen almost eight hours a day and never received payment. The only incentive for working is that an inmate will receive a larger portion of food for working. Mattresses: The mattresses are way too thin (3”-4”). He received a mattress that only had stuffing halfway through. The older overweight inmates do not receive two mattresses. The mattresses are dirty and are ripped open so there is no way to clean the inside of the mattress. Utensils: The spoons have a ½ inch handle. The inmates are essentially eating with their thumbs. If an inmate loses his spoon he has to buy one from commissary and if he does not have money he has to find a “cool” deputy who will obtain it from the hygiene kit (not available in the commissary). He has seen inmates wait over a week for a spoon. He has had to lend people his spoon.</p>
517.	<p>Mental Health: He saw a psychiatrist after waiting a month. He had to go off his psychiatric medications cold turkey while he waited. During the waiting period he was having anxiety attacks and had mood swings. The psychiatrist listened and spent enough time with him. He has PTSD and he has been feeling better because of the medication, but the psychiatrist would not prescribe him what he had been on for 8 years because of jail policy (which is fine because the new medication is better). Use of Force: He was in court and raised his hand to ask the judge a question about his case and the deputy came behind him, grabbed him and put him in a painful wrist hold. The deputy dragged him to the booking area while he was yelling in pain. Seven deputies came up and were cursing at him and telling him he was a sorry excuse for a life. They threw him against the wall and his head hit the wall. They picked him by the shirt and his shirt was choking him. They shackled him and threw him into a room and locked him to a chair. He was then moved from him from the minimum camp to a higher security level. He had medical attention. Inmate Safety: There were two inmates fighting and a deputy pounded on the door telling the inmates to stop but did not intervene for a long period of time. He did not request the door to be opened or go in. Grievance/Complaint Process: He only knows that if there is a problem an inmate can call internal affairs, which he once did but received no response. He did not know about the regular grievance process. Accountability of Staff: He recalls seeing a sergeant take a deputy aside to speak to him about misconduct. The deputy changed but it lasted only a few days. The deputies are not held accountable see e.g. his internal affairs call. Housing: He tried to challenge his classification. It took him three months to be downclassified writing the classification officer. He is still trying to move to a lower level but has been denied because of negative computer inputs. He has no idea what they say. Culture: The deputies treat the inmates like they are children in the way they yell and speak to them. The inmates try to be respectful and</p>

	<p>keep the peace. Not all of the deputies are disrespectful. Out of Cell Time: When he was at Main Jail he was let out of his cell for only one hour every three days. He was not allowed to shower during that time period. Programs/Reentry: He has done the 3R programs. He did not need the GED program because he graduated from high school. It would be helpful for him to have therapy for his mental health issues. Access to Physical Health Care/Quality of Physical Health Care: It took one to two months to receive his high blood pressure medication after seeing the doctors within two weeks. They told him they had to wait until they obtained his medical records which were at the VA. Phone Call Problem/Phone Call Rates: The phones used to drop calls and he could not receive his money back. But, in recent years the company is better and he did receive a refund for a dropped call. Commissary: The commissary should have more variety. The items are too expensive in comparison to prison or the dollar store. The commissary will substitute things e.g. beef jerky for a meat log or nacho chips or hot potato chips even though he does not want a replacement and notified them of this in writing. IWF: He does not see any money from IWF. Hygiene Cleaning Supplies: There was a unit with black mold, the deputies knew about it but no one fixed it. The trustees tried to clean it but they did not have bleach. The inmates were moved because of the mold after 9 months. They have old clothes. Food: The food is edible but there is not enough variety. The portion sizes are too small for some of the inmates. He knows someone who has lost 40 pounds because he does not receive enough food. Cell Phones: The deputies are on their cell phones. Mattresses: The mattresses are too thin and they hurt his back. Temperature: The jails are too cold. They tell the deputies and the deputies say they will put in a work order but it has not changed (for six months). In this unit they are not allowed to have extra blankets or thermals. The deputies have their own space heaters which is unfair because they are not allowed to have space heaters.</p>
518.	<p>Mental Health: The facility does not adequately address the mental health issue in that people are improperly classified and over-medicated. 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 file 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 maltreatment 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. Housing: There are misclassifications (see 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 pill 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 inmate does 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 for 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 weather permitting. Programs: The program dorm was "alright." 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 ibuprofen (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 hazmat 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</p>

	<p>counties and state prison. The method of ordering is “stone-age” because they use bubbled items. There are times he has been overcharged or receives 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 kits 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 cleaning solution that is supposed to be fungicide but it is not entirely effective; the comet is more sanitary. They have about 30 minutes to clean the entire unit between 4-5 people which is not enough time. He is OCD so the hygiene issue is upsetting for him. They do not have proper or sufficient hygiene products. They only receive two-three tiny small bars of soap which lasts at best one shower per soap. Other: Water Temperature: The shower is freezing after the early morning. Food: The quality of the food is poor. There are small proportions. The prison has better food. Other: Communication with Attorney: He puts in inmate request forms to speak with his attorney and many people try but they go unanswered he has no way to know if they were sent. There are phone numbers to the public defender’s office but they do not work; it does not ring. The phone says all calls are recorded but he does not know for sure if the attorney calls are recorded. Cell Phones: The deputies are on their cell phones frequently. When the inmate who was withdrawing defecated in the unit he asked the deputy for cleaning supplies but he had to ask several times (over a period of 15 minutes) because the deputy was on his cell phone. Library: They do not have books to read, only a chess board and a few AA pamphlets. Books help keep the peace because it helps pass the time. Radios: The jail used to have radios which keep peace between the inmates, are therapeutic and meditative. They no longer have them and should bring them back.</p>
519.	<p>Grievance/Complaint Process: He has not filed a grievance because he does not want to test whether the deputies will retaliate. He has not seen any retaliation, but he has only been here one month. Accountability of Staff: He does not think the jail staff are held accountable but has not had too much experience witnessing the grievance process. He does not know who would hold them accountable. He has only seen a sergeant one time on his way to court. Culture: Most of the deputies are respectful. There are some who are unnecessarily rude or harsh with the rules. He keeps his contacts with deputies at a minimum and sends his requests through trustees because it is his understanding that is who he is supposed to communicate with. Out of Cell Time: The inmates are not allowed to obtain water when they are on lockdown even though the water fountain is right next to the bathroom and they are allowed to go to the bathroom. One deputy in particular threatens to write infractions, take away the hot water or raid the unit if the inmates drink water. Programs/Reentry: He has not done the programs because he does not have substance abuse issues, but he does not know much about the programs offered. He has not asked and thinks he could ask. Access to Physical Health Care/Quality of Physical Health Care: He has not seen any of the doctors for his sleep apnea and irregular heartbeat because he is worried that they will send him to Valley Medical but he is a vet so his insurance is only through VA. He is going to wait until he is released. He read in the handbook that he could obtain a court order to see an outside doctor but that he might be liable for transportation and security fees which he cannot afford. Phone Call Problem/Phone Call Rates: He does not have any money to make phone calls. It would be nice if they could have a limited number of free calls. Commissary: Everything is overpriced compared to the prices on the outside. They do not sell earplugs which would be nice. IWF: The inmates have to pay for the “free” indigent kits. The hygiene kits do not have deodorant so he smells like body odor because he cannot afford it. Hygiene Cleaning Supplies: They should be allowed to have wash cloths because the soap does not lather well. He does not receive enough toilet paper so he has to ration it. The deputy’s response to his requests for more is that they give the inmates what they receive. The inmates do not receive new clothes frequently enough. They only change over shirts and sheets once a week. He has never had a new blanket. Sometimes the sheets are stained including blood stains. Food: The food is terrible. He eats the lunches and cold breakfasts. But he will trade his hot tray for milk because a lot of the dinner is soy based and it gives him gas. He then skips a</p>

	<p>meal and does not have money for commissary. He sleeps a lot so he does not feel hungry. Temperature: It is always freezing and the blankets are too thin. Mattresses: The mattresses are so thin that they are essentially sleeping on the metal bunk. The mattress itself is too short. Water Temperature: The water is rarely above warm. Transportation: The buses for court take everyone to main jail irrespective of if they have court at the Hedding St. courthouse. They should take the inmates who have court in Palo Alto (e.g.) directly to Palo Alto. Library: The jail does not have enough books.</p>
520.	<p>Visitation: His family had to wait one month to see him because of the difficulty in booking the visit. They are not allowed to have contact visits which is a new rule. Grievance/Complaint Process/Grievance/Complaint Retaliation: His pod filed grievances for too many raids which was happening as a way to punish the entire unit for one inmates' behavioral problems. The inmates never received a reply (one month ago). Sometimes if an inmate asks for a grievance form the deputy will question the inmate instead of giving him the form. The deputies try to resolve it before giving the inmate the form. He does not know if there is retaliation. He does not know of any other ways to complain besides speaking with Friends on the Outside or other outside organizations listed in the handbook which he did receive when he arrived. Accountability of Staff: There have been times the inmates file grievances against certain deputies but nothing happens to the deputy. Culture: Some of the deputies are disrespectful and clearly bringing their outside problem inside. The deputies curse at the inmates which causes everyone more stress. He has noticed that the showers will be cold only when certain deputies are there so he suspects it could be related to those deputies. The deputies have been improving. There was a time that the inmates threw soap at the door because they were upset about a deputy who had been disrespectful and who was not being disciplined. Those inmates were put in a different unit. Cell Phone Use: The deputies are on their cell phones frequently. Out of Cell Time: When and for how long they are outside depends on the "team" of deputies. Ever since Blue Ribbon has been in the jails, the deputies are letting inmates outside during the evenings which is helpful for their psyche. Programs/Reentry: He knows of the programs offered. He did the RCP program which was not helpful because he does not have a substance abuse problem but he did it to help his criminal case. He has a gambling addiction but no one views gambling as its own addiction. Access to Physical Health Care/Quality of Physical Health Care: He had a tooth ache but he had to wait three weeks to see the dentist even though it hurts so badly he cannot eat. The solution is always to remove the tooth when all the inmate needs is a filling. Phone Call Problem/Phone Call Rates: The phone calls are expensive and he has spent \$150 in the past three months. He has had dropped calls but has never complained about it. If it happened more frequently he would try to obtain a refund by having his mother call the phone company. Commissary: The commissary is too expensive (especially soup) and there are not enough hygiene products like Q-tips, baby powder and wash cloths. He has heard the same items are cheaper in prison which makes him wish he was in prison. He has not had issues with not receiving items. IWF: The jail should have more board games and books. They have only two chess boards and a "Sorry!" game. Hygiene Cleaning Supplies: The inmates should be allowed to have extra underwear and socks. They have to wear the same underwear, socks and t-shirts for 3 days in a row. They are infracted for trying to keep extra sets. They should be allowed to purchase more clothes. He thinks there might be mold around the vents in the ceiling. His sandal is ripped but they will not replace it. Food: The food is tolerable but it is not good. There is too much bread. The portions are fine but the timing of the meals leaves people hungry because there are too long of gaps. Some deputies force them to finish their food even though sometimes they want to stay asleep, but every deputy has a different rule. Infractions: He felt the process for his infraction was fair. He went before the Lieutenant which resulted in having commissary taken away for not fighting it. Mattress: The mattresses are too thin. Hot Water: Sometimes the showers are too cold or too hot so inmates cannot take showers when they want. Maintenance: There is leakage from the ceiling. The deputies know about it because they give the inmates extra bags. He does not know if they are telling who they should to have it fixed. Temperatures: It is cold. The blankets are not thick and then the inmates are infracted if they keep more than one. Law Library: The penal code is not updated. Utensils: The spoons are too short which means his fingers touch his food. Lights: It is hard to sleep with the lights on. They should just use the window light during the day.</p>

521.

Mental Health: He hears that many people enter the jail with medications from the outside but do not receive them here so they are withdrawing from the medications. It takes four to six weeks to see the psychiatrist so people have to withdraw that entire time. **Use of Force:** The only example he had of force was when an inmate was called to go to prison and the man took a long time to pack his property so the deputies (two) threw him against the wall and they twisted his hands. **Inmate Safety:** If the deputies raid a unit, they know it will cause tension between the unit. One time he stepped off his bed during lockdown and they told him they would raid the entire unit and have to deal with the consequences from the inmates. **Visitation:** The visiting rooms are not clean. **Grievance/Complaint Process:** An officer will threaten to infract someone if they file a grievance. After 15 inmates filed a grievance about the same officers for raiding their cells too frequently two officers were moved and the other officer will not enter their pod. The process works if more than two to three inmates file the same grievance. People are retaliated against for filing grievances. Deputies will lock everyone down if people file grievances. They will also do random raids. He does not know if there are ways to complain besides filing a grievance. **Accountability of Staff:** If the deputies do something wrong in a raid or break things, then they are held accountable if many people grieve. If the deputy used too much force, then he would be held accountable if the inmate can prove it. **Housing:** There are people who are classified in a higher security level because there is not room in the lower level. Deputies threaten to move people to protective custody for conduct such as talking back to the officer over something petty. There was a fight in his dorm and his friend was suspected to be a part of it because he was nearby. He was thrown in 23-hour a day lockdown. They did not have any evidence against him. He heard that his friend successfully challenged the classification and will be moved but it has been one month. **Culture:** The inmates are not allowed to obtain water during lockdown and have been threatened that they will be infracted. The inmates had never heard the no water rule before. They raided the pods because someone obtained water. They put the inmates in the yard when it was cold while they raided the pod for three hours. There was a time when the deputies put the inmates in the yard when it was cold for two hours because they thought a plate was missing but it was actually there the entire time. The deputies do not understand that people are stressed over the cases and are threatening them over petty things. The deputies are disrespectful and curse at the inmates frequently even if just calling pill call. **Out of Cell Time:** The lockdowns are inconsistent and depend on the deputy. Generally, there is not a lot of lockdown during the day unless someone does something petty and the entire unit is punished. **Programs:** He thinks the programs that the jail offers are helpful but if an inmate does not wake up in time for one class then he is kicked out of the program. It would be helpful for to have job training programs and more program dorms because right now people have to wait. **Phone Call Problem/Phone Call Rates:** The phone calls are too expensive. The inmate has to have \$25 just to have an account. If there is a lockdown the deputies will shut off the phones mid call which causes the inmate to lose the cost of the call. There have been times where his call drops within two minutes and he complained to the deputy who says that is not their problem and to file a grievance. He never received a refund when he filed a grievance. He knows of one instance when somebody did receive a refund. **Commissary:** There is not enough variety in the commissary because too many things can become contraband. The prices are too expensive such as the soup. There have been times where they are billed without receiving the item. It is difficult to see what is or is not in the commissary bag without opening it but if the inmate opens the bag he cannot complain about a missing item. **Hygiene Cleaning Supplies:** He has to wear the same clothing for four days straight. They have to exercise in the clothes which causes them to be sweaty. The bathrooms have nonfunctioning toilets/sinks. They receive some cleaning supplies so they have to make it last the entire week. **Food:** The food is the same thing every day. People find hairs in their food. The portions are too small. **Infractions:** He has heard that a person is supposed to lose commissary or a visit for the first time infraction but there are people moved to 23-hour lockdown for first time infractions for petty things (e.g. stepping of a bunk during lockdown or brushing his teeth when he is not supposed to do so). Inmates try to challenge the infractions and if the infraction is petty enough the Lieutenant will dismiss it. If it is serious the Lieutenant will take the officer's side, but he will interview witnesses. **Mattresses:** The mattresses are thin and are missing stuffing in half of them. When someone leaves another person will steal the cotton for his mattress so the new person does not have enough cotton. **Temperature:** It is freezing. People are using their socks

	<p>as sleeves because they are so cold and they are not provided with thermals. They only have one blanket. Raids: The deputies throw their things all over including sheets, mattresses etc., during a raid. Afterward, the inmates do not know whose bedding is whose. The deputies confiscate personal items such as rings people have made out of the tops of bottles. They will take clothes thinking they are extras but they are not. They will take extra blankets. They will throw pictures onto the floor. Legal Mail: There was a deputy who told an inmate that his attorney did not mark the envelope "legal mail," so he could read everything even though he knew it was from the inmate's attorney. Deputy Texting: The deputies are always on their phones which has caused them to ignore inmates attempting to get their attention. There was an old man who slipped and fell and was bleeding. It took some time to get their attention because they were on their phones, and the man was passed out the entire time.</p>
522.	<p>Inmate Safety: The deputies watch fights at the window for several minutes before intervening. Once a large number of masked deputies arrive, they run in and pepper spray everyone. The deputies try to keep the inmates focused against each other instead of the deputies. For example, if they raid the unit the deputies will tell the inmates that it is all because of one person. Sometimes that person could be of a particular race, e.g. Mexican, and then all the non-Mexican inmates have issues with all the Mexican inmates. He has heard stories that deputies put rapists and child molesters in the general population to get beat up but not recently and not in Elmwood. Grievance/Complaint Process/Grievance/Complaint Retaliation: He filed a grievance in the past because an officer searched his area for no reason then infractioned him for having extra pants (which another deputy had given to him because he was a trustee). Nothing happened. Because of that he has not done it anymore. People will lose yard time or are transferred into a cell or put into a higher security level if they file grievances. Accountability of Staff: Generally, the deputies do not get into trouble besides a talking to; they are still here the next day. Deputies who are "good" look the other way when other deputies violate rules. For example, there is a deputy who calls the inmates "cockroaches" but no other deputy will tell him to stop. Culture: Deputies quote rules that are not in the rule book such is one hour of free time a day. Out of Cell Time: Sometimes the inmates are locked down for 4-5 hours a day but otherwise they are free and they can go outside including at night sometimes. Programs/Reentry: He has done all of the programs here and he finds them to be helpful. The staff does believe in the work and they give them the tools to succeed on the outside. People do the programs to get a certificate for the judge. Other people cannot read or write but obtain certificates. It would be helpful to have a class on how to expunge his record. Access to Physical Health Care/Quality of Physical Health Care: The nurses tell them to drink water if they have an illness e.g. when he had a terrible fever and cold. In the past he had to pay when he put in a white card. Unless an inmate has chest pain or is hearing voices he cannot get help. He cannot see a doctor without going through a nurse first and sometimes they will not allow him to see the doctor. He was in custody when he had kidney stones. He was provided with medication that was supposed to break the stones down. It did not work. The inmates are in a lot of pain and the medical staff will not do anything. He has been trying to obtain his bottom set of teeth from his mother but so far it has taken two weeks. Their rule book says that he can obtain cleaning tablets for his dentures but he has not received anything. Sometimes people will make their medical conditions much worse so they can get proper medical attention. The easiest way to get attention is to say that a chest hurts and then the inmate is sent to Valley Medical. Phone Call Problem/Phone Call Rates: He rarely uses the phone because it is too expensive. Commissary: The prices too high (e.g. soup). Medical tells him that he needs to buy cold medication in the commissary which is difficult for someone who does not have money. IWF: There are no chess sets, a complete deck of cards, or library. The inmates may receive an indigent kit if they do not have money. But then commissary charges the inmates who could not afford it. They are charged \$100s of dollars every time they come in and out of the jail. The jail will use any cash he had on him when he is booked in the jail toward his outstanding commissary bill from the last time that he was in jail. All they have is a basketball and a handball. Hygiene Cleaning Supplies: They do not have enough cleaning supplies so it ends up making many people sick, especially because everyone is in close proximity with one another. There are people who do not shower and do not have their clothes changed. Food: The food portions are not complete which they do so to force people to pay for the high prices in the commissary. Infractions: The deputies write infractions for petty offenses such as not making</p>

	<p>a bed or too many clothes and do so to punish people who they think, but cannot prove, are breaking bigger rules. Old Practice: In the past the deputies would barbeque meat near the inmates. Mail: Sometimes it takes two weeks and other times it is a week to receive mail. Temperature: It is freezing in the dorm and they are only allowed one blanket. Pillows: They are not provided with pillows; they must buy them from the commissary. Raid: The deputies strip the inmates in their underwear or sometimes naked and put them on the deck for hours while they raid the unit. They throw away their food because they are only supposed to keep it for 30 minutes. The deputies threaten to raid cells because of one inmates' conduct which keeps all inmates at each other's throats. Rulebook: He did not receive a rulebook when he came. Inmates have to ask the church for rulebooks. Library: There is not a good selection of books. The officers look at their magazines before giving them to inmates. Cell Phones: The deputies are on their cell phones but he does not think it affects anyone or anything.</p>
523.	<p>Mental Health: The psychiatrists overmedicate the mentally ill so that they do not have to "deal with" them and they will sleep all day. He does not see counselors coming to the jail or anyone helping the mentally ill inmates with their problems. Use of Force: If an inmate tries to speak his mind the deputies will make an example out of that inmate with physical force, but this depends on the deputy. When this happens the deputy will forcibly remove the inmate from his cell and take him somewhere out of view of the other inmates. There are some officers who are respectful. The majority are disrespectful to the inmates and bring in their own personal problems. He thinks that the officers need psychological counseling because of their power control issues. Grievance/Complaint Process/Grievance/Complaint Retaliation: Many inmates have filed grievances against the same officer but they have not received a response and do not have any receipt showing that it was submitted to the sergeant. There is an outside contact for complaints and the contact information is posted. Accountability of Staff: He does not think the deputies are held accountable. He has never seen a sergeant talk to the inmates. There was a time when people were throwing things at the door because the officers came in disrespected everyone. The inmates were punished even more because no one tries to figure out why there is a problem, they just punish people. The deputies get away with whatever they want and they are all friends outside of work so they are not going to "turn" on each other. Housing: The inmates with mental health issues mix with those who do not have these issues. Non-mentally ill inmates do not understand why mentally ill inmates act as they do so conflicts occur. Culture: If a deputy breaks a rule or if an inmate tries to assert his rights (even in a respectful manner) the deputy will put him in an isolation or single cell unit. The deputies punish the 60 men (entire unit) because one person did something wrong. This includes being cursed at and then being forced into the cold yard while their cells are raided. Most (not all) deputies speak to the inmates in a disrespectful manner every day even though the rule book says they cannot. Out of Cell Time: Being in the same unit every day, and seeing the same outdoor surroundings, takes a psychological toll on a person. Programs/Reentry: He has not needed the programs they have because he has a GED. He would like a trade class or college courses. Access to Physical Health Care/Quality of Physical Health Care: He has scoliosis and he has been trying to obtain help for 8.5 months and many things in the jail aggravate the condition: the slippers (no support), the temperature, the slim mattresses, and the jail will not provide him with his medication and back and knee braces. His spine is getting worse. He has not filed a grievance about the medication/brace issue because the doctor told him that there was nothing he could do because "security supersedes medical." The doctor did give him pain medication and it does not work. He was unaware of an option to request a court order. He put in a white card two weeks ago because it now hurts to go to the bathroom. He still has not seen the doctor. He jammed his pinky playing basketball. They gave him a splint and he was able to see a doctor quicker than when he requested to see one over the scoliosis pain. Phone Call Problem/Phone Call Rates: The calls are expensive. Commissary: The commissary is overpriced (e.g. the \$8 toothpaste, \$4 tuna fish). He thinks he has spent at least \$1,000 on commissary in 8 months and he essentially lives on it, so he wishes there was more variety. He has had a missing item only once and it was replaced. He has seen other people missing items every week. Temperature: The inmates are not allowed to have long johns and people who obtain them from other inmates who leave them behind (who had them because they were in different units) are punished. People cut the socks to make sleeves because they are freezing. Food: He does not eat the food because it is unhealthy—it caused him to gain</p>

	<p>20-30lbs and he has never had a weight issue. He heard from several reputable sources working in the kitchen that the food packages say “not for human consumption.” Infractions: His understanding is that if an inmate is infringed and goes before a sergeant an inmate cannot meaningfully present his side. Challenging it will make the punishment worse and the inmate will never one. He has never seen anyone interview witnesses for an infraction. Television: The televisions are outdated. He thinks that the money generated by the county should be used for up to date televisions. Deputy Safety: In general, if an inmate attacks an officer it would be because the deputies provoked the inmate usually by being disrespectful (cursing at him, yelling at him, calling him names).</p>
524.	<p>Mental Health: Inmates with anger management and other mental health issues and are not receiving adequate treatment. Inmates receive treatment only if they have complete mental breakdowns. Deputy Cell Phone Use: The deputies are on their cell phone frequently. Inmate Safety: The deputies do not show concern for the inmates. For example, a man had an asthma attack and fell to the ground and the deputy casually walked over and told the man “you are still breathing” and to stand up. Deputy Safety: There is deputy who is disrespectful, makes arbitrary rules, and who retaliates against inmates. Different groups of inmates, on two occasions, gave this deputy a “blanket party,” which is when inmates throw a blanket over the deputy and beat him up. This was done because the grievance process does not work and because of the way the deputy had treated the inmates. Many inmates have talked about assaulting this deputy, especially if they even see him on the “outside.” Visitation: He would like contact visits and would like to be able to add visitors to the list without having to have one visitor approve the others. Grievances: People do not file grievances about problems like issues with the showers and toilets because many people are not here long enough. People have filed grievances about it being too cold and request thermals and nothing happens. He does not file grievances because nothing will be done about the grievance. Inmates should not have to file a grievance about a deputy with that particular deputy. He read the inmate rule book and knows that an inmate can write a letter to the Lieutenant. He has never done that because he has not had a serious enough issue; he would contact the Lieutenant if he did have a serious issue. The deputies are constantly cursing even though they are not supposed to but writing the Lieutenant about that would be more trouble than it is worth. Grievance Retaliation: The form of retaliation for grievances is minor things that cannot really be grieved and will not necessarily look like retaliation to supervisors. For example, there is one deputy who will move an inmate to worse housing as retaliation for filing a grievance. There is no point in grieving this because it is not necessarily improper to move someone as this deputy does; i.e. he moves someone from a quieter more peaceful tier to one that is louder, with brighter lights, rowdier men, and more problems. The deputies subtly retaliate in other ways by raiding cells, taking away bins for their food, locking down the entire unit blaming the inmate who filed the grievance, or cutting off phone calls. Infraction: Inmates are disciplined in ways that they cannot challenge, that are not informal infractions. For example, a deputy cursed out two inmates who were whispering to each other during lock down (they did not know they were not allowed to talk during lockdown). The deputy told the inmates that he would move them to a different tier (which has worse living conditions) and put a “sticker” on their card saying that they cannot be moved. There is nothing any of the inmates could have done to challenge such a move because it is not another classification. Racism/Discrimination: A particular deputy disciplines people of certain races more harshly than others. One time, four inmates broke the same rule at the same time and only three were punished. Accountability of Staff: He saw a sergeant discipline a deputy who assaulted an inmate who was deaf and therefore did not follow his command. He was sent home for a few days and they saw the sergeant come in to talk to him. He does not know if the sergeant interviewed witnesses about that incident but he does think that the deaf inmate filed a grievance. Out of Cell Time: The jail locks down an entire unit when a fight happens far away which is inexplicable. He understands why it is necessary when the fight is nearby because deputies in his unit will then respond to the other unit. Culture: All the deputies create, impose, and enforce different rules or the same rules differently. For example, one time a deputy locked him down because he stood two steps outside of a pod. Another time, an inmate moved a chair near the phone which was not a violation of any known rule but one deputy had an unwritten rule that inmates could not use chairs. So the deputy removed all the chairs in the unit. Sometimes they are all punished with lockdown because one inmate makes a smart aleck remark. This causes friction among the inmates.</p>

	<p>Programs/Reentry: The jail should have therapy because many inmates have issues and have no one to talk to about it, especially because certain people are too poor to make phone calls. Inmates unload stress on other inmates who do not have the necessary qualifications to help. Quality of Physical Health Care: It took this inmate three weeks to see a doctor for a double mattress because he has a back issue from a fracture when he was a child. He also gout which has excruciating and debilitating pain and tried to obtain medication when it was flared but had to wait three weeks. Phone Call Problem/Phone Call Rates: The rates per minute differ by state. This inmate figured out that Texas has a cheaper per minute rate. His girlfriend then obtained a google voice phone number with a Texas area so he would pay less. He does not understand why it would be cheaper to call Texas than California. In terms of the cost, this inmate could not say whether he thought the rate here is too expensive because he has no basis for comparison e.g. to other counties. Commissary: He has heard that \$50 in prison will last for an entire month whereas, here, he spends \$150 a week on commissary. He hears that prison has a better variety of items and that inmates in prison can go directly to the commissary and obtain the items that day himself. The problem with commissary here is that inmates are rushed to accept their bags. Therefore, they end up not realizing items are missing until they open the bag and at that point an inmate cannot obtain a refund for the missing item, which is what he was told when he complained. He estimates that he has lost \$5-\$10 a week. Hygiene Cleaning Supplies: The inmates must clean their own dorm. The jail does not provide the inmate with supplies to scrub the bathrooms. Right now, there only six sinks for 60 men and one has been clogged for a month. The middle shower is clogged which causes flooding. The toilets over flow. The deputies see the issues but have not put in work orders, which he knows because when he has seen them put in the orders in the past, the issues are fixed within a week. The inmates do not receive clean clothes frequently enough and what they receive (sheets, towels, underwear) have blood, other “questionable stains” and rips. He pays the trustees to have first pick of sheets and clothing. The inmates clean their own underwear because of the stains or to keep the same underwear if it is new. There is one deputy who will see the clothes drying, check if the inmate has a second pair, and then confiscate the hanging pair. Food: The food does not taste good and causes some people to eat only commissary food. There is not a variety so they have the same “meat” from lunch for dinner but just on a salad vs. with gravy. The meat is fake. Infractions: There are infractions for having extra laundry. Utensils: The spoon handle is too small such that they can only reach half of their noodles and some inmates have burned their hands trying to eat their soup. If a person without a money loses his spoon, then he has to use his comb. The deputies at Elmwood say that they do not have the kits (with spoons) that the main jail provides, so if they get transferred from main jail to Elmwood and do not bring their spoon, and if they have no money, the jail will not provide him with a spoon. Other units have bigger spoons, scissors, glue, tape and contact visits. The only difference between the units is that those inmates have been sentenced while his unit has not. Temperature: The air conditioner blasts during the winter. It would be fine if there was no heater but they also turn up the air conditioner. If there is a raid the deputies take their extra blankets and thermals. Raids: He understands why there are raids but the deputies are careless with their personal items. For example, the deputies routinely damage his art.</p>
525.	<p>This inmate’s main issue is physical health care. It took him two weeks to see the doctor when he first arrived. It took 24 hours to obtain a cane even though he cannot walk without a cane. The doctor would not listen to his requests for medication and help with related issues at that appointment, stating that he had to wait until he received his medical records. He signed a waiver that day but has not been able to see a doctor some one month later, despite debilitating pain and requesting to see the doctor. In a different county jail, the doctor looked up his Walgreen’s prescriptions the day he arrived and gave him narcotic pain medications. Here, the doctors are not filling his pain medications; he receives only Bengay and aspirin, which took five days to receive. He is disabled, he has had 13 surgeries since 2001. He fell getting into a van when arrested and he hurt his neck and shoulder. He saw the doctor who told him that he cannot help him until he received his medical records. He signed a waiver but he has not seen the doctor again for almost a month and he does not know why. Mental Health: He takes valium (for pain from a physical health issue) but was told that he had to go to mental health for that. He has been waiting for two weeks for help after he saw someone and that person said he would have wait. Inmate Safety: The deputies did</p>

	<p>not respond to the fact that he fell two times while in jail which happened because he is not on medication for his physical health issue which caused his legs become numb. Grievance/Complaint Process/Grievance/Complaint Retaliation: He has not filed a grievance about his medical issue because he is waiting to talk to his workman's compensation lawyer and because he thinks he will be retaliated against if he were to file a grievance. He is unaware of other ways to complain about health care besides filing a grievance. Accountability of Staff: He does not think that they are held accountable but could not think of an example. Housing: He was in the medical unit and it was freezing and dirty. It was so cold that he was shaking, not eating and started hallucinating until he was finally moved. He was moved to a regular unit and a deputy told him it was bad for his safety. They initially tried to assign him took a bunk on the top tier (upstairs) until he said he could not walk up the stairs because he has a cane which he was using at that time/was visible to the deputies. Phone Call Problem/Phone Call Rates: The phone calls are too expensive which is why he asked outside family to contact his attorney. He had to wait one month to obtain a pin number to make calls. The pin was not working and then he had to ask deputies to help him obtain access on three occasions, but the deputies said that it was hard to obtain contact with the person in charge of that and he did not know how to contact the person himself. He never received a rule book. Commissary: The commissary is too expensive and has little variety compared to other jails. There were times that he did not receive what he ordered and he told the commissary before he opened the bag but he never received the missing item (but he was not charged for them.) Hygiene Cleaning Supplies: He receives dirty clothes and only once a week. In another county they received clothes every day. Food: The food is terrible and causes people to gain weight because they only eat high sodium food from the commissary.</p>
526.	<p>Use of Force: The use of force is worse at main jail because there is more turn around with inmates, more violent inmates, and deputies try to set a tone in booking so they are more aggressive. Deputies assault inmates because inmates are disrespectful to deputies. Visitation: The visits here are for 30 minutes versus 8 hour visits twice a weekend in prison. In prison the inmates can have games to play with their children during the visits but not here. There are no conjugal visits here. Grievance/Complaint Process/Grievance/Complaint Retaliation: He gets along with the deputies so he does not file grievance but the deputies throw away the grievances and retaliate with cell raids and confiscating extra clothing. The majority of fellow inmates do not file grievances because nothing happens. The only way he deals with issues with an officer is to pull him aside from other officers and tell him how he feels. That creates a good rapport and almost always works. Accountability of Staff: He has not seen a deputy been held accountable but he would not have any way to know if that was happening. Culture: In prison the deputies treat the inmates with respect because they know if they do not they could be stabbed. The deputies here (not all) are disrespectful and curse at the inmates. Programs/Reentry: Innegram and 3Rs were helpful. Phone Call Problem/Phone Call Rates: The unit he is in does not have phones so he has only a ½ hour to access the phone which is unfair because other units have all access and the only difference between his and that unit is that they have been sentenced already. He thinks that the costs of the calls are slightly cheaper than prison. Sometimes the calls drop and Global will reimburse but that is a pain too do. Commissary: Prison is 4x as cheap in the commissary and have better variety including spices and CD players. IWF: He does not see any money being put into providing inmates with entertainment. If there are chess boards they have been here for 15 years. Hygiene Cleaning Supplies: He is sentenced to a prison term but receives no benefits. Here, unlike prison, there are not clean clothes every day, inmates cannot buy clothes or Nikes, they have their same clothes returned to them every week so they are not wearing clothes with other peoples' stains. Food: The food in prison is 10x better. Commissary: There are inmates who spend \$300 a week on food but in prison the same amount of food could be purchased with \$100 for a month. Infractions: If an inmate files a grievance and deputies raid his cell and finds clothes they will infract that. But, a deputy will not infract another inmate who violates the same rule if they get along. Whether the infraction is issue depends on how the inmate treats the deputies for being caught for breaking a rule. Due Process: Prison inmates are entitled to Due Process as guaranteed in Title 15. That gives them notice of what kinds of issues they can bring up in a grievance and how to phrase the grievance. Title 15 should apply here because they are serving a prison sentence. But, the jail goes by "minimum standards" but they will not provide it to the inmates. Entertainment: Besides a small television for 60 inmates they have no</p>

	<p>entertainment otherwise for the inmates. In prison they have art packages, guitars and keyboards. There are bands. Working Conditions: The inmates make money for the jail by doing auto body work for the county, making chairs in the upholstery shop and their mattresses and mattresses for other counties, and plaques. They do not receive payment for the work. They receive one extra tray of food. Only those in the kitchen get decent FOOD.</p>
527.	<p>Culture: There are some deputies who are not sensitive enough to understand why mentally ill inmates act the way they do. Access to Mental Health Care: The length of time it takes to see a psychiatrist depends on the severity of the situation. Use of Force: The use of force used to be much worse. Before, the deputies would painfully twist the inmates' wrists to the point that they are strained or broken. They slammed inmates against the wall to send a message to other inmates. The force would come in reaction to minor issues like someone becoming upset or yelling because of not receiving his medication (e.g.). He saw an inmate split his head open on a chair because deputies tackled him because he was too loud. The deputies were never disciplined for that, no one asked them what they saw, and that inmate was moved. Inmate Safety: Sometimes the deputies respond to emergencies in the unit quickly other times not. One time it took deputies 5 minutes to help a man who fell and hit his head. Visitation: The visits are too short. There is a rule that the visitor must arrive 45 minutes before the visit and if they are 5-10 minutes late they are refused, but that will also depend on the deputy. Grievance/Complaint Process/Grievance/Complaint Retaliation: An inmate never knows a deputy will retaliate against him for filing a grievance, and sometimes the retaliation comes much later. An example of retaliation would be singling an inmate out by enforcing a rule only against him. It is hard to talk to directly to the sergeant because the inmate has to go through the deputy. The only other way he thinks he can complain about an issue is to call his family to call the jail and complain. As far as he knows this does not really work. He has filed many grievances. For example, once his property (artwork) went missing after the deputies raided his cell. The grievance went to the Lieutenant and was never returned to him because the Lieutenant said there was nothing that he could do. He does not think that the Lieutenant disciplined the deputies because they back each other up. He thinks the most they do is to tell the deputy not to do it again. There are times that he has filed a grievance and other inmates have seen the grievance sitting on the desk two weeks later, even though the sergeant is supposed to reply within 7 days. One grievance was because he was not being let out of his cell to shower and after a week or so it was resolved. He thinks it was fixed as soon as it reached the sergeant, the wait was because of the delay in it getting to him. There are many people who cannot even receive a grievance because the inmates have to request the form directly to the deputy. When they do so the deputy asks them why they want to file a grievance and then the inmate is scared of retaliation. The inmates cannot always get a form. The deputies do not take the grievance system seriously because they control it. Infraction: Whether an inmate receives an infraction depends on the deputy; they can violate the same rule and receive one from one deputy but not the other (e.g. forgetting to put on the wristband after the shower.) Punishments for infractions can be lockdown, take away a visit, take commissary or rehoused to isolation. A deputy may also punish an inmate by throwing him in the "cold room" for three to five hours at a time, which is an isolation holding cell that is cold. Accountability of Staff: He does not think the sergeant will discipline deputies. There have been times that the sergeant has asked the inmates about an incident but it depends on the severity of the accusation and who the deputy is. Housing: He has been misclassified and did not think he had a fair chance to challenge it. He was sent to maximum security, even though he was charged with a misdemeanor, because of his juvenile record. In the past inmates could send a request form to challenge the classification but 9/10 times nothing happens with that. Culture: 9 out of 10 deputies have a mentality that the inmates are dirtbags and junk and a scumbag and talk to the inmates that way e.g. cursing at them or calling them names. They will do that when the inmate violates a particular rule when he just arrived and did not know about it, e.g. walking with his hands behind his back. There are unwritten rules that no one knows about when he first arrives and the inmate is then infringed because for violating that rule. There are deputies to make up their own rules just for the sake of giving orders. If an inmate commits and infraction, there are deputies who will enlist other officers to treat the inmate poorly. The deputies will punish the entire unit when one person makes a mistake which is unfair. Out of Cell Time: There are some units that are not locked down frequently but deputies in other units will not let inmates out of cells because they are</p>

	<p>lazy. There are 50 inmates and 3 showers who have to all shower within 30 minutes and everyone has to call their families during that time. As soon as the men are let out everyone rushes to the phone. This causes friction between the inmates and he has seen people fight over the phone and the shower.</p> <p>Programs: The 3R program provides the inmates useful information but not a lot of attention is put into it.</p> <p>Religious Services: They need better/more religious services. Law Library: The access and quality of the law library is poor. E.g. an inmate cannot even find out what he is charged with, the books that are 10 years old and there are missing pages. There are not enough books for the inmates and the only people with current books had them sent from the family. Isolation: He was put in isolation for three or four hours which was freezing. There was no one nearby so if there was an issue no one would be there to help and they did not check on him every hour as they are supposed to. They do have a button for an emergency but will not help if the issue is that it is too cold. Physical Health: It takes several days to see a doctor for a tooth ache so it heals in that time. There was a man who broke his hand and was not able to see a doctor and have an x-ray for two to three days. He saw someone fall down the stair and break his knee and was given an ice pack, Tylenol, and told to drink water which is the routine. Phone Call Problem/Phone Call Rates: His family cannot afford the phone calls. He thinks he has paid \$300 to \$500 a month for phone calls twice or three times a week. The cost in different facilities may be the same but the calls last for 45 minutes but here the cost of a call is for 15 minutes only so it is not worth it (there is a flat cost just for making the call). Sometimes the calls to the public defender's office do not connect. Commissary: The commissary is too expensive; soup is 4x the cost as other institutions and outside. The tuna pouch in the commissary is \$4.00 for a tiny pouch, versus a much bigger can on the street which is \$1.00. There have been times that he has not received items and was charged and sometimes he does not want to go through the process of filing a grievance and waiting just to get a refund for a \$1.00. There was a man whose contact solution did not come, he had to file a grievance, and it took four weeks to have the refund. There have times that the meat log ordered had mold and the commissary refused to give him a refund because he had opened the bag in his cell. The meat was still sealed. This man barley spoke English so he did not understand how to file a grievance. Food: They need more meat or protein and vitamins because all they receive is carbs and starch. Hygiene/Cleaning Supplies: The mop head is not changed frequently enough. The toothpaste and toothbrushes are small and some people cannot afford to obtain new ones; he knew someone who did not have a toothbrush for a week when he first arrived. The new rule is that the inmate cannot get the hygiene kit until the commissary day arrives whereas before the inmate receives it the day he arrives. In the past the staff had the toothpaste and toothbrush in the drawer, but not now. They need clean clothing and towels more frequently. People are forced to hoard clothes and then the deputies overreact when they find extras by raiding the units and locking down inmates, but the punishment depends on the deputy. Temperature: The inmates do not receive warm clothing (or even a long sleeved shirt) or more than one blanket/thick blanket. People become sick because they are too cold and then the illness passes throughout the entire dorm. Other units have jackets and thermals. Infractions: The punishments for infractions are too harsh. For example, an inmate obtained water during lockdown so he was punished with lockdown the entire next day. Legal mail: There was a time that the deputies confiscated his legal court papers when they raided his cell. Entertainment: Deputies no longer hand out playing cards and give them excuses as to why not. The inmates ask for it over and over and the deputies say that they will ask or it is up to the program coordinator.</p>
528.	<p>Use of Force: The deputies use excessive force. He was in booking and was disrespectful during the booking process and the deputy twisted his arm, the others came over, threw him against the wall, and put him in belly chains. He did not know about the grievance process at that time. Then he was placed in disciplinary lock down for two months. The deputies will disrespect the inmates so that they will respond badly and they can then use force against them. Inmate Safety: The deputies want the inmates to fight because they are bored. So they will blame specific people for raids and make sure everyone knows it. They even tell the problem inmate to "watch his back" because he will get jumped. Visitation: A lot people complain that the visits are only on weekends. Grievance/Complaint Process/Grievance/Complaint Retaliation: A lot of people have filed grievances because they do not have time to eat. Nothing has improved. One time he wanted to do a grievance because they threw his property during a raid and they</p>

	<p>threatened to infract him. Another time he asked for a grievance because of an inappropriate comment. A deputy would not let him go back to the chow hall to get a plastic bag he forgot and the deputy said “why do need it? For a condom?” When the inmate asked for a grievance form the deputy gave it to him and said be careful what you write because it can come back to you. Accountability of Staff: He does not think that the deputies are held accountable unless it is something major that makes it in the news such as killing Tyree. They all cover each other. Out of Cell time: The inmates should be allowed to have more yard time because there is not enough time for everyone exercise. Housing: There are people with mental health issues who cannot function but are in his unit. When he was put in the disciplinary unit (2 months) he repeatedly requested to be moved and was told to keep waiting. Culture: The amount of time during which they are locked down depends totally on the deputy. The deputies each have different little rules that are important to them. Some deputies will look for any little violation to yell at the inmates e.g. washing their own clothes. So the inmates will take down hanging clothes when a particular deputy is working but then keep them when it is other deputies. The deputies say disrespectful things all day. For example, when they do a count and they tell the inmates to turn the lights off then make sexual jokes. When the deputies are all together they feed off the disrespectful jokes so he tries to avoid them. There are deputies who are respectful to the inmates and try to help them when they ask questions. The majority are bad. Raids: The deputies sometimes throw away standard issue clothes during a raid. When this happens he then is later in trouble because he does not wear a t-shirt so he is forced to buy one from another inmate. They also have to sit in the cold while the raid occurs. Sometimes they dump the bins on they throw them on the floor which means that everyone’s property is mixed so people do not know whose soup is whose and then argue about it. Programs: The programs are only available to people in certain dorms and classifications. Isolation: He was in isolation at main jail. People are thrown into an interview room with no indication as to how long the person will be stuck there and they do not have a bathroom or water. If they complain the deputies will threaten to infract them. Access to Physical Health Care/Quality of Physical Health Care: He has to repeatedly ask to see a doctor to no avail so he has stopped requesting. Phone Call Problem/Phone Call Rates: He does not make calls because they are too expensive. Commissary: There are missing items and they do not have enough time to look to make sure they are there. The items are too expensive. IWF: They need books and more or better exercise equipment. Hygiene Cleaning Supplies: They need clean clothes more frequently and they should not get into trouble for washing their own clothes. There are insects, mice and rats in his unit and they come into their beds. They talked to deputies about it and they said they will work on it but they would not let them keep their bins up high so mice are eating their food. This has been ongoing for a year. Food: The inmates receive food that is too hot and then they are not allowed to eat in time (15 minutes). Every time a group leaves, they are forced to move closer to the door, and then have to throw away their food because they run out of time. Infractions: He was infracted for being in an authorized area (he did not know it was unauthorized) and had 20 days of good days taken away by the sergeant and then the Lieutenant. Other people were caught that same night for doing the same thing and received picking up trash or 8 days. He thinks he is being treated differently because the officer was suspicious that he had drugs but he did not have anything on him. He was provided with a chance to defend himself but they essentially focused on whether he knew it was wrong. Before he was given the infraction, he was thrown in a cold room and was not told why he was there or what would happen next. He thinks that they should implement a warning system and have uniform punishments. Cell Phones: Deputies are on their cell phones a lot. Inmate Safety: He has seen someone have a seizure there was a delayed response, the deputy walked toward the inmate after everyone yelled “man down.” He did not ask the inmate if he was okay, he just radioed it in and did not show any concern.</p>
529.	<p>Mental Health: The jail should have counseling. Use of Force: He has seen deputies assault inmates many time usually because the inmate does not comply with an order or because of how the inmate speaks to the deputy. The noncompliance could be with little things such as an inmate taking too long to walk to his bed for lockdown. The assaults also involve verbal degradation and name calling. Grievance/Complaint Process/Grievance/Complaint Retaliation: The grievance process is rigged unless there are multiple grievances about the same deputy. He has never seen anyone interview witnesses when a grievance is filed. The deputies retaliate for people because they file grievances. Several inmates (including him) once grieved</p>

	<p>a deputy because of too much lockdown so then the deputies kept them locked down for 48 hours. He knows of no other way to complain about a jail condition and has never received a rulebook. Accountability of Staff: He has never seen a deputy held accountable but estimates they are held accountable 30% of the time. Culture: The deputies treat the inmates as if they are the scum of the earth which is bad for everyone because things escalate. There are deputies who are younger than this inmate but talk to him as if he is a child. Commissary: He is serving a prison sentence but receives none of the amenities of prison. In prison they have catalogues with clothing, shoes, electric shavers and the items are affordable. Hygiene Cleaning Supplies: They need clothes, sheets and soap more frequently. The clothes have stains so he cleans them himself and wears a shirt with a tie around his waist while he waits for his pants to dry. They have to walk to clothing exchange in sandals when it is raining then wear the new clothes in the rain with no way to let them dry when they return without having to be naked. They could bring the clothes directly to the unit in big bins. The inmates are not allowed to have jackets so they have to walk to meals and other units and freezing. Cleaning Supplies: There are two trustees per 60 inmates in a unit, they are the only ones who access the cleaning supplies, and the deputies only allow them access once a day. They have mice and have tried to fix it but it does not work.</p>
530.	<p>Use of Force: He saw excessive force simply because someone obtained water during lockdown. Inmate Safety: The deputies explicitly tell everyone that they are being punished because of one person's rule violation. This has caused a person to be assaulted. Visitation: There are deputies that do not bring the inmate to the visit at the time they start so the 30 minute visits are cut short, and 30 minutes is too short anyway. He thinks that they should have contact visits especially because inmates in other units do receive contact visits. His girlfriend had a juvenile record and was denied visits and he had no way to challenge it besides writing the warden which he thinks will not work. Grievance/Complaint Process/Grievance/Complaint Retaliation: He does not think it is fair that the inmate has to give the grievance to the deputy who is the subject of the grievance. They retaliate by putting the inmate on lockdown, moving them to a worse part of the jail such as under the light, belittling the inmate or writing infractions over petty things. He is unaware of other ways to complain. Once he tried to file a grievance about a deputy but was threatened that if he did he would receive an infraction for having an extra bin. Accountability of Staff: Deputies will see one deputy treat them disrespectfully and the others who treat them better back up that deputy. Deputies do not treat them inmates disrespectfully in front of the sergeant. Culture: One particular deputy has harassed him. This puts that deputy in danger because inmates in tough situations, such as just having lost their family members, will snap and assault a deputy. Other deputies are nice. Programs: There is a program that helps inmates with kids and was told he could not move because his bail was too high. He like art, culinary training, and other vocational training to help get a job. Phone Call Problem/Phone Call Rates: The phone calls are expensive which puts families in a situation where they cannot communicate. He thinks he or his family has spent thousands of dollars on phone calls. An inmate can only speak for 15 minutes. If he wants to talk more he has to hang up and pay the call flat fee (separate from the minutes) again. Commissary: There is not enough variety; he'd like trail mix, hot sauce or seasoning. The prices are outrageous: \$1 soup, rice \$2, beans \$3, chili packages \$4. Colgate is \$8. Deodorant is \$5. The kit toothpaste is not high quality and the toothpaste is too small so inmates have to wait three or four more days. Hygiene Cleaning Supplies: They need clean clothing more frequently. He had his extra clothes confiscated and was infraacted for this. The Lieutenant punished him by sending him to isolation for 7 days. He appealed to the captain arguing the punishment was too harsh but has not heard back (1 month later). He has received clothes with poop stains, holes in the socks. The deputies will not help they tell him they "get what they get." The walls are dirty even though the inmates try to clean them. They do not have the tools or supplies to scrub the walls adequately. The paint is peeling. Food: He does not eat the food because it is not nutritious. In prison is better because it has protein and vegetables that are not covered in slop. Infractions: A deputy accused him of having a skull cap and infraacted him for that even though that was not true.</p>
531.	<p>Mental Health: He was told there was a three month wait for a psychiatrist so he lied and said he was hearing voices so he could see the psychiatrist in a few days. The psychiatrists overmedicate inmates and prescribe serious drugs like lithium and Depakote unnecessarily. The doctor who actually prescribes the</p>

	<p>medications spends five minutes with the inmate and does not explain side effects of these medications. He based his choice on which medications to take/ask for on what inmates told him. Grievance/Complaint Process: He has not filed a grievance because the deputies throw the grievances away, raid the unit or lock them down in retaliation, and then tell everyone else that it is because an inmate filed a grievance. Culture: The deputies are disrespectful. They will always assume that the inmate is saying something bad or offensive. They are always on their phones. Inmate Safety: The deputies are always on their cell phones. They have delayed responses to fights which he thinks is either because they intentionally want people to hurt each other or because the deputies are not physically fit. Out of Cell Time: The inmates do not receive enough yard time and the amount of time they do receives depends on the deputy. The ones who do not give them enough time give them excuses that make no sense. For example, they will say that they are "short staffed" but they have the same number of officers on duty as the day before, when they were allowed outside by another officer. Access to Physical Health Care/Quality of Physical Health Care: He is able to see the doctor quickly because he can navigate the system better than others by more clearly communicating his medical issues with the nurses. He could not give me more specifics. Sexual Misconduct: Deputies sexual harass the nurses by trying to flirt and he can tell some are uncomfortable. Cleaning Supplies: The jail is unsanitary because the deputies will not provide inmates with proper cleaning products. He thinks it is a security/contraband issue e.g. alcohol based products and making pruno. Hygiene: The jail should provide inmates with toothbrushes more frequently because they last only a few weeks and the deputies will refuse to replace them. The sandals break within a few weeks and in 8.5 months he has only be able to obtain a new pair once, and he had to modify the "new ones" (they are used) because they are too small. A sandal exchange happens completely randomly and men rush the door to obtain new ones but there are only 5-6 pairs. Water seeps into the sandals which wets the socks which causes fungus. They do not receive new razors frequently enough and the razors cause African American men will get ingrown hairs and razor bumps. Food: His unit is the last to eat and he feels it is purposefully antagonistic. Pill Call: The requirement that they open their mouths during pill call to show that they are not "cheeking" the medication is invasive and demeaning. It is unsanitary because he has no hand sanitizer and he is required to put his fingers in his mouth for this.</p>
532.	<p>Grievance/Complaint Process/ Grievance/Complaint Retaliation/Use of Force: This inmate filed a grievance about an issue involving a particular deputy, and that deputy threw the grievance in the trash. He is unaware of any way to complain other than filing a grievance. One time he wrote three grievances about an issue with the mirrors in the bathroom, which was resolved three months later after the entire dorm wrote one about the issue. Once, a deputy told the entire dorm that it was stupid to file a grievance about yard time. There was a fight in the dorm and he happened to be nearby, sitting on his bed, while 10 other people were also nearby. A deputy came in and tackled him as he sat in the bed. Deputies then moved him into the cold cell and left him there handcuffed. They were being rough with him, taking pictures, and read his him his rights. Then they walked him back and never explained why or what happened. This was close in time to after he attempted to file a grievance against a particular deputy. Accountability of Staff: The deputies are not held accountable. They act as if they are allowed to be lazy. Housing: He has been sentenced so he is supposed to be moved but has not, which is unusual. He has filed 3 grievances and 5 request forms to the director of classification. One person said he would check, but he has not heard back as of a week later. He feels that he has no way to find out what is happening. Culture: Many deputies are disrespectful. Inmates receive yard time depending on the deputies. Certain deputies make up demonstrably false reasons for why they do not receive yard time (e.g. because they have classes when there is plenty of time after that). The true reason is because these deputies are lazy. If they press these deputies they are transferred to different housing. The deputies are abrasive and talk down to the inmates. If one inmate does something wrong then the deputies punish the entire unit which has caused fights. Access to Physical Health Care/Quality of Physical Health Care: The jail should have a separate grievance department for health care. He has seen inmates with serious medical issues who are not treated. There was a man with heart and breathing issues and nothing was done for several days until someone on the outside called and he had open heart surgery. Phone Call Rates: Calls are too expensive. Commissary: The deputies put a freeze on his canteen packages and has no idea why. He asked the canteen people for a grievance and they said that they did not have any</p>

	<p>grievance forms. He was told that if someone tries to buy a package with a fraudulent credit card all purchases will be blocked, but no one had tried to buy him a package before this happened. Cleaning Supplies: The air filters are not cleaned. It causes people to have a kennel cough running nose issue. Other: Staffing: His unit does not have a group of regular officers at night which makes everything difficult because the rotating deputies will not assist the inmates because they do not want to step on the morning shift's toes. For example, they will not inmates to move beds or provide them with their mail. Temperature: The air conditioner will stop when it is hot, and other times it is freezing. Handcuffing: Inmates are manacled on the way to court which is painful when they could just be shackled to each other.</p>
533.	<p>Use of Force: The force at the main jail is much worse than Elmwood. Inmates are usually beat up, hog tied, and made to stay naked while in 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 eat 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 "their" responsibility to help him see the doctor and 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 Sherriff, 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 "if I 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. raiding 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 raided 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 infracted 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 ill to go to class or work. If an inmate does not want to work he is sent to a dirty unit that has bad odor. 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 county 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 receipt 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 a top bunk but was denied because those bunks are reserved for people with seizures. Phone Call Problem/Phone Call Rates: Half of the phones do not work so they pay for a call but cannot hear someone. He does not complain because, for example, an inmate cannot even obtain a spoon if he loses it. So he does not think he'll be able to obtain a refund. Commissary: The commissary replaces his items frequently but he</p>

	<p>does not try to obtain refunds because it has not worked so he has given up. Hygiene Cleaning Supplies: There was a rat infestation and they brought in someone to fix it, but he does not know how long it took to be addressed. Food: Usually the food is terrible and they give the inmates fewer than 10 minutes to eat. They will not let them take food because it causes rats. If food is missing from a lunch the deputies will not let them replace it. If he does not have a spoon he will not receive a replacement.</p>
534.	<p>Grievance/Complaint Process/Grievance/Complaint Retaliation: This inmate does not file grievances because deputies tear them up and/or nothing becomes 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 review 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 the pain. Commissary/IWF: 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 half to spend half that time waiting for the food to cool. They move them within the hall (table to table) every minute.</p>
535.	<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 exercises equipment. Culture: The deputies are disrespectful which endangers deputy & inmate safety. For example, a deputy told 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>
536.	<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 criticisms 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 brutality 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 DOJ 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 hole punch it. 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 grieved 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</p>

	<p>“you think this fucking Staples?” It takes Catholic Charities two weeks to photo copy documents whereas it takes 48s 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 list of cases/information you want, only up to 5 items per request. It took a month and a half to get a copy of the civil rights act. It take 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 libraries at prison are better supplied without having a safety issue because there is 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 or hole punch it for him.</p>
537.	<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 barrack, which makes them pretty useless. Out of barrack 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 here 2 weeks and no one told him about grievance process, so this interview is the first he has heard of it.</p>
538.	<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 served locally don’t 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 need more oversight. Use of force—a few years back, inmate was beaten while belly 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 4th as a double red without a write up and told 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>
539.	<p>Grievances--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 unsentenced vs. 10 days lost good time plus sent to lockdown for sentenced.) Hygiene--toilet paper dissolves on contact; unsanitary, unhygienic, rashes, bleeding. Need to put hand washing soap dispenses in all bathrooms, as soap is currently 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 (Buddhist, Asian, etc.) Phones—should be phones in barracks, esp. 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>

540.	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/scullery crew. Normally, they get clean clothes at the end of the 7-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 barrack 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 barrack. Commissary--it's too expensive, not enough selection or ethnically diverse. Hygiene--should be able to at least get a wash rag from Commissary.
541.	Medical--inmate has problem with quality of medical care. First, the nurses don't acknowledge the obvious symptoms he has of being sick. Second, they won't give him an appropriate medication to address his illness. Third, they take away the inadequate cough drops they give him after 2 days, without even asking if he's well or not.
542.	Grievances--inmate filed one about lost property, but never got an answer back. If a whole dorm grieves together, it can be effective. Lost property--Jail lost the property he came in with and never found it or returned it to him. Out of cell time--they only get 30 minutes/day, and sometimes not even that. It's ridiculous. If they make a phone call for only 5 min, they still get charged the full connection fee, so it's not worth it. They don't have time to shower, so they do bird baths in their cells. In the past, they were getting more programs, but not now because they've been on lock-down for too long. Their cells get searched everyday. Jail security has already removed problematic inmates out of this unit, but all the other inmates are still being treated harshly for the acts of others. Food--with no food from 4p-4a, the guys get really hungry. They're not permitted to save food for later, so guys with no money for Commissary go hungry. Clothing--they only get 1 pair of clothes each week, so if they exercise, they have to use the same clothes. They need at least 1 extra pair of clothes. Hygiene--many guys steal an extra towel so they have one to clean body and 1 to clean cell/floor. They need 2 so they don't have to be unsanitary by using the cell cleaning towel for their bodies. Visitation--his family works during the week, and there are no more weekend visits, so it's hard to see his family. Need weekend visitation. Toilet flush--each cell can only flush 2 twice in 30 mins, even though there are 2 men/cell. The guards have control over it so that guys can't flush contraband before cell searches. But, it's a problem for hygiene when they guys can't wait to use the toilet, but also can't flush for another 30 minutes.
543.	Hygiene--the inmates need more cleaning supplies. Guys ask for them, but guards say they don't have any, and they don't try to get more. Clothes--they need more than 1 pair of clothes so they can put on clean clothes after they shower. Cold--it's super cold in the cells, and they just have 1 blanket, so need to be warmer or more blankets. Grievances--he doesn't fill them about because no one pays attention. The right way of finding out about bad conditions is interviews like this. Time out of cell--he doesn't like to complain because he doesn't think they listen to him. He tries to do positive things (read, write letters, play cards w cellmate, exercise) in his cell to use the time constructively. In the past, it was better. Phones--Not enough time for phone calls at all. Can't call his attorney because inmate is often out of cell at night, when attorneys don't answer.
544.	Grievance--has been here just a few days, and had no idea about the grievance system. No one told him about it. Clothing--they need more than 1 pair of clothes. It helps them feel better if they have cleaner clothes. Rulebook--the jail didn't give him one, but another inmate gave him one. Blanket--has 2 big holes in it, and it won't cover him, and it's really cold. Time out of cell--they only get out 30 minutes to shower, calls, and everything.

545.	<p>Prison v. jail—Most important issue is that inmates serving prison sentences in jail are being discriminated against, not getting what the law requires. They are given a Rulebook for county jail, but not a Title 15 Rulebook. When he has grievance it, the response is that the jail doesn't have to give him one. First, the prison has more rehabilitation to help guys for reentry, but they are being denied reentry services here. If they were in prison, they'd be getting 33% credit for their time. They end up doing more time here because they are low level, which doesn't make sense. For complaints, prisoners can send a 602 form to an outside entity in Sacramento, if informal resolution at the jail failed to solve it. Here, there's only the jail's grievance system, but no outside reviewer. He prepared a group grievance for many inmates. A guard improperly told him "I will not accept your grievance. If you file that, I will infract you and add 30 days to your sentence." So inmate called Internal Affairs about guard's refusal to accept the grievance for submission. IA told him it was resolved because inmate filed the grievance, but IA refused to address the officer's threat. Grievances—he has filed them and not gotten response within 30 days. Grievances never work. And a lot of guys don't file them because they don't want to be retaliated against, which happens often. The problem is that the grievances never leave the jail so no one ever hears about them. Culture—the jail needs more transparency because a lot of things get swept under the rug here. Mental Health—he tried to see MH, but MH never came to see him. MH says he denied to see him, but he didn't deny. This happens with other guys, too. An inmate worker delivers an appointment slip, but only after the appointment time has passed, so it shows up as the inmate denying because he no-showed. But, inmate could not have gone because didn't know of appointment before time. This seems to happen when someone in upper command is retaliating, influencing the process so the inmate is deprived of needed services. Retaliation—he is getting retaliated against because he's filed a lot of grievances. Culture—there are some guards that are very helpful, some are not. Verbal abuse is very common. Excessive force only on rare occasions. Generally, the older guards are cool, but "there's something wrong with the rookie guards." Abuse of power by the young ones. Out of cell time--when there are not outsiders looking, inmates get locked down all the time. It's up to the guards to decide whether to open yard or not. For inmates who work, they only get time in the yard for phone calls for a little time late at night, which doesn't work to call families with young children or his attorney. Inmate Welfare Fund--he knows what it is, that it is supposed to fund cable TV, games, etc. Their TVs get purchased by it. He doesn't know how it works, though.</p>
546.	<p>Grievances--he asked an officer to go to medical after he got hurt at work. Officer told him to "suck it up" and wouldn't let him go to medical. Inmate grieved the officer. Sergeant came to talk with him, and said "it's the officer's word against yours and I'm going to believe the officer." Inmate didn't get a formal response on paper. He asked for the paperwork from the grievance, and the officer refused. Medical--when he finally got to medical, medical said "put a white card in for next morning." They offered him no treatment. It's been 2.5 weeks since his on-the-job injury and he still hasn't gotten an appointment. Culture--everyone is entitled to have their voice heard, but when inmate told the guard his problem, the guard didn't care. Visitation—the guards were disrespectful to his mom on a visit, so he grieved it, but nothing was done about it. It seems like the grievances go into the trash. Culture—it's very common for guards to speak to inmates disrespectfully. Their language is unnecessary. The other officers don't call their colleagues out to improve their colleague's behavior. The way this county is upholding the guards' misconduct isn't proper. They're letting guards get away with a lot of things that aren't right.</p>
547.	<p>Grievances—He got infracted for something he shouldn't have been, but didn't have a chance to tell his side of story. Officers tried to get him to lie and admit he did the thing he was accused of, but he wouldn't. In the infraction statement, the officers lied about what the inmate said, attributing acts and statements to inmate that the inmate didn't say in relation to the incident. He asked for an appeal form because the statement isn't his own, but the officers said there aren't any appeals forms and wouldn't give him one. He wrote a letter to captain, who responded, but still never gave him a chance to tell his side of the story. Never yet a chance to tell his story on this infraction—isn't he supposed to have a voice? Retaliation--Officers humiliated him on the yard, then asked the work officer for inmate's bunker/bed info and said inmate would have a "surprise" when he got back from work. When he got back, his mattress was thrown out the window and his family photos were torn up. Clothing—they don't get to exchange/clean their thermals. It's an infraction to wash and hang your clothes, so how are they supposed to keep their thermals clean?</p>

	<p>Visitation—his family has to come from far away, but visits are only for 30 minutes, which isn't long enough or fair to family. They need some privacy because he doesn't want the inmates/officers to hear about some of his family situations. Food—they need more time to eat dinner. They only get 5-10 minutes, but the food is often so hot, they can't eat it in that time. Portions aren't large enough. Phone access—he has 1 hour in the morning, then a little time in afternoon or night, but never at the times his family is available. They need more flexibility with phone call times.</p>
548.	<p>Prison v. jail—this is a really big deal. The guys serving prison sentences in jail aren't getting Title 15 protections. The jail won't give them a Title 15 Rulebook, so inmates can't enforce their own rights. Also in prison, they'd be getting more credit for time served than they do in jail. These conditions matter a lot because some of them are serving long prison sentences (e.g. 7 years) in jail, so the difference in time accrual is significant. Grievances—here, they get lost. He's put them in, but he gets no response back. There's no 3rd party outside entity to send the grievance to. There should be, just like BRC, so that the jails can't just do whatever they want. Yard—on Min Camp, they're never allowed on the basketball, handball courts, exercise equipment. They've only been out there 2 times this month, just because it's wet, which is not a good enough reason to deny them exercise.</p>
549.	<p>Medical—he's not getting the care he needs. He was obviously in pain during the interview and has been on bed rest for weeks with some sudden, unexplained, very visible infection. The guards left him waiting 4.5 hours in transport to go to hospital, when he was in tremendous pain, which was very upsetting to him. The hospital gave him the wrong medication that didn't work. He was also misdiagnosed. He's very worried about his future health because this is a really serious infection that is not getting properly treated. He finally talked to the sergeant, who got the ball rolling when medical care was being non-responsive. They should be able to get Motrin, at least, from the nurse without doing a white card, if they are obviously in pain. Grievances—he doesn't want to grieve the people responsible for caring for him through this medical crisis, because he thinks doing so will harm the medical care he receives. He'll consider a grievance after his medical crisis is over. Cleanliness--At night, there are rats/mice running around the dorms at night. It's common, and this is such an unsanitary place. They need daily underwear and socks. They get fractured, and thus more time in jail, for having extras, which they need just to feel human and clean. Culture--Some cos are cool, and they treat him like a human. But, the majority are not cool, and one is a real jerk. Programs—the programs are really helpful because he's finally wanting to learn about himself and quit coming to jail.</p>
550.	<p>Culture—guards are often belittling and don't treat the inmates like human beings. In barrack shakedowns, inmates have to strip naked in front of the other inmates, which is religiously offensive to him. It's like being punished for being punished—the punishment is being in jail. “Why are we being treated as less than animals?” Some guards are respectful, but the majority of the guards—especially at the Main Jail—talk badly to the inmates. Even if asking a simple question, some officers respond “why the f*** are you asking me a question?” Officers are supposed to keep the peace, but instead, they disrupt the peace. Use of force--Even when guys aren't resisting, the guards overly restrain, especially at Main Jail and booking. The guards don't handle inmates appropriately when inmates act up, but swarm inmates who aren't resisting. That's all unnecessary and just creates rebelliousness among the inmates. Grievances—it depends on who you turn it into and why. The problem is that you can't do them anonymously. Why doesn't the jail respond in 30 days when they're supposed to? He's seen grievances forms torn up by guards. Guards say “you think that's going anywhere?” and intimidate inmates from filing. Prison v. jail—Big problem is that the jail doesn't by Title 15 for inmates serving prison time. First, inmates don't get as much credit for time served in jail as they do for time served in prison (third time v. double time). It's a disservice to inmates; if they're violent, they go to prison and get to serve less time, but if they're non-violent, they have to serve more time in jail. Those serving prison terms need to get same treatment as in prison, too, like payment for work, more clothes, and programs. Most men in Min Camp have to work, which is mandatory, but they don't get paid, like they do in prison. That's unfair, and an extra layer of punishment on top of the sentence punishment. Work—he doesn't think they should have to report to work on days when they have a sick pass just to tell the boss they have a sick pass. They need to be able to stay in bed. Infractions—it's ok to punish little problems in some way, but not with infractions, which extend their time in jail.</p>

551.	<p>Oversight—sometimes things change for the better in the jail, but then things fall apart later. There should be something ongoing, like ongoing BRC visits, unannounced, so that things can't just fall apart again in a couple years. When visitors are coming in, the guards make sure things are "fixed", but it's not like that all the time. Culture--Things were worse before Tyree's death in terms of guard violence. Now, it's better, but the guards talk to inmates like animals. If the inmates speak out for themselves, they get chicken winged and taken into solitary. Guards cuss at them, threaten them, speak demeaningly when it's not necessary. Inmate safety—guards try to get inmates to turn on one another, which puts inmates in an unsafe situation. Grievances—when he asked for a grievance form, he got put in handcuffs and put in a room by himself. Sergeant came, but wouldn't help, so inmate got rolled up to higher security. He wrote a grievance, but the response was meaningless. Inmate felt that there was nothing he could do. Sergeants take officer's word over inmate's. Clothing—need more clothes, another set for working out. Inmates get infraacted for having extra clothes, which leads to more time in jail just for trying to keep yourself clean. Some weeks, they don't even get clean clothes, if there's a problem in another part of the jail. Clothes are really gross and dirty. Out of cell time—don't get enough exercise time to keep healthy. Why not on the weekends or anytime? The guys build up too much testosterone with no chance to work it out, have fun, exercise. There aren't enough guards to give them yard time if there's anything else going on in the jail. They need exercise bar in barracks, too. Phone access—guys in programs don't get enough yard time or phone time, and it's at times families aren't available to talk. Programs—he's in programs all day, which is great, but no phone time to families. The programs are good. The teachers know what they're talking about. Mental Health—the first psychiatrist he saw wanted wouldn't give him help if he wasn't suicidal. Later, he talked with a different psychiatrist who actually listened to him and got him on the medicine that's helpful. Evening pill call is a problem because it's outside in the cold, waiting for 1 hour. Sometimes, they don't get evening pill call because other things are going on in the facility. That's really bad because he needs his medicine. Legal library--the resources aren't updated and they lack the penal code books.</p>
552.	<p>Mail—the jail is holding inmates' mail. Inmate's family writes him, but he doesn't get it for 2-3 weeks. He sometimes gets a stack all at once, but it's being delayed. Food—They should get longer to eat. The food is too hot to eat quickly. They only get 3-5 minutes to eat so they can't eat without burning themselves. Food should be better, both taste and the nutrition. Phones—a lot of the phones don't work. He has enough time to make calls, but not enough working phones. Visitation—visits shouldn't just be 30 minutes, nor should they be limited to weekends. Some people in his family need to visit during the week. Commissary—prices are too expensive. Plus, their quantities are limited. You can only get a certain number of shampoos at a time, for example, and he needs more. Clothing—they should get more than one pair of clothes. And they shouldn't get infraacted, which results in more time, or sometimes results in inmate being sent to Main or locked up further. Also, they should be able to wear real shoes outside—not just their sandals--when it's wet, but they can't. Water—some of the barracks get water shut off at 11p, but the other barracks get to keep it on, which is unfair to that barrack. Yard—they should get time in the big yard, too. They only had exercise yard twice in the past month. It's a problem because they need to exercise, stretch legs, work out, play sports, which they can't do in the regular yard.</p>
553.	<p>Grievances—he hasn't been here long, and no one explained the grievance process to him. Now, he needs to file one, but doesn't really know how. Culture--Guard didn't treat him fairly at work, singling out this inmate for some unknown reason. The guards should try to talk through the issue with the inmate, but rather overreacted. People get singled out often, maybe because the officer has a problem with a certain gang-affiliated group. Food—sometimes he can't eat the food because it's so nasty, so he goes hungry all day. Phones—most of the phones in the yard don't work.</p>
554.	<p>Food—it's disgusting. He used to work in kitchen, but he got sick. The kitchen job made him have diarrhea a vomiting, so he had to change jobs. Culture—the boss of his work placement is racist and shows favoritism to the boss' own race, but is hard on others. The boss picks and chooses who he wants to pick on that day. This inmate got singled out by this boss, which resulted in him being fired and infraacted, even though the inmate didn't do anything wrong. The big problem with that is that the inmate never got the chance to tell his side of the story. The process didn't make sense. It seems really unjust for him to get in trouble for something he didn't do wrong, and not even get to tell his side of the story. C.o.'s generally don't treat</p>

	<p>inmates with respect, which creates more problems than are necessary. It would all function better if the guards started from a place of respect. Infractions--Inmates shouldn't get infracted for little things because infractions add to time in jail. Grievance—he is getting an infraction for something he didn't do, which seems improper to him, so inmate is going to put in a grievance. The guards believe the guards, so it probably won't do him any good to file a grievance, but he doesn't know what else to do. Clothing—they need cleaner clothing—he got a rash from dirty cloths.</p>
555.	<p>Hygiene—Need liquid soap in restroom, as there's none for washing hands after using restroom. More underwear, socks, and soap are needed. Things are dirty here. Jail said they'd give men 7 pair of underwear, but inmate works in laundry, and they're only doing that in Elmwood M3-M8, not at Minimum Camp. Bad rat problems in the barracks and Chow Hall. Need to keep garbage away from barracks and chow hall to prevent rats. Food—there's not enough food and it's not nutritious, especially not enough protein. Work—it's like slave labor here because they don't get paid for working, though it's mandatory for many inmates, with penalty of serving more time for not working. In prison, they would get paid for work. They should get commissary or payment. Phones—need at least one in their barrack because those who work/program can only make calls when not at work, not enough time. Guys need to talk to their families often in order to stay sane. Grievances—no one told him about grievance process when he got to jail 2 weeks ago; this interview is the first he has heard of it. Culture--Guards don't give them information when they ask for help, or guard says they'll take care of it, but never do. Treatment depends on the guard; they're ok for the most part, but some are really messed up. Use of force—it's been ok at Elmwood, but in Booking at Main Jail, he saw 8 deputies tackle a man who was in handcuffs and handcuffed to chair. Man was being loud, but not threatening. No reason to use that kind of force.</p>
556.	<p>Appropriate work clothing—Inmates works 7-hr shifts, on feet and using water the whole time. The shoes the jail provides are not waterproof or built for made for standing long periods, so his feet stay wet all day. Workers need shoes that appropriate for the work they are doing. Jail v. prison--Rulebook says they're supposed to get "good time" for working, but that is not being followed. They get infracted if they don't show for work, which extends release date, but they aren't getting their time reduced for working, which is what should be happening. Programs—good, but was more effective in past when RCP was more regimented. Culture—guards do not follow the Rulebook. C Team is the worst. Those guards make up their own rules, then infract inmates for not following them. Grievances—just getting the forms is a hassle. You have to go to the Information Center and ask; forms aren't in their barracks or openly available. There's no clear information about how/where to submit a grievance. Retaliation can be a big deal, depending on the officer. Phones—a lot of the phones don't work. Phone calls are also expensive. Clothing—if they buy shoes from commissary, why can't they wear them? Sometimes it's raining and the sandals aren't enough, and the socks get wet. Out of barrack time—inmates may only walk in circles, may not sit or play games. The only exercise they get is the big yard that has courts, but they can't do that in sandals. This week, they've gotten yard a lot, but before, it was only once/month. Commissary—prices are way too high, as are internet package. The vendor can charge whatever they want. TVs in barracks—super small and they can't hear them. Would be good to see/hear the TV.</p>
557.	<p>Phone calls—really expensive. Jail makes a lot of money off inmates. Guards cut off yard time with no notice, which wastes the inmates' and families' money. Jail v. prison—he's not getting the treatment or benefits (e.g. education above GED) he would if serving time in prison. He's 19 and already has his GED, but if he doesn't get some education, he'll be back in jail all his life. Doesn't get as much credit for time served as he would in prison. They're not getting "good time" for working. They don't get paid for work, nor any kind of benefit or shorter sentence. Culture—most cops are respectful, but some belittle them, saying things like "Are you f***** retarded?" If inmate stands up for himself, they put you in a holding cell for 8 hours. Grievance—he doesn't even try to file them because he would get treated badly. "There's more bad that comes from it than good." When his cellmate filed a grievance, the cop came with the grievance and tried to intimidate inmate from filing it saying "I'm gonna make your stay here hell." After seeing that, this inmate won't file one. Commissary—"we're getting robbed" because it's so expensive. The prices take advantage of his loved ones. Yard—since BRC has been here, guards have opened big yard for exercise and sports, but</p>

	usually it's treated like a real privilege every 2-3 weeks. It should be regular, not so rare. Mail—it gets messed up sometimes and doesn't get through to inmates.
558.	<p>Food—portions are too small. Guards only give them 4 minutes to eat. They can't eat in that little time, especially when it's a hot meal. Hygiene—he works in kitchen and has found rats dead on the food, rats in lunch boxes in fridge. Then they have to throw everything away. Birds leave feces on the tables, which is unsanitary. Indigent hygiene kits should actually be free, not paid for later if family later adds money. Culture—Officer said to inmate: "I hope the inmates in here rape your ass." C Team is really bad. The guards make up their own rules for how to run things and don't follow the Rulebook. They'll grab all your stuff and throw it around. They provoke the inmates and talk to the inmates like they're trash. It's worse now than in the past. Cops are always on their cell phones in the Information Center. Guards should have to leave cell phones in their cars, locker. Infractions—C Team likes to give infractions for no reason, which extend inmates' time served. Grievances—Inmate went in to ask for grievance form or request form; guard wouldn't give it to him. Guard got mad because inmate interrupted guard being on cellphone. He gave up trying to get grievance form because no guard would give him one. Out of barrack time—when BRC got here, guards started opening the big yard for exercise. They need more exercise time. Phones—guards shut phones off with no notice, which wastes the inmates'/families' money.</p>
559.	<p>Commissary—too expensive. Need more variety in food choices and hygiene supplies. They should be able to wear shoes they buy from Commissary outside the dorm. Grievance—if he turns one in, it's not going to do anything. Guards seem to throw them away or not pay attention to them. He just has to keep problems to himself because there's no effective way to solve problems in jail. Phones—rates are too expensive. Big yard—Should have exercise time in big yard more than every 2 weeks or so because it's better for them to exercise and play sports than just walk circles or do nothing in the small yard. Culture—some guards are respectful, but some treat them with unnecessary disrespect like "take that f***** thing down" and ripping a piece of clothing away, instead of simply giving instructions civilly. C Team is the worst, they are "just trying to get you," but the other teams are ok.</p>
560.	<p>Inmate Safety—an officer said "In your barracks, you need to take things into your own hands to enforce discipline. I don't care if you break an inmate's head. I'll look away. They deserve it." The other officers on duty were obviously uncomfortable with this, but didn't stop the C Team guard who was saying this. As a result, this inmate feels unsafe and thinks guard won't protect him or respond if inmate is attacked during that team's shift. Culture—officers on cell phones all the time. How can they watch out for inmate safety? One guard gives the others a heads up when sergeant is coming so they get off phones. Jail needs better way of supervising to stop this. Each division passes the buck to someone else, saying "that's someone else's job." Officers cuss at inmates all the time. If one work leader doesn't like you, you get blackballed, which makes life difficult. Lots of favoritism related to work assignments. If the jobs guy doesn't like you, "what can you do? Nothing." He fed a pigeon a peanut, and got fired because his boss was looking for any little reason to fire him. Classification—he was moved barracks as retaliation, but jail wouldn't explain why. Officer said "I know, but I can't tell you." He has asked to be reclassified, but classification hasn't responded, can't get any information about this. Dental—wait is 6 weeks for appointment. If you have emergency pain, you should be seen, but aren't. For short term guys, medical staff asks when release date is, then schedules appointment after that. Once you get appointment, they only do extractions, but inmates have other dental problems, too. Medical—may only put in white cards 7-7:30a. After that, even in emergency, must wait to next day. "There's no compassion, not even seeing inmates as human beings." Inmate is diabetic and needs real shoes, not sandals, so health problems don't escalate, but can't get them. Jail v. prison—unlike prison, they don't get paid for work here, nor Title 15 treatment, nor Title 15 Rulebook; treated as county inmates. He would serve less time if you would have been sent to prison. Visitation—should be longer visits available when family comes from out of state. Food—supposed to have 30 minutes to eat, but they don't get it; not enough time to eat, especially if meal is hot. The kitchen is ready to serve (inmate works in kitchen, so he knows), but the guards don't start meal until later so it's easier on them. Oversight—jail needs independent monitor to see how inmates are treated. Out of barrack time--sometimes, they don't even get small yard where the phones are for 4-5 days. Officers say they're short-staffed. Then can't call family for 4-5 days in a row. Phones—yard time is too late at night for him to all his family. Many phones don't even work.</p>

	Grievances—he doesn't do them because then the deputies will know your name and it will always come back on you. They'll get extra shakedowns and infractions that extend their time as retaliation.
561.	<p>Food—guards rush inmates to eat in 5 minutes. It's not healthy to eat that fast, and they can't finish it or take it with them, so there's a lot of waste. Especially for guys that don't have commissary, that means they're going 12 hours without food, and they get really hungry. Clothing—they need an extra pair of clothes. They aren't supposed to wash and hang dry their clothes. They should be able to wear shoes out of dorm. They have to walk to meals even when it's raining, so socks get wet, and only have 1 pair, so have to have wet feet all day. Grievances—it's hard to get a form. You have to go to Information Center, but a lot of guards won't give them to you. Medical—you can only put in a white card at 7am, but if you have to be at work at 7, you can't do that. Why can't you hand in white cards at other times of day? Delay for appointment is at least 2 weeks. For conditions that need immediate attention, that makes no sense. Programs—programs are pretty limited here. Why not more, for more inmates? Should be at different times of day to accommodate those who work and don't work. Inmate Welfare Fund—he has heard of it for indigent hygiene kits only. Hygiene—indigent kits need deodorant, shampoo, condition, too. Out of barrack time—guards only open big yard once a week, if lucky. For inmates who work, they get no big yard time for exercise since only open during day. Culture—certain shifts are really belittling to inmates. They treat you like you're a dog. It's not right. There's racism; guards treat inmates different based on race, giving blacks and Hispanics a hard time. Phones—half the phones don't work. So, even when they do have yard time, they have to wait to use the phones, which impedes their access.</p>
562.	<p>Accountability: There is no oversight or management.</p> <p>Housing: It's really cold.</p> <p>Culture: The deputies sleep on the job and are on Instagram, or looking at porn on their phones. When they are sleeping, the trustees sneak supplies out of the closets. The female staff works hard and does their job. He would like to see more women in the men's side. He feels this facility is very outdated. There is no surveillance. He feels there is favoritism for people based on race, sexual orientation, and sexual identity. The trustees are allowed to be out of their cells all night long. There are guards on the downlow with their sexuality who favor to the inmates who are either gay or transgender. People are betting on professional sports. Some people get beaten up when they can't pay. The deputies know and don't do anything about it.</p> <p>Programs: The instructor is pushy about her personal (religious) beliefs.</p> <p>Medical/Food: He needs dental work because his nerves are exposed in his gums so he can only eat soft foods. He is fed apples but he can't eat them. He has filed a white card. He has been told there is only one dentist at the facility and they will get to him when they have time. The hours for food are ridiculous.</p> <p>Phones: Some of the phones don't work. The ones that do work have a line so there is not enough time to make calls. 20 dollars only gets 3 calls.</p> <p>Sexual Misconduct: He has gotten lascivious looks or the guards will touch themselves while looking at gay or transgender inmates. One of the transgender inmates has had guards come into her cell late at night, but he doesn't know what is happening.</p> <p>Hygiene/Cleaning Supplies: He hasn't had soap in 4 days. They ran out of pants in the laundry so he hasn't gotten new pants in 2 weeks.</p> <p>Mail: He doesn't get his mail ever even though people tell him they have sent him mail.</p> <p>Staff: They are so short staffed that if there is an emergency in another unit they have to lock down</p> <p>Intimidation: The deputies are telling the trustees to tell inmates not to talk to us.</p> <p>Classification: They don't ask people if they have deadly diseases.</p>
563.	<p>This inmate is transgender. She told me she is comfortable with me sharing that information in the notes and on the report to the commission although it may identify her. Mental Health: She has never been seen by mental health and she would like to.</p> <p>Grievance/Medical/Transgender: She filed a grievance regarding the fact that she is not receiving hormones and she received a response (she's not sure from who) saying she was informed by medical staff that they would not give her hormones because they are not currently prescribed by an endocrinologist. She was not informed how she could get a proper prescription here at the facility. When she was at juvenile hall they</p>

	<p>did refer her to a psychiatrist who prescribed hormones. The Elmwood staff told her she will have to sort it out when she is released. She was offered no recourse. She has been refused hormones (gender reassignment). She has been taking hormones since she was 16. When she turned 18 her medical insurance as a ward of the state (foster care) was terminated and then she started taking hormones given to her by a friend. She experiences complications when she does not take hormones consistently. She has had her name legally changed and the correctional deputies have refused to call her by her new legal name. She is referred to as "him," "he," and "sir."</p> <p>Accountability: She sometimes sees sergeants in the dorm, but she doesn't feel like she could talk to them.</p> <p>Housing: She would like to be housed with the other female inmates. She feels out of place in the men's facility and sometimes feels uneasy, but not necessarily physically threatened. It takes a mental toll. She was housed with girls in juvenile hall.</p> <p>Out of Cell: Sometimes 1-2 hours. She doesn't really have issues with the amount of time they get.</p> <p>Programs: She thinks the classes are interesting. It's nice to participate and learn. She thinks the material is appropriate and helpful.</p> <p>Reentry: She was never informed about reentry services when she was incarcerated and released from this facility previously.</p> <p>Food: She mostly eats commissary food.</p>
<p>564.</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 n*ggers." 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 addiction. 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 next 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>
<p>565.</p>	<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 shower 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 in 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</p>

	<p>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 ordered 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 all the 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>
<p>566.</p>	<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 only 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. His ear was visibly swollen. The doctor sent him to the E.R. at Valley Medical. Phones: Some of the phones are broken. Commissary: Sometimes he doesn't get what he ordered. They have limited stock on some items.</p>
<p>567.</p>	<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 though. 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 medi-cal after they are released. Medical: He is satisfied with the medical care he receives. He takes medication and it helps him. Food: Sometimes he doesn't get enough food. IWF: 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>

<p>568.</p>	<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 seem 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 an X-Ray once and it took a month. He got a chrono 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 carrots 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>
<p>569.</p>	<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 roll 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/IWF: 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>
<p>570.</p>	<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 up 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 thus could not have ordered nor received commissary. Hygiene/Cleaning Supplies/Clothes: Sometimes it's hard to get supplies</p>

	<p>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>
571.	<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 rougher. 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 they were doing 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 the 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 has 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 in 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 rinses 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>
572.	<p>Use of Force: Inmates get choked (carotid restraint), banged against walls, slammed on the floor, and there is a lot of kneeling the sides of inmates' bodies. They choose places where people are not going to bruise. Accountability: He sees sergeants in the dorm twice a day. Inmates have to go through a protocol to talk to the sergeants. The deputies frown upon going straight to the sergeant. Culture: There are "clique" officers that need to be broken up. The fact that they are all working together emboldens them to engage in inappropriate intimidation. Sometimes it's warranted, sometimes it's totally unprovoked. If he requests a form, the deputies say "not right now," he asks again later, and he's told "not right now," again. Child molesters are targeted by deputies downtown. The guards are pretty good at Elmwood. The veteran deputies treat the inmates better. Out of Cell: 2 hours per day on weekdays. The weekends vary. They are usually short-staffed. They usually get at least 2 hours. Programs: Classes are 1.5 hours long. Reentry: He learned about the reentry center from his parole officer, but no jail staff ever told him about it. Food: He thinks it could be improved. Too much soy product. The meat is all soy. Phones: Half of the phones are broken. Commissary: It's expensive.</p>
573.	<p>Mental Health: He has talked to them twice in 2 months. The other times he refused because he was feeling fine. Inmate Safety: The staff is not paying attention. Sometimes fights happen and the guards don't even know about it. Visitation: Sometimes appointments are canceled because of facility lockdowns. They do get turned away for being just a few minutes late. Accountability: Sergeants come in but they never talk to the inmates unless there is a fight or major issue. Then they talk to the whole dorm at once. Housing: It's too cold. Sometimes inmates walk around with blankets because it's so cold. Culture: The guards are often on their cell phones and not paying attention. When inmates make requests, the guards get upset because</p>

	<p>they have to stop using their phones. Sometimes the inmates have to police themselves. Some inmates try to impose their own rules and intimidate other inmates, but it doesn't usually work out. Deputies can be a little lazy. The night deputies sleep on the job. Out of Cell: Anywhere from 20 minutes to 2 hours per day. Usually they get an hour and a half to 2 hours each night. Sometimes they also get an hour in the morning. On the weekends 1 hour to 2 hours. During the holidays inmates were locked down more than usual, and the staff told them it was because people took time off so they were short staffed. They are locked down every-time an incident happens at the facility. Programs: The classes help. He only wishes they could be offered in more dorms. Food: It has no flavor. There could be more vegetables. People don't get any salad unless they are on a diet. Phones: There are several phones that don't work and they have been broken for at least 2 months. Sometimes the calls get cut off or dropped. They get charged anyway. Commissary: Sometimes they mess up orders or charge for things he never receives. He got reimbursed. Hygiene/Cleaning Supplies: The soaps are very small. The free toothpaste lasts less than 2 weeks. He doesn't understand why they only get 1 set of clothe, and 2 sets of underwear and socks per week.</p>
<p>574.</p>	<p>Mental Health: When the court declared a doubt as to his mental competency to stand trial, he was sent to a mental hospital. He was medicated but there was no therapy and he says his time there did nothing for his mental health. Here at Elmwood, if he requests to see mental health, they usually come in a couple hours. Every 4 weeks they check in to see how the medication is working and they will adjust medication if necessary. They are pretty good about that. Use of Force: At the main jail he once saw officers kick an inmate in the head over and over again requiring 100 stitches. There was a criminal or civil case for that incident. Grievance: It's a slow process. Officers have told him, "It will never go past my desk," and "we don't care, you don't run this, we run this." Accountability: When the sergeants come into the dorms, the deputies tell the inmates to behave. He feels if he called out to a sergeant to report a deputy's behavior, the inmates would get yelled at and locked down. Housing: Ants are a big problem. Culture: The deputies play on their phones all day, and watch porn. When they make requests, for example, if they have to use the restroom when they are locked in a holding cell for court, the deputies tell them "later." He urinated himself. He was moved to a different dorm following that incident. He informed the deputies he had mental health issues and he wanted to go on suicide watch and see mental health and the deputies told him they didn't care about his mental health issues. He said he wanted to go on suicide watch so he would be removed from the dorm because the deputy was picking on him so much. He says this sort of thing happens all the time. When the deputies are using force against an inmate, they tell the other inmates to look away. It's worse downtown than it is at Elmwood. Out of Cell: 2-3 hours per day in addition to the 1.5 hour class. It's a good amount here, although there are some days they are on lock down and don't get out at all. Programs: It's pretty good, and the instructors are doing their best. Some of the inmates goof off and don't pay attention during class. Medical: For important health issues it takes 2 to 3 weeks to get an appointment. In most cases the doctor helps inmates and gives medication/treatment. He hasn't had any issues with the medical care. Phones: The phones are available pretty much all day, even during class. Commissary: It's hit and miss, sometimes items are not delivered, but the money is refunded. Food: He switched to a Halal diet because the regular food upsets his stomach. He is not Muslim, but he spoke with the Muslim religious leader and he learned a bit about the religion and was approved for a Halal diet. Property: He went to the mental hospital a few months ago and all of his personal items went missing. They were in property when he came back from the hospital and he was told they would bring it to his dorm once he was rehoused. This has happened to him before. The last time it was missing for 2.5 months and then it showed up one day. This time it has been missing for 4 months.</p>
<p>575.</p>	<p>Mental Health: He has had an assessment and feels they asked the right questions. He didn't need follow up. Grievance: He doesn't file grievances because he is worried about losing trustee status. He would have filed a grievance about the temperature if he wasn't a trustee. Accountability: Sergeants come to the dorm everyday. They never talk to inmates. He thinks he could talk to the sergeants if he had a problem with a deputy. Housing: It's really cold at night. Cold air is blowing out of the vents. Culture/Inmate safety: The deputies are pretty good to them. He feels his dorm is lucky in terms of the deputies who are assigned. There are no fights or drugs in his dorm. In this dorm since it's a PC dorm, the inmates are more willing to report improper inmate behavior by sending a "kite" or note. Out of Cell: Trustees get a lot of out of cell</p>

	<p>time. They are always out. Programs: The fact that the GED class is now in the same dorm it cuts into the PACE class time. He thinks the GED dorm should be separate. Reentry: There are people from "Mission Street" who came to talk to inmates about services available upon reentry, but he has only heard about the Reentry Center from other inmates. Medical: It takes about 2 to 3 weeks to get an appointment and it takes a long time to get test results. He feels the doctors are doing a good job, but he doesn't really know. It's psychologically difficult not knowing whether he can trust the doctor to do a good job or not. Food: Poor quality. The food in prison is better. He thinks the "meat" is soy product. He feels they are probably getting enough fruit and vegetables. The food causes him constipation. He has to take a laxative. Clothing: He made long sleeves for his arms out of socks. The inmates at Elmwood don't regularly receive thermal shirts. Serving time/ Commissary: He feels that since people are serving time in the jail as if it were prison, they should have the same access to goods and privileges that inmates have in prison, such as TVs in the cells, proper shoes, boxers, more food options available through a catalogue/canteen. This place was not intended to house people for this long.</p>
<p>576.</p>	<p>Use of Force: When there was a fight in the dorm, the officers used so much pepper spray that it affected the whole dorm. It was hard to breathe and it burned his eyes. It also caused nausea. He was not involved in the fight, he was sleeping. All of the inmates who were involved in the fight were moved to the main jail. Inmate Safety: They are on their phones a lot, but they are paying attention. Visitation: Sometimes visitors get turned away if they are a minute or even a few seconds late. Accountability: He sees sergeants everyday in the dorm. They talk to the dorm deputy and leave. The sergeants never talk to the inmates. He doesn't think he could tell a sergeant if he had a problem with a deputy because he doesn't like telling on anyone even if he doesn't get along with them. Housing: It's too cold in the cell and most of the inmates cover the vents to block the cold air is blowing through them. Culture: The deputy who was attacked was one of the nicest deputies. He gave inmates extra clothing and more out of cell time. He doesn't know why the inmates attacked him. Out of Cell: ½ hour per day. If he doesn't make a phone call, he gets enough time to shower. Programs: The classes are pretty good. Reentry: No one told him about reentry services. Medical: He wants to see the doctor for a broken nose, but a nurse told him the doctor can't do anything about it. He had an X-Ray of his nose and he was told it was broken but he never saw the doctor. Sometimes his nose starts bleeding. The deputies told him the county can't spend money to fix his nose. Phones: Sometimes the calls drop. Hygiene/Cleaning Supplies: The guards say they should use the broom to sweep their cells, but when they request it, sometimes the deputies say no. They are only given one set of laundry at a time, so they don't have an extra towel to clean their cells. They only get laundry twice a week so they are wearing the same underwear for days. They wash their own clothes. They are often dirty when it comes back from the laundry, especially the towels. Food: The food is ok. At least they get food everyday. Clothing: No sweater or long sleeve shirts.</p>
<p>577.</p>	<p>Use of Force: He was pepper sprayed by a deputy at the main jail after he got into a fight. They ordered him out of his cell, he complied, and they pepper sprayed him even though the fighting had already stopped. They rinsed his eyes with a hose in a yard and put him in a holding cell for 3 days on out alone status. It didn't seem right that they pepper sprayed him when the fight was over and he was obeying orders. Housing: It's cold. Culture: He doesn't like to talk to the deputies, so he asks his friends when he needs something. Out of Cell: They get 20-30 minutes per day. Medical: He had a scrape on his head and the pill nurse gave him an ointment for it. It helped. Phones: He can't make a phone call because he's having trouble logging in to the system. Blanket: It's too thin.</p>
<p>578.</p>	<p>Use of Force: Officers have thrown him against the wall during cell searches at the main jail. Visitation: They are not allowed to have contact visits. That seems unfair since people in prison get contact visits. Some of them are here for years. The visits are only 30 minutes. Some people have families from very far away. Grievance: He filed one a few years ago but the issue didn't get resolved. He did receive a response from a deputy. Accountability: The sergeants sign the logbook everyday. They never talk to the inmates. After the deputy was beaten, no one told the inmates anything. They don't know how long they will be on lockdown for, how long the classes are suspended, or even that they are suspended, they just haven't had class. It's been about a month. Housing: The mattresses are torn. The mattresses are also thin so a lot of inmates have back pain. Cold air is blowing in the cells. Culture: Their cells are searched everyday. They</p>

	<p>are handcuffed every time. Out of Cell/ Isolation: They are only getting 30 minutes a day or sometimes they only get out once every other day. It causes anxiety and depression. Programs: There was a GED and substance abuse program before the incident in this dorm, but not anymore. They don't even have the written packet program that is available to double red inmates at the main jail. Reentry: Probation told him about the reentry center. The program staff has told people about the reentry center at the main jail recently. Medical: A lot of people need to see the optometrist but are told vision care is not available. A lot of people need fillings but the dentist only does temporary fillings. Phones: It costs \$5 per call. When the officers make them lock down mid-call they lose the money. It's too expensive. Sometimes the call drops or cuts off. Commissary: Sometimes people don't receive what they ordered. The items are expensive but the quality is cheap. IWF: The indigent inmates aren't getting hygiene kits. They rarely hand out soap. Hygiene/Cleaning Supplies: They haven't been getting cleaning supplies regularly, even before the incident. They would like an extra towel to clean their cells. Food: The food is sometimes not fully cooked. Clothes: They only get one set of clothes. They change clothes twice a week so they wear the same clothes for several days. They wash their own clothes. The clothes are not clean when they come from the laundry, and much of the clothing is torn. A lot of them like to wash their own clothes so it would be better if they could get an extra set of clothes. They need thermal shirts. Sandals: A lot of inmates need new sandals because they are torn up. The deputies tell them they are going to get them, but they never come. Blankets: They haven't done a blanket exchange for a year.</p>
<p>579.</p>	<p>Mental Health: Mental health talked to him at booking and he thinks they talk to everyone. They just ask if people feel like hurting themselves or others. Visitation: The visitation schedule doesn't work for his mom because she works at night. They only have night visits. Grievance: He filed a grievance and they gave him his form back with a written response stating that his complaint wasn't true. He thinks it was the same deputy he had an issue with that responded. Accountability: He sees sergeants 4 times a day. They never talk to the inmates, they only sign the logbook. Housing: The cells are cold. Out of Cell: 30 minutes per day usually. Sometimes they don't get out at all. If someone takes a long shower, some inmates won't get a chance to shower. It was about 2 hours a day before the incident. Programs: The classes they had before were ok. Reentry: Probation told him about the reentry center. Medical: It takes about 1-2 months to get an appointment to see the doctor. He got a filling at the dentist. If it is temporary they never told him that. It's been about 7 months. Phones: His family can't figure out how to put money on the phone so he doesn't make calls. Commissary: It's pretty expensive. Hygiene/Cleaning Supplies: They don't get any cleaning supplies. They don't receive an extra towel to clean their cells, and if they sneak on, it gets confiscated during cell searches. They receive soap sometimes but he usually buys it from commissary. Sometimes when inmates ask for Comet or cleaning solution it takes a long time. Sometimes the trustees don't have enough scouring pads or Ajax to clean the dorm. Food: Sometimes he wonders what it is. Some of it tastes really bad. The gravy that comes with the "S.O.S." looks like a "monster that might come alive." They don't get meat. The food causes flatulence and indigestion. He gets heartburn. Clothing: They don't receive any warm clothing. In the rulebook it says inmates can have 2 blankets, but the deputies actually take them if they have 2 blankets. He has seen some people with thermals and others don't have them. He would like a thermal. He would like 2 sets of clothing so they can wash their clothes and leave the other to dry.</p>
<p>580.</p>	<p>Housing: They need new mattresses. It's cold. They need more blankets. The mattresses smell like feces. Out of Cell: This is the most important thing. They only get 30 minutes per day. They don't have enough time to call family, take a shower, and get fresh air. All of the inmates who were involved were moved to the main jail. They used to get 1-2 hours. Sometimes they don't get out at all because there are not enough officers. He feels this dorm could be an open dorm because everyone in their gets along. Programs: There was a GED class and an anger management class before the incident, but they don't have class anymore. Medical: The doctor is taking good care of him. He has a regular monthly appointment because he has a serious health condition. Phones: He calls home everyday. It's expensive. Commissary: It's very expensive. Other jails have more options. Hygiene/Cleaning Supplies: They don't get enough cleaning supplies. They need an extra towel to clean their cells. Food: Sometimes the food is uncooked. It gets cold by the time they get the food. Clothes: Inmates need an extra change of clothes because the clothes are not clean from the laundry.</p>

<p>581.</p>	<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 got 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 jails 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 (he showed me, and one or two brown 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 3 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 prepaid 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 4 am 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>582.</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 landing 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 (Northerners, Blacks, Whites, and other) of people. Some of the deputies try to get the inmates to police themselves by threatening group 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 shut off mid-</p>

	<p>call. The rates are high, but better than before. Commissary: It's expensive and the products are poor quality. 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 lockdowns, 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>
583.	<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 the 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>
584.	<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 they should behave or face the 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 plumbing 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>
585.	<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 shakedown 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 got</p>

	<p>about an hour of yard time each day when he was here this summer. Now they get about 6 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 panhandle after they are released so they can get money for the bus. He had no 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 \$1,800 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. IWF: 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 sizes.</p>
<p>586.</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-8 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 had 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 GED 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 on amphetamines. That doctor never approves this inmate's medical accommodations. Phones: The fees are way too expensive. Sometimes the calls cut off. 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. IWF: 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 a lot 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>587.</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 gnats 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 disrespected the deputy to get the inmate mad at 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 dinnertime. 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: Need an extra set of clothes. They only get laundry twice a week. Sometimes they don't have the right sizes. Inmates get in trouble for walking around with a blanket or wearing an extra shirt.</p>
<p>588.</p>	<p>Mental Health: He has had a mental health assessment. They put him on a medication but he was allergic to it. There is no counseling or therapy. The inmates don't feel comfortable talking to each other. Accountability: He sees sergeants 1 or 2 times per week at the deputy control desk. He has never seen them in the dorm. The deputy always knows when the sergeant is coming and tells everyone to settle down. He does not feel he could tell a sergeant if something bad were happening. Housing: It's very cold in the dorm, and the flu is going around. He has gotten the flu for the second time. The water heater has been broken for 2 months, so everyone is taking showers in cold water. Culture: Some officers make unreasonable rules like allowing only 2 inmates to go to the bathroom at a time or not allowing anyone to get water at night. These rules are not in the book. Some of the young men in here actually seem excited to be back in jail because all their friends are here. Out of Cell: The yard is available from 8 - 4 and about 1 hour at night. Reentry: He has heard about the reentry center because he saw a flier in the hallway outside the dorm. Medical: The cold "setup" the nurses give out is pretty effective. He made a request for follow up screening for cancer following cancer treatment to make sure he is still in remission. He got an appointment for 1 month after his request. He hasn't really had a problem with the medical care. Phones: The calls are expensive. Commissary: The items are very expensive. There is a lack of ethnic hair and skin products. Hygiene/Cleaning Supplies: They receive 3 bars of soap a week. It dries skin out. Food: He thinks the soy diet causes people digestive distress so everyone has to use the bathroom more often and causes more "emergency situations." Spoon: The spoon is about 2 inches long.</p>
<p>589.</p>	<p>Inmate Safety: Some officers let fights go for a couple minutes before they break it up. Accountability: He sees sergeants in the dorm twice a day but they just sign the logbook and leave. He feels he could call out to a sergeant if he had a problem. Housing: The light switch didn't work properly in both of the 2 cells he has been assigned to and it took over a week to fix the first one. Culture: He feels the staff is very respectful. There was a deputy who looked out for LGBT inmates and gave them extra clothes and towels to keep clean, but he had to change his behavior because inmates and staff thought he was showing favoritism. Out of Cell: They are often locked down at night. It happened 4 nights in a row, without explanation. They usually get 1 hour 8-9 in the morning, 1 hour 1-2 in the afternoon, and 1 hour 8-9 at night. Programs: They are supposed to have an art class soon, but they haven't had any classes since he has been in the facility. He would like to see NA /AA meetings or classes because most of the inmates are here for drug charges. Reentry: He has been incarcerated in Santa Clara County before and he was not told about reentry services, but one of his recently released friends showed him pamphlets he received. He is happy to see that there is a pamphlet about LGBT services. Medical: He has an injury and an X-ray was</p>

	<p>ordered but he hasn't gotten it yet. His appointment is 4 weeks after the day he requested it. He is interested in taking gender hormones but he doesn't know if it is available. Hygiene/Cleaning Supplies: They could use a washcloth or a sponge for both body and cleaning cells. Laundry is only twice a week and he feels it should be more frequent. He has to sneak extras and wash his own clothes every other day in his cell. He feels they should get extra clothes, or at least undergarments. Food: The food is fine but it's the same food all the time.</p>
<p>590.</p>	<p>Inmate Safety: Sometimes, because deputies are playing on their phones and not paying attention, fights will happen and they don't know who was involved. He slipped and fell flat on his back coming out of the shower because his slippers are too large. No one asked him what his size was. An inmate died in the dorm. He hit the emergency button 6 times. The first time the deputies pulled him out of his cell and out of the dorm. He doesn't know what happened out there. He came back some time later, and the other 5 times the deputies did not even go in his cell, or call out to him to ask what was wrong, they just looked and seemed annoyed that he was pressing the emergency button. He missed the line for breakfast that morning, and he thinks that should have been a red flag for the deputies, but they didn't realize this until after he died. Grievance: When an inmate asks for grievance or request forms, the deputies ask why they want it. A deputy who was supervising a trainee guard told him he had to turn his grievance in to the deputy who was on duty when the incident occurred, even though the deputy had nothing to do with it. Once he turned in the grievance, they insisted he see the nurse, and gave him better fitting sandals when he returned. The deputy who was on duty when he slipped was transferred to a different dorm, although he hadn't done anything wrong. Culture: There is a culture of arrogance amongst some of the deputies here. When inmates make simple requests, officers will be sarcastic, or are too lazy to comply with the request. Many inmates are afraid of retribution for speaking during these interviews for the Blue Ribbon Commission. Some deputies kick their feet up, lean back and play with their cell phones. When it is noisy, instead of punishing the inmates who are noisy, they lock down everyone. Some of the deputies are "in cahoots" with inmates. Recently there was a shakedown and an inmate was caught with self-made alcohol but they gave the alcohol back to them after the "show was over." He has been informed it's usually the criminal informants who have close relationships with the deputies. Some of the deputies insist that inmates undress for the clothing exchange in the middle of the dorm, rather than in their cells or some private space, and he feels this strips him of his dignity. He understands why they search people's cells, but it is scary for him. Out of Cell: Having the inmates locked down in their cells after feeding them coffee and carbohydrates, and when they are on medications with side effects that make people very hungry, they get very desperate when they are locked down in their cells. It causes people to kick or bang on the doors or push the emergency button when there is no true emergency. They usually (about 75% of the time) get 1 hour 3 times per day, but sometimes it's only 15 or 30 minutes or if there is an emergency lockdown there is no out of cell time. About once a week they will miss 2 or more of the 3 times per day. There is very little consistency in how the dorm is run. It depends on the deputy or what is happening in the other parts of the jail. Programs: There is no class or anything productive to do except play Poker. The deputies know inmates play Poker but don't do anything about it. Medical: Inmates see the doctor for a few minutes and spend 4 hours in the medical holding cell. He feels this is unacceptable. As a result, inmates turn medical appointments down because they don't want to miss their out of cell time or meals. In his own experience, he feels the medical staff is not thoughtful or judicious about what medication they prescribe. For example, a doctor tried to put him on medication to control his blood sugar but he was able to control it through diet. He doesn't know if that is different than doctors outside the jail. The doctor doesn't monitor his blood pressure although he is on blood pressure medication for hypertension. One of his eyes is very bloodshot right now and he says it is a recurring problem. He has told the nurse and doctors several times and they tell him it is normal and it will go away. It does not look normal. He has a prescription for a skin condition but the doctor won't give him the medication. Commissary: The prices are too high. It's much cheaper in prison and on the outside. Food: He gets a lot of the same meals. He is on a special diet and it doesn't seem like the food is really in line with his diet. He is borderline diabetic and he gets white rice frequently. Religion: Inmates are only permitted to attend religious services or bible study during their group's program</p>

	<p>time. He read in the handbook that religious practice is supposed to be a right not a privilege, so he feels this is an infringement of his right.</p>
<p>591.</p>	<p>Mental Health: He feels that when the deputies don't like inmates' behavior, they will let the other staff members know so he believes the nurses didn't give him his medication for that reason. The mental health care is lacking. The 8th floor has the most appalling and degrading conditions. It's very filthy, it's dark, and inmates are just left to their cells. When he was on medication they were pretty good about following up with him about how the medication was working. The second time he came back to the jail, he didn't get medication for 45 days. If the staff does not like an inmate's behavior, they will withhold their psych medication. Use of Force: When he was at the main jail, he regularly saw inmates taken away, beaten, and returned. Inmate Safety: He feels there is not enough supervision in this dorm or on the farm. If they are locked down in their cells, there is no deputy in the dorm. They are usually in the center control area. Short-term inmates are therefore subject to intimidation by inmates who are in here for the long term. Accountability: He only sees sergeants during inspections. They don't check in with the inmates. He doesn't feel he could talk to a sergeant about problems like not receiving his medication. Housing: He would like some privacy for the toilet in a 2-person cell. Often the cells smell bad because the food causes flatulence. He feels homosexual behavior is almost encouraged because they are in such close quarters with other men with no privacy. Culture: When people hit the bell when there is no emergency, the whole dorm is put on lockdown. But they don't tell inmates this rule when they are first placed in the dorm. He believes there are levels 3 and 4 inmates in his dorm although he is level 2. He feels the level 2 inmates are treated worse than the levels 3 and 4 inmates. He hears inmates say the n-word a lot. Sometimes the deputies punish the whole group for one inmate's behavior. Some of the inmates who are in here a long time entertain themselves by messing with the newer inmates. He feels the striped uniforms are demeaning. There are some good deputies and some bad ones. The bad ones are verbally aggressive and disrespectful. There are inconsistencies between the deputies in terms of how the dorms are run. Some deputies won't allow the inmates to cuff their pants even though they are too long. Some deputies make up rules. Out of Cell: 1 hour 3 times each day. A couple times a week they will miss one or more of these times because of an incident in another dorm or someone hit the emergency button unnecessarily. There is nothing to exercise with than the pull-up and dip bars. It would be good to have stationary bikes or other cardio machines. It would help with building camaraderie and keeping people more mentally stable. Programs: There have been no classes in his dorm for 3 months. Reentry: He has been told about reentry services. There are fewer resources available for inmates who are not on probation or parole. Phones: It's complicated to use the phone system. Commissary: The commissary food is pretty expensive. He believes the food is intentionally bad so people will purchase commissary food. Hygiene/Cleaning Supplies: The mattresses are not washed, they are only wiped down, and this causes smells and urine to soak into the mattresses. Food: The food is not meeting his nutritional needs. The vegetables are overcooked so it cooks out the nutrition. The variety of the vegetables is lacking. There are mostly carrots and peas. There is no spinach. The food causes flatulence. He found a piece of paper in his food once. Classification: He requested to be placed in a Veteran's dorm but the staff stated they did not see a need for it. He says he thinks there are active gang members in the protective custody dorm. Clothes: It's very old. It's very cold, but they don't receive thermal shirts here. The mattresses are torn and the cushions are coming apart. They only receive one small blanket and no pillows. Booking/Intake: He was in booking for 11 hours</p>
<p>592.</p>	<p>Inmate Safety: He feels fights are going to happen in jail no matter what, and feels there is enough supervision. But there are fights and sometimes the deputies don't ever find out about them. Housing: The dorms have ants, bugs, rats, skunks, and a lot of inmates wake up with spider bites that cause swelling. Out of Cell: There are fields with baseball, basketball, and handball courts. They are told that they are understaffed so they can't use them much. In 4 years he has only seen them open 3 times. Because the fields are not open, a lot of inmates try to work out in the barracks, and it gets very sweaty and smelly. They get about 4 hours of free time each day if they have jobs. Programs: There is a substance abuse class on Mondays and Wednesday nights. There are also NA/AA meetings. There are GED classes through the RCP (Record Clearance Project) program but it's hard to get into the RCP program. Reentry: He has been informed about the reentry center and services. Medical: It takes about 1 month to see the doctor. The</p>

	<p>dentist could take 3 to 6 weeks even if someone has a serious toothache. If it's a clear emergency, like someone's face is visibly swollen, it will take less time. Some people have trouble getting the care they need. Phones: Calls are very expensive. Commissary: The items cost about 5x what they do in prison. IWF: He is under the impression that the IWF is supposed to help pay for phone calls. Food: The food has been the same for the last 5 years. The food is not enough. There is not enough time to eat. When they get a hot meal, it is too hot to eat right away. They only get 5-7 minutes to eat. They leave the dorms and return by 15 minutes later. Furlough: He isn't aware of what the process is to get furlough and he would like to know. Jobs: Inmates here work without pay although inmates with jobs in prison do get paid. He feels this is wrong because inmates here are now serving prison sentences. They work from 6:30 to 2:30 with a one hour break for lunch. Some inmates also volunteer for 3 hours in the kitchen. If they don't work, they can get their "good time" or half time credit taken away from them. He says most nearby counties offer one-third time whereas here they only get half time for working. Clothes: Inmates who work in industries get a new change of clothes everyday. The ones in programs only get 1 per week.</p>
593.	<p>Programs: He wishes inmates were better informed about AA and NA classes that are available. A friend of his who has been here a week, and multiple times over the years, doesn't know when the classes are.</p>
594.	<p>Grievance: He has turned in 2 request forms about a month ago and 13 days ago a grievance over his punishment for his infraction, and he has received no response. Culture: He feels the deputies never answer questions or do anything to help inmates. He doesn't know why he is not in a program but he doesn't feel comfortable asking. Reentry: He asked a deputy to help him get Obamacare for when he is released. The deputy told him to go to the library. The library told him to ask a deputy again. He has never heard about the reentry center. Commissary: Not everyone has enough money to buy commissary. Food: He doesn't get enough food so sometimes he has to steal food from the kitchen. The food is at 4, 11, and 4. He can't wake up at 4 am so he misses breakfast. Lunch is not enough food for him. Dinner is so hot he burns his tongue. Credits: He received an infraction, and they offered him a punishment of 2 weeks no commissary and he admitted that he did it. Then they put him on lockdown for 75 days and also added 10 days to his sentence. If he had known they would do that, he would not have admitted the infraction. Clothes: They only get laundry twice a week. He has a thermal and they never change the thermals. He is getting a rash from the clothing. He told a deputy at the nurse's station and they told him to file a white card the next day at 7 am. He arrived and 7:30 am and they told him to come back again the next morning. By then the rash was gone, so he never got treatment for the rash.</p>
595.	<p>Use of Force: When he reported a judge to the judicial counsel, he was thrown in a holding cell and shackled. A deputy beat him up (he was kneed, punched, and the deputy was wearing a hard cast at the time). When he told the deputy that he was going to report him too, the deputy stopped. Grievance: Inmates are retaliated against for filing grievances. Culture: Inmates are afraid to participate in these interviews. They are worried about retaliation. He has seen people killed by officers in retaliation, for other things. Things are much better than they were a year ago. There is very little dissemination of information about what is going on at the jail, if policies have changed or new items are available on the commissary. Out of Cell: They get out in the morning for 1 hour, 2 hours in the afternoon occasionally, and 1 hour around 10 pm. They are getting more recently. Medical: Deputies interfere with inmate's medical care. If they are speaking with nurses or doctors and being argumentative, some deputies will physically take inmates away from the nurses station or move them out of the barracks. They won't fix teeth. He can't get glasses. He doesn't even know what his prescription is, and he can't see an optometrist. He was told it would cost \$2,000 for transportation. He has been taken to Valley Medical Center for a cancer screening but he asked if he could see the optometrist while he was there and they told him no. Phones: Unless loved ones put money on inmates' account and have enough money, they can't call anyone. There is little time to make calls during the day. Hygiene/Cleaning Supplies: The toothbrush is about 3 inches long, and the bristles wear out in 2 brushes. Food: They don't get enough food especially considering the stress these inmates are under. There is a lot of starch, but probably not enough meat, vegetables, and fruit. He believes he cannot get a vegetarian diet unless it is for religious reasons. Spoons: They are only 2 inches long, including the handle and the scoop. Jobs: The jail hires outside vendors for maintenance and other services, but they could be using the inmates to do these jobs and save money. Shoes: Lots of people fall or twist ankles</p>

	<p>because they only have shower shoes. Clothes: They only get one set of clothing once a week. In prison they get 5 sets of clothes per week.</p>
<p>596.</p>	<p>Inmate Safety: He feels that inmate fights happen but it's pretty limited and not with weapons or any serious injuries. He feels there is enough staff supervision. Grievance: Forms are hard to get. Officers tend to pass the buck. He gets the impression that nobody has the authority or resolve to fix anything or address any issues. Accountability: Sergeants come by about 1 or 2 times a day and the inmates are discouraged from talking to the sergeants because the deputies say it makes them look bad. Inmates can face retaliation by having their bunks trashed by deputies if they approach a sergeant. Housing: There was no heater in one of the barracks. The issue was reported to a deputy repeatedly. About 10 days after the initial complaint, 2 inmates used nail clippers as a tool to take the motor from one heater, and replace it in one of the other heating units and finally got 1 of the 2 heaters working. This was about a month ago. Maintenance is lacking. Light bulbs are often out for months before anyone changes them. Filters don't get changed and it causes a lot of respiratory distress for many inmates. Culture: When there are issues about the jail in the newspapers, operations will change temporarily, but they generally revert back to old practices after a while. Out of Cell: He was told that inmates are supposed to get 46 hours of yard time each week. At first they were getting close to that for about a week. Now they get 4 hours a day or less. Usually there is something else going on that is preventing them from opening the yard. On average the yard is open 2 hours per day, but some days it isn't open at all. Programs: There is no education other than the GED program. He would love to see a math class or business classes, or computer classes. Reentry: He has never been told about reentry services or the reentry center by the staff, but he did learn about it through word of mouth. Once in a while someone gets a flier about these services when he is released. Medical: When he has been in pain, he gets ibuprofen and it takes a while before he gets an appointment. He sees inmates with goiters or boils that don't get addressed for months. Phones: The phones are only available when the yard is open. The times that the phones are available don't work for calling his attorney because she is not in her office at those times. Commissary: Whenever he has money on him when he is arrested, it is taken to pay for inmate welfare kits he has received in the past. When people send him money it is taken away as well. Food: They are not getting enough food from the county. Men and women get the same amount of food. A lot of food is thrown away and gets wasted. The rulebook says they are supposed to get 30 minutes for meals, but they usually get 15 minutes. As a homeless man, he eats better on the street. Library: There are no California Penal Code books. They have family court information, probate law, or property law but not criminal law. The library is only open 2 afternoons per week. They depend completely on volunteers to run it and only one is available at the moment. When people are working, they can't go to the library, and they can't take days off. Transportation: Terraine Street court has no heating in the holding cells. Inmates who have thermals are told not to wear their thermals to court because other inmates who are not allowed to have thermals might take them. It's miserably cold.</p>
<p>597.</p>	<p>Mental Health: Mental health has never talked to him. Grievance: He doesn't know what a grievance is. He has been here about a month. If he had a major problem, he would ask his family to help him. He doesn't feel there is any recourse in the jail for major problems. Housing: One inmate had his mattress taken away, and it sleeping straight on the metal bunk. He doesn't know why. Culture: The officers on the night shift are rude. They tell people to tuck in their shirts although that is not in the rules. He got fractured for knocking on the window of a neighboring barrack. The night deputies punish him for violating rules he did not even know were rules. When the deputies search their bins, they leave them open out on the floor and sometimes that is too tempting for other inmates and sometimes his things are stolen. Once when a deputy was mad at him, when he went back into the barracks, he told the whole barracks, "if this J-cat gets off his bunk, you're all getting raped." There is a lot of group punishment for individual's behavior. Out of Cell: Sometimes they go without any yard time all day. Typically they get about 4 hours a day, but the night shift sometimes doesn't give them any yard time or they give it very late. Programs: As far as he knows, there aren't any programs available to him. In other jails, they have been better about disseminating information. Commissary: The night deputies tell them if they talk while they are in line for commissary they will lose the privilege for that week or receive an infraction. Food: Breakfast is at 4:30 am and it's too early. They are expected to eat their food in a short amount of time. Some of the food has no flavor. In general most of</p>

	<p>them don't taste good. They don't fill him up. The produce is not ripe. Clothes: The inmates in the minimum-security camp get jackets for breakfast. They get 2 blankets and 2 sheets and he used one of his blankets as a pillow, but when the barracks were searched, it was taken away as contraband. They are not given a pillow. He feels they need an extra pair of socks and underwear. They are not allowed to make lines to dry their clothing so they can't even wash them. He worked in the laundry and the deputies pressure them to do things faster so too many clothes are put in the washer and dryer at once, and they are not always completely dry when they come out of the dryer, so that might be why they smell musty when the other inmates receive their clean laundry. Shoes: He drew on his own commissary deck shoes and they were confiscated as contraband simply because they were drawn on. They are not allowed to wear the deck shoes outside, only in the barracks. They are only permitted to wear the shower slippers outside. Classification: He is not affiliated with any gangs, but he was classified as gang-affiliated merely because he has a tattoo that says "408." Recreation: There are only a couple dip bars and pull up bars. The Roundtree minimum security jail in Santa Cruz has more recreation equipment like a ping pong table and work out equipment.</p>
<p>598.</p>	<p>Grievance: He doesn't know anything about the grievance process. Housing: He sees roaches and rats in the barracks. There is not enough water pressure in the water fountain to use it. There are some mattresses in very bad condition. Inmates can get in trouble for mattresses in poor condition even if they received it that way. Culture: There is some inconsistency between how the different dorms are run. The C-team is the "superteam," and they are really harsh about the rules. The rules are not consistent with the other deputies. The deputies threaten group punishment by raiding barracks to keep individuals in line. Once a deputy said something to the inmates like, "if you have a problem, you can fight me. It'll take 40 of you to take me down." The inmates pick their trustees to represent each segment of the barracks (usually by race). Out of Cell: If it's raining, they don't get any yard time. He has only seen the "yard" with the handball courts, volleyball, dip bars, and basketball open twice in 3 weeks. They get into the quad area 2-3 times per day for 1-2 hours. Programs: He would like to see college courses here for inmates who are here for longer stays. Phones: In some of the phones he can hear other people's conversations through the earpiece. Sometimes they don't work well and they can't hear the person they are calling and they lose the money when they attempt to call again. The recipient of the call has to dispute the charges with the company. Commissary: Sometimes people are denied commissary if they are talking on their way to getting commissary. Hygiene/Cleaning Supplies: He cleaned the dorm because there were rodents and pests. He had to ask trustees for cleaning supplies and he had to use his own body towel to clean. Food: They don't get enough time to eat. They get about 7 -10 minutes now. It's barely enough time to make 1 sandwich, but they are given 4 slices of bread and 2 slices of meat. They don't get enough time to eat their fruit or carrots, and are not allowed to bring food back with them. From dinnertime to breakfast is 12 hours so inmates who don't have any money for commissary are really hungry. Haircuts: Some of the clippers don't work, and he thinks they are low on clippers. Inmate Request: He made a request a week ago to find out if he was put on a "no early release program" list but he hasn't received a response.</p>
<p>599.</p>	<p>Inmate Safety: Sometimes small fights happen because of politics between the inmates. Sometimes the deputies don't see it at all. The deputies are at the control center in between all the dorms, not actually in the dorm. Grievance: He hasn't filed a grievance because he thinks it might take a long time and it might not make any difference. Housing: The dorm is very cold. Out of Cell: They have yard time almost all day other than class time. Programs: He feels the programs are covering good materials, but he thinks it would be better if there were a class specifically for domestic violence because there are many inmates here for domestic violence. Medical: Some of the nurses don't seem to know what they are doing. A nurse put wet gauze into his open wound and twisted the gauze. This caused him a lot of pain. The wound care specialist on site had just told him the previous day that he was only to use dry dressings. The wound has gotten bigger since then, whereas all his other wounds have gotten smaller. The doctor is checking up with him once a week. The wound care specialist seems to know what she is talking about. Hygiene/Cleaning Supplies: He came into custody with some serious injuries and a serious wound. He originally was in special medical housing at the main jail, but they moved him to Elmwood into general population and to an open</p>

	dorm when he still had open wounds. He feels these conditions are not sanitary and he is surprised they moved him to an open dorm when he still had open wounds.
600.	Mental Health: He has seen mental health and they follow up with him when he needs it. Inmate Safety: He thinks the deputies don't even notice when fights are happening. They don't realize a fight happened until later and they will investigate by looking at people's hands for injuries and interviewing inmates one on one. They don't always figure it out. Visitation: He can't have any visits because most of his family members have a record. Grievance: The deputies don't like inmates to file grievances. They say they don't care, but he can tell they get mad. When someone asks for a grievance form, the deputies yell and ask what they want a grievance for. Accountability: He sees sergeants about once or twice a week but they don't come into the dorm. Housing: Cold air blows through the vents all day and night. Isolation: The fact that none of his family can visit makes his time more stressful and isolating. Reentry: He has learned about the reentry center in class, but the first few times he was in jail he never heard about it. Medical: It takes 2 to 4 weeks to get an appointment to see the doctor. The doctor told him his hernia is a low priority so they cannot help him here unless he is doing at least 6 months or longer, but they did give him a Kronos so he won't be assigned to a top bunk or the top floor. Hygiene/Cleaning Supplies: He gets an itchy rash from either the soap or the water. The doctor gave him a cream for it and it is clearing up. Food: There is not much variety. They also don't get enough food. He feels he is not getting enough protein either. Clothing: The sheets are too small for the mattresses. Inmates in this dorm don't get thermal shirts.
601.	Mental Health: He has never had a mental health assessment but he has never requested one. It would be nice to have someone to talk to. Visitation: His friends who have records cannot visit. Grievance: He filed a grievance more than 6 months ago and he never got a response. Accountability: He sees sergeants about once a week but they don't come into the dorm. Deputies are more uptight when sergeants are around, and will say things like, "you were out of line while the sergeant was on deck." They will put the whole dorm on lockdown and call out the individual who was responsible. Sometimes the deputy will put the individual in a cold holding cell by himself. Housing: It's very cold and they only get one blanket. Culture: The deputies will sometimes pick on or tease inmates with mental deficiencies or limitations. During pill call, the deputies can be very demeaning to inmates. They swear at inmates and call them names. Out of Cell: They get 2.5-3 hours in the afternoon and 1 or 2 hours in the evening, weather permitting. There is class in the morning. Programs: It would be nice if inmates could use the classes to go towards their required classes for the court. Reentry: He has heard about the reentry center but only from other inmates and he has never used any reentry services. He has been told that because he was not on probation or parole that he was not eligible for any services. Medical: The medical staff doesn't seem to have his name correct in their records. This prohibits them from getting his medical records. He wasn't receiving the medication he needed because of that. Otherwise the medical care and staff are ok. Phones: He feels that 15 minutes is not always enough time to talk and it's very loud in the dorm and he can't always hear the person on the other side of the line. Hygiene/Cleaning Supplies: Nobody wants to cut their fingernails because there is only one set of fingernail clippers for 4 dorms. He has gotten a staff infection at Elmwood and he was given antibiotics for it. 3 or 4 other inmates had it before he got it. Food: He believes it causes gas and indigestion. Clothing: It's very cold and the inmates do not receive thermal shirts.
602.	Use of Force: He knows 6 or 8 people who have been beaten by deputies. They call it a "blanket party." They handcuff the inmates and throw a blanket over them and beat them. If an inmate causes a problem, 4 or 5 officers jump on them and "hog-tie" them, and twist up their arms, sometimes they dislocate people's shoulders. He feels they are using excessive force. Grievance: Sometimes he is denied grievance forms and the deputies swear at him. He usually receives a response. Some of the grievances are never addressed. He received the inmate orientation handbook. The handbook also doesn't outline the grievance process. There is no lockbox in the dorm. Inmates are told that they will be infracted for filing grievances. Housing: There is asbestos in several of the dorm. It's very cold. Culture: He is constantly afraid of retaliation or retribution. Medical: He has never requested to see a doctor while in custody because he fears for his life. When they go to an appointment they are locked in a holding cell for 6 hours and they are not fed. It took 6 weeks for him to be placed on a low salt/low fat diet. He once was offered an appointment to see the doctor early and when he said he wanted to keep his original appointment they said he refused and

	<p>canceled his regular appointment. He has gotten Kronos for various health issues but he has to go through the whole process every time he is incarcerated. Phones: The charges are very high. Commissary: They are limited to 50 stamps per week, but sometimes they don't receive them. Food: The food has caused his blood pressure to rise. Access to Courts: There is no law library or access to a law library. They can only request materials that they receive a week or more later. They can only request 5 items at a time. The printing is half size because they copy 2 pages on each side. It takes a week or more to get materials. It's very difficult to get copies here in the jail. It takes weeks to get them back. It would be helpful to have carbon paper so they don't have to make copies by hand. He has requested legal materials (Title 15) and he has received a notice that he is not to receive those materials. If inmates want to be pro per they have to be housed at the main jail. The addresses for Probation and the public defender are listed incorrectly in the inmate handbook. Pencils: They only get a short golf pencil, and have no access to ink pens. Intake: He was left in a holding cell for 12 hours. He was injured and bleeding from the officer who arrested him. The officer was with him. This was the first time he was taken into custody without seeing a nurse. Transportation: There are no seat belts or seat cushions on the vans that transport people to and from the main jail and they are packed very tightly with no ventilation. Punishment: He has been put on lockdown for 23 hours per day for taking a bagel out of the mess hall. Commission: He objects "vehemently" about Judge Manley being on the commission. He believes Manley knows people who have a problem with him and hides that relationship so he does not have to recuse himself.</p>
<p>603</p>	<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. ¾ 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 assist 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 said 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>
<p>604.</p>	<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 at 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</p>

	<p>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 internal 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 went 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>
605.	<p>Grievance: He received a response from the sergeant for both of the 2 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 3 x per day on the weekends (6-9 hours). Programs: He feels the classes are useful. The class is a little slow. 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 canceled 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>
606.	<p>Mental Health: Mental health comes as soon as he needs them when he knows the deputies. At Main Jail when he has 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 deputies refused to call. 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 it causes 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>
607.	<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 pill 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 till it felt like it was going to break, swore 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 phones don'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</p>

	<p>asks for a grievance card, the deputies ask why they want it and ask if they are going to grieve the deputy. He doesn't feel comfortable grieving 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 expungement 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: He has to buy hygiene supplies. They only give the green spray, comet, 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>
<p>608.</p>	<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 3 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 3 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 who 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>
<p>609.</p>	<p>Mental Health: The mental health staff is not compassionate. He feels their treatment is sometimes cruel. The evaluations aren't private. Use Of Force: The guards treat the mentally ill 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 or 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 visitor areas. The vents are clogged because inmates try to block cold air from flowing. No one airs out the dorm</p>

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 here the staff placates 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 for 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 afternoon and he says he did get all 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 no medication for HIV 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 are ok. He was on a diet but they weren't giving him the right food. He thinks they were mixing his lunch box with someone else's, so now he trades with the inmates on the regular food plan. Weight: He lost weight while he was here.

610.

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 inmate was unlocked one of the inmates to use the phone. He walked by another inmate he seemed to know, and the inmate kned a guy and started punching him about 4 or 5 blows. About 5 or 6 officers jumped on him, took him to the ground, kned 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 as 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. Grievance: He doesn't often fill out 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 flushes per half hour. It's very cold, and the vents blow cold air in the cells. Culture: He sees guards sleeping when no other guard is around, or they are using their cell phones all day. Some officers say very inappropriate things to inmates regarding race, charges

	<p>(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. Programs: The class is split in half and that 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/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 kit, he is charged when someone puts money on his account. Hygiene/Cleaning Supplies: They get Comet and a scouring 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 not flavor. They don't get enough protein, but probably enough vegetables and fruit.</p>
611.	<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 hours 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 just is 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 cells 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>
612.	<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 grieve officers for not doing their jobs, 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-8, the dorms are racially segregated with "Bosses" 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 a lot to do 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 since 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</p>

	<p>months later he still hadn't received the thermals 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 Levi/Terrain 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>
<p>613.</p>	<p>Mental Health: He would like to be reevaluated. He was told before that he didn't have any issues. Grievance: He grieved 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 3.5 to 4 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>
<p>614.</p>	<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 of 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 GEDs 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>
<p>615.</p>	<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 rebar. He never reported it to the deputies because he didn't think they would do anything about it but he asked for a room</p>

	<p>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>
616.	<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 overcooked. 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>
617.	<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. 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 first 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>
618.	<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>
619.	<p>Officers need to act a little less childish; they need to give inmates more respect. The officers will instigate 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 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>
620.	<p>Facility conditions/Cleaning: The air vents are old and they've never been cleaned. The air that comes out is also very cold. Clothes: They have only been given one set of clothes, which is not enough for them to maintain their hygiene. Food: Food, not even a dog would eat this food. They only eat it because they would</p>

	<p>go hungry without it. Portions are small. The food comes expired, people get sick, it has also comes burnt..</p> <p>Officer conduct: they yell all the time for no reason. There is nothing they can say to calm the situation, if they argue back, they will retaliate by moving their bunks. One officer told them a few weeks ago if they mentioned any names, they would punish them, he only had 3 years to finish his service and be done so he could do a lot of things to them without anyone paying attention, he knows where to hit, in places where they can't be seen. They even prohibit them to go to the bathroom. Medical Attention: The nurses, they also yell at them, they get mad at them. There have been times that inmates get sick and they don't care. Commissary is very expensive and there are inmates that can't afford stuff other inmates help them out. There are times that they don't get everything they order and they have no way to handle that.</p>
621.	<p>Food: portions are small, even with commissary, not nutritious just enough to get them by. Dorm Temperature: Really cold, they don't get any thermals and jackets, and the blankets are really thin. Officers: they use force when they don't need to, they verbally abuse inmates. They cuss them out, they threaten them, that they will roll them out. Commissary is pretty expensive. Hygiene: They don't give them enough hygiene products; they don't provide toothpaste, what about people that don't have money. They should at least provide toothpaste. Clothing, it smells, they need another set. They get in trouble for having extra clothing. Calls are expensive. Medical: Has put in requests for glasses and has had no response. Grievances: He thinks that officers just throw away the forms, they need a third party handling the grievance process.</p>
622.	<p>Officer Conduct: they have bad attitudes, they bring to work their home issues, they talk to them like they aren't humane beings, they come in yelling at 5 or 6 in the morning. Was put in a an elevator in the main jail and beat up. The elevator rides is where they handcuff inmates and beat them up. He has suspected officers coming to work high. There is no accountability for their actions; the officers only behave on the rare occasion that their sergeant is around. The officers will hold inmates for hours in the cold room, holding cells. Clothing, the get dirty clothes when they do clothing exchange.</p>
623.	<p>Officer Conduct: There are some officers that treat them like animals. He has heard some officers make racist comments. The also don't seem to care about the safety of the inmates, making sure they are safe and not in harm. Medical Attention: Was told to go work after he suffered a severe injury or he would be transferred. He was denied his asthma medicine for 15 days for no reason. The nurses were laughing at him when he went to go get his injury taken care of. Food, they don't have enough time to eat their food, it's so hot they usually burn the roof of their mouth eating it.</p>
624.	<p>Medical treatment. It takes forever to be seen by a doctor and when the do get an appointment they end up refusing to see him. Food, They have to eat fast and the food is really hot. They don't give them enough time to let it cool, they are hurrying them up so that the next group can come in. Grievance process, they never respond to it, they just ignore it. Commissary is expensive, it's overpriced. Clothes: Some of the clothes they get are full of holes.</p>
625.	<p>Inmates doing prison sentences: Prison is much better; if they are here doing a prison sentence they should get the same privileges. Cleaning: the lack of sanitation has led to a rat infestation. Clothes: Need at least another set of clothes. Food: the food they serve them is very bland; the least they could provide is hot sauce. Commissary is expensive. Calls are expensive.</p>
626.	<p>Safety: They need to check guys better downtown; they come in with drugs to Elmwood. Doesn't want to get extra charges or someone else's problem. Food: there is no variation; sometimes they get the same meal two days in a row. It comes burnt sometimes. Calls: they are taking advantage of inmates they are so expensive. Visitation: family has such a hard time trying to visit. They give all families a hard time. Clothing: They would like an extra of clothes. Air: it's so cold they get sick often, the vents are dirty. Grievance: more people would use the process if third party handled it. Commissary: very expensive. Has gotten charged for items in commissary and not received it. There are things they omit to put in your order and they still charge them for it. Guards: like to play power trips, they like to humiliate. One guard likes to come in to throw away extra fruit and bread; it's a game to them. They need more training.</p>
627.	<p>Temperature: cold, it affects people's pre-existing medical conditions. They don't get any thermals here. Clothing: They recently got three extra pair of underwear but before that it was only one set. Food: its bad but it's what they have to deal with. Commissary and Calls: the rates are outrageously high. Visitation: only</p>

	half an hour and for people that are out of town it's a big issue. Sometimes its not even 30 minutes. Medical attention: has been ok, except the nurses that come, they tend to be slow, and some are a little rude. When an inmate tells them they are missing some medicine they try to argue and say no, its not there. They argue with them on how to take medication, when the doctor has already prescribed it a certain way.
628.	Clothes: they recently were given three extra sets of underwear; it was a big surprise for everyone. It would be great to get at least one more set of shirts and socks. It's hard to keep up hygiene like that. Officers: they like to intimidate inmates, they don't even follow their own handbook, they act outside of their perimeters. Food: they give breakfast way too early, and some of them save some food, because they don't have commissary, there is an officer that comes in and throws away all food that they have saved to eat later. They make them sit at chair by the phone for hours as punishment. Air: They put it on so high, it's very cold and people get sick. They have asked for thermals and they wont give it to them. Calls: they are very expensive and often times they cut the calls shorts and they lose their call and money, they still get charged the full amount. Visitation: they only get 30 minutes, its not enough time for people that come from far away and it's only during the week. If their families are only a minute late they will cancel their appointments. In downtown they get one hour. Medical Attention: it takes a long time to get an appointment. At least a few weeks, it doesn't matter how bad it is. Mattresses: they are very thin and uncomfortable, they cause medical issues.
629.	Food: there is no variety, it comes burnt. Sometimes they don't give enough food for people who don't get commissary. You can see people are still hungry. Officers: the day they do clothing exchange, they will throw away any extra food that inmates have, especially if they save a few pieces of food to eat later in the day. Program: they lock them down often; they also take hot pot away for no reason. Clothing: they would like to get an extra set of clothes. Chairs: they had about 20 chairs before and now they have only 8. Air: they have the air on very cold and they don't have thermals. They take them out for court hours before their hearings and they don't feed them. Calls: very expensive, they will also cut the calls and not give any warning.
630.	Air: they don't clean air ducts, it's dirty. A lot of people get sick very easily. Clothes: come very dirty. Most people keep their clothes. They get mad when people wash their clothes. Officers: some of them do cross the line with the inmates, they don't respect them, they like to humiliate them Food: its horrible and they give small portions, and it often comes burnt. Housing: They are the only dorm in their unit that doesn't have tables. Sometimes they don't even give them time in the yard for days. Visits: only 30 minutes, downtown they get an hour. Calls: they are very expensive. Commissary: very expensive. There are a lot of inmates who don't get the commissary they ask for.
631.	Commissary is really expensive, It's not really set up for long term sentences. Grievance: used it once for canteen, for charges he never should have had, nothing really happened. Safety: Snake pit living conditions are dirty and unsanitary. It's unsafe. They should house northerners together the way they house the southerners. Medical Services: mixed results, good and bad, the white card process isn't efficient by the time you see someone your condition is over. They will put off major surgeries so they don't have to pay for it. Visitation: the wait time is excessive for such a short visit time. Food: there should be a variety, and it comes scalding hot. Clothing: the officer that does laundry is horrible, he decides what size they get, he gives them smaller sizes. The fact that they only have one set of clothes seems unfair; they should have two sets to always have a clean set.
632.	Main Jail: The main jail south BC dorm one showerhead, hot water. Mental Health: has been three weeks without his mental health meds. Can't sleep without meds. Food: suspect but edible, and extremely hot and they are expected to eat it in 5 minutes, he pours milk on it to cool it down. Medical: nurses questioning their symptoms. They didn't address his back problem.
633.	Work/Jobs: Get credit for work done, they get nothing except better food. Limit to the type of credit. Hygiene: toothpaste should be provided. Commissary: its expensive. Calls: expensive.
634.	Prison sentences: there are a lot of benefits that they don't get that they would if they were in prison. Calls: expensive. Commissary: it's also expensive. Visits: a long wait time, and they don't give them enough time. They don't get conjugal visits like in prison. Yard: they only give it to them, when they want. Clothing: the wash it and they still come out with dirt, has gotten socks with pieces of calluses in there still. Grievance:

	they never answer them, the process doesn't work. Food: they give them expired food. Officers: has had them yell at him and humiliate him. They call them cockroaches.
635.	Officer: overtly punitive actions, disguised as safety measures. They take all the mattresses and stack them up in one pile and they will dump the commissary in one big pile, it starts arguments and fights. They act childish. One time they made them sit on the wet grass while they rummage through the barracks throwing their stuff around. Food: portions are small, barely enough to get by. Clothing: clothes that don't fit them. He doesn't understand why they can't get more clothing. They can get fractured if they have extra clothes. When they exchange clothing they make them get naked and parade around, it's demoralizing. Visits: the squat and cough is degrading, they treat people in prison a lot better than this. The 30 minute visits are not enough. Yard: the officers know what the requirements are and they will make excuses not to turn the phones on, and not give them yard.
636.	Food: the food is horrible and the portions are small. Facility: Bathrooms are old and dirty, black widow and worms, and rat infestation. Right before we (BRC) came they closed the ugliest barracks a week before we came. People have gotten staph infections,
637.	Hygiene: The water pressure is really low here but at least they have more than one showerhead unlike the dorm downtown. Transfers from downtown to Elmwood, they take them out at 7pm put them in a holding cell and they didn't transfer them until 2:30am. When they have court they take them at 7:30am and then don't get back until 7:00pm. They only give them a sandwich to eat the entire time. Food: The food is horrible here, very repetitive. Officers: They punish them by having them sit next to them, for hours almost their whole shit if they want or put them in the cold room
638.	Grievances: Gets stock answers in his requests forms or no response at all, mostly no response. Told he can't have a visit but not told why. Just gets a padded answer. Most inmates wont submit grievances because they don't believe anything will get done. He suggest a locked box in the dorms that inmates can submit grievances instead of giving it to the officers. Visitation denied for caretaker of child because she was previously incarcerated. Denied visits because mother on probation other counties don't have these limitation. Officers: officers need to receive better training all the rookies are learning horrible habits from their training officers. Mental Health: staff minimizes their mental health issues, they say everyone has PTSD, its pretty much pill management in terms of treatment. They need t have some training. Guards are first responders they need to have training on how to handle medical and physical health issues
639.	Officers: they cuss at them, disrespectful towards inmates. Not professional. Medical: the services here are not good. Has had medical issues that are obvious and they have ignored his requests for medical care. He also was a variety of prescription before being arrested and told the booking officer that and has only received one medication since he's been here. Air: very cold and they don't have access to thermals and only one blanket. People cut open mattresses to make pillow, the mattresses wouldn't be damages if they issued pillows.
640.	Clothing: they give you whatever they want, usually too big or too small. When they get a new set of clothes they often come dirty and with holes. Mattresses: they are half mattress. They switch out blankets once every six months. Food: the food is horrible, they prepare it the day before and they reheat it, usually burning it. Has seen on labels on food that say the food has expired. One inmate has found a piece of glass in food. During class time, they go through their area; they will tear the picture of their loved ones down and throw them away. Officers: He thinks they would all benefit from more training; they cross the line with them and are very disrespectful, often for now reason.
641.	Medical: Pill call is horrible, sometimes they don't even have all their medication. It once took an inmate 45 minutes to get medical attention when they were having problems breathing. Classification: he thinks that inmates serving a prison sentences would be given the same privileges they would get if they were in prison. This would include milestone credits. They should also get paid for the work they are forced to do. Grievances: The process is biased, almost all are denied. They need a third party to handle the process.
642.	Officers: they name call the inmates and humiliate them in front of each other. Grievances: the process doesn't work because the officer are the one's who sign and read the forms. They also don't allow group grievances for big issues that effect everyone. officers have too much discretion, especially in the infraction process. Hygiene: The bedding is unsanitary and the sandals are old and falling apart. There is also major

	rodent problem. Clothing: they need two sets of clothes, the clothes get dirty and they have to keep them for days like that.
643.	Officers: They treat inmates like they are inferior, it's very unprofessional. They will tell inmates they are not good for society. Clothing: They need an extra set of clothing, it messes with their personal hygiene to only get one set and then receive dirty clothes. Work: They should get paid for the work they do. Medical: The medical staff is incompetent, they need to supervise the interns that come in. Rulebooks: All inmates should get a title 15 book and the jai should have to follow that. The handbook they do give out is outdated and they don't even follow it. Program: officers often wont give them program time because they are being lazy, just sitting and playing on their phones.
644.	Medical Care: Doctors refuse to believe the symptoms they tell them they have. He has been to multiple facilities and this has to be the worst one he has bee to. You have to be dying to get medical attention. He has back problems and asked for a new mattresses, he was laughed at by the guards. Grievances/Officers: they retaliate against people that ask for grievance forms, they will infract them or pull them out of their dorms and move them. He had an office cover his name once when he asked him for it. Guards go out of their way to disrespect inmates, they bark in their faces. They have to have trustees try and hide a grievance form for them. A grievance form is worth 4 soups on the yard. Phone calls: the price gauge them, the calls are outrageously expensive.
645.	He believes that the realignment has changed the jail and that the jail needs to change with it. For him that means making the jail more prison like. The commissary is expensive, nothing like the prison commissary, it needs more variety. Programming is also an issue, they should be given more time and they need to stop denying them programming on the weekends. Visitation is also very short, they should allow inmates to have longer visitation. The food sucks it has not flavor and there's no meat, its all soy and the portions are little. Medical attention is not good; they need to be more professional. It is too expensive to make calls. Guards are not sensitive to the needs of mentally ill inmates or inmates with severe medical conditions.
646.	They serve inmates expired food, like fruit cups. Most of the other food is not healthy. They have had problems with commissary items giving them rashes. Trying to medical attention is hard because of the wait times to see a doctor it can take weeks if not a month. Visitation is harder here, it is a hard process, and people lose their appointment for visits all the time. He has been a victim of officer excessive force about 4 times while being held in the main jail. The guards often would take inmates to the interview room to beat them up. Officers know to hit inmates on the their body, avoiding their faces. He also saw heard an inmate being beat up in an interview room, an older man, they broke his arm, there was blood everywhere, they tried to cover it up. The trustees had to clean up the blood. Certain guards have a napoleon complex. The threat they always tell inmates is that they will send them downtown to the main jail .The guards downtown are all dirty. The snakepit guards are the worst. There are rodents and insects all over, he has even seen a rat. Grievance process doesn't work and there is retaliation for those that use it, especially downtown
647.	A whole unit, 2B (special housing) was moved after the blue ribbon commission made their announcement. He has a wound that they have not properly treated since he was transferred. The only good thing about Elmwood is that they get more programs but it is dirty. The housing at Elmwood creates problems, a fight could break out at anytime. Wounded inmates in fear for their safety because the guards don't protect them. He has also received unsolicited sexual advances from another inmate, all under the eye of the guards without them even noticing. They ask for cleaning supplies they wont give it to them. Used his crutch to mop his cell. The only thing that is good here is that they have program.
648.	Has no real issue with the jail conditions. The mattresses aren't that great and they don't have pillows. The food is ok and he gets to watch TV and has reading material. The medical attention is ok except when they change their medication. The food is edible and so far he believes he has had a pleasant experience.
649.	His son was arrested a day before him and was beaten up when he came in. The beating was so bad that when he saw him 24 hours later his face and body was still swollen. The spoon they give the inmates to eat with is too small and the food comes really hot. The mattresses are too thin, especially for him who has arthritis, it makes his condition worse. The sheets are always dirty when they get them they are not washed properly. The vents are also dirty; it looks like they have never been cleaned. The guards use the AC as a way to control and punish the inmates; they turn the temperature down whenever they want. The inmates

	aren't given soap when they need it. Guards are very lazy; they don't like to give out requests forms. Lockdown of the entire facility happens when there is an incident anywhere. The inmates don't get toilet paper when they ask for it. Some cells don't have working lights. The fruit cups they give inmates are always expired. There are rats in the chow hall
650.	Would like to see inmates get radio time. Also, the food in the commissary is very expensive. The ventilation system is dirty, it needs to be cleaned. The guards control the inmates during exercise, forbidding groups to workout together. It would be nice to get cleaning supplies everyday. At the main jail they gave out extra blankets, it would be nice to get some at Elmwood as well. He would like to see more classes being offered.
651.	To receive medical attention an inmate has to be dying. The medical services they do receive aren't that great. The food is horrible. The vents are dirty; they need to be cleaned at least twice a year. Officers are too stingy with the cleaning supplies. They don't get razors as often as they are suppose to, they are now going on their third week with the same razors. There are also issues with the commissary; they charge people for items they never get. Visitation has its problems, in particular when the phones don't work. He has lost half of his visitation time because of bad phones. The clothing they give the inmates is all worn out, the socks and underwear have no elastic. Their ability to have program is all dependent on the guards some officers will be rude and give them 10 minutes then tell them to lock it up. Most inmates believe the grievance process doesn't work, they think guards just rip up their forms when they submit them.
652.	Officers refuse to give out toilet paper to the inmates; they get one roll per person per week. The food they serve is also known to give ulcers to inmates, they also give very small portions and there is no variety. Commissary is very expensive and for those that don't have money they starve for 12 hours between dinner and breakfast. Officers also don't give them the full program time, especially if something happens in another unit, they shut everything down. The amount of cleaning supplies they get depends on the guards. There are times when the officers won't even let them clean the showers and they start to smell horrible. The officers don't know how to deal with inmates detoxing, they only give them one set of clothes when they know that during detox they often soil themselves. The officers just say "so what, deal with it". The night shift is the worst, he thinks it's because the sergeant isn't around. Visitation is a problem because they only get 30 minutes, that's not enough time. Most inmates have only partial mattresses; inmates cut them up to make pillows because they aren't given any. They can buy some in commissary but the guards take the away. The air in the cells is also way too cold, they should at least get thermals.
653.	The living conditions are bad in the jail. The mattresses they get are falling apart and the air is always blasting cold. The food is also a problem, the only good thing is the bread everything else has no seasoning or flavors. There are no classes offered here, it doesn't make sense that the farm gets classes but they don't. They should at the very least get books they have to share their books amongst each other. Some of the guards are really strict; they will turn off the TV if they think the inmates are being too loud. Commissary is also very expensive.
654.	Most inmates only have half or three quarters of a mattress. They are such poor quality it has caused him back problems. Medical charges inmates \$3.00 for a white card, and they don't tell them it just gets taken off their books. The food is really bad, everything is soy and the portions are small. Without commissary people would be suffering in here. He has had very bad experience with visitation, the longest visit he has had lasted only 20 minutes. There is no adult education offered in their dorm, not even AA. They have no access to books, just the bible but they have to be in a request form for that. He once had officers take his blood pressure medication from him in a shakedown and towards the end of the day he started to get heart palpitations and cold sweats. When he was taken to the hospital he has a blood pressure dangerously high. He was moved from M2 after it was shutdown due to the black mold. The temperatures in the cells are freezing and they wont give them extra blankets or thermals. Inmates aren't given manuals; they have to ask for them, officers don't want them to have them because they don't even abide by their own rules. He has seen officers make racist comment such as "No black people talking to the whites." Guards like to instigate problems between the inmates. He has used the grievance process but doesn't think it works. He has even put a grievance about his grievances.
655.	He would like to see the inmates get more sunlight; they spend too much time in their cells. The phone call system is very expensive; it's about \$20 for 2 or 3 calls. Commissary is also very expensive; the state prison

	<p>system is cheaper. Clothing is also a big issue, they need more sets of clothes, they have no real way to wash the only set they have and they get sweaty working out. Visitation, they are too short, a half hour, and only two a week. They give them an excuse that they are short staffed. There are very limited program dorms. Cleaning supplies, the mops get dirty; they don't clean the whole pod enough. There is no library either. The AC is up too high, they only get one blanket. They have the AC going all day long. There is retaliation for grievances.</p>
656.	<p>Saw officers attack 3 inmates during processing, while they were handcuffed. This is the most wasteful and destructive place he has been in. They don't want to do their jobs, they get lazy and they don't want to work. They don't get programs because they don't want to work. The food is designed to make them want to stay on their bunks, the housing isn't great, they put too many people in there. The officers are cruel, they act like they are dirt. The protective custody group is getting so big, its over taking the system.</p>
657.	<p>Some of these officers bring their problems from home, they aren't really professional, they incite inmates, they are very aggressive, they talk in a demeaning way, and they cuss at inmates. Has seen excessive force, at main jail, possibly wrists broken. They threaten with retaliation if someone files a complaint. A lot of misconduct, verbal and physical abuse. In Elmwood, visitations are bad, they are cut short and they say they don't have visits when they have confirmation that they do. The lady down in visitation is very aggressive and unprofessional. Phone calls and commissary are very expensive. The food is so nasty he doesn't think the officer would even feed it to their dogs. Clothing is also an issue, a lot of times they don't even get the right clothing, and it's always too small. Sheets always come ripped up. Cleaning supplies, there is never enough, at main jail they never want to give them supplies. Here, they give them mops that are filthy, its worse. There is never enough comet and disinfectant. There is no books, the law library make them put in a request and sometimes they get info they need and sometimes not.</p>
658.	<p>They only get one set of clothes, they cant have extra if they do they get in trouble. It is unsanitary. People who come in with nothing, they don't have the emergency hygiene kit. Cleaning supplies, they don't give them proper things to clean. They commissary isn't varied, other counties have more. Phones are very expensive and they don't get reimbursed when they don't complete calls. The showers, the drain get clogged easily; it takes them about a month to fix just one thing. They don't get much program, maybe 30 minutes here and there. They are programming in quarter tiers now as punishment. The vents in his room are very cold, and when he first came here, his nose would be stuffy every time he woke up. Officers use force, even when someone is not resisting. Sometimes they don't let them shower before court.</p>
659.	<p>Commissary is expensive. Visitation is also a problem, the visits are too short and they make their families wait outside for hours. They get the same food every week, it makes their stomach hurt. Officers demand respect from inmates but they never return that same respect. The grievance process doesn't really work; he has put in grievances but has had no response. They have been withholding his mail, he has written a grievance but nothing has been resolved. Some officers cut the program short because they are lazy. Last night they didn't even let them out because the officer was playing on his phone. It takes forever for a white card response for medical care. Phone calls are expensive, it's outrageous. Sometimes the officers wont let the trustees come out and clean the showers.</p>
660.	<p>The first night he was here he didn't even get a mattress. The officers have been nice since the Tyree incident; it seems fake, like they are putting on a show. They make remarks about the Blue Ribbon Commission and that they are a gentler kinder group, but it's a farce. They abuse their authority. The conditions of the jail start a lot of problems. The air is really cold, and they don't give them thermals, even a second blanket. They are not given enough clothes, even in prisoner they get more clothes; they give the absolute minimum here. They aren't given enough food to eat. The same company that runs the food runs the commissary they have a vested interest in giving them little food. They have very little access to books.</p>
661.	<p>The food they serve them is nasty; he doesn't even think they're given real meat. The portions are small; it's just enough to get you by but not enough to feel full. Commissary and phone calls are very expensive. The temperature in the cells is very cold and they don't give them any thermals or even an extra blanket. Their mattresses are falling apart, no one has a complete mattress. They don't really help in medical, they just say come back if pain resist. Their dorm has no access to classes or to books, there is little recreation they can do.</p>

662.	His biggest issue is with clothing. They only get one set of clothing and they are expected to make it last a week. If they do a shakedown and they have extra clothes they get in trouble. The cells are really dirty, there is a lot of rust, it doesn't seem safe to live in those conditions. Medical services are slow and they aren't that great. For example, he has had tooth issues and instead of fixing them they just pull them out and don't even give them adequate pain pills. The commissary is really expensive and has little variety; the state prison commissary is a lot cheaper. Phone calls are often cut off and there is no way to get a refund. Officer try to talk to them like they are children, they always cuss at them. The officers are like their own little gang. The food is nasty, he doesn't really it, he mostly uses commissary. There is also a problem with their access to cleaning supplies, some officers will tell them there aren't any cleaning supplies when there really are, they are just lazy.
663.	The housing assignments don't seem fair. There are inmates that want to go to M8 where there are programs but they won't accept them. It seems like they only take white inmates or inmates with drug offenses. They don't get requests forms back. They say they have mental health services but they don't really listen they just want to medicate everyone. Commissary is really expensive. They don't give people that don't have money an option to keep clean. The times they feed the inmates are irregular, it's way to early and for people that don't get commissary they end up hungry after dinner is served. The food they serve is also not enough, no one gets full. Clothing is another big issue, they are only given one set of clothes. The one set is not enough for most people that exercise and sweat. The officers here are very disrespectful, they cuss at them. Some of them yell at you and they like to instigate, telling inmates that program was shut down because of them. They don't always get full program, mostly at night, they use the same excuse they're short staffed. Has recently had an officer deny them access to bible study by telling the people that come in to do it that they are on lockdown, when they really aren't. The commissary and phones are more expensive then state prison. People will not put in grievance form because they are scared of retaliation. He has had visitation canceled because his visitor was few minutes late.
664.	They are only given one set of clothing in other counties they get multiple sets. They don't even offer laundry detergent to wash the clothes they do get. Staph infection because of the lack of clean clothes is a problem. The mattresses are horrible in other counties they are better quality and they get pillows. The food they give them is not enough, it barely get them by. Commissary should be run like prison and they should go off of Title 15 if they have people doing prison sentences. People have gotten Staph infections here because of the lack of clean clothes and hygiene products. It is difficult to set up phone accounts and the pricing is too high. After a surgery that resulted in limited mobility he wasn't put in special housing unit. In terms of program time, they always make an excuse that they are short staffed, but they are just siting there on their phones. He doesn't fill out a grievance because it falls on deaf ears.
665.	The food is horrible and the portions are too small. Commissary isn't always an option because it is too expensive. They only give one set of clothes, which is not enough. They only get three bars a week of soap and one roll or toilet paper. The mattresses are not comfortable. Phone calls are expensive. Visitations aren't long enough and they have too many rules, including that they can only have visits on the weekdays. That is a hardship for those that have jobs they cant miss. He believes that the commissary should be run the same way it is in the state prison system.
666.	He thinks that the grievance process is flawed because the forms are handed to the officers who then tell their co-workers that an inmate has written a grievance about them. It makes more sense to have a third party handle the grievances. This would also help with retaliation. Clothing is a big issue that is important to him. He thinks they do not get enough sets of clothes. The constant shakedowns are irritating, especially when they decided to do strip searches with them. There is also a lot of name calling from the guards towards the inmates, it's very unprofessional. Commissary, they've been taking things off the list of available product and it's expensive. They would love to have a radio, everyone loves music, it would actually calm a lot of the inmates down. Food, is terrible, there is no taste, everything is soy. The portions aren't enough, and the timing is off most inmates are hungry after dinner. Because of the price of calls he tries to stay away from them. To leave a message it costs \$2; it's not really worth it. He would like to see them get contact visits, they are only level 2, and they aren't dangerous. Cleaning supplies, a lot of times officers say they don't have enough.

667.	This inmate has had problems with his medication. He has felt like the officers have invaded his space and verbally attacked him when he went for pill call. He believes that they have tried to give him pills that were not his. The nurses are all argumentative.
668.	The officers try and punish them more than is necessary. The officers here are lazy, they just like to hang out and talk. He told another inmate hi from afar and was told by an officer "shut the fuck up". After that he had multiple officers come and attack him. Three jumped on him, shackled him and threw him in a holding cell. They left him in the holding cell with tight shackles for 9 hours, he told a sergeant that his shackles were tight and he said he would send someone and they didn't. When they put inmates on lockdown for 30 days they need to have mental health professionals evaluating them constantly. He has seen officers lie on the grievance forms. When he asked for grievance forms he is given the third degree, he has had officer throw the forms at him when he asks for them. Officers are on their phone all the time, they built a relationship with the inmates it would be better. The food here sucks. The night shift uses the holding cells and leaves inmates there from 9pm-3am. They use to call them the cold room, the used to purposely blast the AC in there. Commissary is also an issue, there is no variety and it is very expensive.
669.	Most of the time when they get clothing it's never new and they are all ripped, with holes. His dorm has gone two days in a row without program. The food they serve is bad; it doesn't taste like anything at all. Commissary is expensive. Some officers abuse their power; they talk to inmates like dogs. It's a hassle to get hygiene products, the officers are lazy they don't do much. Has put in grievances about not getting his legal research and it still took him 2 weeks to get it. He has had problems with the phones, they have randomly cut his calls and he's lost money on those calls. They had a flood in their dorm four days ago and they haven't even taken the time to clean up the mess properly. Sanitation and hygiene generally is not good in the jail, when he was issued sandals they were broken and he had to walk around for three weeks like that. When he has used medical services he has felt like they are not useful, he was once told to buy medicine in the commissary.
670.	Officers will often throw away food that inmates have saved to eat later. It is very wasteful. They only get one set of clothes it doesn't seem very hygienic. They don't give cleaning supplies to them to clean more than once a week.. In main jail, he suffered excessive force. They tried to cover up beating him up, among 6-7 guards. If another guard hadn't come in they would have killed him. They often hit them in their testicular area. They try and intimidate them; they let them know that their word doesn't mean anything. He was hurt so badly that he cannot eat out of the left side of his mouth. He feels like he has been retaliated against by not allowing him to program during normal hours.
671.	This inmate biggest complaint is the clothing, he thinks they need to give them an extra set of clothes. They shower every day, they need a new clean set. Cleaning supplies, they don't give them enough. In other counties they get the supplies every day, that way inmates can keep their cells clean. The trustees need to be given enough time to get the cleaning done. The officers check cells at 10pm when they are sleeping, it doesn't seem right. Most of the mattresses are old, they have holes. Visits are only on weekdays, which doesn't seem fair to families that are working.
672.	The used to have programmed but they took them out. It was really helping them but now they are on lockdown. The program and classes were really helping them. They maybe get 30 minutes a day of program time. They are not responsible for the actions of others. They don't let them have anything extra its hard to do that with clothes, its not clean. They take away any extra clothes if they have; they feel so uncomfortable just to have one set. They don't have time to clean and call and do some exercise. Visitation needs to be longer, some of their families come from far away, even LA it would be nice to have more than just 30 minutes. Commissary is really expensive. The food is really bad, it has not flavor. The commissary food is so unhealthy. Calls are really expensive he has to choose between calls and commissary. He has put in request forms for books in Spanish but they don't have any. Officers, sometimes they exaggerate. They go to their rooms and try and take things from them. The food needs to change, there's no variety. Medical, dental they cant get any attention for dental, they will pull out teeth but that is it. Medical it seems like they wont pay attention to them , they have to be dying to see them.
673.	The inmate has complaints about the amount of program time they get. There are days that they get 30 minutes of program a day and sometimes none at all. They had a library before but since they've been

	locked down they don't have access to it, even then the books were all worn and falling apart. They took their classes away since lockdown, inmates were taking GED classes and rehab classes and trying to better themselves. One of the biggest things that stresses him is the inability to be outside of his cell. They would like to see the officers give them more cleaning supplies. There is a leak in his room and when it rains. It is also uncomfortably cold and they won't give them extra blanket. Their mattresses are almost all half mattresses, people tell them apart to make pillows since they don't get any. It would be nice if they were given at least one extra set clothes. The phones are a problem, none of them really work, one hangs up on you, the other one all you hear is static. Commissary is expensive in other jails its cheaper and they have better selections. The portions of food they get are way too small; no one could survive on that without commissary or help from others. Officers rarely let trustees clean the whole dorm its not sanitary. There are nights he can't even sleep because of how cold it is. Has put in white cards for pain pills on teeth they have pulled but it takes too long to be seen, he has an appointment 4 weeks out.
674.	They need more cleaning supplies to clean the cells and their clothes. The food is not enough and they feed them at odd hours, for people that don't get commissary it's a problem. They should give them another set of clothes. Medical is very slow, it takes months to get anything done.
675.	It would be nice if they could get programming back. The programs were rehabilitating the inmates, it was helpful. They are really stingy with cleaning supplies. Food, sometimes it comes cold and there isn't enough. He believes that commissary has stolen money from him by not giving him everything he has ordered and/or putting money back on his books when he doesn't get his orders. Calls are expensive. When he saw the dentist about his teeth they told him they wouldn't do anything, he needed to take care of it when he was released. They would like to get books, the ones they have are incomplete. It would be nice to get extra set of clothes and blanket would be nice.
676.	The officers come in and throw their food away; they take their cleaning supplies away and any extra clothes. It's hard to keep their cells clean when they aren't given enough cleaning supplies. They are really strict with the things that they have in their rooms.. They give him a mattress that was only half of a normal one. He has been here for a month and not gotten a razor once. One of the things he would like to see is for them to get thermals and an extra blanket; it's cold in their cells. Most of the time phone calls don't work, the phones aren't working or they cut off calls. Commissary is also very expensive.
677.	An extra set of clothes would be great. Inmates are exercising and sweating they need more clothes. Before they use to have AA meetings before and they were taken away, it was something that benefitted many inmates. Food, portions are really small. They have leaks in their ceiling when it rains, they even put tubs down when they know it's raining to catch the water. They have told officers about the leaks to put in work orders but they haven't done anything. Commissary, when someone orders items they don't give them everything they ordered. Officers always say they are short staffed when they get asked for anything. It feels like they are giving them more time for program since BRC has been here. The phones don't work, at least half of the time they try to make calls. A lot of the older nurses don't have any patience for the inmates; they even criticize them for being in jail.
678.	For this inmate medical care is the most important issue. He feels like nurses and doctors do not communicate with him about his medical conditions and lab work. He has asked several times for them to tell him the truth but they won't tell him. He has seen and personally experienced retaliation from officers, in the form of shakedown for using the grievance process. On Sundays the officers always come up with an excuse so that they don't have to give them program all day. Has had a cellmate having a medical emergency and after pressing their call button to get help the officer became infuriated and told him that he could not sound the alarm unless he was dying. The officer then went on to tell him if he ever pressed the alarm again he would put him in the cold room. He also believes they deserve to have an extra set of clothes.
679.	This inmate's biggest issue was the lack of fresh/clean clothing they receive. Most inmates exercise to keep busy and healthy and it's hard to only have one set of clothes at a time. If they do get an extra set of clothes they get taken away. He has seen a nurse tell inmates they don't have a valid reason to see a doctor when they requested an appointment. She refused to take the symptoms they were telling her seriously. Pill call is also an issue when officers use that time to intimidate inmates, telling them that if they don't take their

	pills they will get transferred. The food is also a problem he identified. He said the portions are too small and the food often comes cold and burnt. Phone calls are also very expensive and they are often cut off. Visitation is also a hassle, as family members have to wait a long time for a 30-minute visit.
680.	He has had issues with the white card process as he has a medical condition that requires a special diet. He has submitted white cards for the past three months about his dietary needs and has heard nothing back. There is an officer that will lock down the entire unit if there is even just a little noise. Another officer took out an inmate from his cell and took him to a holding cell and twisted his arm so badly he injured it. He was asked to talk about it but refused, and said he saw nothing because he was scared of retaliation. He was also prescribed medicine without any lab work being done, it didn't seem medically safe. Telephone calls are expensive and they get cut off. Commissary is expensive. There is a problem with hygiene and cleaning because there is no one to really clean, the trustees are suppose to but they don't always do a good job. The sergeant rarely shows up, there is no accountability. Because he doesn't speak English he has had issues, mostly in main jail, when he's there for court with officers making fun of him.
681.	This inmate said he saw and inmate press his call button because he was feeling sick and the officer's response was anger. He told the inmate to never press that call button, unless he was dying. Officers have told him that they hate him because he is Mexican and he can't even communicate with them. He had an officer come into his cell and throw all his commissary on the ground for no reason. He put in a grievance form for these actions but has received no response. One officer even told him, that he didn't care about his grievances; they just go in the trash. He has also seen an inmates had get broken after he was handcuffed and shackled, it seemed excessive.
682.	His biggest complaint is with clothing. They should be given at least one more set of clothes they can change into. It is hard to maintain good hygiene with just one set of clothes. They also ate only given 30 minutes of program time, he would like to see them give program time together bot top and bottom tier so they could all get more time. He also thinks they give very little portions of food and the quality is less than desirable.
683.	The mattresses they give inmates are horrible; it has caused him back pain. They refuse to give him new mattresses or two mattresses, they told him they never do that but he has talked to inmate that said they will he just has to be persistent. When he went to medical to treat his back pain it took several visits for them just to give him pain meds. During Pill call, he has gone two or three times and they don't have his medication, nurse says she'll be back and doesn't come back. Put in for furlough to go to wake and funeral of one of his parents, they didn't get back to him until 2 weeks after funeral, they denied it and they said it was because the date had past, but he has given them 11 days to make a decision. Some officers are too lazy to give out cleaning supplies; they have them but refuse to give them out. The excuse officers give for not giving them program time is that they are short staffed but it doesn't seem that way. There is also not enough sized of clothes available for everyone. Shower drains have gotten plugged three times, every time that happens it gets into the cells. The last time this happened inmates were stuck in their flooding cells, the water smelled like urine and feces and the officers wouldn't let them out.
684.	They have some guards, about 20% that are barbaric and unprofessional. Another 20 % are followers; another 20% turn a blind eye. He saw an inmate on the 5 th floor of the main jail get assaulted by an officer who put handcuffs on him and pushed him against the wall, brought him back that night, all they heard was him screaming, the inmates asked if he would press charges, the inmates response was, what for so they could do it to him again. Once you put handcuff on human being, that person is not a threat to you anymore. He thinks officer become complacent in their jobs; they should be required to attend annual training. The current grievance process is a joke, they need to get a third party handle the process, specifically get a metal box in the dorm and have the third party come in once a month to pick up the forms. The offices also intimidate the nurses. The nurses are their only outside allies. Officers make nurses feel like they are part of the department of corrections. Once when he requested to speak to mental health, the officer was standing too close by and he asked to speak in private to the nurse and the officer got mad, he continued to stand by the interview room looking at the inmate.
685.	The inmate's biggest issue is with the housing assignments for inmates in protective custody. He would like to see sex offenders get placed in their own dorms. He has been targeted by inmates for his HIV status and when he told an officer the officer told him to deal with it, it's his problem. He also has gone weeks without

	<p>access to a razor and when he wanted to file a grievance the officer told him he wasn't going to give him a form. He believes officer are too lazy on the job, they are always on their phone and if they have an emergency and press their call button they get upset and call the inmate names. He thinks most officers bring their personal baggage to work and take it out on inmates. He was once placed in the holding tank for three hours in his underwear and his food was placed in a table in front of a window so he could see it but not eat it. He has also heard some officers say they don't like doing paperwork so they won't write up all incidents. Last night was the first time they've had program in 4 nights. There is also one officer that will lock everyone down during program if he gets asked even one question.</p>
686.	<p>He would like to see them get more program time. The officers tell the inmates that they are short staffed and can't give them more program time. It seems like officers don't like to give program time because they are on their phones most of the time. Commissary, outrageous prices, and its very generic, generic products. They hold inmates in the holding cells when they have court for hours, before and after their court appearance. Phone calls are expensive; they hang up after a minute and still gets charged a full amount. Visitation, the bathrooms are filthy dirty, they are supposed to be cleaned by trustees. A lot of people can't afford commissary so they can't keep up on their hygiene. In terms of medical attention he feels like they brush off a lot of his medical issues. Nurses will downplay his symptoms. He would like to get an extra set of clothes for sanitary reasons. Protective custody doesn't mean safety multiple inmates have gotten beaten up in holding cells.</p>
687.	<p>Food is a big issue in the jail, on some days it comes burnt and cold. It would be nice if they could get a variety of food. Commissary, is very expensive. Clothing, isn't washed well, they have to wash it themselves, has gotten rash and dry skin. He has been here a year and has had a bad mattress the entire time. Only trustees are the ones that can get new mattresses. Calls are very expensive. With \$50 they can only make 3 calls. They have contact visits on the farm but not in their units. Medical attention doesn't seem to work so well, language is also an issue, doesn't get stuff in his language, they wouldn't tell him his lab work, said he had to go to the doctor outside to talk to him about his lab results. Some nurses don't really seem like they know what they are doing. They take a long time and just tell you are fine. They would like to have more access to books to study and read, they have made requests and they don't work or they don't get responses. Safety is an issue in the PC dorms, there are still fights between gangs in PC.</p>
688.	<p>The jail doesn't seem to care about older inmates, they house them with everyone else and it is the younger inmates that end up taking care of older inmates. There are inmates that pay to have a lower bunk or have someone moved from bunk. Visits are too short, and they should have contact visits, other places have contact visits. They only get one set of clothes only once a week. If they have more they take them away, they don't let them get hot water from hot pot during certain hours, if they do they send them to cold room until morning, no matter how early they get in. The cold room is used as punishment. The mail comes to them ripped open. Some officers will prohibit inmates to use the bathroom as a punishment. The 6pm shift is the worse, they come in screaming, that inmates are stupid and dumbasses. When they take inmates to court they put them in cold holding cells for hours and they will often miss their meals.</p>
689.	<p>Grievance Process: There is no confidentiality with the grievance process. Inmates must hand completed forms to Officers, who may be a party to the grievance. Similarly, there is no way to seal the form to prevent other inmates from viewing the form as well. In other counties, the grievances can be sealed and submitted into a box. They do not have to directly be handed to Officers and the contents of the complaint can be sealed and protected from view of Officers and inmates. More privacy and confidentiality in the grievance process would greatly improve inmates trust in the process. Phone Calls: Inmates need access to more legal services or hotlines to report incidents inside the facility. Currently, the only way to file a complaint about a condition of confinement is through the Grievance Process which is not private and exposes inmates to a risk of retaliation and harassment from Officers. It would be helpful to have another outlet beyond the grievance process to file complaints.</p>
690.	<p>Use of Force: Officers are very quick to use physical force against inmates for minor infractions or events inside the facility. For example, Inmates are often removed from their cell and placed in "cold rooms" for 4-5 hours for simply using the restroom after the lights are turned off. Similarly, inmates live in a constant fear of assault, as the Officers are known to assault inmates they don't like or who have had any argument</p>

	or altercation with another Officer. This information is quickly spread and inmates become targets of all Officers. Food: There is no nutritional value in the food. It is simply calories so inmates do not starve to death while in custody.
691.	Work: Inmates are not provided any compensation for working at Elmwood. They do not receive any credits, pay, or sentence reductions for working. However, if they do not show up to work they will receive additional time added to their jail sentence. This does not seem appropriate or fair. Visits: There are not enough time slots available for family visits. Inmates often do not receive visitors because of a lack of space to accommodate visitors.
692.	Clothes/Shoes: The shoes provided to inmates are very dangerous. NT103 slipped on water that was on a dorm floor as a result of a roof leak. His fall resulted in a broken arm. He has not been able to receive anything but jail slippers, even after his fall.
693.	Work: Inmates are not provided any compensation for working at Elmwood, like they would be in prison. They do not receive any credits, pay, or sentence reductions for working. However, if they do not show up to work they will receive additional time added to their jail sentence.
694.	Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Work: Inmates are not provided any compensation for working at Elmwood. They do not receive any credits, pay, or sentence reductions for working. However, if they do not show up to work they will receive additional time added to their jail sentence. Visitation: There are no visitation time slots available during the work week. However, not all inmates family members can travel on weekends. As such, many inmates are simply denied the ability to have visitors based on the limited schedule available at the Camp. Use of Force: NT105 stated that Officers removed multiple items of purchased food from his bin while he was away at court. When he returned and asked for his property, he was told that other inmates had taken his property. This created tension in the dorm and resulted in violence between two groups. When the truth of was revealed, it was discovered that Officers had taken his property, put dishonest information in the dorm about the cause of the issue and intentionally created conflict and violence between two rival groups. NT105 believes this was done with the intent to cause conflict and violence amongst inmates.
695.	Realignment: According to NT106, inmates in state custody that are serving their sentence at the County facility cannot access the programs and classes that allow for incentives and credits against their prison sentence. For example, at the state prison level inmates may access programs and classes that earn them credits against their sentence. These programs includes milestone incentives, fire camp, and drug rehab courses. However, very few, if any, of these programs and classes exist at the County level. As a result, inmates that are forced to serve their state prison sentences at the County level are denied the ability to use these resources that would be available to them at the state prison level. Grievance Process: The grievance process is ineffective because there is a complete lack of confidentiality. Inmates do not have faith in the process and fear that any complaint will result in retaliation by the Officers.
696.	Work: According to the inmate handbook, inmates are to receive credit against their sentence for every 6 days of work they complete. However, according to NT107, these policies do not apply despite the policy. Inmates do not currently receive credit for work performed.
697.	Grievance Process: Inmates are often denied access to grievance forms. Requests for forms are ignored by Officers. Similarly, when grievances are filed they often go unprocessed and inmates do not hear any formal response from the facility. Inmates have the impression that completed grievance forms are simply thrown into the trash. Mattresses: Inmates inherit old mattresses that are often torn, ripped, stained and left without any padding. Requests for new mattresses (or different mattresses) are often ignored and mattresses are not replaced. Inmates must often sleep without an adequate mattress. Blankets: Many inmates must use blankets that are torn in half, ripped or filled with holes. Inmates are only provided one blanket and it is very difficult to get a new blanket even when an inmate inherits a blanket that is in bad shape.
698.	Blankets: Inmates need a second blanket in most dorms. The dorms are very cold, many inmates beds are directly under air conditioning vents which make the evenings very cold. Inmates are not provided extra

	<p>clothes or thermal shirts. As such, they rely heavily on the blankets to stay warm. However, many of the blankets are in bad shape with tears, rips or are heavily worn. One blanket is not sufficient to keep most inmates warm at night. Shoes: The sandals that inmates are provided are terrible. They leave many inmates with sore feet and legs after wearing them for a few days. Leg cramps and foot issues are common after a few weeks of wearing the sandals. Inmates are not allowed to wear shoes that are available for purchase through the commissary. Out of Cell Time: At the downtown facility, inmates are only allowed outside time in the "dog kennels." The "dog kennels" are small cages on the roof of the downtown facility. They are small spaces that do not provide much space to exercise or workout. The time outside is limited and when it is provided it does not constitute enough time or space to get anything done.</p>
699.	<p>Medical Care: Inmate NT110 had back surgery while in custody of the State of Washington a few years back. As a result, he has had constant back issues related to bulging disks and hernias. While in custody of Santa Clara County, he has submitted a number of white cards requesting medical services for his back issues but has constantly been denied service or given medical appointments 4 to 6 weeks from the time of submitting a request. He has repeatedly been denied his medications and will not be prescribed any type of pain medications, which he has been provided at other County facilities. Mental Health: NT110 has been denied access to psychiatric medications that he has received at other County facilities and will not be provided an explanation as to why they will not provide him with his prescriptions. He has filed multiple white cards requesting the information and has been denied. Cameras/Use of Force: NT110 suggested that Officers wear body cameras. He suggested that cell extractions are a major source of conflict between inmates and officers. Inmates are often assaulted during these episodes and have no recourse against the offending Officers. Body cameras would provide a lens into the actual facts of the extraction, not just the report of the Officers.</p>
700.	<p>Blankets: Inmates need a second blanket in most dorms. The dorms are very cold, many inmates beds are directly under air conditioning vents which make the evenings very cold. Inmates are not provided extra clothes or thermal shirts. As such, they rely on the blankets as the only form to keep them warm. Many of the blankets are worn, torn, or left in poor condition. It is nearly impossible to get another blanket even during the cold months. Visits: There are not enough opportunities for visits from family and friends. The time and available slots are very limited which makes it difficult for many family members to come visit their loved ones in custody. There are no weekend visits and there are no visits during the day. As a result, it prevents many family members from securing visiting reservations. They also limit the number of inmates who can visit family at one time. This results in limiting visitations. Food: NT111 has filed a number of inmate request forms to get a low salt diet, at the recommendation of his doctor. However, he has been denied these requests. Despite his doctors recommendation, the facility will not provide him a low salt meal plan. Hygiene: The facility needs to provide more soap to inmates who cannot provide for their own. The lack of soap creates tension between inmates. The dorms require many men to live in close quarters. Many inmates were previously living on the streets and do not have the support to provide soap and hygiene items. The facility does not provide them very much. As a consequence, inmates often do their best to provide these inmates with soap and hygiene items that they may need. However, this is often a source of conflict between inmates. It creates tension between different inmates. This could be resolved with the availability of soap for inmates.</p>
701.	<p>Visits: There are insufficient times and slots available for family visits. The times are restricted and very limited, which results in visits being cancelled, shortened, or simply not available. Also, the only visit times are available are in the evenings, Monday through Friday. This prevents people who work at night from visiting friends and family in jail. Similarly, NT112 has heard from family members that the Officers at the visitor entrance make inappropriate comments and often make it difficult for visitors to schedule appointments. They create an environment that discourages and even prevents family members from scheduling visits. Phones: The phone services are very expensive and the phone lines are often cut off in the middle of phone calls, regardless of who you are talking to. Inmates often have their phone calls with lawyers cut off in the middle of a phone conversation, simply at the hunch of an Officer who wants to lock the dorm down. Clothing: Inmates are only provided one set of clothing for the week. They must live, eat, workout and sleep in the same set of clothes for a week. Inmates would like to have access to more clean</p>

	clothes or more clothing exchanges throughout the week so they don't have to constantly live in dirty undergarments.
702.	<p>Temperature in Dorms: The dorms are very cold. Inmates are not provided thermal shirts or extra blankets to deal with cold temperatures. Inmates are not provided enough clothes to stay warm in the winter months. Visits: There are not enough time slots or positions available for visitors. The availability of slots are limited and do not provide slots for visitors who work in the evenings. This prevents a lot of visitors from making appointments. Shoes: The sandals provided by the facility are very uncomfortable and create a lot of foot and leg issues for inmates. Inmates are not allowed to wear shoes that they can purchase at the Commissary. The shoes are also very slippery and often cause slip and falls for the inmates. Clothing: Inmates are only provided one set of clean clothes per week. This lack of clothing encourages many inmates to steal, horde, and misuse clothing. It creates a lot of tension between inmates. Grievance Process: Inmates are often denied access to inmate request forms and grievance forms. Officers simply claim that none are available, refuse to pass them out, or will not accept completed forms from inmates during their shift. Haircuts: There is not a consistent haircut policy inside the dorms. Inmates are often tasked with cutting each others hair. Many inmates charge other inmates for haircuts, so many inmates without money are unable to get their hair cut on a consistent basis. NT113 would like to see a more consistent policy on haircuts.</p>
703.	<p>Grievance Process: There is no confidentiality with the grievance process. Inmates must hand completed forms to Officers, who may be a party to the grievance. Similarly, there is no way to seal the form to prevent other inmates from viewing the form as well. Inmates do not trust the process and cannot file a grievance with any privacy or confidentiality. This prevents many issues from being addressed or complaints being vocalized by inmates. Use of Force: Many Officers chose to use physical force instead of verbal communication with inmates. They quickly resort to physical force when verbal communication would work just as well, if not better. Many officers lack these skills to manage people or to properly communicate with individuals. This inability creates tension in the dorms and often results in unnecessary confrontations between individuals and officers. Commissary: The prices in the commissary are very expensive in comparison to other counties. Similarly, the selection is very limited and does not provide the variety of items that are available at other facilities. The delivery of items is often incorrect or not an accurate reflection of what was ordered. This results in inmates being denied their commissary items for a week and having to wait an entire week for it to be corrected or confirmed. As a result, inmates go hungry and do not have items they have paid for. Mail: Inmate mail often goes lost, stolen or undelivered. Many pieces of mail arrive late or not at all. Letters from family are often torn, ripped or arrive in pieces. Officers will be careless with mail, often dropping pictures of family members on the floor or delivering personal mail to the wrong persons. This results in exposing addresses, identity of family members and other personal information to other inmates. This often creates tension and conflict between inmates. NT114 believes it is often done intentionally by the Officers to create tension between inmates.</p>
704.	<p>Medications: NT115 has been denied medications and prescriptions that he has previously received at the County facility. Both psychiatric and pain medications that he previously received at the facility he is not denied, with no explanation as to why he no longer receives these medications. He has filed a number of medical requests forms, met with nurses, but is constantly denied these medications that he receives in the streets, has received in custody in San Francisco, and has received previously in custody in Santa Clara county. Medical Care: The wait for medical services is very long in Santa Clara. Medical request forms often go unresponded to or must be filed a number of times before any response is received from inmates</p>
705.	<p>Mattresses: The mattresses that inmates receive are very thin, many of them are ripped or have been tampered with by previous inmates. The stuffing is often removed to make pillows or other items. This leaves many mattresses in a state of disrepair and in bad shape, many of them no longer contain any padding. Inmates will often inherit these mattresses with no padding and have no recourse to get a new mattress. Clothing: Inmates are only provided one set of clothing for a week. This forces many inmates to wash their own clothes in order to have clean socks and underwear to wear each day. As a result, many inmates steal and hide extra sets of clean underwear, so they can have a clean pair while they are washing their other pair. If an inmate is caught with an extra pair of underwear they can be infraacted or punished for</p>

	<p>this. The current clothing policy encourages inmates to break the rules simply to have clean underwear to wear each day. Grievance Process: The grievance process is broken. It is impossible to get the forms needed, there is no privacy or confidentiality and inmates live in a constant fear of being retaliated against for simply filing any complaint. The whole intake process needs to be examined so inmates can access and file the forms without having to hand the grievance form to the officer who they want to complain about. The current process provides no confidentiality or security from retaliation. As a result, most complaints go unheard as inmates do not want to create issues for themselves or for their dorm mates. Retaliation is often in the form of harassment, dorm searches or even physical assaults that are intended to send messages to other inmates that complaints will not be allowed without physical punishment from the Officers.</p>
706.	<p>Use of Force: Officers are very demeaning to inmates. They constantly berate and use foul language against inmates. If an inmate stands up for himself or uses similar language, an inmate will often be met with physical violence or assaults at the hands of Officers. The constant harassment and mistreatment creates a very tense relationship between inmates and officers. Sanitation: The dorms are very dirty. There is constant infestation of roaches and ants. Many of the showers are filled with black mold and the facilities are not cleaned with any consistency. The dorms need to be cleaned more regularly or officers need to allow inmates more cleaning supplies to clean the facilities. Clothing: Inmates are not provided enough clean clothes to maintain proper hygiene and sanitation in the dorms. Inmates are only provided one set of clean clothes at a time. As a result, many inmates steal sets of clean clothes in order to have clean sets of undergarments. The clothing policy creates tension between inmates. Transportation: Inmates are often treated poorly and are the victims of physical assaults from the Officers providing transportation to and from court. These officers often take advantage of inmates when they are out of sight from others and in holding cells. These Officers claim that inmates fall or misstep getting on and off the bus to explain injuries that take place during transportation.</p>
707.	<p>Sanitation: The dorms often leak water and are filled with black mold. For example, during the rain season, many dorms have multiple ceiling leaks, many of which drip and leak directly onto the inmate bunk beds. These leaks have created mold issues on the ceilings and walls. Many of the dorms are now filled with black mold that is not treated by the facility. Commissary: The commissary prices are very expensive in relation to other Bay Area commissary lists. The prices and selection needs to be improved. Out of Cell Time: Inmates are not provided enough outside time or time on the yard. Officers constantly refuse to allow inmates to go outside and utilize the yard. Blankets: Inmates are not provided enough blankets to keep warm at night. Inmates are only allowed one blanket. These blankets are often torn, ripped and in bad condition. Requests for additional blankets are ignored or denied.</p>
708.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Sandals: The sandals provided to inmates create foot pain and sore legs for many inmates. Older inmates develop many health issues related to the sandals provided. The facility should allow more shoes to be worn by inmates. Sanitation: The dorms are covered in black mold. The facility does nothing to lessen the mold and does not allow inmates to clean the walls of the facility to lessen the spread of the mold. Medical Care: Inmates encounter long delays between requests for service and actually getting service from a doctor. Inmates must often file multiple requests for assistance before they hear any response from the doctors. Haircuts: There are not enough hair cut supplies for inmates at the facility. Many inmates are not allowed haircuts before an important court date and must arrive in court looking uncut and unclean. Phone Calls: The phone calls are very expensive. The cost prevents many inmates from regularly talking to family. The cost is prohibitive and interferes with inmates being able to maintain family ties while fighting their cases. Use of Force: The nightshift at the facility tends to be the more aggressive units in the facility. They often use demeaning language, shake down the dorms more often and provoke interactions between inmates and guards. These Officers regularly treat inmates with a lack of respect and create tension between inmate and Officers and often instigate issues between racial groups inside the dorms. Programs: The facility needs more programs and activities for inmates. There are</p>

	not enough structured classes and programs for inmates to participate in. The lack of activities encourages negative behavior and inmates often resort of illegal activities to pass the time.
709.	<p>Commissary: NT120 complained that there are insufficient cleaning supplies and cleaning materials available at the Commissary. For example, NT120 has experience at other jail facilities. At these other facilities, wash clothes and soap/shampoo is readily. Similarly, the price of Commissary items is very expensive. Clothing: Inmates are only provided one set of clean clothes a week. Inmates must wash their own set of clothes in order to have clean under garments for the week. Inmates get infracted if they dry their clothes or are in the dorm not in complete uniform. They are not provided enough clean clothes to stay within the rules and have clean clothes to wear on the daily basis. Mattresses: The mattresses provided to inmates are in terrible condition. Many inmates inherit mattresses that are torn, ripped and have had the stuffing removed. Requests for new mattresses are denied. Inmates are stuck with bad mattresses.</p> <p>Visits: There are not enough time slots available for visitors. Family members often complain that there are not enough slots for visitors. Many visitors have to book visits many weeks in advance in order to secure a space. Many family members do not have that flexibility with work schedules and other commitments to plan that many weeks in advance. The facility should expand the slots and times available for visits.</p> <p>Grievance Process: Inmates do not have faith in the grievance process. Submitted grievances often get no response or are simply ignored. Similarly, it is very difficult for inmates to get grievance forms in the first place. Requests for forms are denied, ignored or simply forgotten. Many Officers refuse to hand out grievance forms to inmates that they dislike.</p>
710	<p>Blankets: Inmates need a second blanket in most dorms. The dorms are very cold, many inmates beds are directly under air conditioning vents which make the evenings very cold. Inmates are not provided extra clothes or thermal shirts. Mental Health: The services for mental health inmates are very poor. They quickly distribute medications that are unwanted or unneeded and there is very little monitoring done to insure that the doses and/or medications are appropriate for different inmates. This results in many inmates being on the wrong medications or on inaccurate doses. This often harms inmates or creates bad situations amongst groups of inmates as they are required to manage and handle inmates who are on the wrong medications. Food: Inmates are not provided enough meat products in their diet. Most of the meals are soy based products. Most plates do not contain proteins and inmates suffer from poor diets. The food provided is often full of sodium and low in any nutritional value. Similarly, the commissary items are full of sodium. Inmates often leave with health problems or health problems that only grow worse from the lack of available healthy foods.</p>
711.	<p>Medical Care: There are long delays between requests for medical service and medical attention. Similarly, when you get medical care it is often bad and you receive inadequate service. For example, NT122 received an infection from a poorly applied antibiotic shot that landed him in the hospital with a bad infection and swelling in his arm. Re-entry: NT122 was familiar with the county re-entry services but he has never used them. He does not believe they provide the right type of support. Inmates need more information on housing and job opportunities upon exit from the County. Use of Force: There is no consistency between Officers. They each run program and the dorms in their own fashion. There is no predictability or consistency so it leaves inmates to the personality quirks of the Officers. This inconsistency causes tension between staff and inmates as well as between inmates.</p>
712.	<p>Visits: There are insufficient times and slots available for family visits. The times are restricted and very limited, which results in visits being cancelled, shortened, or simply not available. Also, the only visit times are available are in the evening, this prevents many family members from scheduling visits as it conflicts with their work schedules. There are no weekend slots available. Commissary: The prices of items in the commissary are very expensive. They are more expensive than other Bay Area jail facilities. There is also very little choice of items to choose from. Programs: There are not enough programs available for inmates to better themselves while incarcerated. The GED classes and rehab classes are helpful but there are not enough choices for inmates with higher educational achievements and other academic needs. Blankets: Inmates need better blankets. Many of the blankets are torn, ripped and/or filthy. It is very difficult for inmates to replace their blankets.</p>

713.	<p>Sanitation: The dorms often leak water and are filled with black mold. For example, during the rain season, many dorms have multiple ceiling leaks, many of which drip and leak directly onto the inmate bunk beds. These leaks have created mold issues on the walls and ceilings. Nothing is done to address the mold.</p> <p>Veterans: There need to be more services available for military veterans. There is a dorm for vets, but there needs to be unique mental health services and programs for returning veterans. Re-entry: Inmates are unaware of re-entry programs available through the county. Most inmates have never heard of them and rarely use the services that are available. Phone Calls: Phone calls are very expensive. The prices prevent a lot of inmates from accessing phone calls. Family Counseling: NT124 believes there need to be more family counseling services available for inmates with kids. Services to help both inmates and their children adjust to having a parent incarcerated would be very helpful.</p>
714.	<p>Programs: NT125 would like to see more services for Spanish speaking inmates. English as a second language classes and programs geared toward Spanish speakers. This population is often left out of programs or denied services because of language barriers. More services for this population are greatly needed.</p>
715.	<p>Veterans: There needs to be more services and programs for veterans. They currently have a dorm for veterans in the Camp. However, there need to be more educational, vocational and mental health oriented services for the unique needs of veterans. Sanitation: The dorms are filthy. They leak water and are covered in mold. The dorms are rarely if ever cleaned, they remain dirty for months and little is done to clean them up. Lack of Jobs: There are not enough jobs for inmates at the Camp. Many inmates want jobs but they are not available. Phone Calls: The phones are very expensive. The cost prices most inmates out of being able to use the phones. Classification: There are not enough dorms or housing units for older inmates. Many of the older inmates must house with young inmates who have very different views and approaches to the world than older inmates. NT126 believes there should be additional housing options for older inmates.</p>
716.	<p>Medical Care: The County has very long waits for medical service. It often takes 2 months between submitting a medical request form and receiving medical services. Once the services are received they are fine, but getting an appointment may take many months and multiple requests for services. Food: The food is terrible. The food does not contain any nutritional value and is often served burnt, overcooked or simply microwaved beyond being edible. Much of the food is wasted because it simply cannot be eaten. Grievance Process: NT127 has not filed a grievance because he does not believe anything is done with them. He believes that grievance forms are simply thrown in the garbage. Inmates do not expect to get any response or have anything change as a result of filing the forms. The only thing that can happen is that an inmate will be retaliated against for submitting a form. Use of Force: Many officers are very aggressive with inmates. They are quick to harass, demean and assault any inmates who do not immediately respond to their requests. Assaults, taunts and removal from dorms are frequent. Inmates believe many officers are sadistic and unbalanced. Many are unpredictable and violent. Most inmates do their best not to have any interaction with the Officers.</p>
717.	<p>Mental Health Services: There are long delays and out right denial of necessary mental health services to many inmates who require the service. For example, unless an inmate identifies as being suicidal, there are lengthy delays before an inmate can see a mental health specialist. Medications: Many inmates who are veterans have prescription requirements that they have received from the Veterans Hospital. However, the jail facility often denies veteran inmates access to these medications. Many of these medications are related to PTSD and other anxiety disorders. Preventing these medications is dangerous for individuals as well as their dorm mates. Mattresses: The bedding in the facility is very poor. The mattresses are thin and often torn and ripped. The sheets do not fit the mattresses and inmates are not provided any type of pillows. Phones: The cost of phone calls is very high. The cost prevents most inmates from having regular phone calls with family. Inmate Welfare Fund: NT128 does not believe inmates have received anything from the welfare fund in the last 6 months. However, each phone call paid for by inmates puts money into the fund. The goods supposedly provided from the fund rarely reach the inmates.</p>
718.	<p>Use of Force: The inmates are constantly harassed, demeaned and treated poorly by the Officers. Many of the Officers believe their job is to punish inmates, many of whom are still awaiting trial. The Officers use</p>

	<p>derogatory language, threats of violence and retaliation on a constant basis. The language, the threats of violence and the use of violence is a regular part of how the Officers manage the dorms. Blankets: The temperature in the dorms is very cold. Inmates are not provided enough clothing to deal with the cold temperature in the dorms. Requests for a second blanket go unheard. Haircuts: There need to be more clippers for hair cuts available in the dorms. There is only one set of clippers available for 4 dorms. Many inmates cannot get their haircut before they go to court because they don't have access to the clippers. This prevents them from presenting themselves in the best way possible. Out of Cell: Inmates often go days without getting any outside time. Officers regularly deny yard time and prevent inmates from getting outside and getting fresh air. There is no consistency on how and when inmates get to access the yard. It seems to only depend on the attitude of the Officer. There is no consistency or any policy that seems to be applied. The only consistency is that inmates rarely get fresh air and do not get regular time in the yard.</p>
719.	<p>Medical Care: There are long delays between requests for medical attention and receiving any medical care. Similarly, there are often delays between visits. For example, NT130 broke his wrist while in custody. He received surgery to repair his wrist that required pins be placed in his wrist as well as stitches. He was told at his last medical appointment that it was "urgent" that the pins and stitches be removed to avoid infection. However, it has been more than 3 weeks since that last appointment and two medical appointments have been cancelled on him. He still has the pins and stitches but believes they need to be removed as soon as possible. Use of Force: Inmates live in constant fear of violence and threats of violence from the Officers. The officers use derogatory language, use threats of violence, remove inmates from the dorms and place them in holding cells for extended periods of time and assault inmates on occasion. Officers regularly use excessive amounts of force on inmates for situations that do not require that level of response. Grievance Process: The grievance process does not work. Inmates are denied access to the forms and are threatened with violence from the Officers if they request or attempt to complete a grievance form. This environment makes many inmates scared to complain about anything that happens to them. There needs to be a more private and confidential way for inmates to access forms as well as deliver them.</p>
720.	<p>Use of Force: Officers use derogatory language towards inmates and constantly treat them with disrespect. Inmates are regularly yelled at, harassed for no reason and threatened with violence from Officers. Clothing: Inmates are not provided with enough clean clothes for the week. Inmates only have one set of clean clothes at a time. This requires inmates to wash their own clothes or to steal clothing to enable them to have clean clothes throughout the week. Inmates then get in trouble for having extra sets of clothes. Inmates attempts to keep clean clothes are constantly under scrutiny. Providing more clean clothes would alleviate a lot of mischievous behavior by inmates.</p>
721.	<p>Visits: There are insufficient times and slots available for family visits. The times are restricted and very limited, which results in visits being cancelled, shortened, or simply not available. Also, the only visit times are available are in the evening. This prevents many people from being able to access the visiting hours. There need to be more options for visitors. Inmates really rely on these visits to maintain their sanity during very stressful times. Clothing: Inmates are not provided enough clean clothes. One set of clothes a week does not work. Inmates steal and stash extra pairs of clothes, at the risk of being infraacted. They do this in order to have clean clothes and in order to not smell musty throughout the entire week. The dorms are already close quarters, it doesn't help the conditions when you have a lot of men wearing stale and stained clothes. Medical Care/Vision: Inmates are unable to access any vision care. Inmates that need glasses must go many months and are often simply denied any type of vision services. This creates safety issues for many inmates. Food: The schedule for food delivery is very disruptive. Breakfast is served at 4am. No one wants to eat at 4am. It simply prevents inmates from sleeping with any consistency and is done to disrupt the inmates from getting any quality rest. Phone Calls: The cost of phone calls is very expensive. This puts a lot of pressure on family members to try to stay connected to family members who are locked up. These financial stresses often keep inmates from accessing their loved ones. Books: There are not enough reading materials available for inmates. Inmates rely heavily on books to help pass time and do some thing productive while they are locked up. There are very few programs so inmates rely heavily on books and reading materials. Commissary: The prices of items in the Commissary seem very expensive in comparison to other county jail facilities.</p>

722.	<p>Programs: Inmates need more programs. For example, inmates could benefit from job training programs, computer courses, and life skills. Phones: Inmates need access to an internal affairs hot line or a service to report incidents of abuse and mistreatment inside the facility. Personal Property: The county needs to create a system to more securely transport inmate personal property from the county to state prison facilities. Inmates often lose property and court documents during their transition from county to state institutions. Many inmates lose years of legal work and research during this transportation process. Family Counseling: Inmates and their families could benefit greatly from family counseling or family reunification services. Many inmates lose touch with their families after serving lengthy prison sentences. It would help to have some services to support inmates that are interested in reconnecting with family members. These support networks are vital to rehabilitation and giving inmates a chance to return to positive and productive lives.</p>
723.	<p>Medical Care: NT50 has been in and out of the Santa Clara County facilities for the past 20 years. During this time, he has seen little to no access to medical services while incarcerated. He stated that medical slips for anything but urgent life threatening situations go ignored, are stalled or are simply processed without follow up. It is near impossible to receive anything but emergency care while incarcerated in the County. Nurses: NT50 stated that the nursing staff is rude, inconsiderate and do not listen to inmate requests and inquiries. He believes many inmates are inaccurately medicated and do not receive the proper doses and/or prescriptions on a regular basis. Classification: The classification process at Elmwood is regularly introducing young inmates to more serious and hardened offenders with their classification system. According to NT50, he has witnessed an increasing mixing of the population, whereas in the past young offenders would be separated from older inmates, that no longer happens. He sees young inmates being housed and educated by older inmates. He witnesses young inmates being turned into hardened criminals in large part by the inability of the facility to keep them separated. Use of Force: NT50 stated that many of the younger Correctional Officers lack the people skills and management skills to properly perform their jobs. These lack of skills create conflict with inmates that often escalates interactions into violent interactions that could be avoided (and are often avoided by more seasoned Officers). Whether its lack of training, an overemphasis on military background amongst new hires, or job requirements, NT50 believes the young Correctional Officers are a big component of the increased tension between Officers and Inmates. Sanitation: The facility is covered in green and black mold. Many of the cells are covered in a mold that cannot be removed. He believes this may be creating serious health issues for inmates and staff. Re-Entry: NT50 has used and is aware of many of the faith based re-entry programs available in the County. According to NT50, they have been helpful but they need more resources related to transitional housing and assistance locating housing. He also stated that not enough inmates know about the services. They are not properly advertised or introduced to inmates on the way out of the facility. He suggested that there be more people inside the facility that can inform inmates of the availability of the services.</p>
724.	<p>Mental Health: NT51 stated that there are serious language barriers between mental health services and inmates. Many Latino and Asian inmates are denied mental health services because of language barriers. There needs to be more access to mental health for those with English as a second language. Medical Care: There are long delays between requests for service and any medical service. NT51 stated that only those near death can get any attention from doctors. Short of death, there are no medical services available for inmates. Re-Entry: NT51 has used re-entry programs and has found them helpful. He could use more help finding transitional housing, but he is aware of the programs. He learned of the availability of the programs from other inmates, not the facility. Food: According to NT51, most of the food served is inedible. NT51 was previously homeless and didn't have access to the best food, however, even in this context he stated that he wont eat most of the food presented to inmates.</p>
725.	<p>Sanitation: According to NT52, sanitation is major concern inside the facility. Many of the toilets in the cells don't flush, the sinks don't work, and there is significant rust and mold inside the cells. Many of the cell tables are rusted and corroded. Many of the cells permanently feel damp and contain graffiti and writing that has been on the walls for many years. The inmates are rarely provided cleaning supplies, so most of the problems persist without any ability to regularly clean them up. Ventilation: The cell vents often blow hot or cold air, which rarely match the temperature outside. As such, inmates will try and block their vents</p>

	<p>with towels, toilet paper or shirts to regulate the temperature in their cell. After years of this, many of the cells vents are permanently blocked or jammed and very little air flows through the vents. These need to be cleaned to allow for proper ventilation inside the cells. Commissary: Commissary items are expensive and there is very little selection of items available for inmates. For example, most Bay Area counties allow inmates to purchase thermals, underwear and socks. However, in this county, inmates are not allowed to purchase any of those items. Library: According to NT52, there are no books or library services available to inmates at the County facility. There is very little for inmates to do and there are no resources available to them if they are interested in reading or any educational programs, according to NT52. All books and magazines are provided from family members outside the facility.</p>
726.	<p>Inmate Safety: According to NT53, in the past month, his cell has never been searched. Officers regularly avoid entering cells even when they are aware that issues are taking place inside the cells. Regular drug use, pruno, and gambling is taking place inside cells and Officers regularly turn a blind eye to these activities. NT53 believes this exacerbates tension between inmates and creates safety concerns for all inmates (and staff). Emergency Equipment: NT53 would like to see the emergency equipment get tested regularly. He does not believe the fire extinguishers are tested with any regularity, this creates a safety hazard for all inmates. Inmate Welfare Fund: NT53 believes that incentive beverages were paid for by the welfare fund. However, over the past year or so, none of the beverages have been distributed and he does not believe the program is still used. He is unaware of any other programs that are provided for by the Fund.</p>
727.	<p>Use of Force: NT55 has witnessed and been the victim of physical abuse by Correctional Officers at the County facility. NT55 showed me scars on his arms and wrists that were the result of Officers deliberately putting cuffs on his wrists with excessive force and with the intent to inflict pain on him. He has also witnessed a number of mentally ill inmates be assaulted by multiple Officers while the dorm was on "lockdown." While all inmates were in their cell, NT55 witnessed multiple Officers enter an inmates cell with the intent to punish the inmate for disobeying an earlier order to return to his cell. In response, the Officers assaulted the inmate. The inmates screams and cries could be heard throughout the dorm. Condition of Cells: NT55 stated that the cells are regularly very cold. The vents consistently blow ice cold air into the cell during the winter months. Inmates regularly try to cover their vents to keep warm. Inmates are forced to rip towels, bedsheets and other items to regulate the temperature of the cells. Sanitation: The facility is generally very dirty. In particular, the food carts that transport the food from the kitchens to dorm are particularly dirty. They are stained, are rarely cleaned, and smell dirty. On one occasion, a rodent jumped out of the kitchen cart as the food was being delivered. Inmates were not given an option for alternative meals on that occasion. They were only provided the meals that were exposed to the rodent. Sanitation/Showers: Many of the cells and most of the showers are covered in a green mold. Multiple inmates have filed grievances to get the showers properly cleaned and the mold removed but they do not get any formal response and the showers remain covered in mold. Medical Care: NT55 has a bullet in his leg. The bullet needs to be removed and continues to cause significant discomfort and pain. NT55 has filed a number of medical requests related to this medical need. He has yet to receive a formal response to his requests in more than 3 months.</p>
728.	<p>Drugs: According to NT56, drug use and drug availability is rampant inside the County facility. Inmate cells are rarely checked and drug use inside the cells is widespread. It happens under the supervision of Officers. They often turn a blind eye, not wanting to confront inmates over the drug use (and/or are compliant in the behavior. Drug use becomes a major source of conflict and tension amongst inmates. Grievance Process: NT56 stated that it is difficult to file grievances in the facility because they are often denied the grievance forms. Officers regularly deny handing out requested forms or claim that they are all out of forms. NT56 has also had his grievance forms ripped, torn or destroyed by a supervising Officer. He has little faith in the grievance process or its reliability. Use of Force: NT56 arrived at jail with a significant shoulder issue as the result of an auto accident. NT56 was aggressively assaulted by two Officers during his first few weeks at the facility. During the assault, one of the Officers over extended his arm, dislocating his damaged shoulder and in chronic pain. NT56 has lost the use of his shoulder and cannot lift his arm. He has filed multiple medical request forms but has only been seen by a doctor on one occasion. He does not receive any medications, therapy or additional treatment for his damaged shoulder. Use of Force: On another occasion, NT56 was</p>

	<p>assaulted by an Officer resulting from an incident he has with an Officer's dorm trustee. NT56 was assaulted by an Officer, while handcuffed, his head was bashed against a wall and left him bleeding from above his eye. Two Officers removed him from a cell, took him to an interview room, where he was cuffed to a table, the blood was removed from his face and clothing, then his photo was taken and he was left in the interview room for more than 6 hours before he met with a nurse. The nurse's report minimized his damages and did not include his account of the incident. NT56 did not file a complaint or grievance after this incident as he was fearful that the Officers would retaliate against him if he filed. Sanitation: NT56 stated that many of the cells contain rusted tables, green mold and are constantly damp. He states that it is impossible to remove the mold and inmates are not provided with sufficient cleaning supplies to keep the cells clean.</p>
<p>729.</p>	<p>Hygiene: NT57 discussed the large number of skin rash and irritations that inmates develop inside the facility. Many inmates are homeless and bring hygiene issues into the jail. They are not provided hygiene materials to clean up themselves or their cell. As such, many skin issues develop inside the facility, largely due to poor hygiene amongst inmates. Inmates inherit filthy cells, that are very dirty and are not provided the sufficient materials to clean them up. The showers are constantly filthy, covered in mold and spread jock itch and athletes foot regularly. These skin irritants spread quickly and are difficult to get rid of inside the dorms. Inmates are not provided with sufficient medical treatments to manage or eradicate the rashes. Inmates are constantly battling these issues. Medical Care: According to NT57, medical care is non-existent in the facility. NT57 was left cut and bleeding after in an incident involving an Officer trying to cuff him with handcuffs that didn't fit. The cuffs severely cut both wrists on NT57, however, he did not receive any medical assistance related to the bleeding, despite filing medical slips for a few days. He cuts became infected and he has significant scars from the incident. He never received any medical treatment related to the incident. Cell Phone Use: NT57 discussed rampant cell phone use by Officers during their shift. NT57 discussed a number of incidents where Officers were discovered filming inmates in a non-professional manner. The recordings were being done for personal entertainment, they were not related to a professional function. They were being recorded on a personal phone and were not related to any official investigation or issue. Cold Cells: NT57 complained that the cells are consistently kept at a cold temperature. Cold air is continually pumped into the cells. Inmates are forced to take measures to cover their cells, often requiring them to rip bedsheets, clothing or to use toilet paper in an attempt to block the constant flow of air into the cell. Clothing: NT57 stated that clean clothing is an issue for inmates. They are only provided one set of clean clothing a week. Inmates are forced to wash their own clothes and do not have enough clothing to wash their clothes and stay fully clothed at the same time, as it takes time for clothes to dry. It also requires inmates to pay for their own soap and cleaning supplies. They have to use body soap and toiletries to wash their clothes and cells, as the facility doesn't provide enough cleaning supplies for either. Retaliation: Inmates are unwilling to discuss most issues inside the facility for fear of retaliation from the Officers. The threat of violence by the Officers is real. Inmates fear that any complaint will result in physical assault or loss of cell privileges. Most are unwilling to talk due to this feared consequence. Inmate Welfare Fund: NT57 is unaware of the welfare fund.</p>
<p>730.</p>	<p>Grievance Process: Many inmates, who are willing to file grievances, are denied the ability to file them because Officers claim the forms are missing or unavailable. While many inmates will not file a grievance because they fear retaliation for attempting to complain about issues, many others are denied because they cant access the forms. Officers regularly will not hand out the forms, when requested by inmates. Housing/The Farm: Conditions in the dorms at the Farm are challenging. Often at capacity, inmates are housed with 100 to 120 other inmates in large dorms. It is difficult to sleep and violent incidents often take place without the knowledge or supervision of Officers. The Farm creates dangerous situations for inmates as there is very little supervision or repercussion. Use of Force: NT58 stated that the Officers that have more experience at the Main Jail seem to be more aggressive and more likely to use physical force on inmates. The older Officers seem to be more likely to assault inmates for minor issues and to be willing to engage physically with inmates.</p>
<p>731.</p>	<p>Sanitation: The conditions inside the cells and showers is very dirty. Inmates often inherit filthy cells and do not receive any supplies to clean the cells. Cells are often inherited covered in hair, dandruff, old food</p>

	<p>and even blood stains on the walls. Inmates are forced to inherit these conditions with little to no ability to clean the cell. Officers rarely hand out cleaning supplies. Medical Care: According to NT59, medical services are only available to inmates who are near death. Otherwise, there are no health services available to inmates. Out of Cell: Programming in many dorms is very limited. It largely depends on the mood and ability of the Officer on duty. The more experienced Officers who know how to talk to inmates and handle themselves often allow inmates out of the cells. However, there are a large number of Officers who lack people skills and have a very combative relationship with inmates. These Officers tend to require inmates to stay in the cells for extended periods of time and cancel programming (and phone calls, showers, and activities). In the past few weeks, inmates have been required to stay in their cells for 2 to 3 days in a row, as a result of Officer staffing issues. Clothing: Inmates are only provided one set of clothing for a week. One clean pair of underwear and socks for an entire week. This leads to a variety of hygiene issues and often demands that inmates break rules to keep themselves and their clothes clean. For example, inmates rip towels to allow for a wash cloth to clean their cell (and or body). They often also confiscate an additional pair of socks and underwear, to allow them to wear a pair of clean underwear while they hand wash the second pair and allow it to dry for the next day. However, these activities are not allowed by the facility. Yet the lack of clothing demands that they break to rules to have clean clothing on a daily basis.</p>
<p>732.</p>	<p>Mistreatment of Black Inmates: According to NT60, Black inmates are often the target of physical assaults and harassment by the Officers. Constant derogatory language, harassment, and physical threats are directed toward Black inmates. In the County facility, there are few Black inmates, so the Officers use violence and the threat of violence to intimidate inmates, as the Officers know these inmates are largely outnumbered by other groups. For example, NT60 has suffered physical assaults at the hands of Officers for asserting his desire to file a grievance. NT60 was shackled, taken to an interview room and beaten by three Officers after filing a grievance related to the mistreatment of inmates. This treatment is common and understood as a consequence of filing a detailed grievance against an Officer in the County. Retaliation: Inmates in the County facility often live under the threat of assault or harassment for asserting their rights or requesting certain items. Requesting a grievance form or filing a complaint against an Officer will be met with harassment, if not more. Grievance Process: Inmates are regularly denied access to grievance forms. Requests for forms are often denied or not allowed by Officers. Requests go ignored or are simply not complied with. Commissary: The items available at Commissary are very limited and are expensive in comparison to other counties. Mail: Mail is often delivered at 3:30am and its delivery often wakes up inmates. Rather than delivering mail in the evening when it arrives at the dorms, the Officers often wait until inmates are asleep to deliver mail. Sanitation: The showers in the facility are rarely cleaned and are full of mold that is never removed. Inmates are not provided sufficient cleaning supplies to keep their cells cleaned and the general areas are not consistently cleaned.</p>
<p>733.</p>	<p>Sanitation: According to NT61, the cells, showers and dorms are filthy. In 3 months, NT61 has had two staph infections, related to the cleanliness of the facility. He believes he has received it from laundry and the conditions in the shower. The showers are covered in a dark green mold that is never cleaned or removed from the shower. Many of the cells are cold and damp, many have mold in them and some have water leaks that were exposed during the recent rains. Clothing: Inmates are only allowed one set of clothing per week. They are expected to use one clean pair of underwear and socks for an entire week. This requires inmates to clean their own clothes and hang them to dry in their cell. However, they can be written up for hanging items in their cells and its exposes them to rule violations. Grievance Process: Inmates are frequently denied access to grievance forms. Officers regularly deny requests for the forms or claim that they have run out of forms to interfere with inmates ability to submit grievances. This often deters and denies inmates from filing grievances. Phone Calls: Phone Calls are very expensive for inmates families. There is an initial fee placed on all calls, no matter how long the call takes. Correctional Officers regularly cut the phone lines in the middle of programming time, forcing inmates to recall and for the recipient of the call to incur the call related fees. This makes phone calls very expensive for inmates and families of inmates. Cold Cells: Inmates are not provided enough clothing and bedding to stay warm. Many of the cells are cold and dark. At night, many inmates are cold as they do not have enough clothing to stay warm and are not provided sufficient bedding to stay warm during the cold months. Similarly, inmates at</p>

	<p>the Elmwood facility are not permitted thermal shirts, as inmates in the downtown facility are allowed.</p> <p>Inmate Welfare Fund: NT61 is not aware of the Inmate Welfare Fund.</p>
734.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. As a result, many inmates clean their own clothes inside their cell. This demands that they hand dry their clothes inside their cell. However, inmates are not allowed to hand items in their cell and can be punished for hanging items in their cell. Cleaning Supplies: Inmates are rarely provided cleaning supplies to keep their cells clean. Many cells are inherited in filthy condition. Hair, blood and urine in the cell. Inmates are expected to take over these cells in this filthy condition and are not provided sufficient cleaning supplies to clean their cells. This often creates conflict amongst inmates and staff. Sanitation: The showers in the facility are covered in green mold. The showers are rarely, if ever, cleaned.</p>
735.	<p>Medical Care: NT63 arrived at the County facility in crutches, as a result of an auto accident. Upon arrival, his crutches were taken from him and he was forced to limp and stagger to his cell. He filed medical request forms for a cane and/or crutches but did not receive a response. Clothing: Inmates are not provided enough clothing to stay warm and clean throughout the week. Inmates are only provided one set of clean clothes a week. As such, many inmates are forced to clean their own clothes in their cell to maintain clean clothing. This requires them to hand dry undergarments in their cell. Inmates are not allowed to hang items in their cells and can receive an infraction for trying to clean and dry their clothes. This puts many inmates in a difficult scenario. Inmate Welfare Fund: NT63 is unaware of the welfare fund. Use of Force: Officers at the facility are very aggressive and quick to resort to physical violence in situations that do not demand physical responses. Many of the Officers lack communication skills and are unable to properly communicate with most inmates. This inability to communicate creates a lot of tension between inmates and staff. Blankets: Inmates do not have enough bedding/blankets to stay warm at night. Requests for additional blankets are ignored and rarely if ever provided. Inmates spend many nights in ice cold cells with no ability to fend off the cold.</p>
736.	<p>Medical Care: NT64 is suffering significant discomfort from a hernia related injury that he incurred while in custody of the county facility. He has had to visit the hospital on two occasions related to the pain and discomfort. On two occasions he was on his cell floor in pain. With the help of his cellmate he was able to get the Officer's attention to get medical help. At the hospital he was prescribed pain medication to treat the injury. However, the jail facility will not provide the prescribed pain medication. As such, NT64 is dealing with the pain and discomfort without the assistance of pain medication. It is interfering with his ability to walk, sit and sleep. He is not sure what he can do to manage the pain. His requests for pain relief have not been answered by the jail medical staff.</p>
737.	<p>Cleaning Supplies: NT65 states that inmates regularly request additional cleaning supplies in order to keep their cells clean and habitable. The cells are small and often house two inmates at a time. They get dirty quickly, as inmates are required to spend most of their time in their cell. The cells are living space, a bathroom, a sleeping space, workout space and a dining area. The get dirty quickly and inmates are not provided sufficient cleaning supplies to keep the cells clean. As a result, the cells quickly build up dirt and grim and become unsanitary. Inmates access to cleaning supplies is completely up to the discretion of the Correctional Officers. There does not appear to be any routine or consistency as to when and why supplies are handed out. This makes is very difficult for inmates to keep their cells clean. NT65 would like to see a policy or protocol enacted to insure supplies are regularly supplied to inmates. Cameras: NT65 believes the facility needs more surveillance cameras. There are many areas of the facility that are not under video surveillance. These spaces are used by Officers to assault and harm inmates. NT65 believes surveillance videos would allow for more accurate documentation of violence against inmates. Clothing: Inmates only receive one set of clothing a week. The lack of clean clothes creates hygiene issues and causes tension amongst inmates, already living under close conditions. Medical Care/Vision: It took NT65 18 months of filing white cards to finally receive eye glasses, which he needs to see more than 4 feet in front of him. His first day in custody he filed a white card regarding his eye glasses. He was initially told that the County facility did not allow for vision care. He continued to file a white card requested glasses every day for the</p>

	<p>next two months. Contrary to the initial information he received, the facility eventually scheduled him an eye exam. 12 months later he finally received his eye glasses, after filing multiple grievances and multiple white cards for medical service. Cells/Ventilation: NT65 stated that the ventilation in the cells is very bad. Many of the vents barely work. Similarly, there is often a faint smell of gasoline coming out of the vents. The vents create a very stale environment and do very little to control the temperature inside the cell. Food: Inmates are not provided enough food to get through the day. The feeding schedule makes inmates, without commissary, go many hours between dinner and breakfast, leaving many inmates hungry for most of the day. Inmate Welfare Fund: NT65 was unaware of the welfare fund.</p>
738.	<p>Programs: NT66 is thankful for the educational and drug rehabilitation classes available at the facility. He desires more educational options but is thankful for the classes that are available. He stated that the teachers are thoughtful and truly care about the inmates. Sanitation: The cells and showers are very dirty. Many of the showers are covered in a green mold. According to NT66, one of the buildings at Elmwood was closed to due mold problems. This mold issue exists in many of the other dorms. The mold is not cleaned and has not been removed. Commissary: Commissary items seem very expensive in comparison to other county jails (and prisons). Retaliation: NT66 stated that inmates are scared to talk to the Blue Ribbon Commission because they like the programming in the dorm and do not want to be moved to another dorm. They believe that if Officers see them talking to the Blue Ribbon Commission they will be moved out of the dorm. The fear and threat of retaliation is real.</p>
739.	<p>Dental Care: NT67 has been trying to get dental care for a rotten tooth for more than 6 months. He has filed a number of white cards requesting service and has filed a number of grievances related to his inability to get dental care. Upon finally receiving a dental appointment, he was transported to the dental location but the dentist did not arrive. Upon returning to jail, the Officers asked him to sign a refusal form. However, he did not refuse the dental service, the dentist did not arrive. He is still seeking dental services on a painful toothache. Pill Call: NT67 says that the nurses regularly do not have the necessary or needed prescription medications that have been prescribed to inmates. He and others depend on daily blood pressure and diabetes medications. However, the pill cart is often out of these medications, forcing inmates to often go without the proper medications. According to NT67, this also often happens to inmates who receive psychiatric medications. These inmates are denied medications that allow them to program with other inmates and keep them calm. They often miss these medications and it results in dangerous situations in the dorms. Program Time: After the death of Tyree, NT67 believes there was a message sent to Officers to allow for more programming time for inmates. As tensions were building, the facility responded by letting inmates out of the cells more often to allow the tension to calm. However, now that more time has gone by since the incident, NT67 feels the old standard coming back into play. Under the old standard, the facility is constantly on lock down and inmates rarely get more than 1 hour a day out of the cell. The Officers claim "short staff" is the reason for the constant lockdown. Grievance Process: The grievance process is often ignored and is not followed by the facility. Grievances are ripped, thrown away or simply never processed. Inmates fear retaliation from the Officers for requesting grievances, let alone filing them. Inmate Welfare Fund: NT67 is familiar with the welfare fund. However, in more than 12 months he does not believe any of the items from the list posted in each cell have actually been provided to inmates. He does not believe his dorm has received any items from the welfare fund in the past 12 months.</p>
740.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Visiting Rooms: The visiting rooms at Elmwood are filthy. NT68 is uncomfortable with his kids visiting him and having to sit in the visiting room stalls. According to NT68, the same used tissue has been on the rail of one of the visiting rooms for at least 6 months. They are rarely, if ever, cleaned. Mail: NT68's mail often arrives in multiple pieces. His mail is often ripped, torn, or in pieces when it arrives at his cell. He has received photos of family and friends that have been torn, crumpled and scratched before arriving. Similarly, the hand drawings he receives from his young children are often not delivered at all and returned to sender. However, the policy is not consistently applied. Sometimes he receives the hand drawing and other times they are returned without his receipt. Inmate Welfare Fund: NT68 is unaware of the welfare fund. Sanitation: NT68 refuses to shower in the shower</p>

	<p>stalls, as they are covered in filth and green mold. He regularly showers in his cell, using his sink. He has never seen the shower stalls actually cleaned. He believes they are unsanitary. Education/Programs: The only educational programs available in the facility are GED courses. However, NT68 has a high school diploma and some college classes completed. He would like to see more educational and self improvement classes available. The options are very limited and not appropriate for a number of inmates. Books/Library: NT68 wants more books and reading materials available within the facility. The facility is constantly on lockdown and inmates often spend 20-22 hours a day in their cells. However, there are little to no books available for inmates. Many inmates would like to read and use their time to better their education. However, without outside support to provide you books, there are little to none available from the facility.</p>
741.	<p>Sanitation: There is black and green mold throughout the walls and ceiling of the Elmwood dorms. The ceilings leak and create mold, as well as slippery conditions inside the cells. For example, during rain storms, inmates cannot access the dorm telephones without water continually dripping on them. The mold is not cleaned or removed by the facility. Temperature of Dorms: The dorms are very cold. Inmates are not provided thermal underwear or additional blankets to combat the cold temperature in the dorms. Inmates are regularly cold and susceptible to illness as a result. Grievance Process: Grievances against Correctional Officers are rarely submitted due to the fear of reprimand and retaliation from Correctional Officers. Inmates choose not to submit them as they do not believe anything will be done to the Officers and filing a grievance will only result in negative consequences for inmates. Mental Health: According to NT69, unless you claim you are going to commit suicide, it is nearly impossible to access mental health services. Inmates need to claim they are near suicide to get any services, and if they do claim this they risk being sent to the 8th floor at the Main Jail. Most inmates that need mental health services want to avoid being sent to the Main Jail.</p>
742.	<p>Grievance Process: According to NT70, Inmates are regularly denied access to grievance forms. Their requests for forms are met with Officer responses of "Not on my shift" or "No more forms" or the completed forms have even been ripped in half in front of the dorm to send a message that no grievances will be accepted or submitted. Cell Phone Usage: According to NT70, Officers are regularly on their cell phones and not paying attention to the conditions inside the dorms. Fights and contraband often go unnoticed by staff because they are on their personal phones and not watching the dorms. The dorms house a lot of inmates in a small space, situations escalate quickly and Officers are often not paying attention to the happenings inside the dorms. Sanitation: The dorms are covered in green mold. The phones are underneath significant water leaks. As such, inmates must stand in water dripping from the ceiling while using the phones. The leaks are also making the mold expand and grow. Medical Care: There are very long waits to get access to medical services. According to NT70, the long delays are a result of the contract dispute between Valley Medical and the County. This dispute creates delays and prevents inmates from accessing medical services while incarcerated.</p>
743.	<p>Food: Inmates with diabetes and other dietary concerns are often denied the appropriate diet, as prescribed by doctors. The special diet meals often are not delivered or run out, forcing inmates with special diets to not eat or eat items outside of the doctors suggested diet. Sanitation: The dorms are very dirty, they are not regularly cleaned. There is significant mold growing throughout the dorm. The mold continues to grows and is not being addressed by the facility. Clothing: Inmates are only provided one set of clean clothes a week. This forces inmates to wash their own clothes to keep clean. Inmates are often cited or reprimanded for drying their own clothes but are unable to get clean clothes any other way. Newspapers: According to NT71, newspapers are not delivered to dorms when there are stories about the Correctional Officers. TVs will be shut off and newspapers are not delivered to avoid inmates learning of incidents throughout the facility.</p>
744.	<p>Mental Health: According to NT72, inmates with mental illness are often the targets of harassment by Correctional Officers. Officers will regularly use derogatory language, physical threats and violence against inmates with mental illness knowing they often cannot defend themselves or be willing to complain of the conditions. Sanitation: There is significant mold growing in the dorms. The ceiling leaks causing the mold to expand. The facility is not doing anything about the mold growth and a number of inmates in the facility are getting sick. Use of Force: NT72 was physically assaulted by Officers when he first arrived at the County</p>

	<p>facility. He was shackled, taken to an interview room, cuffed to a chair and physically beaten by two Officers. He was then left in the interview room for 6 hours before he was returned to his cell. Inmate Welfare Fund: NT72 is familiar with the welfare fund. Over the past 12 months, he has not seen any of the items paid for by the fund provided to inmates. Programs: There are not enough programs available for inmates. There are no classes, rehab or drug treatment classes for most inmates. Many inmates would take advantage of the classes if they were available.</p>
745.	<p>Temperature in Dorms: The dorms are very cold. Inmates are not provided thermal shirts or extra blankets to deal with cold temperatures. Inmates are not provided enough clothes to stay warm in the winter months. Medical Care: NT73 stated that there are long delays to get access to medical services. It is difficult to get a doctors appointment. Inmates must file multiple medical request forms to get to see a doctor. Inmate Welfare Fund: NT73 is not aware of the welfare fund.</p>
746.	<p>Medical Care: The County facility was charging \$3 per medical request form. This was charged for services that were not provided. Inmates would be required to file multiple request forms in order to get any services and were charged for each card submitted. It was unjust and ridiculous, according to NT74. Dental Services: The only dental service provided is pulling teeth. No other dental services are available for inmates. Sanitation: The dorms are covered in peeling paint and green mold. Many inmates believe the mold is making them sick and the facility is not doing anything to clean the mold. Similarly, the dorm ceilings have a number of leaks. Water is regularly dripping from the ceiling, many of them are above the telephones. Inmates must stand in dripping water to use the telephones.</p>
747.	<p>Sanitation: The Elmwood dorms are very dirty. They are infested with ants and roaches. Inmates are not provided the cleaning supplies to combat these issues. The dorms are not regularly cleaned. Booking/Intake: NT75 was assaulted in a holding cell at intake. During intake, the Officers on duty made sure all the people in the holding tank knew NT75's information and alleged charges. In response, NT75 was assaulted and beaten by other inmates. The Officers on duty did not acknowledge the assault and let him be assaulted without consequence. Also, at intake, NT75 did not receive any information about his rights and responsibilities as an inmate. He did not receive information on the grievance process, classification or his charges. All information about filing grievances or complaints has been word of mouth from other inmates. Programs: According to NT75, there are no educational or spiritual classes available for protective custody inmates. While in protective custody, they are not allowed to access programming. NT75 would like to see the facility develop programs for the protective custody inmates.</p>
748.	<p>Books: There are not enough books or reading materials for inmates at the County facility. All reading materials are gifts received from the outside, as such, books are often passed around and shared among inmates. However, the lack of available books also makes them expensive commodities. Inmates buy, sell and trade books for high prices. Access to books creates a significant amount of tension and conflict in the dorms. It often also doesn't allow certain classes of inmates to access any type of books. NT76 would like to see a book cart or library available at the facility.</p>
749.	<p>Medical Care: Medical care is rarely available to inmates unless you are near death, according to NT77. NT77 has filed a number of medical request slip forms for injuries to his wrist and knee, he often will not get any response or if he does get a response it will take 4 weeks from filing the request. Most inmates do not file medical requests due to these lengthy requests. Commissary: NT77s commissary orders are often incorrect. As a result, he must return his entire commissary order for the week and wait until the following week for the order to be corrected and refunded. As a result, inmates often go weeks without additional food and hygiene items due to mistakes of the commissary company. Clothing: Inmates are not provided enough clothing. They are only allowed to have one set of clean underwear and socks at a time. This forces many inmates to clean and dry their own clothes. Inmates also get reprimanded or punished if they try to keep a clean pair of underwear. The clothing policy requires inmates to break the rules in order to stay clean.</p>
750.	<p>Sanitation: The dorm facilities are very dirty. They are often infested with ants and roaches. The dorms are rarely cleaned so the infestation is difficult to manage. Inmates commissary items are often overrun with ants and cannot be consumed. Classification: Black inmates are often pushed into protective custody against their wishes. They feel forced to go into protective custody. Cameras: NT78 stated that the facility</p>

	<p>needs more surveillance cameras. There needs to be cameras in the interview rooms and in the hallways. Inmates are often removed from the dorms and assaulted by Officers in the interview rooms. NT78 believes cameras would cut back on this practice by Officers. Medical Care: The medical services are very slow and requests for service are often denied or simply ignored. Unless an inmate is bleeding on the cell or dorm floor, they are unlikely to get to any medical attention while in custody. Visitation: The visiting space in the protective custody dorms is in an open area, they do not have visiting rooms or stalls, like most other facilities. This lack of privacy exposes family members and inmates to a lack of privacy and exposure to non protective custody inmates. This puts inmates and family members are risk of exposure and threats of violence. It also creates tension between inmates as a lot of their personal conversations and visits can be overheard by other inmates. NT78 would like to see visitation stalls or rooms that would allow for more private conversation, even if behind glass, like most other facilities in the County. Telephones: Many of the telephones are broken in the dorm. Presently, only one telephone in the dorm works. 60 inmates must share one telephone.</p>
751.	<p>Bedding/Mattresses: Much of the bedding and mattresses is torn or in really bad condition. Inmates are often forced to sleep on ripped, torn and stained mattresses. Similarly, the blankets are often torn, often with missing corners and seams. Inmates cannot get new bedding, even when the bedding they inherit is in bad condition. Medications: Inmates often receive the wrong medications and there are significant delays in the distribution of new prescriptions. Many inmates require psychiatric medications to deal with mental health issues. These delays in distributing medications expose inmates to dangers from fellow inmates who need treatment and proper medication. Clothing: Inmates are not provided enough clean clothing. Inmates are only provided one set of clean clothing a week. As a result, many inmates are forced to clean their own underpants and socks daily to maintain proper hygiene. Similarly, the shoes provided to inmates are very dangerous. The orange slippers become very slippery when they become wet. The dorms leak water during the winter months, making the conditions in the dorm very dangerous. Inmate Welfare Fund: NT79 is aware of the welfare fund. However, he is unaware if any of the items listed on the fund have every been delivered to any inmates. He does not believe he has seen any items from the Fund delivered to his dorm in the past 6 months.</p>
752.	<p>Telephone Books: NT80 would like inmates to have access to telephone books. NT80 does not know any phone numbers by memory. As a result, he has had a difficult time accessing his family and friends while incarcerated because his cell phone is in custody. Mental Health: NT80 does not believe enough services are available for mentally ill patients. Except in extreme cases, patients must be able to self identify as needing services. As such, many inmates who need the services are unaware of the necessity and go without services or the proper medications. The county should better evaluate and treat inmates with these special needs.</p>
753.	<p>Visitation: The protective custody dorm does not have private stalls or visiting rooms for inmates to visit with family and friends. Inmates in this dorm must sit in public view of other inmates, many of which are active gang members and other protective custody inmates (many of which are accused of sex offenses), and expose their family and kids to these inmates. All conversations can be overheard by other inmates. This is an unnecessary risk and lack of privacy for visitors. This is the only dorm that does not have stalls or rooms for visitation. This should not be permitted in a protective custody dorm. Sanitation: The dorms are filthy. Many inmates are not classified properly and are placed in protective custody when they are simply mentally ill and unable to eat, clean and cloth themselves. This often requires other inmates to take care of their needs. Other inmates must provide additional food and clothing for inmates who cannot care for themselves. This often creates sanitation issues inside the dorms, on top of the already dirty conditions. The dorms are rarely, if ever truly cleaned and sanitized. Inmates should be allowed more cleaning supplies to keep the facilities clean and sanitary.</p>
754.	<p>Use of Force: Correctional Officers often use physical force against inmates for unnecessary reasons. For example, NT82 witnessed an inmate be assaulted by Officers for simply getting out of his bunk to use the restroom after lights were out for the evening. The Officers entered the dorm, restrained the inmate as he returned to his bunk and physically assaulted him. Similarly, NT82 reported that Officers often harass and verbally intimidate inmates, as they know that inmates have very little recourse and have to take the abuse.</p>

	<p>Retaliation: Inmates are fearful of harassment and assaults from Officers for voicing any complaint about an officer or a condition of confinement. Officers regularly avoid handing out grievances or accepting completed grievance forms. Officers will retaliate against inmates who complain about treatment. The retaliation ranges from verbal harassment, to loss of dorm privileges to physical assault. Clothing: Inmates are not provided enough clean clothing. This results in unsanitary conditions and invites inmates to not abide by the rules in order to keep clean clothing. Inmates often keep extra sets of underwear and socks in order to have a clean pair to wear while they wash their other pair. Otherwise, inmates are forced to wear one set of underwear and socks for multiple days. Additional sets of underwear would be greatly appreciated by inmates.</p>
755.	<p>Medical Care: NT83 has witnessed and experienced grave abuses with the medical care and access to medical care inside the County facility. For example, a former cell was transferred from another County jail where he was receiving treatment for a broken back that he received while in custody. Upon his transfer to the Santa Clara County jail, this treatment was prevented, cancelled and not allowed. His cellmate continued to have back related pain and discomfort and was never properly treated again. Similarly, NT83 discussed the lack of medical attention given to most medical requests. According to NT83, most requests are simply ignored or postponed to avoid providing any necessary treatment. The medical staff assumes inmates are lying about their conditions and avoids even discussing health issues with most inmates. As a result, most inmates don't even attempt to access services knowing they will more than likely be ignored and not believed by a doctor or nurse. Mental Health: Officers need more training on how to assess and interact with mentally ill inmates. Officers are grossly unprepared to handle this population and it often forces inmates to assess, assist and manage mentally ill inmates. The Officers simply avoid the inmates and put the responsibilities on the inmates to manage these challenging inmates who often need more support than what is available in jail.</p>
756.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Phone Calls: The phones are often turned off and not available for use by inmates. Inmates already receive very little time and access to phone calls. During this program time, Officers often turn the phones off and will not allow inmates to call family. Inmates are also prevented from contacting their attorneys during this time as well.</p>
757.	<p>Visitation: Inmates and their families are often told that there are no visiting rooms/booths available for visits. This excuse is used to prevent many scheduled visits from taking place. Family members are turned back from visits, after traveling long distances to visit loved ones. Officers often enforce obscure rules and regulations to keep visitors from attending visits. NT85 believes the facility should make more of an effort to allow visits from family members. Clothing: Inmates are not provided enough clean clothes to keep good hygiene and clean living conditions. One set of clean clothes per week is not enough. This policy encourages inmates to hide, sneak and steal additional sets of clothing in order to have clean clothes. Temperature of Dorms: The dorms are very cold. Inmates are not provided sufficient clothing and blankets to stay warm during the winter months. Inmates need access to thermals and warmer clothes.</p>
758.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Retaliation: Inmates live in constant fear of retaliation of requesting any service, filing any complaint or raising their voice about any condition. Retaliation comes in the form of abusive language, threats of violence, harassment, and physical assaults. Bail: The costs of bail are unreasonable and excessive in comparison to other counties, according to NT86. According to NT86, the bail is generally 4 to 5 times more expensive for the same crime in neighboring counties.</p>
759.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Grievance Process: Inmates do not believe in the grievance process. Many believe that they will be retaliated against for voicing complaints about treatment or Officers, so they avoid the process completely. Use of Force: According to NT87, the night shift officers use</p>

	excessive force, coercive tactics and consistently harass inmates. The incidents involving violence and harassment from Officers involves the night shift Officers.
760.	Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Medical Care: NT88 stated that the facility needs better medical assessment. Inmates must fake serious injuries or be near death to receive any medical attention. There are long delays between requests for service and actually seeing a doctor. The nurses often will not or do not accurately assess requests for service. Inmates health needs go neglected as a result. Temperature of Dorm: The cells are not properly conditioned. Cold air is constantly blowing through the vents. This keeps the dorms very cold. Inmates do not have thermals or additional blankets to stay warm. The temperature compounds an environment susceptible to airborne illness. Mattresses: Inmates often inherit mattresses that have been tampered with or had the stuffing removed from the interior. There is no ability to get a new mattress. Programs: There are insufficient programs available for inmates at the County facility. There are not enough educational, spiritual or addiction based courses. There are not enough activities to keep inmates engaged in productive activities. This encourages criminal behavior, according to NT88.
761.	Facility: The dorms are in bad physical shape. Many of the showers no longer work, the sinks are often broken and do not work. Work orders to fix the facilities often take many weeks to be approved and completed. Sanitation: The conditions inside the dorms are filthy. The roofs leak, the showers are covered in black mold and the dorms are rarely cleaned. Inmates do not receive enough cleaning supplies to keep the facilities clean. Visitation: The visiting hours are not sufficient. There are not enough time slots for the number of visitors. The facility makes it difficult for visitors to visit them. Inmates with Disabilities: Inmates with disabilities are often targeted by Officers. They often are the targets of harassment, ridicule and assaults. It is a population that cannot defend themselves and many Officers take advantage of this.
762.	Use of Force: According to NT90, Officers are trained to disrespect inmates. They constantly belittle, harass, and use of threats of violence against inmates. Officers cover for other officers and nothing goes reported. Sanitation: The facilities are filthy. They are covered in ants. Many of the shower stalls are covered in green mold. The dorms and cells are not regularly cleaned.
763.	Mental Health Services: There are long delays and outright denial of necessary mental health services to many inmates who require the service. For example, unless an inmate identifies as being suicidal, there are lengthy delays before an inmate can see a doctor. This extreme requirement puts inmates in dangerous situations, exposing them to threats of violence and dangerous situations where they may harm themselves or others. These situations could be avoided if the facility did a better job of evaluating the mental health needs of inmates. Phone Calls: Access to phones is very limited. Inmates that have jobs often have very little to no time to contact lawyers, family and friends during the day. Phones that work are limited and they are often turned off, they are not allowed to use them. Work: Inmates are required to work 50-60 hours a week with no pay and are threatened with more jail time if they do not work. In comparison, at the state prisons inmates receive some compensation or may earn credits for time served. These credits are not available for state inmates serving their time at the County level. Clothing: Inmates do not receive enough clothing. They are required to wear one set of clothes for the entire week.
764.	State Inmates in County custody: Inmates serving state prison sentences at the County level are not receiving the benefits and opportunities available to state prison inmates. These opportunities include opportunities to work for pay, milestone incentive programs, and to earn days off of their sentences. County level inmates, serving state prison sentences, are being denied these benefits.
765.	Religious Services: NT93 would like to have more religious services available for inmates. He does not believe there are enough services available for inmates who want them. They have limited access to pastors and chaplains. Many inmates study on their own but could greatly benefit from more support in their pursuit of spirituality.
766.	Grievance Procedure: Many inmate grievances are not processed by county staff. Their grievances are not responded to and are not exhausted which prevents inmates from filing civil rights suits because the administrative process is not exhausted. This failure to exhaust is often due to the jail simply ignoring their complaints. State Inmates serving time at County: Inmates who have state prison sentences but are

	<p>serving their time at the County level and being denied the benefits of state prison programs and incentive programs. As a result, many state prisoners serving time at the County level will end up serving more time at the County level than they would if their sentence demanded they serve the time at the state prison level. The lack of milestone incentives and different manners of calculating time result in these County inmates serving longer sentences at the County facility. (This inmate gave this interview along with two other inmates. He did not want to interview alone, he wanted the interview conducted with two others.)</p>
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769.	<p>Clothing: Inmates are not provided sufficient clothing to live, workout, and sleep in. Inmates are only provided one set of clean clothes a week. They are expected to live, work out and sleep in the same set of underwear and socks for an entire week. Sanitation: The dorms are fairly dirty. The showers are rarely cleaned and there is no attention given to the growing mold issues inside the dorms. A number of inmates have filed request forms to address the mold and nothing has been done. Visits: There are not enough visitation hours available. Family members are often turned back or not allowed to visit due to lack of time slots and space. This is difficult for inmates. Grievance Process: Most inmates do not believe in the grievance process. The fear of harassment and retaliation from Officers for filing complaints prevents most inmates from filing grievances. Inmates have better success drafting letters directly to the facility or having family members filing complaints on their behalf. Education Classes: At the state prison level, inmates can earn credits against their sentence by completing GED classes. However, at the county level these credits are not available. As such, many inmates defer taking GED classes at the County level and wait until they go to prison to take the classes as they earn credit for their work at the state level. Classes would be more regularly attended at the County level if there was some incentive beyond educational achievement for inmates.</p>
770.	<p>Newspapers: When there are incidents involving Officers or the County Jail in general, inmates do not receive newspapers and their television time is cut off. The jail attempts to block them from accessing information related to the conditions in the jail.</p>
771.	<p>Dental Care: There are long delays between requests for service and actually receiving any dental service at the County facility. Inmates often need to make multiple requests before they receive any response. Inmates will go many days, even weeks with bad toothaches and dental pain and cannot receive any type of pain relief while they wait for a dental appointment. Mattresses: The mattresses that inmates inherit are often very thin and the padding has been removed by previous inmates. There is little to no recourse for inheriting a bad mattress. They are not inspected or taken out of rotation when they become thin and used. They are simply redistributed to another inmate. Use of Force: Since the incident at main jail this summer,</p>

	Officers appear to be less physical with inmates. However, the Officers at the County facility have a reputation for being quick to assault inmates for minor issues inside the dorms.
772.	<p>Interviewee came in with list of complaints.</p> <p>HOUSING – Dorm is very cold; temperature fluctuates severely. November/ December were extremely cold. Inmates filed many grievances re temp (4-5) and asked for it to be changed – CO’s said that they couldn’t control temperature, it’s controlled elsewhere. Over time, temperature has slowly gotten better, but he’s not sure if it was due to inmates’ grievances/requests or just change in seasons.</p> <p>TV’s – Dorm only has 2 small TVs (15”) for 65 people; TV’s are located up very high where difficult to see.</p> <p>Clock – It took 4 weeks to get a clock that worked in their dorm, which made it very difficult for inmates to fight cases, call attorneys when they needed, keep appointments. When inmates asked CO’s what time is was, CO’s would yell at them. Dorm just got a clock – very small, but much better than not having one at all.</p> <p>CULTURE – CO’s constantly curse at inmates – both in general and at individual inmates, even those with mental illness – e.g., “What the F--- is wrong with you?” CO’s treatment of inmates all changed after news of jail incidents emerged about 1½ months ago (around time of racial texts and death of inmate at Elmwood) – cussing decreased, and allowed inmates more time out in yard, but also took away/turned off all newspapers and TV so inmates couldn’t see any news about the jail.</p> <p>USE OF FORCE – Hasn’t seen any use of force.</p> <p>OUT OF CELL TIME – Inmates used to only get 1 ½ - 2 hours/day in the yard; they recently started to get up to 4 hours/day after incidents in the news 1½ - 2 months ago.</p> <p>PROGRAMS – Only programs available in his unit are PACE program (drug addiction) and GED – someone comes from outside to teach class about once/month (every 3-4 weeks). Inmates would like access to more programming – everyone says that existing programs don’t work. He teaches a spiritual addiction program for other men in unit within time for religious observation.</p> <p>GRIEVANCES / RETALIATION – He’s never filed grievances due to fear of retaliation. Another friend filed grievance – CO’s came in at 1am, turned on all lights in dorm for an 1 hour, woke everyone up, then ripped up grievance in front of everyone.</p> <p>MEDICAL (QUALITY) – He is trained medical doctor. Jail medical staff are very incompetent. He has eczema but doctor didn’t diagnose him and wouldn’t give him medication, so he has to live with severe itching.</p> <p>FOOD – He doesn’t expect food to be good. Jail food has very poor nutrition, especially for inmates who are sick – e.g., inmates with diabetes served lots of carbohydrates and sugar. Nutritional quality should be improved, especially for sick inmates.</p> <p>HYGIENE – Inmates have to use the same mops for cleaning bathroom area (urine, etc.) and living area of the dorm.</p> <p>COMMISSARY – Inmates’ money gets lost; inmates don’t get things they ordered but money still gets taken from account – happens every week. This is one area where inmates can get problem resolved by filing grievances.</p> <p>CLOTHES – Inmates are not provided proper clothing sizes. Smallest pants size is XL, so inmates have to tie or tape their pants to keep them from falling down. Shirts are ok on size, but there are no long-sleeved shirts. Inmates have to put in white card to request long-sleeved shirt (thermal), but only get one if they’re actually sick – if not sick, the request is denied and they won’t get long-sleeves. Inmates have to use bed sheets to stay warm due to lack of long-sleeved clothing.</p>
773.	<p>(Interviewee initially came in expecting to discuss criminal case.)</p> <p>CULTURE – Everything is fine and comfortable for him; good treatment by CO’s. Language access – CO’s do speak Spanish; inmates help one another to translate/ interpret; he doesn’t have any problems with language.</p> <p>GRIEVANCES – No grievances – nothing to complain about.</p>
774.	<p>CULTURE – He hasn’t had any problems in here, and no problems with treatment by CO’s. He has been in Main Jail and Elmwood – same experience in both facilities.</p> <p>USE OF FORCE – No experiences of force; hasn’t seen use of force by CO’s.</p> <p>GRIEVANCES – No grievances; nothing to complain about.</p>

	<p>MEDICAL (ACCESS / QUALITY) – When inmate put in white card, it can take several weeks to see doctor. When inmates are taken out from dorm for medical treatment, they often have to wait long period in holding cell (1 hour). Medical care is fine once they see doctor.</p> <p>FOOD – is always the same; needs more variation.</p> <p>LANGUAGE ACCESS – CO’s don’t speak Spanish so he’s unable to communicate with them. Medical staff only speak in English – he has to ask other inmates to interpret/translate. Doesn’t feel discriminated against, but unable to communicate.</p>
775.	<p>HOUSING/INMATE SAFETY – Even though he is in a Protected Custody dorm, there is a big gang problem within the dorm, and no oversight/control by CO’s or trustees; gang influence affects everything in dorm. He feels constant threat from Nortenos – they keep watch over everything that happens, and there is both a constant threat of violence and actual violence by other inmates. Problems in the dorm come from other inmates – lots of fights, misconduct and mistreatment by other inmates, culture of violence within dorm. He stays quiet to avoid problems and/or retaliation by other inmates.</p> <p>Some inmates stay up and make lots of noise at night (even after lights are turned out), especially on Fri + Sat nights b/c there’s no court the next day. Other inmates (including himself) are unable to sleep and stressed out all night, but no one says anything because they’re too afraid – noisy inmates ignore and/or fight with other inmates who ask them to be quiet. He doesn’t know if the inmates have been given permission to stay up/make noise by trustees or CO’s, but nobody does anything about it. Trustees and CO’s need to take charge and monitor / control things inside dorms – often CO’s don’t see what happens in dorm, so don’t do anything to stop it (but do stop it when they see it). He wishes CO’s were more strict; if inmates’ were kept better controlled and behaved, it would make CO’s jobs easier also.</p> <p>Favoritism b/t trustees and CO’s – Some CO’s will do favors for trustees that inconvenience everyone else in dorm – e.g., turn out the dorm lights all day if trustee wants to sleep, so other inmates go all day without light – very difficult to read.</p> <p>There are 2 TVs in dorm – one is supposed to be in English, other in Spanish. In the past, trustees wouldn’t let Spanish-speaking inmates take chairs to their TV areas – inmates have ended up in fights over TV and chairs.</p> <p>HOUSING / CLOTHES – Dorm is kept very cold (temperature) – he asked for long-sleeved thermal shirt as soon as he arrived – had to put in white card to request thermal. Many older inmates also asked for thermal, but only 1 person received a thermal – everyone (including himself) was denied, even though there were plenty of thermals available.</p> <p>CULTURE – CO’s have always treated him very well in his 3 years here.</p> <p>MEDICAL (ACCESS / QUALITY) – Lots of problems with nurses, both at Elmwood and at Main Jail. Nurses make lots of incorrect decisions about inmates’ health, rather than consult with doctors – nurses don’t give him proper treatment. Doctors are great and treat him well. TB – he has dormant TB; he is very concerned that he’s not receiving proper care to prevent TB from becoming active. He is not supposed to have TB test and has told nurses, but they keep trying to give him test and threaten to move him if he refuses. He has disability – it was extremely difficult for him to see doctor and get accommodations that he needed, but things finally improved once able to see doctor.</p> <p>HYGIENE – Lots of dirty people and unhealthy habits in the dorm. Sink area is very dirty – other inmates spit in sink, wash food trays in sink, nothing gets cleaned out, so food / spit / filth just remains. No one does anything to monitor / control conditions in dorm. It should be Trustees’ job to oversee and correct conduct and conditions. He has reported certain issues to Trustees, but they did nothing to resolve them. If trustees unable to resolve problems, they should at least report to CO’s to correct.</p> <p>LANGUAGE ACCESS – Jail should hire more Spanish-speaking CO’s. He has not felt any discrimination as Spanish-speaker, but has had difficulties communicating due to language – often gets help from other inmates. Jail uses telephone interpreters for communication with medical staff. He heard that Rulebook is available in Spanish and asked for a copy long ago but never received anything (has not receive in English or Spanish). However, Rulebook wouldn’t help much since other inmates are out of control / don’t follow rules.</p>

776.

Lots of other inmates have concerns, but not always able or comfortable to speak up.

HOUSING – dorm roof leaks in multiple places; leaks have continued throughout rainy season. No permanent fix – CO’s just put down towels, maintenance staff puts in temporary fixes, but don’t do anything to permanently repair – still leaking. Risk of mold.

Very cold and fluctuating temperatures in dorm – lots of guys get sick; some inmates take meds that cause body temp / heart rate to drop. CO’s won’t allow them to walk around with blankets over them to keep warm. When inmates ask CO’s to raise temps, CO’s say they can’t control temp, and then often punish inmates by making lockdown on bunk. Some inmates put on all their pairs of clothes, get in bed with all blankets totally covered to stay warm. Cold conditions causes additional stress.

CULTURE – There needs to be much more oversight / control of CO’s conduct and language – CO’s engage in lots of swearing, mistreatment and disrespect toward inmates, bullying inmates, and taking out personal issues on inmates. Bullying – CO’s abuse their power over inmates, but stay within the bounds of the rules. If he tries to exercise his rights according to the Rulebook, CO’s bully him / threaten to retaliate against him – e.g., order him to do something unpleasant thing and threaten to infract him if he doesn’t; take away (non-entitled) privileges; or threaten to re-house him. If one inmate misbehaves or doesn’t follow orders, then CO’s punish everyone in response. Many CO’s are decent, but others just have “Crime & Punishment” mentality – treat all inmates as guilty, mistreat them, use excess force; when inmates complain, CO’s just say, “Well don’t come to jail.” CO-inmate relations and trust need to be improved; CO’s and inmates need to recognize each other’s mutual humanity – lack of trust and fear of one another affects everyone.

CO’s are not sufficiently trained or mature to deal with inmates effectively and respectfully, particularly inmates with mental health issues – CO’s need much better training on how to deal with inmates with mental illness.

When inmates have problems or need assistance, they mostly just get “band-aid” solutions – not real help or solution. E.g., if inmates have commissary problems, they have to go through onerous reporting process and paperwork to try to resolve problem – and often problem doesn’t get resolved – rather than having someone sitting down with them and helping them; if inmate is upset about something, CO’s ask what’s wrong but don’t provide any real support or assistance – they just tell inmate not to worry and then just send back into the dorm.

“Jail doesn’t need to be comfortable, but taking away unnecessary stressors (e.g., cold temperature, insufficient clothes, fear of excess discipline) would enable inmates to focus on their cases, on their personal development, etc. “

ACCOUNTABILITY – CO’s stay within the rules, but push their treatment of inmates to the limits of what’s permitted.

USE OF FORCE – CO’s sometimes use excessive force – more than called for by situation. Sometimes inmates provoke force – e.g., cursing at CO’s, etc.

CO’s are supposed to have more training on how to deal with stressful situation and interactions, so they should be more responsible and held more accountable for interactions with inmates.

PROGRAMS – Lack of available substance abuse training is big problem – no AA or NA meetings available, even though lots of inmates have substance abuse / addiction issues. Jail should bring in outside programming on substance abuse – currently, most substance programming is run by other inmates, who don’t have proper training so not very effective.

There is a critical lack of reading material and books in the dorm – inmates need both educational and recreational reading material. 1/3 of books are torn – they come in good condition, but get torn inside). They need books that are language-sensitive (multilingual) and culturally sensitive, as many inmates speak many other language. Jail should seek book donations from library or other outside sources. It’s very difficult and takes lots of time / effort for inmates to get books from outside (books must be ordered through certain outside publishers) – inmates should be able to check out books from the library or get from other (easier) sources. Reading is very important for inmates – it’s how many get through their time.

Rehabilitation material – There is little/no material promoting rehabilitation, recovery, personal development – e.g., self-help books. Current reading material doesn’t help inmates to improve themselves during their time – don’t gain anything from their experience.

	<p>GRIEVANCES / RETALIATION – Inmates’ grievances always gets shot down, nothing happens. Retaliation – CO’s take away (non-entitled) “privileges”, rehouse to another unit, take away programming, etc. 20 inmates put in grievances re cold temperature in dorm, per instruction of CO – in retaliation, CO took away TV privileges and made them stay on their bunks; CO gave the excuse that he was unable to monitor them properly because he had to spend lots of time responding to grievances. The next shift of CO’s reported to inmates that initial CO was pissed off that they’d put in so many grievances.</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – Lack of mental health counseling available – inmates meet with LPN every 1-2 months, but they meeting is only focused on medications and dosages, not actual counseling/support; and there’s no counseling to monitor individuals’ progress / regress. The county is more interested in medicating inmates, even though many inmates’ issues can be resolved though counseling and support/guidance. Medication is just band-aid and can lead to more problems for inmates.</p> <p>HYGIENE – Inmates use the same to clean everything – showers, toilets, sinks, food areas, bunks, workout areas. He doesn’t mop around his bunk area, only uses towel, to avoid dirty mops.</p> <p>Indigent hygiene packs don’t have deodorant, which causes lots of stress among all inmates. Indigent inmates are stressed from poor hygiene, and get isolated/rejected by other inmate; other inmates stressed out by having to live with the smell. Some inmates would like body lotion in indigent kits.</p> <p>Razors – Inmates need better quality razors; current razors are poor quality (single blade, very abrasive) and only issued 1/week. Some inmates need to shave more often, get rashes from razors.</p> <p>INMATE WELFARE FUND – According to mock budgets (posted on wall in dorm), there’s apparently lots of excess money, so it should be spent on things to benefit inmates and their well-being.</p> <p>CLOTHING – Inmates get clothing exchange 2x/week, but only get one pair of everything at a time so they have to wear dirty clothes (including underwear and socks) for several days in a row. Inmates can’t handwash items between exchanges because they don’t have any extra pairs to wear while washing/drying. Some inmates stash extra pairs of clothes so they have something to wear (even though Rulebook prohibits extra clothes) – CO’s punish them by doing shakedown (i.e., search people’s bunks and throw their belonging everywhere) and taking away extra clothes. Inmates shouldn’t have to live like this – Rulebook should be changed to allow inmates enough clothes.</p> <p>MEDIA ACCESS – Inmates are denied media coverage about incidents at the jail (Tyree incident, racist texts, CO’s suspended). Whenever news comes out, inmates are subjected to media blackout– don’t get newspapers, TVs turned off; CO’s say it’s just maintenance/satellite problem. Inmates should have right to know what’s going on at the jail.</p> <p>BLUE RIBBON COMMISSION – Inmates should get more information about Blue Ribbon Commission process – the commission’s process is supposed to be transparent, but inmates aren’t getting included.</p>
<p>777.</p>	<p>He’s new here – only been her 3 weeks; hasn’t had major problems except for getting his glasses/ personal property back after arrival.</p> <p>PERSONAL PROPERTY – He asked to get his glasses from personal property as soon as he arrived (unable to see without them)– he put in 3 requests over 3 weeks, but it took 2 weeks to get any response at all; he only received 1 very vague response, but no glasses. He finally asked CO for help – CO was able to get his glasses and bring them to him right away. It shouldn’t have to take so much time and effort for inmates to get necessary personal items.</p> <p>CULTURE – CO’s are on their cell phones all the time.</p> <p>COMMISSARY – Commissary has been fine for him, although he’s heard of frustrations from other inmates.</p>
<p>778.</p>	<p>HOUSING / INMATE SAFETY – Even though the dorm supposed to be Protective Custody, queer inmates and those accused of sex crimes are subject 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 influence 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>Clock – It took 2 months for clock in dorm to be fixed, even though inmates kept asking. When clock</p>

	<p>batteries run out, it takes 1+ 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 shakedowns (dorm searches), other inmates enter dorm and steal inmates' personal items (e.g., commissary), and CO's let them. He lost several items worth \$9; 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.</p> <p>CO's spend 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.</p> <p>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.</p> <p>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 him 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 down 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> <p>COMMISSARY – Sometimes inmates don't get their full order, and then commissary won't give money back – they just tell inmates to wait many weeks. Inmates have to sign for commissary before receiving order – often pressured by CO's to sign even if they didn't get their items – then turned down to get money back if order was incomplete.</p> <p>CLOTHES – Inmates are not given clothes for cold weather; clothes are ripped, old, or the wrong size. Pants are too big – inmates have to tie pants to keep from falling down.</p> <p>HYGIENE – Inmates only have one mop to use for everything in dorm; mop doesn't get washed for several weeks – turns black, covered with diseases/bacteria. Haircuts – Inmates only have 3 haircutting machines and 3 clippers for all 4 units in dorm (60+ inmates/unit); haircutters go 2 months without being replaced, even after they no longer cut. One of the 3 haircutters is broken – he has put in requests for replacement but nothing happens.</p>
<p>779.</p>	<p>Interviewee came in with list of general complaints from other inmates in dorm.</p> <p>HOUSING – Dorm is kept very cold; inmates constantly complain to CO's about temperature.</p> <p>CULTURE – Some CO's mostly leave the inmates alone; other CO's do excessive “shakedowns” (i.e., dorm searches) of inmates – they make inmates go outside, throw everyone's stuff around, take any extra food from inmates (even his medically necessary food). Some CO's give inmates a fair warning to correct conduct before disciplining them; others just crack down. Some of the mean CO's have changed their conduct and demeanor since incident when inmate was found dead – now talk to inmates calmly/respectfully rather than using force.</p> <p>USE OF FORCE – He has seen CO's use excessive force against inmates, including pulling his cellmate down off upper bunk bed and beating him against wall; when he tried to help roommate another CO threatened</p>

	<p>to pepper spray him. Inmates with mental illness are especially mistreated by CO's – when inmates can't comply with orders, CO's discipline or use force against them for resisting. In previous unit, CO's beat mentally ill inmate who resisted giving up his clothes – one CO kept kicking and punching the inmate after he was knocked to the ground and secured, and even after 15 more CO's came as backup.</p> <p>PROGRAMS – Inmates want more access to library books.</p> <p>GRIEVANCES & COMPLAINTS / RETALIATION – Grievances never resolve the problems – they usually stop after getting to the CO; sergeants just sign off in agreement with CO. The process should be reformed so that grievances go all the way up chain of command, with review by sergeant, lieutenant, captain, chief of corrections (like CDCR 602 complaints). He never received formal explanation of grievance process – inmates just have to learn as they go or from other inmates. If CO's find out about grievance/complaint, they often retaliate against inmates – e.g., tear up inmate's cell, throw around all belongings, dump coffee on desk, confiscate personal items (especially anything with personal meaning), take any extra clothes; or use physical force to “slap around” inmate.</p> <p>He tried to complain to IA about incident of excessive force by CO, but his phone calls and mail were blocked – phone system blocked his call to IA; he tried to mail complaint to IA but didn't go through – he thinks letter was intercepted. He finally tried to contact IA through his attorney, but never heard anything back. He hasn't experienced any retaliation for IA complaint b/c sent it anonymously.</p> <p>Disability discrimination – He has epilepsy and was removed from his position as trustee after having seizure; he filed a grievance for discrimination based on disability. Grievance was not resolved – he just received response saying that being a trustee is privilege that can be removed at any time for no reason. He now wants to file lawsuit for discrimination – made request for legal research, but still waiting since October for certain materials.</p> <p>MENTAL HEALTH / MEDICAL (QUALITY) – Doctors give him meds with too many side effects, and don't give him anything for side effects even though he asked. Mental health appointments are inadequate – they just check his meds and ask if anything is wrong. ACCESS TO CARE – When inmates put in white card, it takes 3-4 weeks to see mental health doctor; 2-3 weeks to see dentist; medical appointments are pretty prompt.</p> <p>PHONE CALLS (RATES) – are too expensive.</p> <p>HYGIENE – Dorm get toilet paper issued 4x/day, but it's always running out. If inmates ask for more toilet paper, some CO's will bring a few more rolls, others CO's refuse to give them any more. Inmates are not allowed to take rolls of TP for personal use. Showers in dorm are broken – there are 3 shower heads, but only 1 worked when he arrived; one shower was just fixed so now 2 work.</p> <p>COMMISSARY – prices are too expensive.</p> <p>CLOTHES / BEDDING – Inmates get sheets and clothing that are ripped; blankets and socks are full of holes; there are not enough clothes available during clothing exchange, so inmates can't switch torn items for things in better condition.</p>
780.	<p>HOUSING – It's very cold in the dorm and there's no heat at night – they should turn up the heat and give inmates more blankets and thermal shirts.</p> <p>CULTURE – CO's are mostly just doing their job and stay within the bounds of the rules, but some treat inmates very disrespectfully. CO's don't let inmates approach window to ask them for anything, even necessary medical care (CO's only accept white cards in the AM). CO's punish inmates by sending them to “Siberia” aka the cold room (isolation holding cell) – inmates have been held there for 10 days in a row. If one inmate misbehaves or doesn't follow orders perfectly, CO's retaliate against entire dorm – e.g., do shakedown (search) of entire dorm and make inmates stand outside in the cold/ rain/ at night during search; or force entire dorm to turn in bags of extra clothes or lose programming time. CO's aren't actually searching for contraband, just doing it punish inmates. Inmates in his dorm are scared of retaliation/mistreatment by CO's – very few inmates volunteered to do Blue Ribbon interview because scared of CO's response.</p> <p>ACCOUNTABILITY – There's no accountability for CO's.</p> <p>USE OF FORCE – He's never seen CO's use or threaten violence.</p> <p>PROGRAMS – Inmates in PC unit need access to books, education, and substance abuse information. There are no educational programs or materials available; inmates have to rehouse to more restrictive program</p>

	<p>dorm if they want access. There are no NA/AA programs (used to be monthly meetings, but no longer) – critical to help inmate not return to jail. Other units have library access, but not PC dorms. There’s a room with books in the PC unit, but inmates don’t have access to it. Only way for to get books is through request to Catholic Charities or other outside organization, but it still takes 2-3 months to get anything. CO’s blame inmates for destroying books, so don’t want to give them more.</p> <p>Even their request for information are</p> <p>GRIEVANCES – He has never filed grievance. He tried to informally resolve problem with another inmate, but CO refused to help.</p> <p>MEDICAL (ACCESS / QUALITY) – Inmates have to put in white cards to get even the most basic items. Inmates are only allowed to file white cards in the morning; if they have any medical problems during the day, have to wait until next morning to put in white card; it takes another 1-2 days to get any treatment – 3 days delay to get basic medical care; symptoms/infections get worse due to delay. Inmates mostly see / get treated by nurses, who don’t always give adequate care. If inmates need to see doctor, it can take several weeks for appointment; even longer delays to see dentist.</p> <p>CO’s don’t let inmates make medical requests at any other time, and won’t even give him his prescribed medications if he needs it during the day – he’s only allowed to ask at pill call and white card time.</p> <p>PHONE CALLS (PROBLEMS) – He is able to talk with friend 2x/day – no problems.</p> <p>VISITATION – He is able to visit with friend – no problems.</p> <p>HYGIENE – There’s no hand sanitizer in dorm, so illnesses spread very quickly. Inmates should have access to non-alcoholic hand-sanitizer – some inmates use anti-fungal floor cleaner as substitute.</p> <p>Inmates need better quality toilet paper – it disintegrates, doesn’t clean well, and have to use a lot.</p> <p>CLOTHES/BEDDING – Inmates don’t get enough clothing – only get clothing exchange twice/week and only get 1 pair of each item at a time; only get to change their underwear twice/week. Inmates in Elmwood don’t get thermals for the cold, even though inmates at other facilities do (Main Jail, Old Jail). Inmates only get 1 blanket even though it’s very cold in dorm; some inmates barter with each other for extra blankets just to keep warm. Many of the mattresses are only half filled with stuffing; inmates are not allowed to request a different one; CO’s refuse to replace mattresses, even though new ones are available – CO’s blame poor quality on misuse by inmates.</p>
<p>781.</p>	<p>HOUSING – Inmates in Protective Custody have very few opportunities – PC unit is lockdown dorms; no programs available; not allowed at Men’s Camp. PC dorms are old and in poor condition – they should move them to M8 (newer building, better conditions), where there are 4 pods open. It’s unfair that active gang members in GP have more options and better living conditions than inmates in PC, especially since there are more gang dropouts in PC – if the situation were switched, gang members would have more incentive to drop out.</p> <p>It’s very cold inside dorm – AC is on all day (supposedly to avoid germs), and no heat at night. Inmates only get one blanket and no thermal shirt – even though inmates at other facilities get more (Old Jail – inmates get 2 blankets + thermal; Main Jail – since incident, inmates get 2 blankets + thermal). When inmates ask CO to turn up temp, CO’s say there’s nothing they can do. But if CO’s find inmates with extra clothes, they turn up cold air as punishment.</p> <p>CULTURE – Some CO’s are good, some are bad.</p> <p>USE OF FORCE – He’s never experienced force. Some CO’s are rough on inmates, but sometimes inmates provoke them.</p> <p>OUT OF CELL TIME – PC dorms get 2 hours/day in the yard.</p> <p>PROGRAMS – PC dorms don’t get any access to programming – need more programming available.</p> <p>GRIEVANCES / RETALIATION – Grievances sometimes get ripped up by CO’s. He was part of mass grievance that successfully got CO removed from unit. Inmates are scared about retaliation from CO’s – e.g., shakedowns, tear up inmates’ belongings, or beat up. 4-5 inmates in his unit want to speak with BRC but don’t b/c scared of retaliation.</p> <p>MEDICAL (ACCESS / QUALITY) – He has had problems getting access to necessary medicines and inhaler, even though his condition is documented in his file. Nurse knows about his condition, but won’t give him all necessary medications until he sees doctor for prescription – but he has to wait 1½ months for appointment</p>

	<p>with doctor. Jail is able to provide decent and fast medical care in emergency situations – he received very good and immediate treatment when he fell and cut his head.</p> <p>CLOTHES – Inmates only get to exchange clothes 2x/week, and only get 1 pair at a time. Inmates wash clothes by hand during the week, but then don't have anything to wear while clothes are wet. If inmates work out, they have to wear sweaty clothes – gets very cold and uncomfortable. Some inmates hide extra clothes – if CO's find them, they discipline inmates in "cold cell" (holding cell) for several hours or turn up cold air in dorm. Inmates should get 2-3 pairs of clothes at a time, so they have pairs to wear, wash, and work out in – there's plenty of clothes available; inmates shouldn't have to steal and hide them. Inmates in Main Jail get 3 pairs of clothes at a time (1x/week).</p>
782.	<p>CULTURE – Major problem is how CO's treat and talk to inmates – like they're not even humans. CO's always curse at inmates – e.g. "F--- you; f--- this; f--- that." CO's try to prove their in control by mistreating inmates and threatening them, then challenging inmates to write them up. Treatment at Main Jail is even worse than at Elmwood, especially before the incident. He thinks CO's treatment of inmates may be how they're trained.</p> <p>It's freezing in the dorm at night – CO's turn up AC.</p> <p>USE OF FORCE – He has seen CO's use excessive force and beat up inmates just for saying something wrong.</p> <p>GRIEVANCES / RETALIATION – Sometimes grievances don't even go through; inmates don't know what happens to grievances once CO's get their hands on them. Some inmates are concerned about retaliation – CO's openly threaten to retaliate against entire dorm if inmates file grievances.</p> <p>MEDICAL (ACCESS / QUALITY) – Medical care is very slow – when inmates put in white card, it takes 2-3 weeks to get doctor's appointment. When inmates are in pain, nurses won't even give them aspirin / Tylenol – they have to wait to see doctor for prescription</p>
783.	<p>Interview brought list of complaints from many inmates</p> <p>HOUSING/INMATE SAFETY – There's an unspoken code in dorm that inmates don't snitch on one another – no one says anything to CO if there's an incident.</p> <p>CO's should be better trained to detect when inmates are making alcohol – look for inmates trading for extra fruit; check for smell; and do better walk-through inspections of dorms. Inmates often are not caught, and then leads to fights when inmates are under the influence.</p> <p>Dorm roof leaks, which caused mold in 3 places in the dorm – he is concerned about health effects of breathing in.</p> <p>Very cold in dorm – inmates are freezing, especially elderly inmates. Inmates don't have proper clothes or blankets (see Clothes/Bedding).</p> <p>No protective barrier on upper bunks – several inmates have fallen.</p> <p>TRUSTEES – are supposed to help other inmates, but just abuse their power. Trustees control clothing exchange – they take the nicest clothes and sell them to other inmates. When serving meals, trustees take extra / better food before distributing to other inmates.</p> <p>USE OF FORCE – If CO's have a beef with an inmate, they try to provoke inmate to initiate a fight to justify using force against them.</p> <p>MEDICAL (ACCESS / QUALITY) – Inmates have to put in white card just to get basic medical supplies (eg, cough medicine). Doctors prescribe medications without even seeing inmates. There are long delays to get doctor's appointment, but there's no way to escalate medical requests if inmates need immediate care. Often doctors don't do enough for inmates – eg, only gave compression sox when inmate had bad leg infection.</p> <p>PHONE CALLS (PROBLEMS / RATES) – Only 4 of 6 phones in dorms work; other phones broken – not enough for 68 inmates; they only get 10 minutes at a time for phone calls. Phones often cut off calls in the middle. Phone rates are too high; he doesn't know if they've changed recently.</p> <p>VISITATION – Inmates in PC don't get contact visits. Unfair – inmates at Men's Camp get contact visits.</p> <p>FOOD – is always the same – lots of soy meat.</p> <p>HYGIENE – There are lots of spiders and pests in dorm – crawl on inmates while sleeping. Several inmates have gotten serious spider bites, one required hospitalization and surgery. Concerned about health effects of mold from roof leaks</p>

	<p>COMMISSARY – is overpriced. There’s huge price markup because no competition from other vendors. Inmates are often overcharged for their orders. Inmates often receive incorrect items, and then charged for higher priced items – inmates just accept it because otherwise they end up with nothing. Inmates have to sign for commissary order before receiving it; if items are missing or incorrect, CO’s won’t take it back their commissary order because they already signed for it. There should be better quality control at the commissary.</p> <p>CLOTHING/BEDDING – Inmates get underwear stained with feces; CO’s refuse to give them clean pair. Jail should get new clothes. Inmates don’t get thermals – very cold in dorm. Blankets have holes in them – jail has new blankets, but they still send out old ones with holes. Mattresses are too thin – feels like lying on metal.</p> <p>MAIL – Inmates’ outgoing mail is left in the open; trustees go through and look at what inmates are sending – mail should be more protected and have more privacy.</p> <p>LANGUAGE ACCESS – It’s very difficult for Spanish-speaking inmates to communicate and be represented – CO’s don’t speak Spanish, so they miss out on announcements and orders. He always tries to help translate / interpret for other inmates.</p>
<p>784.</p>	<p>HOUSING – Temp in dorm fluctuates from very cold to warm; inmates don’t get proper clothes or bedding to keep warm.</p> <p>CULTURE – Some CO’s are respectful; other CO’s treat inmates disrespectfully – yell and curse at them, throw items in the dorm (e.g., chairs), and take out personal issues against inmates. Some CO’s abuse their power over inmates; other CO’s are very responsible about disciplining inmates – only do it as necessary. Some CO’s get mad and yell at inmates who ask them for anything – even for inmate request form – and don’t let inmates come up to window to ask questions.</p> <p>Lack of consistency among CO’s – when they change or have new CO’s in the unit, they have different ways of doing things.</p> <p>CO’s treat trustees with favoritism.</p> <p>USE OF FORCE – He’s mostly seen CO’s use force when inmates are fighting or talking back to them.</p> <p>MEDICAL (ACCESS) – Inmates should be able to get basic first aid from CO’s when they need it – e.g., band-aids, Tylenol/ibuprofen, cold medicine. Inmates have to fill out white card if they need even the most minimal care – can take several days to get what they need or see doctor.</p> <p>OUT OF CELL – Yard area is very small (just enclosed cement area) – it would be nice to have larger yard area. It’s very difficult to be enclosed in such a small space, especially for inmates who are here for extended periods.</p> <p>PHONE CALLS (RATES) – Phone rates are very expensive – 4 calls for \$20. Someone came in and told them about cheaper phone cards, but the prices still haven’t changed.</p> <p>FOOD – is bad, often burned, sometimes inedible; often can’t even tell what the food is.</p> <p>HYGIENE – Inmates should have access to Q-tips to clean ears – they have to use paper instead to clean themselves. Inmates should get Q-tips like they do for nail clippers – inmates can request them and use in controlled room.</p> <p>COMMISSARY – Items from commissary are very expensive but cheap quality. Prices are marked up 4-5 times – should be cheaper; prices would be better if there were more competition. Inmates buy from commissary b/c it’s the only option they have. He has spent several hundred dollars just on soap in past several months.</p> <p>CLOTHING – Wrong size, torn, in poor condition, old, dirty. Clothes are unhygienic, especially underwear – inmates break out in rashes from clothes; wash their own underwear to ensure that it’s clean. They need better laundry service to actually clean and disinfect clothes. They give inmates same towels for showers as used for floors – there should be separate shower and cleaning towels. Sandals are broken and not disinfected – CO’s refuse when inmates asks for replacement, or tell them to just buy their own from commissary; some inmates have to sew their sandals to hold together. Sandals get wet in shower, then start to mildew and get clothes wet.</p> <p>In the past, trustees played favorites with inmates, just kept –better quality; now things are better. Inmates need long sleeve shirts for the cold during winter – can only get thermal if prescribed by doctor. Inmates in</p>

	<p>gold shirts get long-sleeved shirts.</p> <p>BEDDING – Mattresses are very thin – inmates feel like they’re lying on mental bars; it’s very bad for people’s backs, for overweight inmates. Inmates don’t get pillows – have to fold over mattress or sheet, or buy pillow from commissary (\$6). Blankets don’t keep inmates warm, some inmates wear all their clothes to bed to stay warm.</p>
<p>785.</p>	<p>HOUSING – There should be equality among inmates across and within dorms. Inmates in General Population (including active gang members) have more privileges than inmates in Protective Custody – e.g., programming, yard time, other activities. PC inmates should have same privileges as other inmates.</p> <p>TRUSTEES - Dorm trustee position should be distributed among different groups of inmates – whites, African Americans, Latinos. Latino inmates don’t have trustee to represent them.</p> <p>CULTURE / USE OF FORCE – CO’s are fine – they’re strict, but just doing their job. jobs according to the rules. He has not had any problems with CO’s nor experienced use of force.</p> <p>OUT OF CELL TIME – His dorm only gets 1-2 hours/day in the yard. Inmates need more time out of dorm and more opportunities to release stress – stress and tension build up when inmates are locked up so much with no programming or activities. He would like access to real outdoor space, not just enclosed cement area. GP inmates have access to open areas for sports, etc., but PC inmates don’t get access.</p> <p>PROGRAMS – PC inmates should have access to programming like other inmates.</p> <p>MEDICAL (ACCESS) – He put in white card over 1 month ago to see doctor for leg injury – still waiting for appointment. Last time he was sick, had to put in several white cards before finally saw doctor – had to go to court while sick b/c doctors took so long to see him.</p> <p>PHONE CALLS (RATES) – Phone calls are very expensive - \$5 / 15 minute call.</p> <p>VISITATION – Visits are fine.</p> <p>FOOD – is bad.</p> <p>CLOTHES – Inmates only get 1 pair pants/week – don’t have enough clothes. Inmates don’t have long sleeved shirts to keep warm. He put in white card 1 month ago to request thermal, but still hasn’t received one.</p> <p>COMMISSARY – Prices are too expensive – 3 times the normal prices; prices should reflect that people are locked up and don’t have money to afford items.</p>
<p>786.</p>	<p>HOUSING – He has been moved between different units and dorms 5 times in 2 weeks, with no explanation, even though he has disability and mobility problems.</p> <p>Not enough tables and chairs in dorms for all inmates – inmates have to eat in their bunks; CO’s keep taking chairs from dorms. It’s very cold in dorm, especially at night and in morning; CO’s don’t turn on heat in dorm.</p> <p>CULTURE – Some of the CO’s are excessively rude and disrespectful – make rude comments, compare inmates to animals, yell at inmates who ask simple questions. Mostly younger CO’s are rude; older CO’s are nice. Even when he was sick and in hospital, CO was treating him rudely. CO’s try to pit inmates against each other – if one inmate misbehaves, CO’s discipline everyone to turn them against him; if CO’s are mad at one inmate, they retaliate against entire dorm (e.g., leaving lights on all night). Inmates already lots all their privileges; CO’s don’t need to be rude to them on top of it. CO’s should treat inmates like they’re human, rather than like dogs.</p> <p>No consistency among dorms or CO’s – he keeps getting moved, and different dorms / CO’s enforce rules differently.</p> <p>USE OF FORCE – CO’s use excess force if they think inmates are disrespecting them – beat/kick them, use excess force while handcuffing them just to cause pain – CO’s have broken several inmates’ wrists due to excessive force with handcuffs. CO’s will even use force against sick or mentally ill inmates – like Tyree incident. CO’s will threaten and/or actually beat up inmates if they don’t like what they’re doing, even if inmate isn’t doing anything wrong.</p> <p>OUT OF CELL TIME – Inmates need more time out of the dorms – some dorms in the unit only get 1 hour/day, other dorms get 2 hours (1 hour in AM / 1 hour in PM), even though they’re all the same level. Sometimes inmates don’t get time out even when they’re supposed to – CO’s take away yard time for everyone if one person misbehaves, or make everyone wait while people shower.</p>

	<p>PROGRAMS – There should be more educational classes available for inmates. There used to be computers available, but they were taken away. Inmates should have more access to books.</p> <p>GRIEVANCES / RETALIATION – He doesn't bother filing grievances about problems because nothing every gets resolved; sergeants always side with CO's. Grievances are only effective if they do group grievance with everyone in dorm. Many inmates are afraid of retaliation by CO's if they file grievance – mistreatment, excess force while handcuffing, etc.</p> <p>ACCOUNTABILITY – CO's not held accountable for conduct b/c they cover up for each other.</p> <p>MEDICAL (ACCESS / QUALITY) – He was not given proper medication or dosage last time he was here – got very sick, had severe internal bleeding, had to be taken to hospital. He finally got medications corrected after being hospitalized but it took a long time; and he still gets wrong meds for other conditions. All the inmates complain about how long it takes to get medication or medical treatment when needed.</p> <p>He suffered severe leg injury while working in kitchen in camp. He is supposed to be allowed compression socks for medical needs – has chromos from nurse and authorization from sergeant – but one CO still tries to take away socks and threatens to infract him for wearing them. CO's ignore or use excess force against inmates who are sick, so he always waits to see nurse.</p> <p>FOOD – is terrible, often burned, always the same. Food needs to be better quality, more nutritious, and more variation – they always serve fake soy meat.</p> <p>HYGIENE – Dorm showers should be handicapped accessible with railings, chairs, etc. – he uses cane and almost fell several time. Toilet area does have bars.</p> <p>Inmates don't get enough toilet paper – supposed to be restocked 4x/day, but they always run out before then. CO's refuse to give them extra rolls of TP when needed – make them wait until next shift. Inmates do get plenty of soap.</p> <p>CLOTHES – Inmates don't get enough clothes – only get 1 pair pants and 1 outer shirt/week, get undershirt 2x/week; get punished if they have extra clothes. Clothes often come dirty – not properly washed, inmates have to hand-wash items. Inmates often get clothes that don't fit. He hasn't been able to get long sleeved shirts for the cold – he has been asking for thermal since he arrived, but still hasn't received one; it's very cold in dorm b/c CO's don't turn on heat it dorm.</p> <p>COMMISSARY – is way overpriced.</p> <p>INMATE WELFARE FUND – is terrible; Santa Clara county is making lots of money off of inmates.</p>
<p>787.</p>	<p>He has been here 1 year. Not everything is bad here – he has heard that Main Jail is worse.</p> <p>HOUSING – Racism – Latinos who are undocumented are put in PC, even though no gang affiliation or history of violence – under much stricter control / greater restrictions than other inmates (in GP), even active gang members. They don't have a trustee to represent them.</p> <p>He likes being in open dorm where inmates can walk around freely – much better than being in cell. Other inmates make alcohol in dorm – affects everyone.</p> <p>There are often fights in dorm, but CO's don't see what happens. If CO's ask other inmates what happened, no one says anything b/c concerned about retaliation from others.</p> <p>Dorm is kept very cold, very hard on elderly inmates – they should raise temperature. Inmates only get one blanket that doesn't keep them warm, and don't get long sleeved shirts.</p> <p>TRUSTEES – In some dorms, trustees control clothing and bunks – sell preferable items to other inmates. Trustees treat undocumented inmates worse than others. In the past, if trustees didn't like someone, they would get the person moved to another dorm by forging an Inmate Request Form in other inmates' name asking to be rehoused.</p> <p>CULTURE – In general, CO's treat them ok; when CO's react, it's because inmates act up. Inmates are not allowed to ask questions of CO's – CO's tell inmates not to bother them (even to ask questions), or they have to use trustees as go-between to communicate with CO.</p> <p>Language discrimination – Many CO's can't or won't speak Spanish to Spanish-speaking inmates and don't do anything to help them understand announcements.</p> <p>USE OF FORCE – Never seen or experienced use of force.</p> <p>OUT OF CELL TIME – He likes being in open dorm where inmates can walk around freely within dorm – much better than being in cell. However, inmates only get 2 hours in yard / day, and yard is very small.</p>

	<p>PROGRAMS – Inmates have no activities to keep them busy – he would like to have classes and other activities. To get access to classes, inmates have to move to another unit with cells, rather than open dorm. Inmates don't have any access to books – there used to be books in dorm, but they were taken out last year due to ant infestation.</p> <p>GRIEVANCES / RETALIATION – Doesn't file grievances because doesn't want to end up in problems with other inmates – more concerned about retaliation by inmates, not CO's.</p> <p>MEDICAL (ACCESS / QUALITY) – He's had no problems with medical service – he gets the medicine he needs for blood pressure. When inmates need any basic care – even just Tylenol for headache – they have to put in white card and wait several days for any treatment.</p> <p>PHONE CALLS (RATES) – Rates are very expensive, for very small amount of time – costs him \$20 to call Mexico for 6 minutes.</p> <p>FOOD – should be higher quality.</p> <p>COMMISSARY – Items are very expensive – there should be more competition among vendors. Orders get messed up – inmates don't get what they ordered, or get items they didn't order.</p> <p>CLOTHES – Sandals break very easily, get wet in shower and then mildew. Underwear and other clothing come dirty – inmates have to handwash b/c they're afraid of catching disease. Inmates make clotheslines out of plastic bags to hang wet clothes, but CO's don't like it and make them take them down. Inmates don't get long-sleeved shirt to stay warm, and only get one blanket that doesn't keep them warm.</p>
788.	<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 3-4pm – 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>
789.	<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 thermals.</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 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, debt 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>
<p>790.</p>	<p>HOUSING – It's very cold in the dorm, especially hard for elderly inmates, inmates don't want to get out of bed due to cold. Bedding is very thin and doesn't keep inmates warm (see Clothes/Bedding). 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>TRUSTEES – 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 any 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 inmates 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 grieve them.</p> <p>ACCOUNTABILITY – No accountability for CO's; inmates stay quiet b/c afraid of retaliation.</p> <p>MEDICAL (ACCESS) – If inmate is sick or has infection, it takes a month to see doctor after putting in white card. Even when inmates are in serious pain (e.g., dental problems), they have to wait several days to get any treatment. Inmates pay \$3 to put in white card – he doesn't think that the rules have changed re payment.</p> <p>VISITATION – Visiting room is very cramped, hard for inmates to visit with their families, or sometimes</p>

	<p>family members have to wait outside and come in one by one. Visiting room in M-4 is better, but M-4 is cell rather than open dorm, which is less preferable.</p> <p>FOOD – Breakfast is terrible – either food is burned or they just cereal and milk, and served at 3-4am; lunch – 2 pieces bologna, 4 pieces bread, fruit, juice packet; dinner – a little better, but often burnt, served at 3-4 pm. Portions are insufficient – he gets hungry between dinner and breakfast (12 hours), so has to save some food from other meals to eat in between. If CO’s find extra food during shakedown, they throw it away. Inmates who don’t have money to buy extra food from commissary sometimes end up eating from trashcan b/c they’re hungry.</p> <p>CLOTHES/BEDDING – Inmates only have 1 pair pants/week; they get to exchange undershirts / underwear 2x/week, but still have to wear same pairs of underwear and socks for 2-3 days in a row. Inmates should get an extra pair of underwear and socks to change daily. If inmates have extra clothes, CO’s take them away during shakedowns. Lots of inmates get sick or get infections b/c they have to wear same dirty clothes for days in a row. Bedding – Inmates only one sheet and one blanket; bedding is very thin and doesn’t keep them warm.</p> <p>HYGIENE – Inmates are afraid to even ask CO’s for nail clippers – afraid of getting yelled at, shakedowns. Some inmates let their nails get very long b/c too afraid of CO’s. There’s mold in several places around dorm – bad for inmates to breathe it. Lots of inmates get sick or get infections from wearing dirty clothes for days in a row.</p> <p>COMMISSARY – If there are errors in inmates’ orders, they can’t return things or get money back once package is opened – inmates lose a lot of money b/c they don’t receive ordered items, but still get charged for them. It’s especially hard on Spanish-speaking inmates b/c commissary list is only in English, so they can’t always tell when order is correct. If inmates complain (grieve) about missing items, nothing happens. Prices are very expensive – marked up 4-5x compared to outside.</p>
791.	<p>HOUSING – He has keep-away order from another inmate, so had to be moved to this dorm. It’s very cold in dorm – inmates don’t get thermals for 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. 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 let inmates see the Department Operating Manual (aka DOM), 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</p>

	<p>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 detoxing inmates.</p> <p>FOOD – is very bad and portions are too small. Food is often completely burned, but CO's won't give any extra food to make up for it. 3 days/week, breakfast is just cold cereal + milk or an egg – not even enough to fill up a child. It's difficult to survive for inmates who don't have money to buy extra food from commissary. Church groups have to send in extra food so inmates have enough to eat. Inmates used to get a full tray of food; even prison serves bigger portions.</p> <p>HYGIENE – Many things in dorm are unsanitary, especially the holding cell. Inmates used to be able to clean the dorm, but now they aren't given cleaning supplies much of the time. Inmates only get 3 bars soap / week, but 1 bar only last for 1 shower so inmates run out of soap; many inmates want to shower every day.</p> <p>CLOTHES /BEDDING – If clothes are not available in inmates' size during clothing exchange, they don't get any clothing at all for several weeks. Clothes not washed well – inmates get scabies, staph infection, rashes from clothes. Inmates used to get thermals for cold, but not anymore. Inmates have no place to hang wet clothes – they're supposed to be allowed to hang clothes, but CO's often make them take clothes down.</p> <p>Bedding – inmates only get 1 sheet and 1 blanket during clothing exchange, but they are supposed to be allowed 2 sheets. Inmates used to get 2 blankets and a pillow but not anymore.</p>
792.	<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 TVs, 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 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</p>

	<p>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>
<p>793.</p>	<p>HOUSING – It’s unfair that his dorm gets worse treatment than other dorms in the same unit – CO’s in his dorm deny inmates the opportunities and privileges that they’re supposed to have. All dorms in the unit should be treated equally and have the same privileges.</p> <p>There are not enough chairs and tables in the dorm b/c CO’s took them out – now they only have 7 chairs for more than 60 inmates, so inmates often fight over them. It’s especially hard on elderly inmates who don’t have anywhere to sit. It’s unfair that other dorms in the same unit have 24 chairs – his dorm should get the same number of chairs, especially because all the extra chairs and tables are being stored right there in an extra interview room.</p> <p>It’s very cold in dorm, especially at night and morning. Many inmates want thermals, but doctors and CO’s won’t give them. If inmates do have thermals approved by doctor, CO’s take them away. In other dorms, elderly inmates are allowed to have 2 blankets for the cold; in his dorm, doctors/CO’s won’t even let elderly inmates have thermals.</p> <p>There are lots of elderly inmates in his dorm – they have to spend all day in bed due to the cold and lack of chairs.</p> <p>TRUSTEES – Trustees in other dorms discriminate against elderly inmates and send them all to his dorm where conditions much worse, or other units. Trustees and their friends make up things to get elderly inmates rehoused. Elderly inmates should get to have a witness on their behalf or have their own trustee to represent them or in these situations. Trustees don’t like when other inmates put in requests b/c CO’s come into dorm and mess with people’s things. Inmate requests are left in an open spot in the dorm, so if inmates try to put in a request, trustees just rip it up. Grievances are also left in the open, so there’s no way to put in grievance about the trustees w/o a trustee ripping it up. Favoritism – Trustees take new sandals and give them to their friends.</p> <p>LANGUAGE ACCESS – There should be a Spanish-speaking trustee in every dorm to represent Spanish-speaking inmates and help with communication.</p> <p>CULTURE – CO’s yell at inmates, make their lives impossible, and don’t respect inmates or their belongings. The CO’s take anything they don’t like, even inmates’ religious items – CO’s take inmates’ rosaries and rip it off their neck; take away inmates’ statues of the Virgen Maria. CO’s won’t let inmates come to window to ask for anything.</p> <p>USE OF FORCE – CO’s yell a lot, but he hasn’t seen /experienced NY use of force.</p> <p>OUT OF CELL TIME – The dorm is 2 hours/day in the yard, but CO’s won’t let them out if it’s cloudy (CO’s claim it’s going to rain, even when just cloudy) – instead, CO’s just open door so cold air comes in.</p> <p>GRIEVANCES / RETALIATION – Never put in a grievance. Would like to file grievance about trustees, but no way to do so without grievance getting ripped up (see Trustees).</p> <p>MEDICAL (ACCESS / QUALITY) – Inmates have to put in white card to get most basic medical items. When he broke his hand, had to wait 2 months just to get a bandage. He had to get doctors approval to be in a lower bunk, but approval expired just when he got the bandage, so he got moved back to top bunk even though he still has difficulty/pain in hand.</p> <p>CLOTHES - 2-3 elderly inmates have asked doctors for thermals but doctors refused them – said they don’t have any. All inmates in main jail get thermals, even though heat is much better there.</p>
<p>794.</p>	<p>Inmates are treated as sub-human in many ways – certain conditions feel like cruel and unusual punishment.</p> <p>HOUSING – They should do more intensive interview and assessment during booking – inmates with mental illness, who are detoxing, with disabilities, etc., get placed in GP camp and cause problems for other inmates.</p>

Many of the camp barracks and buildings are out of date, in violation of building code, and hazardous to health. There is asbestos, lead paint, and mold in various barracks and buildings.

CULTURE – CO’s are supposed to be professionals – they have a credo and oath that they’re supposed to follow. Some CO’s do their job and follow the rules, but many of them mistreat inmates, bully them, and treat them as sub-human. CO’s talk to inmates very disrespectfully, curse at them (e.g., “Shut the F--- up”), and threaten to use force against them.

USE OF FORCE – CO’s use excessive force against inmates too much. He was beaten up by CO’s for asking for medical treatment – the only reason he finally got to see doctor was b/c he needed treatment for injuries from the beating. CO’s pepper sprayed entire dorm to stop inmate fight, then used excessive force against inmate who was already lying down.

PROGRAMS / REENTRY – Inmates in camp should be offered classes – he saw an announcement about college classes for restaurant management, but there was no information on how to sign up. Inmates doing 1170(h) prison terms should be able to do college classes / certificate programs. Inmates need opportunity to learn / better themselves to prepare for release. Inmate Welfare Fund money should be invested in things to help inmates rehabilitate themselves and prepare for reentry.

GRIEVANCES / RETALIATION – Filing a grievance doesn’t do anything – nothing gets done to resolve problem. If CO’s finds out, they retaliate against inmates – e.g., re-house people to lockdown units, place in unfavorable cells, use excessive physical force, etc.

ACCOUNTABILITY – CO’s not held accountable for conduct.

MENTAL HEALTH (ACCESS / QUALITY) – Mental health care is terrible. There is no counseling available, they just want to put inmate on medications. He has PTSD and anxiety, and the doctors just want to medicate him. When he asked about counseling, they just told him to buy a journal and write it down.

MEDICAL (ACCESS / QUALITY) – He is unable to get the pain meds that he needs – supposed to be on Rx pain meds for serious injury, but jail medical staff only gave him pain meds for one week, then switched him to generic Tylenol – insufficient to manage his extreme pain.

PHONE CALLS (PROBLEMS / RATES) – Rates are way too expensive – it costs over \$5 for 15 minute phone call. Phones get shut off in middle of call – inmates and their families money. A lot of the phones are broken – only about 20 out of >100 phones work.

VISITATION – Inmates get contact visits, but only get 30 minute visits. It’s very hard for families that commute from long distances and have to arrive 45 min early for visit, then only get half hour. In Main Jail, inmates get full hour for visit – even inmates in lockdown units. Trustees in Main Jail get 1 extra visit/week. Workers in Men’s Camp used to get 1 extra visit/week as incentive, but that got taken away.

FOOD – Inmates only get tiny little spoons to eat with, and don’t get enough time to eat – by the time food cools enough to eat, CO’s make them pack up and leave. Inmates are not allowed to take food from chow hall, but then they get hungry at other times and don’t have anything left to eat between meals. It doesn’t make sense, because sometimes inmates are given “Meals on Wheels” (meals served to-go) to eat in their dorms, so why can’t they take extra food back at other times? Many inmates can’t afford to buy extra commissary food.

HYGIENE – Inmates don’t get deodorant in indigent hygiene kits; only get tiny little toothbrush.

COMMISSARY – Prices are very expensive.

1170(h) PRISON SENTENCES – People serving 1170(h) prison sentences should have same privileges as prison inmates – conjugal visits, extra clothes, lower commissary prices, etc.

INMATE WORKERS – Inmate workers should get paid for working in the kitchen, laundry, industries, etc., like prison inmates do. They’re saving the county lots of money by doing work for them.

INMATE WELFARE FUND – Where is the money going? There’s supposed to be a fiscal budget of funds to benefit inmates, but inmates don’t see any of the benefits. Money is supposed to go for items like hotpots, board games, etc. – but many hotpots don’t work well, inmates have to put in repeated requests for board games, TV’s are very small, etc. Funds should also be invested in programs to help inmates rehabilitate for reentry.

CLOTHES – Inmates get clothes that don’t fit and in poor/un-wearable condition (ripped, tattered, broken waistband, etc.). CO’s won’t let them switch if they ask for a different pair. Inmates only get 1 pair of

	<p>clothes 2x/week, so they have nothing to change into in between. Clothing exchange only happens during week (not on weekends), so inmate workers with Mon-Fri work schedule can't exchange clothes and have to wear same dirty clothes all weekend. Workers should be able to exchange clothes on weekends to accommodate their work schedules, especially since work clothes get very dirty with food stains, mop water, etc. Clothing conditions/restrictions feel like cruel and unusual punishment.</p>
<p>795.</p>	<p>USE OF FORCE – When he was placed in Psych Ward (Main Jail), CO's physically abused him, almost suffocated him, and then wouldn't feed him or give him glasses for 3 days until he threatened to file a grievance.</p> <p>GRIEVANCES / RETALIATION – He's had many reasons to file grievance, but always been prevented before. When inmates request grievance forms (from Info Center at Men's Camp or front desk in lockdown units), the officer always asks what the grievance is for. If inmates say it's about a CO, the officer won't give them a form – they'll say they ran out of forms or make other excuses. Inmate has to lie and say it's about a medical issue in order to get a grievance form. In lockdown units, they especially don't want to give inmates grievances forms. He is concerned about retaliation from CO for filing grievance – one CO told him openly, "Go ahead and file your grievance, it isn't going to stick."</p> <p>ACCOUNTABILITY – There's no accountability for CO's or jail staff (e.g., nurses) – the Rulebook has long list of rules that inmates have to follow, but nothing happens when CO's or staff don't follow their own rules.</p> <p>MENTAL HEALTH (ACCESS / QUALITY) – He has diagnosed mental illness and needs to take medication. After he arrived, he had to put in 10 white cards to request his medication and wait more than a month before he finally got his meds. He has prescription for certain dosage of medication, but the jail only gives him half the amount he's normally prescribed – now he has to wait for more time (1-2 weeks or more) to see the doctor and get correct medications. He would like to take some of his medications during daytime when they are more effective, but he's only allowed to take them during pill call hours in AM and at night – not during day. As a result, he's not taking all the medication he should be – medical staff just says, "Tough luck." He would like to see a therapist – heard about program from trauma center, so wants to see if he can take part in it.</p> <p>Access problems – He has to put in multiple white cards re same issue to finally get any treatment. CO's and head nurse threatened to infract him if he kept putting in white cards. CO's only accept white cards at certain time of AM – they won't accept at other time, so sometimes inmates miss out on putting in white cards.</p> <p>DISCRIMINATION BASED ON MENTAL ILLNESS / Food – He has received several infractions from CO's for conduct related to mental illness, even though he's not getting proper medication to control symptoms – unfair that he's getting days added to his sentence when he's not getting his medications. CO's constantly threaten to write him up / infract him for acting out, even though he's not getting his meds. He's not allowed to work due to mental illness, so he can't get any extra food (inmate workers get extra food during shifts). He's starving and losing weight b/c he can't afford commissary; then he got infracted for taking extra food.</p> <p>MEDICAL (ACCESS / QUALITY) – When inmates are really sick, CO's just ignore until they're almost dying. Inmates have to go through lots of obstacles just to see doctor, so often they don't even want to make the effort when they're really sick. Nurses are ok, but CO's who cause problems for nurses and inmates trying to get medical care.</p>
<p>796.</p>	<p>There are limited opportunities for programs; he would like anger management, parenting and art classes. Basically, if you are in protective custody you can't get programs. Ex-gang members in PC really need programs to help with transition to the outside. COs that are new are disrespectful; they've got a bad attitude especially against PC inmates. He was threatened when he once asked to file a grievance. They are limited to one set of clothes that has to last three or four days. Some COs don't let them wash their clothes. You can't get minor health care, like ibuprofen, without seeing a doctor, which takes too long. Food is always the same and the portions need to be larger because not everyone can afford to supplement food with commissary. Getting outside is inconsistent. When we're not given reasons for things, it causes speculation and that causes trouble. There should be a PC part of the farm. Books only come once in a blue</p>

	moon. Trustees are given too much leeway. COs don't respect Christian and Muslim inmates who need leeway to worship.
797.	There is no need to have such a strict segregation of PC inmates from other inmates. Given PC inmates different colored shirts puts them at risk in place like waiting for court. There are no rehabilitation services which leads to a revolving door. Books only come from family members. There is no mental health counseling
798.	Nothing really to report
799.	Mental health counselors brush you off; sometimes they don't give you the right meds; he can only see a psych doctor every ten weeks. He does not use grievance forms because you need to turn them in to CO's COs are more respectful in prison. Here they confiscate your clothes to punish you. They should not have to wear the same clothes for three days. They should be able to keep an extra pair of clothes. He would like more classes to help guide you when you get out.
800.	There are no programs in PC dorms; he would like to see art, drug abuse and anger management classes; Trustees have too much power. The grievance process does not work because of retaliation. The dorm is too cold. Time on the sun deck is inconsistent. "We need more to do." Food never changes; it's "nasty"
801.	They have to wear the same clothes for three days and has been told not to wash clothes; even in prison you get multiple pairs of clothes. The dorm is too cold. COs throw grievances in the garbage and will lock down the dorm if people complain. Food is terrible; better in prison. They won't let him take medication before bed when he is supposed to take it. He sees nothing coming back from all the money the jail "takes" from them. They only get two hours a day on the sun deck. Why not more? It can take a month to see a dentist.
802.	Classification system doesn't work because the personnel are not trained to evaluate inmates especially for mental health issues. There are no mental health counseling services. Dental care takes too long, even if inmate is in agony. Jail is too cold, causing health problems. Grievance process never results in feedback; "it's useless."
803.	Need better diagnosing at intake; some people don't seem qualified to evaluate mental health issues. Classes should address mental health issues. They should get more than one change in clothing. You can't use the grievance process because the CO will see it and retaliate.
804.	Inmates should be allowed more than one set of clothes. By denying them this, they are incentivizing inmates to hide clothes and break the rules. Some inmates are not getting the mediation they need. Inmates are forced to wait too long for medical appointments. The bathrooms have standing water and mold. Cleaning supplies are often not available. Phone call are too expensive, which means inmates can't make them and morale suffers. Parenting classes should be available. COs are verbally abusive; if they treat inmates without respect, how can they expect respect in return. Programs that promote "not coming back" are unavailable but needed. Mentally challenged inmates are mixed in general population but guards are trained to deal with them. They need better food. The jail has essentially turned into a prison, but the programs and other incentives for good behavior at prisons are not present.
805.	COs are disrespectful. Some scream and kick chairs to show they're in charge but it is counterproductive. Inmates should be able to have conjugal visits, especially now that they are staying so long in the jail. Phones are too expensive. Commissary is way more expensive than in prison. They need changes of clothes; they are forced to wear clothes that they work out in and sleep in
806.	There is no mental health counseling or therapy; the only mental health services are drugs. Commissary costs too much. Family visits are too hard, but they are needed for inmate morale. They need to provide more access to the Parents and Children Together program. Grievance process is "a waste of time." One inmates was beaten up in the cold room after being handcuffed. Phones are too expensive. If there is an inmate welfare fund then how come "nothing comes back to the inmates." There should be more programs giving inmates tools to make it on the outside.
807.	Mattresses are too thin. Clothes are not adequate. COs are disrespectful. Phones are too expensive and you get charged even when you can't communicate on a call.

808.	Inmates have to wait too long for medical treatment. Prices for phones and commissary are too high. They should get a second set of clothes. The mattresses are BS. COs should talk respectfully with inmates. There should be more access to programs and there should be programs outside the dorm.
809.	Diabetics don't get what they need. There are no reading glasses for indigent inmates. If you're in programs you need glasses. They should have access to an eye doctor for prescription glasses. Clothes and sheets are torn. They should make Narcotics Anonymous literature available to inmates. The housing is not adequate for inmates on long term sentences.
810.	He has repeatedly been denied proper medication despite the medication being prescribed by his doctors for both mental and physical health reasons.
811.	If they are going to make us serve prison terms here, then they should give us prison food and charge prison prices. The medical care needs to be more attentive to long term issues that are not being addressed. He has seen inmates retaliated against for complaining about mattresses. He has seen inmates receive inadequate medical care.
812.	They need new sandals because fungus grows in them. They should be able to have extras clothes because their clothes smell from body odor. The COs should not make inmates get naked for a clothes exchange. They need better mattresses and be able to exchange blankets regularly.
813.	They should not make inmates sit naked during clothing exchange. It is undignified. Clothes are rarely the right size.
814.	Treatment of inmates at the main jail is inhumane. He saw COs use excessive force 8 times at the main jail. The worst instance was when he saw them handcuff an inmate and drag him down stairs between floors in their dorm. The CO then called for backup and 7 COs came and they all beat the inmate. Medical care is also poor. He was seen at VMC for an unrelated injury last year, and the doctor there found he had kidney problems. The VMC doctors reported it to medical at the main jail, who never followed up on it. He later saw them for a different problem and they denied he had kidney issues despite his lab work on file showing the contrary. He came to Elmwood later and was referred to a specialist - it was a year and a half from the time doctors found renal issues to the time he saw the specialist. The specialist told him they needed a biopsy but it had been too long since his kidneys started failing, so they were unable to do it. If they had not delayed he could have had the biopsy. He wanted to file a complaint but the doctor told him it was useless unless he found a lawyer to help him. He hasn't filed a grievance because he's heard multiple accounts of retaliation. Visitation is only 30 minutes at Elmwood instead of 1 hour at the main jail. He also had mail sent to the main jail that was never forwarded when he transferred to Elmwood. He also feels the COs do not allow free exercise of religion - they throw away his religious pictures and food offerings.
815.	The inmate was housed at the main jail with a mentally ill inmate, who started hurting himself because the jail didn't have his meds. The COs used pepper spray and excessive force against the inmate to contain him and 5 or 6 COs came in and dragged him out naked. The inmate agreed to guard his cellmate's things before he was transferred and was placed in danger because other inmates tried to steal items from his bag. He thinks when people are transferred their bags should be kept in a locked room away from inmates so they don't steal. The COs often don't see fights between inmates in their cells. Classification - people are housed where they shouldn't be - he was housed with a mentally ill inmate who had beaten up multiple inmates. He hasn't seen any improvements supposedly made by the Inmate Welfare Fund. He saw three sodas from the beverage incentive program but saw the COs had a refrigerator full of free soda. In the main jail any disrespect is responded to with violence/excessive force. He saw 15 COs file in and beat the inmates with clubs when they had an argument with them - he saw them speaking to an internal affairs officer beforehand and she approved of it. There should be a jail attorney who helps advocate for the inmates. Individual COs have their own set of rules and punish the group based on an individual's actions. Inmates are also forced into top bunks when they have medical issues and can't climb up there, even if they have mobility issues. The COs scream at them if they don't do it. Medical care is poor - he contracted a contagious disease in jail and it took 4 months to see him; they called him in and the doctor thought the appointment was for an unrelated medical issue that had resolved over a year ago. He appealed the outcome of a grievance to the captain but never received a response. The COs also consider everything contraband and excessively confiscate harmless personal items, such as drawings he made. They confiscated a craft he gave

	to his lawyer during their meeting that the inmates make and keep all the time in jail. The inmate library has very few books and relies on charity for them. When people are released they are released with nothing.
816.	They are not let out of their cells, usually in the mornings, although they're usually let out three times daily. There is no explanation for it. They sometimes skip classes during the week without explanation. He hasn't complained or filed a grievance because he feels they go nowhere. Most guards are good at Elmwood, but some yell obscenities at the inmates. When they shackle inmates, they shackle their hands to their waists and he is afraid of falling - he is elderly. The holding cells in the main jail are dirty. It's very difficult to get a thermal shirt at Elmwood - he was denied a shirt despite having a doctor's letter, even though he's older. It's very cold but they're not allowed to cover the vents. Commissary and phone calls are expensive. The phones are difficult to use and only half the phones work. It took him a week to see the doctor - he has numb and weak legs - they did bloodwork and found nothing but didn't look into it further. The food is unhealthy - there is too much starch and the vegetables are overcooked. He's heard of the Inmate Welfare Fund - he hasn't seen any changes made and doesn't know where the money goes.
817.	It took 3 weeks after entering the jail to obtain his seizure medications. He filed two grievances about it and received no response. He never received information on grievances. They almost made him wait a month for an appointment to get his seizure medications- he complained to the nurse and the CO said he was being disrespectful. They have too little clothing - only one set that he washes himself. The food is unhealthy and tastes bad - his friend found a bug in it. They only get out of cell time a few times per week - they split their drug and alcohol class with GED and don't get enough time with either class. They should also have more books for the drug program - there is only 1 book per table with 6 to 8 people. The COs won't let them out and say they're short staffed as an excuse, even though he sees the same COs working. They also make them throw away extra food and threaten to shake them down. The beds are thin and there is no padding- he does not believe they clean them when transferring them between inmates. His code for the phone doesn't work and he hasn't been able to call anyone- it is also expensive and would prevent him from calling his family and attorney if he could get on. The COs use excessive force at the main jail against a mentally ill inmate - 4 or 5 of them pulled him out of his cell - he never came back.
818.	The inmate had cardiac surgery shortly before his incarceration and was assigned a top bunk, against his doctor's orders (and letter that the CO ignored). His surgical site was still healing and he slipped and landed on his hands, pulling the wires apart in his chest. After that they assigned him a bottom bunk but insisted that it was his fault and said he pushed himself off the bed when he filed white cards asking them to examine his chest. He received an x-ray and didn't hear results for months. Eventually he went to VMC and they said there was nothing they could do - they told him the same thing for a year and a half when he repeatedly requested medical care. They recently allowed him to have a plate surgically placed in his chest. His doctor said that because the jail waited too long to treat his chest that his sternum would never heal/fuse back together properly due to scarring. It also takes them 3 weeks to order new hearing aid batteries for him (only after he submits multiple white cards), so he misses out on social interactions and class lectures. They are in the most locked down dorm in the building unfairly punished for being in a program. There is a CO who dislikes him because he once forgot to wear his t-shirt outside his cell and did not know it was required. When he explained calmly, the CO wrote him up for being insubordinate. The same CO ended up driving his transport van to VMC for his surgery and stomped on the brakes/accelerated roughly on purpose - he hit his head on the ceiling multiple times and had to grip the grate so he wasn't injured. When he returned, they had performed a procedure involving his thigh artery. The doctors cautioned the CO to drive carefully due to his condition. Instead, the CO drove back in the same manner. This placed his life in danger, as the plug in his artery post surgery could have come out with all the jostling and he could have bled to death. They constantly mess up his pills and the nurses don't listen. He was given about half of his daily pills and had to ask the nurse repeatedly to check his file before she gave him the correct number. The nurses also show up at diabetic call without insulin. Grievances are meaningless and he's experienced multiple instances of retaliation and intimidation for filing them. He was denied his daily medication that he had to take for heart disease. He had a minor heart attack and went to the ER by ambulance because they refused to give him his meds. When he returned they gave him the pills he was supposed to take. He worries if he had a full heart attack that he would die - there was a man who had one

	and was unconscious - the nurse saw him and just said "oh my god" repeatedly and went to find a binder to figure out what to do. When the EMTs came they asked why she hadn't at least done the basics to help the inmate, and she said she was looking for it in the book. They didn't allow elderly inmates to have walking aids before - now they do. Phone calls are expensive and you can't communicate privately - his letters to his wife about a possible lawsuit regarding his medical care never reached her, and he never received hers on the same issue.
819.	They don't receive enough food and commissary is expensive. The clothing is in bad condition. They give too little personal hygiene products (soap, toothpaste). There are good COs, but also many bad ones who don't let them out for breaks and who lock them down for any reason. Phone calls are expensive - the cost prevents him from calling his family. He'd like to join the GED class for a refresher - he's taken it already and they won't let him take it again. They cut their drug program time in half. It takes a month to see mental health, three weeks for medical, and weeks for dental - the waiting times are too long. He's never filed a grievance because he's heard of widespread retaliation. Some COs will ask inmates not to file if they fix the problem right away. In the main jail they use excessive force at booking and classify inmates they don't like to bad parts of the jail.
820.	The cells are dirty and they don't provide enough cleaning supplies. The trustees don't clean properly and the shower drain is clogged - it looks unsanitary. The water is too hot and there is no temperature adjustment. They have to give their commissary soup to the trustees to get toilet paper. He's seen COs use excessive force on others - they cuff him too tightly when he goes to court. He was thrown in a cold cell for talking to an inmate too loudly. The COs are rude and always on their phones - they miss seeing a lot of inmates fighting because of it - there was even a fight in the open dorm. He saw at least one CO watching porn on his phone during his shift. Inmates who file grievances get their cells tossed in retaliation - they damage personal property and mix up inmates' papers. In the main jail they re-classify people to worse places in retaliation. He's never filed a grievance and he never received information on it. When he asks for an inmate handbook the COs become angry. The COs intimidate inmates and discourage people from writing them up. A CO announced what his inmate was charged with to the general population and left him chained to a chair on the dorm floor all night - it put him in danger. Some COs have anger problems and need anger management classes. They are often short staffed and the inmates get locked down for a long time. He likes the program he's in, but wishes they hadn't cut class time in half. Medical care is poor - he had to wait for hours for his appointment at VMC and it took almost 3 weeks to get a brace he needed - one doctor denied they had them, but then a second doctor came on the shift and gave him one, saying they had tons. Phone calls are often messed up.
821.	Very few COs allow cleanups of the dorms - he's had staph, abscesses from the shower, and foot fungus. They rarely clean the showers, if at all. There is no healthy food and they don't get real meat. The HIV specialist is good here, but the jail doesn't allow them to give HIV positive inmates their neuropathy medication. The substitute drug they have for neuropathy (Elavil) doesn't work. They were also restricted from receiving thermals. They also overly restrict psych meds - the medications prescribed here make them very sleepy. The county agreed to let them out of the county 7 to 11AM, but they only did it for 30 days. They're in their cells constantly but this is a minimum security facility, so it doesn't make sense to be locked down so frequently. COs throw people in cold cells for punishment and toss up their cells. Phones are expensive and prevent him from calling his family. Commissary is overpriced.
822.	They had to cut their drug program time in half for GED, but there are only 11 people who have that class. They have small interview rooms that could be used for that instead so they could have their full drug program back. On days the GED teacher doesn't show up they should have drug program instead. The food is unhealthy - they feed them a lot of soy, which has estrogen and isn't good for men. He's been waiting over a month to have a blood test done and had to wait over a month for dental. The phone is expensive and keeps him from calling his family. The other day someone pressed the emergency button and it took the COs a few minutes to come in - they strolled in and seemed in no hurry. He had to pay the trustees commissary coffee to bring him a roll. He tried to file a grievance over toilet paper and asked the CO for a grievance. The CO said he'd put him in a cold cell with toilet paper and no toilet if he filed a grievance. The

	inmate said he wanted to file another grievance because he said that. The CO came and apologized later and took his grievance, but didn't give him a receipt. He never received a response.
823.	There has been a change in attitude among COs since the Blue Ribbon Commission started investigating. The cells are dirty and they are not given enough cleaning supplies to keep them clean (two towels). The bunks are black in the corners and the walls are filthy. The showers are a mess and barely cleaned. The food is unhealthy - he's gained almost 200 pounds since coming here because of the food and the inability to exercise enough due to being locked down all the time - they only have 1 to 2 hours of time out of their cells per day outside of classes. The staff downtown is abusive towards inmates. Some COs at Elmwood are very helpful, but some are overly aggressive. It takes 2 months to see a doctor, the dentist can take up to 3 or 4 months - they don't listen to their patients. The doctors minimize his health problems - he has consistently high blood pressure but they didn't put him on medication - they just told him to stop eating commissary food. He knows not to file grievances because there is widespread retaliation and intimidation by COs after they file. COs ask inmates if they're going to file for everything if they file once. It's hard to talk to a sergeant. They always shakedown people a few days after they file grievances. He feels grievances are pointless. He hasn't put in a grievance for a year and a half and hasn't been shaken down in that time. He doesn't receive some of his mail, especially his magazine subscriptions.
824.	He was taking anti-depressants and mental health forced him to increase his dosage over his refusals. He started throwing away the medication because he felt it was too much, but a CO saw him and made him take it. The meds made him very drowsy and one day he was standing up and passed out, hit his head on the floor, and started having convulsions. He was taken to Valley Medical for care because he cut his head open when he fell. The mental health staff would not believe that the drugs caused him to pass out and tried to offer him a different brand, but he declined. He is taking new medications and they made his chest hurt, but the feeling passed. The mental nurses are not good and don't listen to what inmates tell them. It takes 2 to 3 weeks to see them. He can't read or write so he's never filed a grievance. The phone is expensive and was taking money off his brother's card automatically, without his permission. His brother had to discontinue it so now he can't call him. He can't call his family due to the cost. Some COs are rude The drug program he's enrolled in was difficult to get into because he can't read or write - he had to have his roommate help him fill in the forms. They have enough time out of their cells when they have good COs, but some COs never let them out- on weekends they always say they're short staffed and they rarely get out for their morning and sometime their afternoon break. They're usually left with only one break at night. The food is bad quality and he only ate 2 of the regular meals. He requested halal meals and it took him a while to receive them. Commissary is expensive.
825.	They don't change clothing or blankets enough and need more cleaning supplies. Since the CO was beaten they've only been able to come out 30 minutes per day. Phone calls are expensive and food lacks flavor.
826.	The inmates in their dorm were not personally involved with the CO beating but are being collectively and unfairly punished for it. Those involved were already transferred to the main jail. They stopped the GED and rehab programs and he feels people in his dorm need them and would like them back. The COs conduct random searches and toss up their cells/destroy their property. After the incident, they shortened the time out of the cell to 30 minutes -it is often not enough time to shower. They pass out less cleaning and personal hygiene supplies now as well. They do not receive enough cleaning supplies to keep their cells clean. He's never filed a grievance - they seem pointless because he wants to speak to a sergeant but it never gets through to him/her - it's always handled by CO's The COs ignore inmate requests frequently. More inmates should be allowed to go to church - they take only 5 at a time, so many who would like to go cannot. He has tooth pain and submitted multiple requests for dental care, but it takes a long time. Medical keeps giving him pain pills when he asks to see the dentist. The food makes him sick and they receive too little clothing - they need an extra set.
827.	They don't give enough soap - people who can't afford commissary don't get any. They don't provide enough cleaning supplies or clothing. The blankets are not changed frequently enough and the clothing isn't properly washed. They took the programs away from their dorm but not all of them were involved in what occurred, and he feels their opportunity to rehabilitate and better themselves was taken away. The doctors help as little as possible and wait for inmates to be released instead of taking care of their medical needs,

	<p>unless it's urgent. It took him several months to see a specialist. Dental only pulls teeth. Some mattresses are ripped or only have half their filling left, but they won't change them. The cells are very cold. Phones are expensive and often don't work - the cost prevented him from calling his family in the past. Grievances take a long time to receive a response - he has never filed one. He never received information on grievances, or an inmate handbook - many people don't complain because they don't know what recourse is available. He saw a CO retaliate against an inmate when the inmate did not allow him to read his legal papers. The CO searched his cell and tossed it up later although they had just performed a search the night before. Monolingual Spanish speakers also have a harder time speaking up about mistreatment and have a harder time accessing services. They throw away food given by the county, although some inmates save food because they can't afford commissary and become hungry later. They don't get much real meat. He feels that vocational programs in the jail would help greatly with preventing recidivism.</p>
828.	<p>They don't provide enough soap for personal hygiene or cleaning supplies to keep their cells clean. For those who can't afford commissary they don't have any soap. The cells are too cold and they don't let them cover the vents. The clothing is not laundered often enough, they don't have enough pairs, and they are often in bad condition. The doctors and nurses just tell him to fill out white cards when he has a medical problem but rarely examine him. They only let them out for 30 minutes per day, usually in the morning. It prevents him from calling his family as they all work at that time. He filed a grievance against a CO for tossing up his cell after he refused to let him see his confidential legal papers. It has been 20 days with no response. He does not feel the process is effective; COs refused to take a grievance from him and insisted he give it to the offending CO. He feels they should allow more people to go to church - they started disallowing it after the CO was attacked. He has not been receiving his magazine subscription and it often takes them a month to send return mail back to the sender. He saw COs use excessive force at the main jail -the COs performed a search after inmates kept singing. The COs chose an inmate at random and started beating him without warning- they told him to stop resisting when he wasn't. There were 6 COs beating one inmate. They cut the programs in his dorm although his tier was not involved in the incident that led to them being taken away. He feels the punishment is unfair, as those involved were already moved to the main jail. The programs are their only hope of finding careers and of preventing recidivism.</p>
829.	<p>They have too little clothing - they should have at least 2 pairs as they become dirty and aren't changed for 4 days. They don't have enough cleaning supplies. They are on lockdown. He feels they are being unfairly punished for the actions of others, when the people responsible were transferred to the main jail. They took away the GED program when some of them were only a few tests away from finishing. The COs have not talked about bringing them back. He has never filed a grievance - he almost filed one over visitation because a CO denied him visitation when he took too long when he briefly gathered his things. Some grievances are effective but many receive no responses. He feels if they argue with some COs they come back and toss up their cells. Phone calls are expensive and sometimes drop - they keep him from calling his girlfriend. He saw excessive use of force used on inmates at the jail - they twisted an inmates arms behind him for complaining about something trivial.</p>
830.	<p>They took away the GED and rehabilitation programs and have been on lockdown for a month, only coming out 30 minutes per day. They don't have the chance to call their attorneys or their families due to the times they're let out. Since the incident that caused the lockdown they took away their extra cleaning supplies, so they don't have enough to keep their rooms clean. The units are cold but they're not allowed to have thermals. Vocational programs to help with re-entry and library books would be very helpful. They see the programs as a privilege but to them it is a necessity - most of them are under 25 and need help, as it was the first alternative they saw to committing crimes. They already removed everyone responsible for the incident in their dorm, but the rest are still being punished, although they were not involved. The GED program was working for many of them. Some of them are also unfairly classified as active gang members although they are not actually members. The phones are expensive and keep him from calling his family and mail they send takes a long time to reach its recipient. It takes a long time to book an appointment with medical and dental. The COs have been overdoing it on searching their cells lately. He almost filed a grievance but sees COs ignoring inmates' requests for them, or denying they have any grievance forms available. Nobody gave</p>

	him information on grievances. Those who don't speak English also have a harder time speaking up about mistreatment.
831.	The jail does not provide enough cleaning supplies and they took away any extras. They also took away their programs and many of them do not have any job skills. Providing educational and vocational programs would be the most effective way to combat recidivism. He does not feel the punishment they received in connection with the CO beating was fair, since the ones responsible were already transferred to the main jail. They do not let them have contact visits and they are rarely let out of their cells, despite being minimum security inmates - they are treated like higher security level inmates. The cells are cold and some staff do not allow them to have thermals. The phones are expensive and since they are on lockdown and only let out for program during working hours, they can't reach their families. The food is poor quality - breakfast is like cat food. Grievances are ineffective - he filed a grievance on a CO and nothing happened. He never received information on grievances. He saw COs use excessive force at the main jail - they would take inmates out of their cells and when they returned they were injured. They had a policy before where they charged \$3 per medical request submitted. The policy kept him from getting medical care, as he had little money and wanted to save it. Commissary is overpriced.
832.	The rooms are very cold and they are only provided one set of clothing, one blanket, and no thermals. They get two blankets and thermals at the main jail. The food lacks flavor. They are only let out of their cells for 30 minutes each day. The books are in bad condition. Lately the COs have been taking away their extra supplies. They need one towel to clean and one to bathe, but they take the second towel away. Visitations are only 30 minutes although trustees get an hour of visitation - it is unfair. Classification almost made a mistake and put him in protective custody in the main jail, which would be dangerous. His dorm filed a grievance about having their education programs taken away - it's been a few weeks and they haven't received a response. He did not receive information on grievances from the jail. He's seen COs use excessive force against inmates. There was an altercation and the COs slammed an inmate's face in the wall and stomped on his bare feet with their boots although he was already not resisting. Another one was lying on the ground already subdued and a CO kicked him in the face. At first there were 4 COs against the 2 inmates, and then 10 to 12 of them. Some of the floater/new COs are rude.
833.	He feels the jail unfairly took away their classes - he was close to completing his GED. He does not feel he should be punished for the actions of other inmates in his dorm when he was uninvolved. They filed a group complaint to have the programs reinstated but heard no reply. They don't have contact visits although they're minimum security. In some units they don't allow people to see their family members if they're about to die, but he was allowed to see the birth of his child. He was not given information on grievances when he came in. Dental and medical care are poor - it took 25 days to make an appointment when he had tooth pain; he was given ibuprofen that didn't help. They do the basics and nothing more. Phone calls are expensive and keep him from calling his family. They don't give thermals and the AC is too cold. He was sick with fever and sore throat and asked the CO for them - he was denied, even though they give them in main jail.
834.	Insufficient cleaning supplies - not enough soap or liquids; no brooms or mops to clean the cells. Any extra supplies they have are confiscated. They have half filled mattresses and thin blankets - their cells are very cold at night. The phones don't work well and commissary is too expensive. Clothes have stains are in poor condition - he contracted scabies and had to be moved to his own cell, but they wouldn't give him proper cleaning supplies to keep out infectious diseases. Medical care is poor - they discontinued his scabies treatment after one round and told him to file another white card to continue - they said he would receive a refill but he never did. He had serious eye surgery in the past and needed a follow up - it took 5 months for them to take him to VMC.
835.	They don't give enough cleaning supplies and too few blankets - it is very cold and they only receive one. Beds are broken and ripped. He asked medical for a thermal shirt because he has a bad back that is aggravated by cold - they denied him. Medical doesn't check up on inmates and he asked for cream for a skin condition and never received it. He's never filed a grievance as in his experience they're ineffective. They don't pass out new toothbrushes or toothpaste - you have to buy them, which is unfair to indigent inmates. They are locked down a lot and sometimes don't get out for up to 48 hours. Phone calls are too

	expensive, keeping him from calling his family. Visitation - his family works during the week and there are no weekend visits. They have too little clothing.
836.	They never clean the cells or showers and the toilets get flooded. There was human waste on the floors and they don't have hazmat clean it. They have been locked down a lot and filed a grievance on it - there was no response. The COs could have avoided the CO beating incident; they did not perform regular searches and confiscate pruno. The inmate who attacked the CO was drunk on pruno at the time and was caught for keeping fruit on multiple occasions in the past. They did not punish making pruno enough in the past - it put everyone in danger. Most COs did walk throughs but not welfare checks. The punishment for the CO's beating is overkill - their educational and rehab programs were canceled although the inmates were finding them very helpful - most of them do not have job skills. Many of the inmates are new and came in after the incident, and are being unfairly punished for it. They have also increased searches to three times per week. He also finds it unfair that this is a minimum security dorm without a yard with grass. They were feeding them breakfast at 1AM or 2AM. They only receive one set of clothing. They should be integrated with other races - the younger inmates have no idea how to talk to other people because they are never integrated. Some COs are great, but others sit on their phones and lock them down for 4 days, claiming to be short staffed when they have the same number of staff members. The grievance process depends on the officer - one CO ripped up his complaint. It is not easy to speak to a sergeant. Medical care is terrible - he had a mini stroke and told the medical staff did not believe him when he told them of his symptoms and kept telling him to fill out white cards when he told them he needed emergency care. It took them 5 days to send him to VMC. He had more symptoms after his stroke and a CO helped him call man down for immediate medical attention, because he knew he would not receive it otherwise. They did not give rehabilitative therapy after the stroke although he needed it. If they're out of medications the nurses will take pills from other inmates' daily pills and give them away.
837.	Dental only pulls teeth and glasses have to be ordered outside and sent in. He does not feel the punishment they're applying for the CO's beating is fair - they get out 30 minutes per day and had their programs taken away although many of them were not involved. The dorm needs more cleaning supplies and they don't receive enough clothing. Commissary is expensive and the food is poor quality. Phone calls cut out and mail is delayed. Mail is a day or two late.
838.	It is cold at the jail and they don't allow thermals, although they're given out at main jail. He made a request weeks ago to see mental health and received no response. He also made multiple medical requests for an appointment to examine a pre-existing skull injury but hasn't heard back - they only gave him ibuprofen and never asked for medical records. Medical will not prescribe prescription painkillers despite his severe back pain. The cells have ants. They keep cutting calls at the main jail - at one point a few inmates protested that they kept cutting calls and asked to speak to the sergeant. The COs made it seem like they wanted to fight and sent in 20 to 30 CO's They insisted on speaking to the sergeant, who came and said he would have pepper sprayed them. They wrote him up for just speaking to the sergeant. Phone calls are expensive and keep him from calling his family.
839.	The cells have mold and the roofs are leaking. Some parts of the jail need to be remodeled. Everyone is scared of the COs - at the main jail 3 or 4 of them used excessive force and beat him badly, which resulted in back problems. He used to file multiple grievances but they sent him to solitary confinement for 3 to 4 months. The food is poor quality and of low nutritional value and commissary is expensive. Some blankets have large holes in them and the sheets are torn - they also only wash them every 2 to 3 months. Medical care is inadequate and they won't give him his prescription painkillers, although he has severe back pain. They tried to substitute his painkillers with ibuprofen, but he has a condition that makes him unable to take it. The medical staff threatened to write him up when he refused ibuprofen although he can't take it because it would cause significant health problems.
840.	It's very cold but they don't receive thermals although they do on the farm and in main jail. Some of the COs prolong pill call, clothing exchange, etc. to avoid having to give them time out of their cells. He is prevented from calling his attorney because of all the time they're locked down. They don't provide enough cleaning supplies to keep their cells clean, and holding cells for court are dirty in the main jail. The Inmate Welfare

	<p>Fund charges people for basic necessities for personal hygiene - they shouldn't be charged. Grievances don't go anywhere. He filed grievances because CO used excessive force and attacked him once. He called internal affairs and they took pictures of his injuries. They took his pictures again a week and a half later after they healed, claiming they knew nothing about the original set. He feels they used it to cover up the CO abuse. When he was transferred to prison, all copies of his grievances had disappeared - he had intended to file a lawsuit so it left him nothing for his case. The phones are too expensive and he can't call his family. The inmate welfare fund should give money to indigent inmates to make calls - being poor in jail leaves you with nothing. He's heard it takes a long time for mail to be delivered.</p>
841.	<p>The cells are dirty and the food is poor quality. Phone call rates dropped last month. Visits are too short - only half an hour. They only receive one blanket although it's very cold and one set of clothes. The COs are disrespectful and talk down to them. He hasn't filed a grievance about anything but heard that they never end up going to the proper person.</p>
842.	<p>Medical and mental used to charge \$3 per medical request - it was unfair to those without money and prevented him from accessing medical and mental health care on multiple occasions. He tried to schedule an appointment and tried asking the nurses when his appointment was - they only told him to file a white card to find out. Sometimes mental health forgets to give him his pills, but if he has a problem the COs prevent him from speaking to the pill call nurse. He's seen many medical emergencies and people die in there because they take their time. They don't give sufficient cleaning supplies. The COs also frequently claim they're short staffed and don't give them time out of their cells although they're not short staffed and hiring new recruits constantly. Many of them spend all their time on their phones. Many times the COs don't catch fights or inmates stealing from other inmates. The COs used excessive force against him at the main jail during booking. He's filed many grievances but never received a response. He is mentally ill and some COs are helpful in helping him get what he needs, but the new ones don't care and have no understanding of how to accommodate mental health inmates. The showers are filthy, they only receive new clothes twice a week, the mattresses smell of urine and feces and the sheets are ripped, and towels, underwear, and clothes are dirty even after washing. They only get two flushes per half hour. They should have more resumes and job programs.</p>
843.	<p>He was having a panic attack and his cellmate called for a nurse. Instead of a nurse 4 or 5 COs came and made him sit up. They chained him and pushed him forward although he was hyperventilating and couldn't breathe. It took the nurse 15 minutes to come. The nurses examined him and gave him a bag, but did not bring oxygen. They took him to the doctor, who did not examine him and gave him crackers. He complained about the officer who pushed him and spoke to the sergeant who recorded him, but hasn't received a response. The doctors referred him to mental health and gave him information on hyperventilation. He stopped allowing them to take his blood pressure because they kept waking him at 3AM to do it. Living conditions in the main jail are unsanitary, and they don't have much time out of their cells, which he finds stressful and it exacerbates his mental health condition. He was originally only supposed to be in his current dorm for 72 hours but was never moved back. They have much less time out and he requested to be transferred back to his old dorm, where they have more time out, but classification denied him for no reason. The COs just sit around and talk to the trustees instead of letting them out, preventing him from calling his family. The phones are expensive and also keep him from calling his family. The cells are too cold and they only get 2 flushes per half hour. He feels some COs come to work inebriated and need to be drug tested - they have anger problems. He wanted to file grievances in the past but he's seen that it takes 2 to 3 months to get a response. It is cold and they don't give thermals although they get them in main jail. His grandfather was not allowed to visit him because he went to prison twenty years ago - he finds it ridiculous. His mail never gets to his girlfriend although she's at the women's facility next door. When his mother sends him cards they return them, saying they're too large.</p>
844.	<p>They don't have enough cleaning supplies and the showers are not sanitized - he contracted toenail fungus there. A few people died there. One man was ill and hit the panic button 6 times - the CO answered him only 3 times. He told his cellmate he was vomiting and needed help. They left him until morning and he was dead by the time VMC arrived and tried to resuscitate him - the newspaper was inaccurate and said he died in the hospital. There was a dialysis patient who almost died of hypothermia because they put him outside</p>

	<p>in the rain while searching his cell. He was placed on life support machines and barely made it through. He was sexually harassed by other inmates and taken out of his program for it, while the ones who harassed him stayed. The COs didn't do anything about the harassment. They don't have programs in his current dorm and they are not let out often, causing the inmates to be aggressive. The COs don't see the fights until the fights become obvious. He is a mental health inmate and they only give pills, not therapy. The COs have no understanding of how to handle people with mental illness. Many of them cannot care for themselves and don't know to use soap when they shower. They are locked down in their rooms constantly, which are full of garbage - there is no rehabilitation or program for them and nobody talks to them. Medical care is poor and gives people the run around - nobody takes responsibility for solving inmates' issues.</p>
845.	<p>They are on lockdown too much - there was almost a riot the other night in protest. They have no programs in that dorm and are barely allowed to go to the yard. An inmate died in his cell recently - he hit the panic button 3 times and died in his cell - the newspaper falsely claimed that he died in the hospital. Phones are expensive. It took a long time to get a psych appointment and 3 weeks to obtain a refill on his psych meds. Dental - they only pull teeth. He hasn't filed grievances because they generally side with the COs and are ineffective unless there is a serious incident. He has seen COs retaliate for grievances in many dorms. Mail takes a long time - sometimes 2 weeks to receive. He wishes for more access to books and the food is poor (too starchy). They should have more security cameras to prevent abuses by CO's.</p>
846.	<p>The COs wake them every 6 hours. They only give them one set of clothing - it's unhygienic. Many COs are disrespectful and unprofessional. He saw COs use excessive force against an inmate - he heard a rumor there were drugs so he handcuffed a few inmates, body checked them, and patted them down excessively, touching them inappropriately. After they use excessive force they come in and intimidate inmates, saying "you didn't see anything, right?" and laugh and walk away. Grievances are not signed or accepted by inmates if it's about another officer. They sometimes intimidate inmates or retaliate by moving them to worse cells or shaking them up. He filed a few grievances recently because they re-classified him to a new dorm without giving a reason, although he's never caused trouble in his current dorm. He never received a response. He never received a handbook on grievances. He requested copies of Title 15 and the jail operations manuals but was told they didn't do that at the jail. The COs sit there on their phones and don't give enough time out of their cells and delay giving break time by slowing down pill call and clothing exchange. They use flashlights to get inmates' attention which can cause seizures. Medical care is minimal and he has to put in multiple white cards. They don't have the proper braces he needs or give physical therapy. Phone calls are too expensive and the COs monitor them/listen in on conversations and shut them off for fun frequently. Many COs are very fair but some will shut down everyone based on one person's actions. Mail is checked in the mail room by the COs look through it anyway. The sheets are unclean and there is little time out of the cells. As a result, many inmates wake up with bedsores and staph infections that they contract from the sheets. He receives infractions for getting extra pants from the trustees when his get dirty and are unsanitary to wear to bed.</p>
847.	<p>Many of the COs are lazy about paperwork and let the inmates make pruno - inmates have been caught with bags of pruno and nothing happens to them. They limit the number of people who can come out for bible study, hampering their free exercise of religion. At the main jail, the COs used excessive force and purposefully hit him hard in the genitals twice while searching him. At the main jail one CO used to talk down to people and pull them out of their cells at night and beat them. One of the COs announced the inmate's crime to the other inmates, making him a target to them.</p>
848.	<p>The inmate has high blood pressure and high cholesterol. The nurse would not give him high blood pressure medication although his was in the abnormally high range for four days - he had to speak to the sergeant, who made the nurse give him the meds. He was not given ibuprofen when he asked, although he had surgery shortly before entering jail. He does not file grievances because they don't get much of a response. The COs retaliate for everything at the main jail - they would drag inmates out and beat them for making too much noise, or hit them while they were handcuffed. He saw inmates beaten up for requesting medical attention - the only way he got medical attention was to call man down. He put in multiple requests for dental for a tooth abscess and they never responded; they only pull teeth. They don't give thermals. Food is poor and not nutritious, people leave here with obesity and diabetes. They make money from canteen</p>

	because they don't feed them enough. Phones are expensive and mail takes a while to arrive. They are locked down a lot, and often lose time out of cell to other tiers who are given time out first. If something happens outside their cell they are locked down, even if it has nothing to do with them. People get bedsores because they aren't let out for so long and they stay in their beds all day. There is an old man with a walker in his dorm with a chronic cough - he belongs in a medical dorm.
849.	When there's a fight in a different dorm they get locked down - they take the fall for it when they have nothing to do with it. They have been locked down multiple times 5 of the last 6 months - there should be more consistent policies on lockdowns. Phone calls and canteen are expensive. Food is poor quality.
850.	A female CO sexually harassed him while he was in the shower, it happened about half a dozen times. He believes Internal Affairs learned of it when he recounted the incidents to his wife over the phone - the CO stopped coming by after his conversation. His wife was sexually harassed by the COs when she came to visit. There was a shakedown and an inmate was placed in the cold outside after he just had dialysis. His blood temperature was already low and he became hypothermic and started having convulsions and after 90 minutes could not stand. The inmate alerted the COs, who ended the shakedown but who conducted another shakedown later in retaliation. They poured water all over his drawings and legal work during the shakedown and later took him out and beat him. There was an investigation by internal affairs but they waited for 3 to 4 days before taking pictures. The pill call nurse and guard also saw him injured but did not do a report, in violation of their policies. He placed many requests for a TTY device and believes he was moved to a "punishment dorm" in retaliation. He still does not have a TTY device. The building had backed up plumbing and the COs did not have hazmat clean it. They made the inmates clean it in their open toed shoes, although there was human waste all over the ground. An inmate also died in his cell there after pushing the panic button 6 times for lack of medical attention. The COs retaliate regularly for filing grievances. There are multiple ADA problems - there are many people with walkers and canes who cannot stand by the telephone, but not chairs are provided near the phones. They were locked down 4 days straight. He had the same dirty pants for 6 weeks and they have not changed them. He wrote a grievance but is still awaiting the response. They are not given chairs for their desks and he has medical clearance for a lower bunk but was placed in the top bunk. Visitation is too short -people who visit from far away are disproportionately burdened by it.
851.	His cell is close to the showers - there were 3 incidents when they were flooded with human waste and it went onto his cell floor. When it happened the COs wouldn't let them out to avoid the smell and they were stuck with it for a few hours when the plumber came. They made the inmates clean it instead of hazmat - they only received sponges, mops, and gloves to take care of it. They often miss being let out for no reason. The rooms are always cold and grievances are pointless. The TVs are too small and they're not allowed to add extra clothes. The food is bad and it is hard to get special menu items. Commissary is overpriced.
852.	There are plumbing issues - the water overflows and is full of human waste. The smell is terrible but the COs make them stay in their cells until the plumber arrives. They don't have enough time out of their cells and area always locked down. They are not allowed to have extra clothing, but should have an extra set for sanitary reasons. It is too cold and the food is bad. They feed them at strange times. Phone calls are expensive.
853.	They had plumbing issues but made the inmates clean it instead of hazmat. He is here on a misdemeanor charge but is improperly housed with killers. He's requested a move and merely told he was properly housed without explanation. He turned in a grievance about his classification and did not hear a response. He did not receive information on grievances when he came in. There was an inmate fight the other night but the CO didn't know what to do - he didn't intervene and waited for backup to come. They call facility lockdown too easily and were just locked down for four days. The cells are extremely cold. Phone calls are expensive, which keeps him from calling his family. Some COs are very disrespectful - he asked one for a grievance form and he cursed at him and said he was a piece of garbage. Some of them don't want to be asked for anything and half are very rude.
854.	The phones are expensive and keep him from calling his family. Commissary is overpriced. Visitation is too short - only half an hour, and his family has to travel a few hours to see him. They are given too little clothing, and their slippers are poor quality - he saw an elderly inmate slip and fall in them twice in one day.

	<p>The jail should issue shoes so they can exercise more and walk around safely. Its is too cold in the jail and they should give thermals. He feels the COs unfairly punish the entire dorm for the actions of one inmate. He has not filed a grievance because he never sees positive results - they seem like a waste of time. Nobody gave him a handbook on grievances, and he hasn't seen an inmate handbook for a long time. They need more books and more educational channels on the TV. It is difficult to obtain prescription reading glasses.</p>
855.	<p>It is extremely cold and they only provide one blanket. The food is poor quality and they only serve soy - they should serve real meat. Phone calls are expensive and prevent him from calling his family. They have non-contact visits that only last half an hour. The COs are on their phones a lot, they do their rounds but don't really watch the inmates a lot of the time. Mail takes a week to send out - he is supposed to receive mail from his mother but hasn't been getting it. Delays in sending out mail; doesn't receive a lot of mail sent to him. He has never filed a grievance but hears that the COs at the main jail beat inmates in retaliation for filing them, which deters inmates from using the grievance process. He never received information on grievances.</p>
856.	<p>The jail is dirty and unsanitary - there are holes in the ceiling where water leaks and dust in the air vents. He contracted an infection in his fingers from the conditions there. The nurses at the jail don't listen to inmates, but the doctors are better. One doctor complained that the nurses didn't know how to enter information about the inmates on the computer correctly - they wrote the incorrect diagnosis for the inmate. Phone calls are expensive and keep him from calling his family. Visitation is too short and sometimes ends early. He was never given a handbook on grievances - they are a waste of time because the COs all protect one another. He feels they should have a phone on the wall to call for help in non crisis situations. Sometimes inmates bring in drugs or fight, but he doesn't want to report it to the COs directly for fear of placing himself in danger. He called in one time because a young inmate was being beaten by other inmates. He had to call his family and told them to call the jail. It took the COs 4 to 5 hours to respond and they didn't do anything - they need to respond quickly in situations like that. He does not feel the COs adequately supervise them to ensure their safety - many don't do walk throughs or check on them. They did for a while after Michael Tyree died, but settled back into their old habits.</p>
857.	<p>It is too cold - they blast the AC all day. They are not given thermals like at main jail, and they are not allowed to wear blankets in the dorm although it's cold. There is mold all over the ceiling and dripping water. Four COs at the main jail used excessive force against him while he was detoxing. Sometimes COs are disrespectful and rude to them - using profanity. At times they don't respond to inmates' complaints. It takes a long time for medical to respond to requests. By the time medical sees them they're often not sick anymore due to the delay. The COs always make inmates file a white card and wait for care, even if it's an emergency. Emergencies are never treated as such.</p>
858.	<p>It's always cold in the dorm. They are not given enough clothing - only one set, which gets dirty. The food is poor. Sometimes the COs don't let them out to the yard when they should and just make excuses, like it's about to rain - it happens about twice a week. A lot of the plumbing doesn't work - many sinks, toilets, and showers are not functioning. The phones are too expensive and keep him from calling his family. He's never filed a grievance because he's never heard of anyone getting good results from them and has heard the COs just throw them away. He never received information on grievances. They need more activities, such as books (they barely have any) and board games.</p>
859.	<p>He arrived weeks ago and has not been given his mental health medications, despite making multiple requests and a grievance -nobody responded to any of them. Mental health has not examined him at all. There is too little clothing - only one set per week, and not enough food, which is poor quality. Commissary is expensive and the jail profits from them. The Inmate Welfare Fund takes money from indigent inmates for their indigent kits. That is unfair. He has neuropathy and asked medical to check on him, but they ignored him. He finally received an appointment after weeks of waiting but the doctor never came. Phone calls are expensive. It is unfair that his wife cannot visit because she has a distant past criminal record. He thinks they should have more vocational and family programs geared towards re-entry to prevent recidivism.</p>
860.	<p>COs have created a culture of fear. One challenged them to fight him when he became angry at an inmate for passing his blanket improperly. He told the inmates they were all liars and should kill themselves, and that if he saw them on the streets it would be a different story. The inmate didn't file a complaint - he's</p>

	<p>leery about grievances because he's heard of people being re-classified to worse dorms or being retaliated against for grievances. He also feels the cells are improperly segregated - it reinforces racial divides and tensions among the inmates and the COs perpetuate the tension by asking everyone who they run with. Phone calls are expensive and he can only use them at night. There are mice and rats everywhere - inside and outside the jail.</p>
861.	<p>He's sought medical treatment since August for bumps on his head- he asked to be sent to Valley Medical in August but was denied. In December he saw the doctor again, who looked up the condition on Google and said the condition was "rarely cancerous" but agreed to refer him to a specialist. Valley Medical referred him to a plastic surgeon/specialist and said he'd need them removed because they could be cancerous. It took 6 months for him to see a specialist for his condition. He never filed a grievance because he sees that people rarely receive responses, and that the responses they get are unhelpful and meaningless. Commissary is expensive - people doing prison terms at the jail should have the same prices as in prison. Phone calls are also expensive. They only receive one set of clothing, which gets dirty. They have no yard time on weekends - the COs say they're short staffed every week. They were also recently subject to a shakedown and told to remove all their undergarments and sit outside for two hours while they finished searching - it was very cold and they made them strip down in front of each other like animals. There is no workout equipment in the barracks, so the inmates have to make their own and are later given infractions for it when they are trying to engage in a positive activity. There is no job training other than landscaping - when they leave and go out to the streets with nothing, they return to committing crimes.</p>
862.	<p>The inmate has a tooth abscess and kept putting in white cards for a month without a response. His cellmate had a similar experience with dental/medical. They did not even give him pills for the pain at pill call despite his requests. Visits are too short, especially since his family comes from hours away to see him. This week a CO came and was extremely disrespectful - he told them to kill themselves. He filed a grievance once regarding a problematic CO. Many inmates had complained about him and the CO was moved, but he never received an official response. The food sometimes comes so hot it burns their mouths, and they are rushed to eat.</p>
863.	<p>The inmate is diabetic and has neuropathy. He wrote multiple white cards requesting neuropathy medications for a week when he came in - he is supposed to take them three times per day but never received them. He was in great pain and had numbness in his feet. He injured his toe badly because he couldn't feel his feet due to the nerve damage, and was made to walk up two flights of stairs. He has great difficulty walking due to his neuropathy and needs braces on his feet, but VMC only gave him one and denied a second one. One nurse at the jail gave him another brace. He filed a grievance at the main jail about the failure to provide him with medication and the nurse merely told him that he wouldn't receive the meds because they were a certain brand not used by the jail. After a week he was finally informed that he would get a generic replacement - he does not know why they couldn't have provided him those medications in the first place. The nurses also told him recently that they would only change the bandages on his diabetic abscess once daily when his doctor said they have to be changed at least twice daily to prevent infection. Phone calls are expensive and prevent him from calling his girlfriend and family.</p>
864.	<p>Prison v. Jail: He is supposed to get a reduction in his sentence for days worked, according to the penal code, which gives 1 day off for every 6 days worked. It has not been implemented for him. He never filed a grievance.</p>
865.	<p>They have deck shoes that they're not allowed to wear without medical clearance - they can't wear them to walk in although the slippers are poor quality. The COs only opened the main yard because the Blue Ribbon Commission is investigating. HE has been trying to see a doctor for a while for a serious hernia, but hasn't received an appointment despite making multiple requests for the past month. He is also forced to work despite his hernia because the COs threaten to give him an infraction resulting in 5 extra days on his sentence if he refuses work, although he is in great pain. Pill call is conducted outside in the cold for up to an hour each day. The thermals they receive are not washed properly. Some of the COs are good, but some are looking to hurt inmates and try to provoke fights; he has seen them use excessive force against inmates. The COs don't have prison training and are disrespectful when that could put them in danger. There are no programs here for people like in prison. The inmates transferred from prison also bring prison culture with</p>

	<p>them and increase tensions and fear of violence. They need to segregate the jail, otherwise it could cause problems. HE feels his life is constantly in danger due to these tensions, despite only having committed a non-violent misdemeanor and being a level 1 inmate.</p>
866.	<p>The phone card he received is unusable although his family paid a lot of money for it. He is supposed to be eligible for early release but was told that the person at the ISU office in the jail determines whether he is eligible for those alternative programs. He was told he was not eligible despite not having a record for 20 years prior to his current offense, and being a level 1 inmate. He feels the standards are subjective and is unsure it should be left to jail staff. They are not allowed to wear jackets in the afternoon although they can wear them in the mornings although it's still cold later. He finds this rule arbitrary and unfair. Medical care is only given if inmates submit a white card, but if they have to work they have to miss work in order to submit one, as they only take them in the morning after their shifts begin. He's never filed a grievance - there is some information on them in the inmate handbook but not in great detail.</p>
867.	<p>Commissary: overpriced, most people in jail are indigent - not to be able to have extra food is cruel; commissary is much cheaper in prison. Food: the meal times are strange - 4AM, 11AM, 4PM and the food is over or undercooked; some meals are inedible. CO misconduct: COs take their problems to work and degrade/yell at inmates for no reason. He's seen COs call backup and have 3 or 4 officers tackle an inmate for talking back; COs often escalate situations unnecessarily. Many of the COs are racist and encourage inmates to beat other inmates when they do something wrong, or they threaten to "take care of it" themselves. They tell them they will turn a blind eye to whatever they do and for the inmates not to leave bruises or bumps. Sometimes they shut off the phones because they give meals at irregular times - it is inconsiderate and unfair to the inmates. Clothing: they receive a new set only once a week and rarely have them in his size; they have one change of underwear per week. Grievances: he hasn't written one-it's well known the COs retaliate by taking away yard time, putting inmates in top bunks and saying not to move them, tearing up the bunk and throwing everything everywhere. COs have told inmates they don't give a f*** about grievances - they should have a locked box where an outside source picks it up and addresses them, like in prison. Yard: they open the yard from 8 to 11AM, when they know the inmates have class from 8 to 10:45AM, so they don't have adequate yard time. Cleanliness: they don't allow inmates to clean the restrooms enough. Hygiene - it is hard to get toothpaste after the first tube, especially for indigent inmates. Phone calls: too expensive and keep him from calling his family.</p>
868.	<p>CO Misconduct: Only two inmates have GED classes but the COs took away yard for the whole dorm due to the class. Grievances: He's seen other people file them but nothing happens unless you file many, and the COs retaliate for them - he saw an inmate moved for filing grievances instead of answering them. Food: is not nutritious - they overcook the vegetables and only put powder vitamins in the milk.</p>
869.	<p>Grievances: Last week a CO came into the dorm and intimidated the inmates over filing grievances - he said he would make it hard on them too if they filed. An inmate asked if he was threatening them and he said "take it as you will." He filed a grievance when the COs took away his food for punishment because it took him too long to eat, but he has a medical condition that makes him eat slowly. They did not investigate. Food: it made him sick in the past and he saw rodent droppings the kitchen. Cleanliness; he's seen rodents and cockroaches in the barracks and other vermin. CO Misconduct; The inmate saw 6 inmates beat another inmate who they thought was an informant. They placed a mattress over him so he wouldn't bruise and it wouldn't leave marks on their knuckles after they hit him. The inmate tried to appeal to the COs to be moved and they refused to allow him, saying he had to show them his bruises. He could not show them any, so the COs told him he should "hang himself". The inmate took a sheet and wrapped it around his neck and hung himself from the door in plain sight of the COs, holding the sheet above him so his full weight wasn't bearing down on it. The COs stood by and laughed at him as he hung himself. The sheet gave way eventually and he fell. A few minutes later guards came and beat him out of anger - not to control him as he wasn't a threat. They pressed his face against a window and he started screaming. COs pick fights with inmates and tried to plant contraband in his cell to give him more time prior to his release date because they didn't like him. One CO smuggles in drugs and contraband, giving inmates phones to communicate. They are slow to respond to inmate requests and pick on mentally ill inmates. They also cuffed him in an uncomfortable position on his way to court that caused a great deal of strain on his muscles. He later asked for Tylenol for</p>

	his injuries from the nurse and was told to "Get the f ___ out of here" by the CO. Other: when Michael Tyree died they cut off phone service and prevented the inmates from watching TV, receiving newspapers.
870.	Clothing: They only receive one set and it's still dirty when they get new clothes; he did not have clean pants for a month. Bedding: also still dirty when received. Commissary: is expensive, especially for people serving long sentences. Grievances: he filed one against an officer and they retaliated by moving him from a dorm to cell living. When inmates ask for them the COs intimidate them so that they don't file anything. They tell the inmates they don't care about grievances and that they "won't do s ___ for them." Food: He's only a special diet and the food is unvarying. Co Misconduct: The COs take away days earned from their work credit even if they are sick and cannot work - they are force to work. They also tend to hold the whole dorm responsible for the mistakes of one inmate when the rest have nothing to do with it. There is an inmate rulebook but the COs make up rules as they want. If they are in a bad mood they will take away a few days of work credit for no reason. Food: there is no variation. Dental: they don't perform surgery or do fillings or cleaning - they only pull teeth. He needs a root canal and has a long sentence so he will end up losing his teeth.
871.	CO Misconduct: COs are disrespectful and make you feel like less of a person. They use tactics to make inmates harm each other. He went to get water after 10PM and a CO announced on the loudspeaker that he was the reason the inmates were getting an hour taken out of their time out of the cells - instead of keeping order he tried to create conflict. Grievances/Retaliation: The inmate tried to file a grievance over the CO's actions but it took a while to find a CO who would accept it. The CO he complained against later came and made him read his grievance out loud, then yelled at him intimidatingly. He retaliated by taking him to the cold room - he asked for a grievance for the retaliation and the CO intimidated him, standing over him threateningly and saying "you're not going to win, this isn't going anywhere." Eventually a sergeant came and spoke to him, but nothing changed after that. The same CO continued to harass him and gave him infractions for trivial things that other COs allow. He asked to meet with the sergeant and showed her his history of grievances against the CO and told her he was being targeted- she merely rationalized/justified the COs actions and told the inmate the CO was just "a large man" and wasn't intimidating him, as if the inmate didn't know the difference. She then said she would let him go with a warning instead of taking the infraction the CO filed against him seriously and moving him to another dorm. Other COs have told him he would be given infractions (which add more time to their sentence) if he filed a grievance against them. Everyone fears retaliation by the COs for grievances and are too afraid to file them. Medication: it is too easy to get medications - they push them on inmates; Rights: they do not receive copies of their rights; Schedule: there is no structure or consistent schedule for their day
872.	AB109 inmates are considered prisoners but have none of the advantages of prison - they are not being paid, cannot receive conjugal visits, and commissary at the jail is overpriced. The prisons are equipped for people to do long sentences - the jails are not. Visitation is only 30 minutes, when in prison it lasts the whole day. He feels they are being punished for being non violent drug offenders in a county jail. CO Misconduct: The COs are disrespectful here; in prison they would not behave that way for their own safety. Food: poor quality; he receives slightly better food working in the kitchen but they are not allowed to have real meat. Phones: rates are cheaper in prison. Commissary: \$100 lasts a month in prison for commissary, but only one week in jail. Programs: they have no vocational programs teaching job skills, or gate money to help with re-entry ; in prison they get \$200 gate money upon discharge. Midnight releases would be better. Culture: here they get in trouble for having race representatives when they have them in order to prevent violence between racial groups. They also do not give positive incentives for good behavior - in prison they receive a few days off of infraction for 90 days of good behavior. They also are paid for their work in prison, but not in jail.
873.	AB109 - inmates who were former prisoners that moved to jail under AB109 for being non-violent drug offenders no longer receive the same privileges as in prions, such as conjugal visits. Work program: He also saw in the penal code that they should receive an extra day of credit reduced from their sentence per 6 days of work but hasn't received it. If an inmate can't work for one day, the COs give infractions adding 30 days to their sentence- they are forced to work whether they feel able to or not. CO Misconduct: Some COs are racially biased - he was disciplined for not wearing his outer t-shirt outside the dorm, while the CO saw a

	<p>member of his own race not wearing one and allowed him to get away with it. He once spilled coffee on his blanket and a CO took it away and didn't give him a new one. He asked where to get another and the CO said it wasn't his problem. He had to ask an inmate who was leaving for his blanket, otherwise he would have been without one for a week. The COs also give infractions for petty things that other COs don't have a problem with/make up rules to give them infractions. Phones: rates are expensive and keep him from calling his family; they should have phones in the barracks. Grievances/Retaliation: he hasn't written a grievance because it is well known that the COs retaliate for them. Privacy/humane treatment: they have no privacy/stalls in the showers and have to shower in front of everyone; they take away sheets the inmates put up as curtains.</p>
<p>874.</p>	<p>Meals: They eat at odd times - 4AM, 11AM, 4PM - but they don't allow them to save food for later if they're not hungry. Sentence: The penal code says they should receive an additional day off their sentence per 6 days worked, but he hasn't seen it enacted here. Yard time: they only opened the big yard since the Blue Ribbon Commission is here - he has never seen it open, and they should do it more. Programs: they should post more information about programs for the inmates to see - there was a program he didn't know about that could have helped him with his court case, had he known about it beforehand.</p>
<p>875.</p>	<p>AB109 - He feels that as a classified nonviolent/non sexual drug offender eligible for early release that they are treated as the worst inmates when they come to jail, as if they are maximum security criminals. He will serve more time at county than he would be at state prison - if he worked at state he would serve 1/4 of his sentence (2 to 3 years), versus a maximum reduction of 1/2 his time at county jail (5 years). Programs: the county has not created education, work training or substance abuse programs that would help with re-entry, and they lack opportunities for work credit. Classification: he is also "S coded" - classed as a suspected gang member, although he stopped being involved in gangs over 20 years ago. However, the designation stays and cannot be appealed, and he is denied a number of privileges, such as work credit programs, because of it. Inmates also come in detoxing and should be housed in a medical ward, but instead are housed in general pop - it is dangerous for everyone involved. He fell off the top bunk and seriously injured himself while detoxing when he came in. People who are detoxing also bring in bad infections, such as staph, pneumonia, MRSA, and flu, and they are given too little soap to wash their hands. They should be kept in medical for a week until they are cleared of symptoms/infectious diseases. Grievances: 99 percent of grievances are denied and a large amount never come back or disappear; the COs also don't allow them to file grievances as a group. There is a culture of fear and retaliation surrounding grievances - COs will send inmates to lockdown for months or find ways to give them infractions, adding time to their sentences; they also house people with undesirable cellmates, or search their things and give them away to others in retaliation. Yard time: they receive too little time out - much less than prison. Accountability; there is no accountability among the staff. They should have a Man's Advisory Council like in prison, where inmate representatives meet and address concerns with staff with the assistance of a mediator on a monthly basis. Medical: There was a \$3 charge per white card (medical request) before - preventing access to care for many. It is difficult to see them and they often send people back without diagnosing them. He has a cellmate with 6 large cysts on his head who they won't do anything for. Dental: only pull teeth - in prison they had a dental project where inmates made dentures. Clothing: Boots don't protect from slipping - they receive extra underwear but still need extra socks and towels, which they use to clean. They should get their own set of clothing as the clothing isn't laundered properly and permanently stained (especially the underwear). He has been to many prisons, but says this jail broke his spirit. Food is poor and visits too short/non contact.</p>
<p>876.</p>	<p>CO Misconduct: COs belittle them and don't treat them as human beings - they are treated like maximum security inmates. Clothing: he wears the same pants for a week straight; they often don't have clothes in his size. It is very cold and they don't give thermals. Bedding: he's been at Elmwood for almost 2 years and they only switched his blanket 3 times. Grievances/retaliation: He wanted to file grievances on multiple things, such as his dorm not being allowed by a CO to drink water from 10PM until 6AM, receiving approval for extra clothing by the sergeant but being denied the clothing by the CO, and COs telling inmates to enforce the rules against each other (i.e. - beat another inmate for breaking the rules), placing inmates in danger. However, he never filed due to the culture of retaliation for grievances - they conduct shakedowns, take</p>

	<p>away time out of their cells/yard time, and won't open the cleaning supply closet. Yard time: they receive too little yard time and the CO schedules yard so that it conflicts with their class time, so they can only choose one or the other. Hygiene: they receive soap, a small toothbrush, and a small toothpaste upon entry and have to buy it from commissary afterwards -many inmates cannot afford it.</p>
877.	<p>CO Misconduct: A CO stood at the door one morning yelling his name repeatedly to make him wake up for his medical appointment. It woke the entire dorm up and placed him in danger with the other inmates - his bunkmates threatened to jump him. He had to move dorms to protect himself. The COs also tell inmates to "handle [their own] business" (beat other inmates who break the rules) but not to leave bumps or bruises, or any marks on the face of other inmates. Grievances/Retaliation: At least one CO came in and threatened to harm the inmates or f___ up the whole dorm if anyone filed a grievance. One CO told the inmates that the Blue Ribbon Commission was coming through, and if the inmates said his name he would toss their things and make their lives a "living hell." He said it was he looked at an inmate who filed grievances a lot - the inmate asked if he was threatening him. The CO replied "If the f___ing shoe fits, then wear the m___f___." Cleaning supplies: They receive too few cleaning supplies and the cells are dirty. Phone: calls are expensive and keep him from calling his family. Medical: He has back problems and requested an extra mattress but the nurse was rude and denied his request, giving him Motrin instead, although that doesn't help the problem. Bedding: poor quality and thin mattress, exacerbates his back problems, he can feel the metal underneath. Visitations: they treat his family poorly - the COs are rude and they did not allow his nieces and nephews in because they forgot their birth certificates.</p>
878.	<p>CO Misconduct: The COs create a culture of fear - everyone is afraid of retaliation and they mentally and emotionally abuse the inmates, saying "You're not s___, you're f___ ups, you're inmates and that's what you'll be your entire life." They pile on shame that undoes their rehabilitation. When they are released they feel they have labels on their heads that say they won't make it. Grievances/Retaliation: the COs retaliate for grievances - if someone files one they punish the entire group and tell their peers the person responsible so they beat them up. They also reclassify people to the lockdown dorm as retaliation for filing. People are unaware of their grievance rights and they do not receive handbooks with their rights when they come in. Excessive force: he saw the COs use excessive force - there were 4 guards beating 1 inmate for no reason. One CO intervened, pulled the COs off the inmate and asked the inmate if he wanted to press charges. Programs/Time out of cell: The lockdown dorm has no books or free time, and they aren't allowed out every day to shower. They should have more education programs everywhere.</p>
879.	<p>Food: They are not allowed to take food out of the chow hall to save for later even if they're not hungry at meal time, although they are allowed to do so in other dorms. Grievances/Retaliation: He's written them but the COs never side with the inmates and they're made to look like the bad guy - they're useless. He filed a grievance because a CO gave him an infraction for working out in his space when he couldn't sleep, although he wasn't disturbing anyone and most COs are ok with it. He saw the sergeant, who took his commissary away for 2 weeks. Inmates who file grievances are targeted more for random searches and their things are messed up and destroyed. Clothing: they only receive one set - 1 pair of pants for the week and they get in trouble for washing them. They just received 3 pairs of underwear but could use an extra set of everything else too.</p>
880.	<p>Living Conditions: The dorms are too cold and they are only given one blanket and one sheet. Medical: he had prescription medications prescribed by an outside doctor but the medical staff told him he didn't need it because they didn't want to go out of their way to obtain it. One nurse lied and told him his prescription expired and wouldn't give him his medication when a nurse the day before told him he had a few weeks left on the prescription. He is not receiving the right medications and was not given an assistive walking device, although it was prescribed by his doctor. He asked to get his cane out of his personal items and they said they would look into it but never responded. Grievances/Retaliation: the COs will lecture the whole dorm if an inmate files a grievance and make it difficult for them. The COs also intimidate inmates to prevent them from filing, saying they'll come in and mess up their cells. They will not open the yard as much if someone files a grievance; one CO (who threatens inmates regularly regarding grievances) said [regarding filing a grievance] "if this person wants to be an idiot and dirty my name, I'll come mess up your cells as is my right to do."</p>

881.	<p>Food: is either burned or uncooked, the fruit is blackened and old, and food prep is unsanitary - they do not wear hairnets; their spoons are too small. CO Misconduct: the COs are disrespectful and use profanity and will find reasons to move/reclassify inmates. They are very aggressive and he saw them handcuff an inmate behind his back and whisper in his ear to have charges brought up against him with the DA. They do random searches and take inmates' personal property and throw it in a pile with their cellmates' things, mixing everything up. Grievances/Retaliation: he filed several grievances because he found out they are housed in buildings with asbestos and black mold, and they overcrowded the cells with too many inmates. The COs singled him out and told his dorm to lock down, announcing to the dorm it was because of him in an attempt to have the other inmates hurt him. He's seen COs place other inmates in danger in a similar way for filing grievances. Phones: the COs will cut off their phone calls while they're talking for no reason. The calls are too expensive and he can only call his family once a month. Inmate Welfare Fund: the TVs are cheap and they don't have good channels, although the inmates paid for them. Living Conditions: it's always cold in the pod and they don't give thermals to people in the dorms. The showers have no privacy and they have to shower naked in front of everyone, and the bathrooms are filthy - it is very degrading. Legal Library: the books in there are old and dilapidated and there is no directory to find an attorney. They don't have a way of making copies, and their services are slow and inadequate. Clothing/Bedding: they don't provide shoes for the sundeck and they have to exercise in slippers. They rarely receive the right size clothing and the sheets are soiled and full of holes.</p>
882.	<p>AB109: They are serving prison sentences in jail but don't receive the same privileges as in prison, such as the same amount of reduction in their sentence time. Visits: They don't have contact visits like in prison. Phones: calls are more expensive than in prison and keep him from calling his family. Clothing: they were just given 3 pairs of underwear- hopefully they will receive more socks and shirts next. CO Misconduct: One CO banned his dorm from getting drinking water from 10PM to 6AM - the inmates get very thirsty and have to sneak it. Grievances/Retaliation: he hasn't filed because they don't go far and COs retaliate for them.</p>
883.	<p>Cleanliness: the showers are cold and unclean -the tiles are green and moldy and there are insects in there. Food: the portions are too small and he is still hungry after eating. Bedding: the mattresses are too thin and uncomfortable - they are ripped with cotton coming out. Clothing: they receive too little clothing each week. Their sandals are worn and ripped - the only way to get a new pair is from an inmate who's leaving, and they are never the right size. Commissary is overpriced and expensive compared to prison. The spoons and toothbrushes are too small. Yard time: the COs always wait until they have a program, pill call, or visits to hold yard so that they don't have to let people out, so they end up with very little time.</p>
884.	<p>CO Misconduct: he was intimidated by a CO as he walked into his meeting with the Blue Ribbon Commission - the CO said "Oh, I'm getting happy today" as he walked past. If the inmates don't follow directions they toss up their cells. The COs also make up their own rules as they see fit and punish inmates for not following them. Clothing: only one set, changed once per week. Medical: pill call is very slow - there is only one nurse giving pills out to 25 people per pod. Classification: he doesn't feel the mentally ill inmates are properly housed where they are with the general population. The COs start yelling at them for doing things although they don't know any better and punish the whole dorm for their actions. Yard: The COs schedule yard during class time; they used to keep it open but the COs don't do that any longer. Visitation: they disrespect inmates' families and loved ones when they come to visit. Prison privileges: they have less privileges than in prison although they're serving prison sentences here - commissary is expensive with less availability of products, and there are less work opportunities to reduce their sentences. Living conditions: are poor - there is black mold, dust and old air vents with poor ventilation. The plumbing always breaks and there are frequent backups in the toilets/drains that smell. Phone: the jail had someone change out the old phones but they didn't connect them; they are too expensive and kept him from calling his family. Food: not nutritious, portion sizes too small. Grievances: he never files due to retaliation.</p>
885.	<p>Food: The food is all soybeans with no nutritional value; they feed one slice of bologna and cereal for breakfast - he doesn't believe they are meeting the calorie minimum - the portions are small. Grievances: he's asked for grievances and the COs always deny him the forms, saying it's not the right time. COs retaliate for grievances by searching the whole dorm. Living conditions: the jail is too cold - there are 20 people who are sick in his dorm. Clothing: They don't pass out thermals although it's cold. Blankets: have big holes - the</p>

	COs don't care. Medical: Medical failed to record that they gave him a tuberculosis shot, so he received 3 in one week despite telling them he already had one.
886.	Clothing: they should be given an extra set or two. The sandals are falling apart and there is no way to get new ones. CO Misconduct: The COs have bad attitudes towards the inmates. Sanitation: the plumbing always breaks and they are slow to fix it. Commissary: is old fashioned - they make a lot of mistakes and short people on what they receive, but take the money anyway - there is no way to get the money back. Phone: money put on the phone can only be used to call one person - if the inmate only calls them once the money is lost. Advocacy: there isn't anyone in the jail to tell them about available work credit programs to reduce their sentences. There is one person in charge of programs but he never responds to questions. Medical: the jail over-restricts the distribution of painkillers - he has a back condition but they won't allow him to have any. They also will not provide him with the physical therapy he needs. It took him 3 weeks to see a doctor and request a physical to assess his back. The jail doctor cannot conduct physicals and said he could put in a rush request for a physical in 6 to 8 weeks. He also requested physical therapy and the nurse first said it wasn't available, then told him that he wouldn't receive it for 3 to 4 months after he applied, and that they would only do it if it were an emergency. He doesn't want the situation to become an emergency. He asked for an extra mattress for his back and was denied. Grievances: he has no idea how to file and never received a book regarding his grievance rights. Mental Health: Mental health prescribed meds that were too strong, so he went off them. He also suffers from a history of trauma and was interested in signing up for a trauma class - he asked the program director about signing up for it. The program director did not notify him of the class and it filled up by the time he went to apply. The program person offered to connect him with a social worker instead to talk about his issues but it has been a month and it hasn't happened.
887.	Living conditions: it's cold and they don't receive thermals or extra blankets. He is elderly and should be given more clothing/blankets to stay warm. At night people are very noisy and keep him awake. Mental: he requested sleeping pills twice but never received a response from mental health Hygiene: the fingernail clippers are dull and hard to use. Lunch: he is on a low salt/low fat diet but they still give cheese sandwiches - he doesn't eat cheese. Grievances: he never heard of the grievance process. Phone calls: are expensive - it keeps him from calling his family
888.	Clothing: many people in their pod are sick but they aren't given thermals; they should have more than one pair of socks and they can't get new sandals - one is too small. Food: is poor quality and they don't receive enough - inmates always ask for more food. Grievances: He hasn't heard of the grievance process and never received information on it. Bedding: he only has a half mattress because people took out the stuffing and he feels like he's sleeping on metal. Medical: he requested cough syrup and never received it. Phone: calls are expensive and the cost kept him from calling his family. Commissary: too expensive and the packages that cost less don't have food that satisfies hunger, like rice and beans. Living conditions: main jail is very dirty.
889.	Clothing/Bedding: not changed often enough; have to use their own soap to wash it themselves. The mattresses are too thin. They don't receive thermals although people on the farm do; it's very cold inside. Medical: takes at least a few days to see them. Yard: they have yard at the same time as class and can't open it. Living conditions: they don't have a hot pot, they have no privacy in the showers. Phones: most are broken and the rates are too expensive and keep him from calling his family. Commissary: is expensive. Grievances: people file grievances but never receive responses and the COs retaliate by upclassing them.
890.	Living conditions: unsanitary conditions and everything breaks - the phones, toilets, sinks, and drains; the sewage floods and it takes a long time (a few months) for them to repair/clean it properly. Yard: they need more yard time. Prison privileges: they have cheaper commissary and more clothing in prison - he doesn't have the same privileges although he's serving a prison sentence there. Grievances/Medical: he filed a grievance because a door closed on his thumb and it swelled and became infected - nobody examined it at the main jail despite multiple requests and a grievance. After a month and a half he saw a doctor at Elmwood and he received x-rays to see if it was broken. Phones: are expensive and prevent him from calling his family. CO Misconduct: they treat inmates like little children and the inmates can't communicate their needs to them. They verbally and psychologically abuse the inmates, speaking to them as if they're inhuman. He is a trustee and the COs do not adequately document who has returned from court, and the trustees are blamed for it when they get their food count wrong, although it is up to the COs to mark when

	an inmate has returned. He feels this failure by the COs to accurately document when inmates return from trial also creates a security risk.
891.	<p>Grievances/Retaliation: The COs retaliate for grievances by tossing up their cells - they stay within the guidelines, but are clearly retaliating. He wanted to file a grievance but was discouraged by other inmates. At the main jail he asked for a grievance and the CO intimidated him, walked him down the tier and slammed him against the wall, then brought him in the shower area, shackled him and made him kneel, shoving his face against the wall. The CO called for backup and 5 or 6 COs came- one of the COs threatened to kill him. The CO then tried to provoke him into a fight - when he ignored the provocations the other COs asked if they should beat him, and the first CO told them he was ok and they didn't beat him, but left him shackled in the showers for 6 to 8 hours. Another CO who was unaware of the situation brought him food, to the first CO's surprise. They didn't allow him to use the bathroom while he was in the showers. Afterwards no CO would give him a grievance and he had to obtain a form from an inmate who obtained them through "illegal" means. He did not file because he was moved to Elmwood. Excessive force: the COs used excessive force against him at booking. He went to medical afterwards and nurse said the COs wrote that his injuries were due to slipping and falling. Clothing: they don't have clothing to work out in. Medical: he came in with broken bones in his hands and didn't see anyone for 4 or 5 months, so his bones healed improperly. He has back pain/nerve impingement and the doctor performed a straight leg raise test on him twice. On the first occasion he was okay, but on the second he had pain. The doctor said since he had no pain the first time there was nothing wrong with him. Classification: discriminates against Hispanic inmates, classifying them all as gang members, even if they're not tattooed, which curtails many of their opportunities to participate in programs or be housed in certain dorms. Phone calls: are expensive and calls are dropped half way through. Visitation: his son can't visit because he's not on his original birth certificate. Clothing: they don't receive thermals although people on the farm do; it's very cold inside. Programs: he wants more availability for parenting classes - all the CPS cases get to go first.</p>
892.	<p>Phones: calls are expensive and the COs intentionally shut off calls half way through and laugh - the inmates lose the money. CO Misconduct: the COs are disrespectful and he was sworn at and thrown in the cold room for accidentally breaking his razor. He was unfairly accused of being in a fight he wasn't involved in and left handcuffed in a room for 7 hours without being given food. The people involved were sent back to their dorms. He left his inhaler in the yard and asked a CO if he could retrieve it by tapping him on the shoulder - the CO took him and left him in a holding cell for four hours and told him he would get him beaten up by sending him back with an extra lunch so the inmates would think he was rewarded for being an informant. He had to explain his way out of it to the inmates. The next day he couldn't breathe because he didn't have his inhaler and pushed the medical panic button. A CO came in and told him never to push the button, threatening to beat him. Grievances/Retaliation: he asked for grievance forms but was denied, and the COs threatened to take away his yard time. They regularly take away privileges in retaliation for grievances, such as the TV, yard, and food, and they destroy personal property. Clothing: exchanged too little; they receive infractions for washing/hanging clothes. Bedding: people tear up the mattresses to make pillows - his is so thin he feels like he's sleeping directly on the metal below. Food: is all soy and commissary is too expensive for some - they don't have enough to eat; he's lost 30 pounds in 2 months.</p>
893.	<p>Visitation: his family lives far away and only get 30 minutes of visitation, which they regularly cut short or cancel due to lockdown. Living Conditions: the showers have no privacy. Grievances: he filed a grievance because he had a hernia that causes uncontrollable bowel movements/great pain and a CO tied him down while searching his dorm and would not allow him to use the toilet, despite multiple requests. He eventually soiled himself. He received a response to the grievance saying the COs had more important things to take care of that day. Medical care: he rates medical as a 5 out of 10. He waited for 3 months to see a doctor and schedule surgery for his hernia, which is severe. He did not see someone until it became an emergency and he had to go to the ER, as they told him before that his condition wasn't a priority and they didn't work on hernias. They don't provide him with effective pain medication. Clothing: too little. Yard: not enough time out.</p>
894.	<p>Living conditions: some of the sinks don't have hot water. Hygiene: they make them share toilet paper rolls, which is unsanitary - they give 2 rolls to each race, regardless of the number of people in each racial group -</p>

	they need 2 rolls per person per week. Bedding: They don't have clean blankets. Laundry: they gave everyone 3 pairs of underwear but could use an extra set of everything else. Grievance: he hasn't filed a grievance because it takes a long time to get a response and they don't go anywhere.
895.	Medical: he has a fractured scapula - they were supposed to get a sling a month ago but he hasn't received it. He submitted multiple white cards, files grievances daily, and his fiancée calls every day. The x-ray tech said he likely had a fracture, but the doctors here deny it and will not send him to VMC, although he is on serious pain medication. A part of a bus also fell on his brow and medical only gave him a band aid and gauze. However, when VMC examined him they said he lost vision in that eye. CO Misconduct: Some of the COs are very intimidating, disrespectful, and racist. His fiancée miscarried and he told the CO - who asked "was it yours?" One CO intimidates the dorm and grinds his teeth - he acts like he is taking meth - many of the inmates can spot the symptoms in him. He's seen COs use excessive force against inmates multiple times. Grievances: he never files grievances because they don't go anywhere - COs rip them up and don't turn them in. Mental: they do not respond quickly enough - he was going through a crisis and they did not see him until the next day. Phones: are expensive and calls cut out in the middle and the money is never refunded. Wall: his wall leaks when it rains and there are parts with mold; the showers and drains are clogged and the trustees don't clean them adequately. Visits: are only 30 minutes. Clothing: they should have more than 1 set; they are infracted for washing and get in trouble if they have extra clothes. Bedding: they never exchange the blankets - every 6 or 7 months. Books: they need more - he has to get them from outside
896.	Bedding: Mattresses are too thin - he's seen that they have many new ones and doesn't know why they can't have them. CO Misconduct: the COs are disrespectful and search cells a lot. Grievances: he hasn't written one because he isn't here for very long and the COs don't follow through on them. Phones: expensive and prevent him from calling his family
897.	Living conditions: there has been a leak in the roof over his bunk for 7 months - there is black mold forming. He is concerned because he wakes up congested. They tell the COs about it, and they say they'll send a work order but nothing happens. Clothing: they give 3 pairs of underwear but they need an extra set of everything else. There are often no clothes in his size (oversized). CO Misconduct: the COs are disrespectful and racist; they speak to them like children. A CO threatened to have him reclassified because he wanted to keep his clothing during clothing exchange because it's difficult to find clothing in his size. When the clean clothing came they didn't have any in his size and he had to wait around naked while the CO went to get him an outfit. They can't get new slippers although they're in poor condition. Commissary: is expensive. Grievances/Retaliation: the COs retaliate for grievances and start picking on inmates/singling them out after they file. They also make them move to the top bunk in retaliation, even if they are elderly and need a bottom bunk. Phones: calls are expensive and prevent him from calling his family.
898.	Bedding/Other: the mattresses are torn up. They should also have better TVs and more games. Food: poor quality. Grievances: hasn't filed and wasn't given information on them. Yard: they aren't being let out at night. Phones: expensive - the cost keeps him from calling his family. Clothing: he needs new slippers; his are in the wrong size. Visitation: it's hard to receive visits and 30 minutes isn't long enough - they need more room for visits. Commissary: is overpriced - it should be cheaper with more options.
899.	CO Misconduct: the COs discipline them for random things that don't make sense - they tried to give him an infraction for sleeping with a shirt on his head. Phones: are expensive - the cost keeps him from calling his family. Clothing: need more than one set of clothing - his sandals are falling apart and he requested a new pair but hasn't received them. Commissary - overpriced.
900.	Excessive Force: He is elderly and a CO cuffed him to a chair and broke his arm at booking in the main jail. They heard a pop and he felt it break - the CO let it go after that. The arm started swelling and he had to wait two hours cuffed to a chair before they took him to medical. He received x-rays and they told him it was broken - he does not believe the doctors mentioned in their reports that the COs broke his arm. Medical: After he received a cast/sling, his pain medication ran out while his arm was still in a cast. They never refilled his medication and he had to endure the pain, despite filling out multiple white cards. He tried to see doctors at Elmwood for his arthritis, but feels they don't assist anyone unless it's an emergency because they think all the inmates are lying to them about their conditions just to get medication - even

	inmates who bring in doctor's notes and medical records don't receive the care they need. CO Misconduct: the COs also abuse them by feeding them on a bad schedule (4AM for breakfast), and they treat them like they're inhuman. Food: poor quality. Phones: expensive.
901.	CO Misconduct: they are abusive, irritable, and always cursing at them; he saw them use excessive force against an inmate a few years ago - the inmate was later re-housed elsewhere. The COs regularly threaten to take away their programs as leverage against them. Grievances: he doesn't file grievances because of widespread fear of retaliation; they re-classify inmates who file grievances to worse dorms. Phone calls: are expensive and keep him from calling his family. Visitation: they are disrespectful towards visitors and treat people as if they are stupid. The COs have power issues.
902.	Programs; he was not allowed to have a visitation program with his child because he has a record of a violent offense - however he sees others with violent records who are allowed to visit. His fiancée has no issue bringing his son to visit and he has no history with CPS. Mental Health: the inability to see his son and living conditions exacerbates his mental health conditions. He also needs individual therapy but they don't offer it here. He cannot attend trauma class because his condition prevents him from functioning in a group setting. Grievances: he filed a grievance regarding the fact that there is no class available and that his sandals are cracked, but never received a response. Retaliation; <u>he believes that the COs retaliated against an inmate in his dorm for speaking to the Blue Ribbon Commission by rehousing him in a non program dorm for no reason - he was doing well in the program dorm and hadn't had any problems.</u> Living conditions: the showers are unclean and he contracted athlete's foot because his sandals are cracked. Visitation: the phones didn't work in the visitation room and the CO was rude to him in front of his fiancée, saying "pick up the damn f___ing phone" and slammed the door behind him after it worked. Phones: calls are expensive and prevent him from calling his family.
903.	Phones: calls are expensive and prevent him from calling his family; there is no updated phone book - the one they have is 6 to 10 years old; sometimes calls are shutdown in the middle and they are still charged the cost of the whole call. Clothing; they have 3 pairs of underwear now but need an extra set of everything else; they receive infractions for washing their clothes or having extra. Dental: it took 4 to 6 weeks to see them- he needs a mouth guard but has to have it sent from outside - they won't let him keep it unless his has a chronic illness classification - he has been waiting to hear whether he will receive the chronic illness status for 4 weeks. Medical: they won't prescribe him a brace for his ankle, which was previously broken - they only give Tylenol. Grievances/retaliation: he hasn't filed because people get re-classified and singled out for them. Food: poor quality - only soy meat; menu is unvarying. Commissary: minimal selection and overpriced. Program: he was attending a class that they cancelled half way through the semester - it was unfair to the students. Bedding: mattresses are too thin and cause shoulder/back/neck pain; they should not have to buy pillows from commissary. CO Misconduct: the COs are disrespectful and rude and constantly change teams - each new team has a completely different set of rules and they are punished if they can't adapt to them fast enough, even if they don't know their rules - the COs should follow uniform rules. Excessive force: He was taken for an elevator ride and beaten by 3 to 4 COs in the main jail.
904.	CO Misconduct: The COs are disrespectful and threaten/yell at people all the time - it exacerbates his mental health condition. Grievances: he filed a grievance about an officer yelling at him and locking him in room, delaying him from going to a doctor's appointment, but he never heard back. Dentist: he's been waiting for a month to see a dentist about an abscess tooth - they just give him Tylenol for the pain. Medical: he rates medical as a 4 out of 10. They gave him Bengay for his sciatica. He had blood in his urine and saw the doctor three times about it - the doctor said he was normal and will not send him to VMC. It's been a month and nothing has been done - they have not completed bloodwork because the nurse couldn't find his vein and had to reschedule for another nurse to draw blood but they never came back. He also has heart problems and went to 2 hospitals before coming in. The jail only obtained medical records from one hospital. They give him medications but don't tell him what they're for. He had a minor heart attack and had to be taken to VMC and have his medications stopped - he is afraid they are giving him the wrong medications and that they don't have his full health history/needs because they didn't obtain his second set of medical records. When he came back from VMC the doctor said there was nothing wrong with him. They also took him off diabetic call and said he was normal when he was diabetic before, but they haven't done

	blood work and didn't say how they knew his blood sugar was normal. Mental: he had a bad accident and suffered brain trauma but mental health did not come to assess him - he's waited for a month and they told him twice they would come. He has memory problems and slurs his words - he feels stupid. He feels all the jail staff ignores him and there is nobody there to help. Programs: nobody assists him with understanding course material.
905.	Clothing: they don't have enough and they are rarely the right size. CO Misconduct: the COs come in and yell at them for trivial reasons; they are disrespectful and take their problems to work. Excessive force: he saw them use excessive force at booking - an inmate asked when he would be transferred to Elmwood and the COs twisted his arms behind him and hit him in the face repeatedly. Phone calls: expensive and keep him from calling his family. Grievance: he has never heard of them and doesn't know how to file. Mental health: 2 or 3 months ago he wanted to speak to someone about a past traumatic experience - they said they would send a Spanish speaker from mental health and a psychiatrist but never saw anyone. Medical: he came in with a positive reading for TB - they were supposed to take a lung x-ray upon entry but it took them 4 months to complete.
906.	CO Misconduct: they treat them like animals and lack respect and understanding towards inmates. Their treatment raises his stress level and exacerbates his mental health condition/hinders his recovery. Mental health: he can't sleep and requested Melatonin, a natural sleep aid, but they won't prescribe it unless he takes an anti-depressant although the two are unrelated - he does not want to take prescription anti-depressants. He feels access to his own music would help him through a lot of difficult situations and suggests they allow inmates to have it. He speaks to mental health advisors but their main goal is to prescribe drugs to him, and they only speak to him for half an hour one time per month. Visitation: visiting rooms are unclean and his mother was denied visits for being a few minutes late. He was placed in a room and became claustrophobic while waiting for a visit - he mentioned it to the CO, who said "you're lucky I pulled you out for a visit at all you ungrateful piece of s___" and slammed the door/locked it behind him. Living conditions: they don't receive enough cleaning supplies and the bathrooms are dirty. He only has 3/4 of a mattress because the mattresses are too thin to start with and people stuff their mattresses with filling from other mats. It's bad for everyone's back. Schedule: they are woken up every 2 hours at night for diabetic pill call, breakfast, court, and then official wake up. It is chaotic and also negatively impacts his mental health. Commissary: too expensive. Grievance: he signed a group grievance over the price of phone calls and hasn't heard back. Grievances should be placed in a box and only reviewed by sergeants. He thought of filing other grievances but didn't for fear of retaliation , which is widespread. Food: is mostly soy and not real meat - most people turn down their meal options.
907.	Yard: They don't have enough yard time- maybe 30 minutes per day, sometimes less. There was a period of 2 weeks where they did not have yard time at all. He almost filed a grievance over the lack of yard time until they spoke to a CO, who agreed to answer their questions and realized the GED program was not mandatory. He started letting them out for yard after that. Medical: medical only gives medical request forms to see a nurse at pill call - if an inmate misses pill call they have to wait until the next day for an appointment, even if they're very ill. CO Misconduct: the COs curse at the inmates a lot without provocation. Grievance: he doesn't believe it's an effective system since they have to hand it to the offending officer or his friend.
908.	Clothing: they receive too little clothing; during clothing exchange the COs make them walk out wearing only towels and laugh at them - it's dehumanizing. His sandals were cracked in the bottom and he wasn't given replacements for a month - he contracted foot fungus from the showers as a result. Phones: too expensive, keep him from calling his family. Bedding: they haven't changed the blankets since he's been here. Yard: certain COs don't give them any yard time whatsoever for 3 or 4 days (the duration of their shifts). Commissary: too expensive - it's much cheaper in prison.
909.	Clothing: they don't have enough. COs: the COs disrespectful towards them and speak to them like they're children; they often go through their personal belongings and mess everything up. Grievances: he doesn't believe in the grievance system, he never sees anything accomplished from filing a grievance.
910.	Medical care is poor. An inmate died in his cell here after pushing the alarm multiple times, calling for medical attention. They told him to drink water and kept sending him back. He was dead the next day. The

	<p>inmate herself has multiple mental health diagnoses and takes psych meds, in addition to prescription meds for her physical condition - they have not given her any of her prescribed medications after a month and a half of requesting it. The medical doctors also rush inmates and tell them to have a grievance if they have problems. The staff (medical and COs) need training on how to treat LGBT inmates - they usually laugh at her and discriminate against her for her LGBT status - she is called last for most things (court, food, etc.) by the CO's They also handcuff her too tightly and it hurts and leaves marks. She feels she should be housed in an LGBT dorm - she does not feel safe here and is sexually harassed by other inmates. Her food had rat feces in it this morning - it was the first time she's seen it here. Phone calls are expensive and drop after 7 to 8 minutes but the whole fee is charged; it keeps her from calling her friends. She has not heard of the Inmate Welfare Fund but is going to enroll in a program - it took between 2 to 4 weeks to enroll. She is satisfied with the GED program here. This inmate was molested by an officer at Elmwood years ago - the officer was charged and fired.</p>
911.	<p>An inmate passed away here due to inadequate medical care - he pressed the panic button multiple times but they just sent him back to his cell each time. He was attacked with a razor while in maximum security at the Main Jail. He feels the COs do their best at Elmwood to keep inmates safe. They only have one pair of clothing - they should have one extra. Visitation is only half an hour here, whereas it's one hour at the main jail. He's never filed a grievance and never received a handbook on it.</p>
912.	<p>Many COs, especially the new ones, are very mean and rude. He has never filed a grievance and never received information on filing them. They shut down time of the cell too early once when people became too loud. Phone calls are expensive and keep him from calling his family. Sometimes he feels they don't get enough food. Medical care is also slow to respond - he did not get the pills he requested for days.</p>
913.	<p>He filed a grievance against a CO who retaliated against him for a small comment he made. He randomly searched his cell, destroyed his property including family pictures, and threw his food everywhere. He also confiscated his medication, desecrated his religious symbol, and threw away his commissary items. The inmate received no meaningful response for his grievance. The CO locked him down for 3 days in his cell in retaliation for filing it. He was not allowed to bathe or write to anyone - the CO never gave an explanation for locking him down. The COs are also rude to inmates and threaten them when they ask to file grievances. He sees them train new COs who adopt the same attitude. He has seen COs use excessive force against inmates while they are handcuffed, lifting them up from the back and pushing them down the stairs. They receive too little clothing and the food is poor quality - he requested that the doctor at Elmwood place him on a special diet for his medical condition, but the doctor merely said he could "take it or leave it" - he is diabetic. He has made multiple requests to see medical with no response for pain in his back - he is concerned there might be an issue with his kidneys. He also feels they do not have enough time out of their cells. The phone is expensive and prevents many inmates from calling their families in Mexico, who are unaware they are here, who have no way of contacting them due to the cost. The jail takes a percentage of what inmates pay into commissary, which he feels is unfair, and they should have more programs there. They are supposed to use the tables outside their cells to eat but are never allowed.</p>
914.	<p>COs assaulted him when he came in. Two of them handcuffed him, threw him in a room, threw him against a wall and started beating him; they also handcuffed him too tightly and it hurt him. He knows the CO responsible has a reputation and has beaten multiple inmates. He's been in prison a few times and it never happened to him before. He rarely files grievances because he heard of other inmates being retaliated against - they were locked in their cells for days after filing grievances. However he wrote a grievance the other day after making multiple requests to see the dentist and it worked- he was seen shortly afterward. They give too little clothing and the phone is expensive and prevents him from calling his family. Commissary is also expensive. Visitation is complicated and they turn people away even if they're 55 minutes early instead of an hour early. They treat his girlfriend badly when she comes to see him. The food is poor and dinner is served too early - at 4PM. By 7PM the inmates are hungry again. He is in the GED program and is satisfied with it.</p>
915.	<p>He had his arm broken when he was arrested and requested medical care - they put it in a cast and said he needed surgery but it never happened, despite multiple requests and filing a grievance. He was never given information on grievances. His pinky is also broken. He also tried getting treatment for hepatitis C and never</p>

	<p>got an answer. The COs use excessive force - downtown one inmate was talking back while handcuffed and the CO hit him in the back of the head. They receive too little toothpaste and too little soap - he doesn't have money and asked for toothpaste but never received it. Commissary is expensive and so are phone calls. The cost prevented him from calling his attorney and family. They receive too little clothing. The toilets only allow for two flushes per half hour. He tried to access mental health services - they saw him once but he was unable to get another appointment - he missed an appointment on his court date and they never rescheduled it. He had to detox when he came in - they didn't put him in a medical wing or give him assistance. They don't provide enough food - just enough so inmates won't starve. There needs to be more consideration with housing people appropriately - detoxing inmates and the mentally ill should not be housed with the general population. They don't get enough time out of their cells and they skip giving it often - usually in the morning.</p>
916.	<p>He is waiting on orthopedic surgery and it took almost 3 weeks and 7 requests to get him the proper brace - they kept putting him off. The COs used excessive force against him when he asked for medical attention for his knees - he said he would call man down because nobody responded to his medical requests. The COs twisted his arms painfully up behind him and cuffed him - he still has marks on his wrists, his shoulder now pops when he lifts his arm, and there is a lump in his wrist. They've used excessive force against him twice and he's witnessed them using it against other inmates around 7 times. They do not receive enough food and have to use commissary to feel full, which is expensive. He ordered a lot of food from commissary once and they had him moved cells and never gave him back his commissary, but still charged him for it. The phone calls don't work and are very expensive, which keeps him from calling his family. They need to let them out more. The COs also retaliate for writing grievances- they randomly tore an inmate's room apart after the inmate had submitted multiple grievances. The COs will also look people up when they come in, and if they have a past record at the jail they will have the trustees and other inmates turn on them.</p>
917.	<p>The jail conditions are dirty. The floor and ceiling are cracking. They spelled his name wrong at intake and he notified them, but they continued to spell it incorrectly. He feels they force him to take psych meds and will not released him unless he does. They told him if he refused medication he would be sent to the 8th floor in the main jail and medication would be forcefully administered. Mental health does not care about the inmates and doesn't listen to what they say. It takes days to see medical after requesting it. The clothing is dirty even when they receive a new roll, and the food is too little - he doesn't have money to purchase commissary supplies. He tried to make phone calls but his number would not go through. They don't have enough time out of their cells each day. He always sees COs at the main jail using excessive force against inmates at booking. There is usually a group of 3 or 4 of them against one inmate. If you say the wrong thing they will use force against you - it happened to him in the past. There are a few inmates in his dorm who are not receiving the proper medical care they need.</p>
918.	<p>They don't have enough time out of their cells to exercise - inmates gain a lot of weight and become diabetic during their incarceration. They don't always have enough time to use the phones and calls are expensive, which prevent him from calling a program he's trying to enroll in. He's never filed a grievance - he's seen COs rip them up and they seem meaningless; he never received information on grievances. He feels headphones would give the inmates some peace. They had them before and since they were taken away he noticed many more inmates turning to psych medications instead. The food is unvarying and not very healthy. Phone calls are expensive and often don't work, but inmates are still charged for them. They can't receive mail above a certain size, even if it's slightly over. Some COs are rude and bring their problems to work; he's seen COs use excessive force against inmates at the main jail. It was easy to get into the program dorm but they should have more vocational training in jail to help find a job upon re-entry. The jail should also issue IDs after inmates are released so they can easily locate services they need upon re-entry. The nurses in medical care sometimes refuse to perform certain tests that he requests, although the doctors have done it for him here before. Dental only pulls teeth.</p>
919.	<p>The COs should let them know their schedule for the day or if they'll be locked down and when - it makes him uneasy not having consistent structure and not knowing when lockdown will end. They should also allow the inmates to video conference into court appearances, sometimes it takes all day to transport them to hearings and they have to turn back because something happened. It would save money for the jail and</p>

	<p>the inmates some hassle. It is always dirty and they don't have enough cleaning supplies. The showers have no ventilation and smell moldy. The food is poor and commissary is too expensive - most inmates are poor and cannot afford it. He is in the three Rs program but feels it should be longer, and that they should bring in more outside people to speak to them about recovering from drug addiction. He also feels the course materials should have practical tips on what to do outside for a recovering addict and ideas on how to handle certain situations. They should create more of a comprehensive recovery program for drug addicts and use it as a model for the rest of the jail. They receive a good amount of time out of their cells but he could use more. Mental health medications are over prescribed in the jail and many inmates abuse them. He's never filed a grievance or complaint, or received information on how to file them.</p>
920.	<p>They are on lockdown a lot and he feels like for those serving long sentences that they should be allowed to do something instead of being stuck in a cell all day. the COs are short staffed and it happens frequently. It causes the inmates to become aggressive and fight. Inmates should be allowed out of their cells on a set schedule to prepare them for the outside. Class times have been cut in half, causing frustration among the inmates. He had to wait 60 days to see dental and medical. The showers are unclean and smell of mildew - they need more ventilation. They don't receive enough clothing each week and the sizes are all wrong. There should be more opportunities for non general population inmates to work on the farm and attend the same classes that the general population receives. He wanted to attend a class but was unable due to being in protective custody - he feels the PC inmates are punished because they can't access the same resources as the general population.</p>
921.	<p>He takes psych meds but hasn't seen a psychiatrist yet, although he's been her for almost one year. He made multiple requests to see a psych but never received a response. He had a mental health crisis and it took 3 days for someone from mental health to see him; they treated him rudely during his crisis call. He saw the psych doctor once but had to go through the director of programs to see him. He tried filling grievances about accessing a psych and a social worker but never received a response- he feels they're pointless. The COs can be rude and start cursing at the inmates for inconsequential things - he was cussed out by a CO when he had a sore throat and couldn't speak loudly. The food quality is poor and they have to eat meals in their rooms - they feel isolated and the toilet is nearby, which is disgusting. The COs take their problems to work and they're on lockdown 20 to 22 hours per day; the COs take hours long breaks when they could let them out instead. Not being allowed out exacerbates his mental health condition. Only 4 of 8 phones work and there often isn't enough time out of their cells to call during the day, but he can't reach his attorney at night. The phones are expensive and has prevented him from calling his family. He's never written a grievance because he saw COs retaliating for filing them. They don't give enough clothing - they should have an extra set to change into.</p>
922.	<p>The schedule in the jail is ridiculous, with meals at 3AM, 9AM, and 3PM. He's surveyed other inmates and most other jails outside of Santa Clara County serve meals at 6AM, 12PM, and 6PM. Due to the schedule there is no time to sleep or eat if he has a court date. The schedule also disrupts sleep and is unstable for the inmates, many of whom are recovering drug addicts and people with mental illnesses who need a consistent, calming environment. There have also been increasing lockdowns since December of last year. He filed a grievance against a CO for punishing inmates for being the last to lockdown. He received a non-response to his grievance but the practice was discontinued. He was retaliated against for filling the grievance and his cell was tossed up, along with those of a few other inmates. The guards in another dorm also perform vicious random searches, tossing up cells, disposing of commissary items and destroying personal property. The trustees keep the commissary items disposed of. He was also the subject of unfair discipline - he was reprimanded for walking behind a CO and then punished for explaining that he didn't mean any harm. Grievances are meaningless - there should be a confidential way of turning them in. He was placed in a cold cell (a cold solitary cell with a tiny window) and left there for a day. The yard should be open more - it would cost the county nothing to have it open longer. He is in the PACE program but the classroom time was cut in half, gutting the point of the program. He wasn't allowed to call his attorney or family upon arrest and was treated poorly at booking. The showers are not cleaned sufficiently and the trustees spray cleaning supplies everywhere in the air and leave bleach all over the floor- he feels it's not healthy to be exposed to so many chemicals all the time. Food handling by the trustees is improper. The trustees</p>

	<p>themselves get away with a lot of manipulation, stealing, and lying. They are selected by the COs based on their familiarity with them jail, but those in jail the longest have the worst behavior. He asked to be a trustee and was denied for no reason. Medical constantly messes up medication and does not have a centralized medical records system. A doctor prescribed him an incorrect dosage based on a pre-arrest medical record when he was much heavier. He feels the jail is structured so that gang members can easily recruit new members and target others who have left.</p>
923.	<p>COs discriminate against outspoken inmates. There is no consistency in the rules. Some inmates get 5 days for an infraction while others get 20 days for the same conduct. They get five minutes to eat their meals and the meals are too hot to eat that fast. They should get paid something for the work they do, like they would in prison. They only get 30 minutes to visit with their families -- that's not enough time. They are required to wear their sandals outside so their feet are cold and wet when it rains. He used the grievance process once and never heard back. The grievance forms should be "sent out" for review. The C Team is infamous; they belittle and humiliate inmates, treat them like dirt. They have some good programs but they need programs to help them deal with being released. In the past, inmates in minimum camp could have radios with headphones; that helped them reduce stress through listening to music. They should get two sets of clothes so they don't have to sleep and live in the clothes they use for working out. It shouldn't be an infraction to wash your clothes. He has only had one "thermal" since November. There is black mold in the barracks. The medical care is not good and you have to wait too long for dental care even if you are in unbearable pain. The medical staff always seems short handed. He thinks the Inmate Trust Fund has been "misused to pay off CO's" COs retaliate against everyone in your barracks if you file a grievance.</p>
924.	<p>Unsanitary -- the kitchen, the laundry, the bedding. Some COs are OK but others are disrespectful and he sees them training new COs to be disrespectful. The rules they are supposed to follow seem to change all the time. Grievances don't work because COs "all back each other." "If I file a grievance I'll lose my job [in the kitchen]." The programs they offer don't really help; they need classes in life skills -- how to make better choices. COs spend 20% of their time on cell phones. The medical care at intake is good but then you have to wait too long to get treatment. Some nurses are into helping you, but others just don't like inmates. The boots they are given to work in are worn out and the wrong size.</p>
925.	<p>Inmates are supposed to get time off their sentence for doing work but they don't get it. Some COs are good people but the C team "does what they want"; they look for ways to give infractions; they increase the tension and it's going to blow up. If you put in a grievance you never here back; guards tell you not to file grievances, saying "you're never going to win." Things are better in prison: you get more benefits and credit for good behavior and working and you have normal meal hours. Here you've got to get up at 4:00 for breakfast. If the COs "are crossing boundaries, then we're going to cross boundaries." We have to wear sandals outside at all times, even in the rain. We only get 5 minutes to eat our food. COs should have to explain their actions so inmates know what is happening and why.</p>
926.	<p>The holding cells you wait in for court are cold, crowded and dirty. Commissary is too expensive. He's never heard of the Inmate Welfare Fund. The COs are "fine except for the C team -- they belittle you." You are only given one thermal and you're not allowed to wash it. Breakfast is at 4:00 a.m., the portions are too small, the food is too hot, and you've got to eat it in 5 minutes. "No one thinks the grievance process works." Everything is dirty; the kitchen has mice; there are no good cleaning supplies.</p>
927.	<p>He has paid money to Commissary but not gotten the goods; they won't reverse the changes even though he did not get what he paid for. He filed a grievance about this but they didn't do anything about it.</p>
928.	<p>Commissary is way too expensive. The spoon we are supposed to eat with is too small. The phones are way too expensive. He has had trouble getting in contact with his public defender. You have to wait 2 1/2 weeks to see a dentist and sometimes the dentist isn't there when you finally get an appointment. Most COs are "OK."</p>
929.	<p>Phones are too expensive. Commissary is to expensive. You can't wear shoes in the yard, so why does commissary sell them? It's not fair that some people get more food. Female COs are nice; guys are bullies. "If you try to complain, guards come down on you. But if you can't complain, you get frustrated." The clothes are old and stained. He gets access to an AA program "which helps a lot." He has to wait too long to see a doctor.</p>

930.	"We should be treated like human beings." Are access to phones is too limited. If we turn in a grievance "it won't work." Why sell shoes in the commissary if we can't wear them? We should be able to have more time to see our families; we only get ½ hour each weekend.
931.	The laundry is not sanitary; they put clean laundry in the same bins that carry the dirty laundry. He is diabetic and is not able to get his blood sugar level checked as often as he should. Serving breakfast at 4:30 is ridiculous. COs "aren't too bad." There is black mold in the barracks. The shouldn't make them wear sandals outside in the rain. The food is horrible. The inmates who work in kitchen and laundry deserve to be treated better. Inmates want extra changes of underwear, but if you're caught with an extra pair you get a 15-day write up. Commissary prices are outrageous. If you want medical care you have to turn in a white card between 7:00 and 7:30 a.m. You have to wait 1 1/2 months to see a dentist. Clothing and bedding is reused even if it is ripped.
932.	The clothing situation is terrible; you get an infraction for keeping an extra pair of underwear; the clothes don't fit. He has a prescription for a specific medication but they "cut him off" even though he had all the right paperwork. They have to wait too long to see a doctor. They have him classified as a suspected gang member even though he has never had any connection to a gang. This label stays with him and there is nothing he can do about it. Because of the label he can't have a job in the jail.
933.	He is most concerned about hygiene. They need better access to deodorant. The commissary is too expensive. The wait time to see a doctor is too long. The kitchen throws away a lot of food that could be used for the homeless. They used to be able to have headphones which made things better.
934.	Family visits are only 30 minutes which is too short. Some families have to travel a long way. The C team "made us strip naked one night because someone wrote 'fuck the police' on a wall"; "they like it when inmates are afraid of them." Phones are expensive and COs can cut you off in the middle of a call. Grievances aren't going to work. Commissary is too expensive. The showers are filthy, moldy. The wake us up at 4:00 a.m. for breakfast. COs "will infract you for anything." "This jail is the worst."
935.	Food--they give them expired food. For example, the fruit cup on his tray yesterday was marked with an expiration date of 7/2/2015, 7 months ago. It has happened before, too. He filed a complaint, and reply said to notify food service, but they are still feeding them expired food. Gives him diarrhea. Health Department needs to be notified.
936.	Prisoner in jail--he is serving a long prison sentence in county jail under AB109, but in jail he has no ability to parole. He must serve more time in Santa Clara jail, with no relief that is permissible under state law, because the Sheriff refuses to give any discretionary relieve that is available under the Penal Code. He is getting no work credit for working in jail, though the law permits him to. State prisoners in county jails should be able to earn the same relief as is they were serving their sentences in prison. They can't receive lost time back, either.
937.	The guards destroy his art work. "Santa Clara County doesn't support the arts, they destroy it." Inmate doesn't see any penological or security interest advances by guards' destruction of the art he creates while in jail. Others are permitted to have art/pictures the same size as his, but guards single him out and require him to cut down his cards, pictures, and art. These pieces of art are damaged forever and he wants to know how the county can make amends for destroying works of art.
938.	A CO randomly searched their cell and took out all the food they bought from commissary, along with extra clothing and an extra towel. There was a CO who gave them only 20 minutes out at night after getting into a verbal dispute with another inmate - he locked them all down, which he felt was unfair. He's never filed a grievance and never received information on them. There was an inmate who passed away in his cell due to inadequate medical care. He hit his panic button twice and was told that there were no nurses on staff, and to go back to his cell. In the morning he did not respond when they called him - he was unresponsive when 911 came, and likely already dead. Medical also charges money to put in a request- \$3 for each - and some nurses are very mean. They only have one set of clothing and phone calls are expensive, which keeps him from calling his wife.
939.	The inmate has mobility issues and was transferred from the main jail, where he only had one hour of out-of-cell time per day. A sergeant came and offered to move him to Elmwood - he did not consent but was forcibly moved the next day. Medical care at Elmwood is poor- he is not receiving any physical therapy or

	<p>pain medications required for his leg. He had to ask the nurse to check the surgical sites on his leg. He also made multiple requests for an orthopedic appointment and never received one. He also tested positive for TB, which may have been a false positive, and requested an appointment but nobody followed up on it. The cells can barely accommodate his needs. He identified himself as an LGBT inmate at booking and was sexually harassed by the guards. He also asked for a religion-specific diet and put in 6 requests without receiving an answer. He filed a grievance and was told not to file the grievance, but brought his special meal by a CO in exchange for not filing one. The meals are mostly bread and butter. Nobody gave him information on how to file grievances when he entered the jail. The facilities are dirty and his sink is clogged; he complained multiple times and nobody came to fix it. They did not give him shoes and finally gave him one muddy shoe after he made multiple requests. It is difficult to use the phone, especially without money or contact numbers. The cost prevented him from calling his attorney or his family. He had to call a bail bondsman at random and asked him to find the number for his attorney. The mail he receives has been searched and read through - the letter is torn open.</p>
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Unknown	
940.	Dentist appointment scheduled only after 2.5 months. Water in the shower is bad. Staff is disrespectful. No hot water. Showers are filthy. No response to grievance after 2 days.
941.	Bitten by spider and ended up in hospital. Still not properly cared for. Took a week to get to hospital. Taken to ICU at Valley Med. First day after back from Valley, Nurse wrote if condition gets worse then request pain meds. Next nurse refused to provide meds because of no med card. Continues to ask for medical care, but unsatisfactory response.
942.	Complains that his request for a second interview has not been fulfilled. Previous persons have wanted interviews but believe that officers have falsely stated that they decline interviews to avoid them talking to BRC. He says that he has filed grievances and has been isolated in retaliation for those grievances and the 3 cases he has against the County.
943.	Claims that they are moving wheel chair inmates to general population and they cannot be in those facilities because of lack of wheel chair accommodation. Have put him into more hostile environment to retaliate for his complaints.
944.	Female inmate asserts that officers have been discriminatory against her. She went to psych and they brushed her off. On her return to housing unit, she asked to be taken by C.O. to her bed and CO refused and began video taping her, shackled her and took her to a holding room. A different C.O. then came by and took her to her bed. They changed her classification to 4 after her psych. C.O. was being rough and ugly about the situation. She asked for a grievance form and socks and OC said it is busy and she would get it at the end of the day. She has been seen by doctor for cyst but it has not been getting better. Claims retaliation since BRC interviews: did not get feminine hygiene products for 7 hours; bad attitude from CO's; Program time wasted by C.O.s making them wait unnecessarily; C.O.s are angry and argumentative.

Exhibit B

Summary of Staff Comments¹

(33 interviews)

A. Morale

1. Almost every person interviewed said morale was bad, using phrases like “in the gutter,” “the worst it’s ever been,” “horrible,” “at an all-time low,” “awful,” and “down the toilet.”
2. Some interviewees said things like “morale can only be fixed by a change in leadership.” “There’s a huge disconnect between jail administration and us.”
3. Others said low morale is caused by officers seeing people get promoted not based on merit but based on whether the Sheriff likes them.
4. Others felt inadequate staffing was the main cause for low morale.
5. Many said low morale makes it almost impossible to hire and retain quality officers. One suggested that the only reason there has not been a “mass exodus” of corrections officers is because those officers have few places to go since they are not fully trained deputies. Others pointed out that morale keeps going down even though pay has been increased, and that several experienced officers have left to take lower paying jobs with other law enforcement agencies.
6. We heard that the badge hierarchy of shields and stars is problematic for morale because it creates segregation between the officers. The new trainees all come in with stars, but some of the older guards still don’t have them.
7. We were told that low morale makes COs not care and not want to be proactive. “If they don’t care enough to adequately staff the jails, then why should we care about how we do our jobs.” “The problems with COs not wanting to do their jobs is much worse now than it was in the past.”

B. Staffing

1. Virtually every person interviewed complained about inadequate staffing.
2. Several long-term employees remarked that in past the jails were “fully staffed” and that this made the jails safer for COs and inmates. “Staffing cuts increase tension and that increases danger.” They are “trying to save money by putting personnel and inmates at risk.” “Under the old civilian system, there was enough money for the jails. But, part of bringing the jails back under the Sheriff was the Sheriff’s promise to cut the budget. So, under the Sheriff, there are massive cost controls in place. The Sheriff doesn’t staff the jails appropriately, instead relying on mandatory overtime and leaving positions unfilled.” “Staffing has been way too thin since the jails came back under the Sheriff’s office.”

¹ “Staff” in this document refers to correctional officers and non-badge staff.

3. Some interviewees said that staffing has been better since the BRC was created, but they fear it will go back to inadequate levels after the BRC goes away.
4. Some attributed the staffing problems to the fact that county facilities now need to house more and more inmates that in the past would have been housed in state prisons.
5. We were also told that staffing problems are increased by the number of inmates with mental health issues who create housing challenges, sanitation challenges, and mental health service challenges.
6. Interviewees said the ideal staffing level at the Main Jail is six deputies on a floor: One each pod, one at the control desk, one supervisor and one overseeing movement of inmates. Minimum staffing is supposed to be four deputies: one in each pod and one at the control desk. However, often they have only three deputies on a floor, which means inmates can't get let out of cells as often, programs get cancelled and visitation times get cut short or cancelled. Also, officers are alone in a pod with up to 90 inmates and almost no back up. Staffing shortages are "unsafe for officers and unfair to inmates."
7. Many pointed out that inmates need regular time out of their cells and that inadequate staffing has led to COs not being able to give inmates regular time out. This frustrates inmates and they take their frustration out on COs. "Inmates need a routine," but inadequate staffing means their routine constantly gets disrupted. "If inmates, especially mental health inmates, can't count on getting out they get upset; it's a recipe for disaster." Some say they if inmates don't get regular time out, they may end up hurting themselves.
8. Interviewees also said that lack of adequate staffing also makes things unsafe because COs cannot do as many searches for drugs and contraband. "Insufficient staffing means staff can't do what they need to do." "Staffing cuts means inmate welfare checks are inconsistent." "Horrible staffing means you've got to cut corners, and everybody suffers."
9. Interviewees spoke of how the violent culture of the jail takes its toll on the staff, too, and that something like counseling for COs should be required or strongly encouraged.
10. Some said that staffing was a particular problem during holidays because the administration does not plan ahead.
11. We were told that, after leaving training, new guards do not have enough supervision and that the staff to supervisor ratio is "way out of whack, about 30:1."
12. We heard that the jail has doubled the number of program dorms, but it's not sustainable because they didn't add enough staff to handle the additional programming and the movements it requires. "It's great to have new programs, but there isn't enough staff there to handle it."

C. Culture and Leadership

1. Many people complained of a culture that they variously described as one of “fear,” or “intimidation,” or “retaliating against you if you rock the boat.” Some say that fear of retaliation by the administration causes COs to second guess themselves and not want to do anything that could result in retaliation or even drawing attention to oneself. The culture should be “if you see something, say something,” but it is not. “Suggestions about how to fix things fall on deaf ears.” “Our boss feels it is personally disloyal to her if you speak out about things.” “If you disagree with the Sheriff, you’re done.”
2. Interviewees said that the administration does not set or explain goals, and fails to promote a “do the right thing” attitude.
3. Several explained that the culture that is established from the top down is to sweep things under the rug. The culture is that it’s “too hard” to deal with problems directly; it’s easier to not look at them. “Improvement is not a priority; minimizing controversy is the priority.” This results in people not wanting to voice their concerns because they will be perceived as not part of the Sheriff’s team. One person reported that, when he found out that a fellow officer was high, he didn’t tell the administration because “the administrative takes you down with the person doing wrong.”
4. We were told that the “sweep it under the rug” culture is due, in large part, to staff not wanting to rock the boat. The culture is to not take responsibility; “to minimize things.” It’s called “kiss up, kick down”—kiss up to those above you and kick the problems down to others rather than deal with them directly. Part of it also is officers’ desire to save face, to not look like you have a problem.
5. We heard from many officers that no one wants to talk to BRC because no one wants to lose their job. It is better to wait until after retiring to talk to an outsider like BRC.
6. Many complained that “the administration” promotes people based on who is a supporter of the Sheriff rather than who is best for a position. This results in people not wanting to voice their concerns because they will be perceived as not part of the team. We were told that it also makes people think that doing a good job won’t get them promoted, so they stop caring.
7. Some complained of what they believed have been “unethical” practices by “leadership” and that “unethical leadership causes unethical behavior” by COs. “All of the problems come from the top—senior management.” Others said that decisions by the administration are budget driven instead of what is best for law enforcement or for the department.

8. Many complained that there is no incentive for engaging in good behavior. “Why not reward COs who solve problems?” “Effort goes unrewarded.” “Positive reinforcement is nonexistent.” “The department is reactive instead of proactive.” “The Sheriff has undermined COs who want to be proactive.” “You never get recognition for good things, even if it helps save lives.”
9. Several spoke of supervisor apathy. “Supervisors do not follow up and do their job. They’re on the internet all day, or just sit in the chow hall and watch the officers come in and out.” “If lieutenants and captains do not do their jobs, it all flows downhill.”
10. Many also complained that “leadership doesn’t back officers,” pointing to statements in the press that they perceived as pre-judging COs before a proper process had been conducted. “If we do something wrong, then we should be held accountable, but the Sheriff shouldn’t hang us out to dry on TV before the process is over.” “Eventually, it’s all gonna hit the fan on this issue of the Sheriff’s Office throwing the COs under the bus for doing their job.”
11. Regarding culture change, we were told over and over again that “The only way that changes is from the top.” Some interviewees felt that only extreme measures could address the situation: “The Sheriff and the guards are in such a stand-off that the only way to ever achieve the necessary culture change is to go under federal receivership.”

D. Hiring Practices

1. Many expressed the belief that supervisors are promoted based on who they know, not on how they do their jobs or how much experience they have.
2. We were told that a lot of officers don’t think the new sergeants are qualified to be in their position. They felt only “yes men” were promoted. Several felt that sergeants and lieutenants often lack the experience necessary to lead or train corrections officers.
3. Several staff said that they were very upset about the elimination of the written test for promotion of sergeants. It gave the impression that the whole process was political, which is bad because: 1) the rejected applicants for open positions feel put out and do not understand why others were hired and not them, and 2) it smacks of favoritism, which is bad for morale because it creates the feeling that some people don’t get a fair shot.

4. Several interviewees said they thought the dual structure of enforcement deputies and corrections officers is a big mistake. They suggested that everyone should have the same status and receive the same training, and that all officers should rotate among enforcement, jails and courts. Many felt that corrections officers were viewed as second-class citizens in the department, creating problems with morale and with cooperation between the enforcement and custody sides of the department.

E. Accountability for Misconduct

1. Several people said that leadership does not hold COs accountable for “bad” behavior. “COs investigate themselves, so nothing happens.” “The Sheriff can’t stand negative attention so bad behavior goes uninvestigated.”
2. Many spoke of a lack of consistency in how misconduct is dealt with, which leaves officers fearful of doing anything, and gives them the impression that the discipline system is biased and unfair.
3. Staff told us that lieutenants and captains are not held accountable, so it trickles down. To change it, “you have to hold the supervisors accountable and get rid of the Sheriff and the people who have been re-hired by the Sheriff, who have charges against them. Clean house. Get rid of people who have bad backgrounds.” “The disciplinary process is different if you are ‘liked.’”
4. We were told that an officer who brought misconduct to light was suspended for 2 weeks and transferred to another facility, and that another officer was demoted because he did not support a program that the Sheriff supported.
5. Many interviewees gave specific examples of individuals who, they said, had committed misconduct or acted unethically, but rather than being held accountable these individuals were not disciplined and in some cases were subsequently promoted.
6. Several interviewees mentioned cameras, and all those who mentioned the subject were strongly in favor of adding more cameras, both body cameras and fixed cameras within the pods. “There needs to be 100% coverage.” The advantages they cited were that cameras would keep prisoners in line, officers in line, and when incidents occurred there would be clear evidence about what happened.

F. Officer Discretion

1. Interviewees said that many guards make their own rules for how to run the jail during their shift. When guards make their own rules, it leads to unsafe environments for guards and inmates.

2. The lack of uniformity among how officers apply the rules not only frustrates inmates but it makes life difficult for officers who try to enforce rules that other officers have not enforced. When one guard follows the rules, and the others don't (for fear of being grievanced or reprimanded for harshness), it makes things really hard on the guards who do implement the rules.

G. Communication

1. Many COs complain that there is no communication between shifts. There used to be briefings or squad meetings but those were eliminated, apparently for budgetary reasons. Some say this "hurts the ability to run a safe, secure facility." "That decision was always about the money, not safety." [Note, these briefing may have been reinstated after we began our interviews.]
2. Several people believe that there is insufficient communication between badge staff and non-badge staff, which makes it harder for program staff and rehabilitation officers to be effective.

H. Training

1. Many people believed that COs received inadequate training, but the specifics of these complaints were quite diverse. Some complaints were general: "The professionalism is gone from the jails."
2. Other comments were much more specific, focusing on the training enforcement deputies receive in crime scene investigation and report writing that custodial deputies do not – but should – receive. Some believe that inadequate training in these areas leads to inadequate investigation of in-custody crimes. Plus, now that crime scene investigators are no longer in the jails and must be called in from the enforcement side, some crimes go uninvestigated because "sergeants don't want to have to deal with an enforcement officer coming in."
3. Several believe that there needs to be better training in how to deal with mentally ill inmates.
4. Some believe that COs need more regular, on-going training. Some cited a need for regular training in topics like crisis intervention, ethics, communication skills, and critical incidents. "A lack of ongoing guidance and training can lead COs to break rules." Others mentioned that there are no "exercises" or "simulations" so COs don't know how to handle major incidents. "Our training is a joke."
5. On the other hand, several interviewees said that deputies were "thirsty to learn," and jumped at opportunities for training. Others said they were denied requests to go to outside training courses and not given reasons for the denials.
6. Some interviewees tied training to staffing; i.e., if staffing were adequate then there would be more time for CO training.

7. Some focused on lack of adequate training at the academy level. They are trained there about use of force, but not given other skills necessary to be effective in the jails. "Training has not kept up with the times." "The jail administration pushes people through training, even if they aren't ready or skilled in the components of the program." Full academy training "helps you think outside the box and deal with crisis situations, but we don't get that training."
8. Some have said they've watched broadcasts of BRC meetings and believe leadership is exaggerating the training COs receive, such as "mentorship" which they say does not exist ("ask them to show one piece of paper about a mentorship program – there is none"). "The young guards aren't a problem if they're paired with or mentored by an older guard, but there's no time for mentorship when they're always spread so thin."
9. One person complained that the new officers aren't trained in basic observation of physical cues and talking to inmates effectively so as not to escalate a situation.
10. One person said that guards should be a minimum age of 25, not 21, to ensure they have some basic life experience that would enable them to respond more maturely with the inmates.
11. "The overall biggest flaw is that line staff and supervisory staff do not receive proper education and training about how to deal with people from different backgrounds."

I. Housing and Mental and Physical Health Care

1. Some COs believe that more should be done to segregate mentally ill inmates from the general population because mentally ill inmates are easy targets/potential victims of other inmates.
2. Several believed that better assessment of inmates should be done at intake, because violent or psychotic inmates can end up in the general population.
3. One mentioned that if the 8th floor is full, 5150 inmates get housed elsewhere, but staff is not adequately trained to deal with the "overflow."
4. Another interview stated that the lack of proper services and resources devoted to inmates with mental health issues creates a large burden on staff and the facility. Many inmates need immediate and regular mental health services. However, the facility is not equipped to address many of their needs. They create housing challenges, sanitation challenges, and mental health service challenges. They can be difficult to service and house with other inmates. This places additional stressors on staff and inmates.
5. One mentioned that, shortly after the jail began double-bunking ultra protective custody inmates, an inmate was found dead by his cellmate in Main Jail South. The jail should not double-bunk those inmates because it is too dangerous.
6. One said that gang dorms need to have at least 2 guards at all times, rather than 1, because those inmates are obligated to attack the officer if one gang member

attacks. This puts the officer at particular risk of being attacked by a group. It would be ideal for every dorm to have 2 officers, but at least it should be that way in the gang dorms.

7. Several people brought up the lack of adequate mental health services, for both male and female inmates, but particularly female inmates. Some also felt the mental health care was not up to par and that some nurses were unnecessarily punitive towards inmates.
8. Another said the medical system was in crisis and that the jail is not doing anything about it, but that they really need more nurses.

J. Impact of Realignment

1. Two interviewees said that much of the reason the jail doesn't know what it's doing is because it doesn't know if it's a jail or a prison. "There are competing rules/requirements for housing federal prisoners, state prisoners, county inmates, and ICE inmates. But, the jail doesn't know which one it is or which rules to follow, which results in confusion all around."
2. Some COs think that "prison politics" now exists in the jail because of all the long-term inmates, meaning gangs and other groups with pecking orders.

K. Grievance System

1. One person said COs have intimidated inmates from filing grievances; others believe the grievance process can work. Others acknowledged that having inmates give grievance forms to COs "puts inmates in a very difficult position." One person said that retaliation or the fear of retaliation is a big problem.
2. Others believe the inmates abuse the grievance process by repeatedly complaining about minor things ("this is not a country club").
3. One reported that grievances haven't been properly tracked for a long time. "Grievances get lost because the captain or lieutenant says 'make it disappear.'"
4. We were told that the current system is broken. "It would be better to have a box inside each unit so inmates could directly put grievance form in the locked box and an officer wouldn't ever have to be involved in the grievances. Officers shouldn't be able to open a box like that, only a captain or some separate entity responsible for reviewing grievances. Then the higher ups or outside folks would see how trivial many of the grievances are."

L. Inmate Welfare Fund

1. One person said that IWF money is hidden by being moved over to the kitchen budget. Some of it goes to general operations of feeding the entire facility. It

shouldn't be reused this way.

M. Other Inmate Issues

1. COs expressed concern for the lack of programs and the fact that programs sometimes are cancelled because of staffing issues. They also think inmates need more "re-entry related programs" and "tools for the outside."
2. One CO expressed concerns about the lack of adequate changes of clothes for male inmates.
3. Some think that rehabilitation officers are unnecessarily undercut or second-guessed about decisions that might benefit inmates.
4. Some think inmates are subject to receiving arbitrary infractions from COs and have no sufficient way to fight the infractions.

Exhibit C

Summary of Family Comments

(8 interviews)

Excessive use of force—

1. Her son has suffered multiple incidents of beatings and pepper spray. Once an inmate is restrained, he's no longer a threat, but the guards keep beating them badly after that. Documented in photos the guards took. Her son was denied shoes and bedding for 2 weeks after.
2. The men cut their hair short because guards would pull them out by their hair.
3. Her son was beaten by guards once for no valid reason.
4. The guard would assault the inmate, and the guard would then charge the inmates with assault. For some inmates, their charges get increased afterwards.
5. On "elevator rides" where there are no cameras in the elevators, the guards beat inmates. Her son saw a guard beat a young inmate "to a pulp." Why aren't there cameras in the elevators?
6. Husband got beaten and sprayed.
7. Use of force—guards broke her son's hand. When guards accompanied son to hospital, they told doctors he was faking, trying to get out of jail, but the doctor x-rayed his hand and found he was not faking.

Grievances, Complaints, and Internal Affairs--

1. Her son uses grievances a lot, but guards told him to stop filing frivolous grievances. He called Internal Affairs, who won't give him any info, so he doesn't know if they're investigating.
2. IA was informed of the incident when her husband was beaten and sprayed, and they looked into it, but wife has no idea whether the investigation is going on or not, no information on status of investigation.
3. Grievances are perceived to be effective only rarely. After a while, most people give up filing a grievance, because they don't think they go anywhere. Inmates are threatened and don't file a grievance. Forms are only in English. Generally, they come back with no explanation. Very few make it to Internal Affairs. Most guys say the grievance never get off the floor. If you push the issue, life gets hard for you. Guards have the attitude "please don't make more work for me." Some guards will actually try to resolve the issue. Giving the guard who hurt you the complaint makes no sense.
4. The family member called the facility Captain once, and it resolved the issue.
5. Her husband uses grievances and sometimes they result in change for a bit, but not long.
6. Family member doesn't know how to make a complaint; information to families is not transparent.

7. The guards wouldn't resolve the grievances, and the inmates wanted to be heard, so inmates mailed completed grievance forms outside to family members, who filed them with Sheriff's Office from the outside. Neither the inmates nor outside family members ever got a response. It was the only avenue to be heard because why one would complain to the person who has hurt you? Too much fear of retaliation.
8. Mother reported excess use of force to IA. IA went to interview her son, but didn't do anything, just "swept it under the rug." Officers told her son he shouldn't talk to IA or they would make his life difficult.
9. Methods of public feedback need to be much more visible. Now there's the Jail Observer Hotline, but the information is very limited, not in clear form, and not on paper to take away. There needs to be big outreach in multiple language that "we're interested in improving our services." There are now some forms, but not visible.

Medical care—

1. After a procedure, her son was taken back to jail before he had fully regained consciousness, and they didn't give him his pain meds. He filed white cards, but couldn't get seen by doctor again. A relative on outside filed a grievance with the Sheriff, then they finally took him to doctor. He can't get eye glasses in jail.
2. There are long delays for appointments. Sometimes, even though the inmate has an appointment, the guards don't tell inmate about it or take them.
3. Medical files need to be the way they're supposed to be. Medical was were lagging and not getting glasses to inmates who need them to write court papers. She called medical to do a ROI (release of information) so a non-relative can help him and get his medical information. When she intervened aggressively, she got the glasses for the inmate pursuant to the judge's order, when the jail was super lagging in doing it. The process worked, but Medical at North lost the forms multiple times. There's some problem with the medical admin processes. The medical files are not the way the supposed to be, and that's interfering with inmates getting the medical care they need, even on really critical health issues.
4. Then there's a long delay to get medications.
5. Guard told inmate not to tell his family members about his health problems because the guards are tired of dealing with family complaints.
6. Inmate's wife had to get involved from the outside to get his medical attention.
7. Inmate had medical problem, and he didn't seek help, but mom called hospital social worker and she got it taken care of.
8. The jail had no mental health records on the inmate, so jail called mom to ask. Lawyer had records, but jail didn't. Why not?

Culture—

1. The biggest problem is the gap between policy/procedure and the reality. On paper, it looks very good, but in practice, it isn't.

2. Her son wouldn't have said anything if he'd been hurt in jail, because he feared retaliation.
3. The family member sees guards on cell phone all the time when she visits. It's not all the guards are bad; some are really good. The bad ones were bullied, and now act as bullies.
4. Guards told her to shut up. She's seen people who didn't speak English treated harshly. Many guards don't serve the public; they treat families like inmates, with disdain. Guards used to be ruder than they are now. Some guards are constantly on their cell phones, socializing, chatting, eating, conducting personal business on their phones, as if the families are not even there. Very unprofessional. Lack of consistency about when the lobby is open for visitors. How do you train people matters. Dehumanizing language (such as "I have a body here" and calling the inmates "animals") is belittling.
5. The culture in the jail is, when you see something wrong, to look the other way and not open your mouth about it. Son stays in cell most of the time to avoid contact with officers. Guards take things personally, when they should just be professional, instead. Her son is paying for his mistake by being in jail, but should shouldn't have to pay for it a second time at the punitive hands of the guards, who just take matters into their own hands.
6. Even the officers/jail administrators who really want to help the family members can't show it in the jail because others on the jail staff get mad at them for being "soft."
7. Guards take everything so personally. They change policy from time to time based on how they feel, not standard. All the guards have each others' back, so even if one person changed, it doesn't matter because they all act together. There's no fairness there at all...instead of running things by the book, it's too personal.
8. The guards just watch for someone to mess up, rather than supporting positive behaviors.
9. Most of the guards talk with inmates in a way that's not nice, but not all the guards.
10. During time out of cell for showers, guards would tear up their cells, rip up pictures, etc. That made inmates not want to come out for visits/showers.

Visitation—

1. Family's treatment varies by the guard that's on duty. Other guards can be really strict about coming late. The past few months, the guards have been good, but not before, when they were very unprofessional with families.
2. Visitation policy varies by guard and facility. Particularly in North, relatives are turned away for being 5 minutes late. Guards draw the late line at different times. There should be less discretion, and any judgement calls should be made in favor of the family visit going forward, so long as the facility's safety is endangered. The priority should be keeping the family as cohesive as possible. Guards do it in a way that just doesn't make common sense. It's in every one's best interest to make family visits happen. Transportation, time off of work for visitation are also big problems for families. There are still really limited visitation spots—increased visitation would be really helpful.

3. The inmate needs privacy with his AA sponsor so that the inmates' comments (that are necessary for his AA rehabilitation and sponsorship) don't incriminate the inmate. That's a real problem, very frustrating. The real deep stuff is dangerous to talk about.
4. Visitation functioned okay.
5. The guards are really rude and not helpful to families, turning them away with no information. But, the mother doesn't want to push the issue for fear the guards will take it out on her son.
6. Visitation arrival time is 30 minutes before visit, but some guards don't follow that policy, and still turn families away. A guard didn't let her in because she had on scrubs, though there is no policy about that. Too much guard discretion to make up their own rules.
7. The family's treatment depends on the officer. Some treat you like a human, some like an inmate. It all depends on what the guard's life is like.
8. It's hard to schedule visitation. So far, she's been treated well, and the guards have been nice.

Programs—

1. Program offerings are very limited for her son. The conditions of no programs exacerbate mental health problems, stress. Just staring at a wall all day makes people apathetic. Their IQ slips away. The lack of programming really impacts behavior and mental health, and probably physical health (no direct sunlight.) Nothing to do. Many of them are there for years with nothing to do. There's a spiritual impact, too. Can't go to church. You get handcuffed and strip searched if you ask to see clergy (because you've seen a stranger.)
2. There's a room of board games, supposedly, but they're not out. Very few basketballs or board games. There's always a reason for the guard to deny the requests.
3. The traditional 12-step programs aren't available in the jail. They want to try and get AA into the jails. The problem is that the jail won't let almost any inmates meet in groups, which is the main barrier to this and so many programming deficits. The jail also says there's not room to have programs, but there is.
4. Her husband did an academic certificate by mail correspondence and worked on his case. Wife sends him printouts of books. This is a big issue, though, because the jail isn't providing any programs. For reentry, one day the inmates are going to get released, and what skills are they going to have? They need anything except just sitting there. Just sitting there means that other things kick in—mental illness, anxiety.
5. Her son has no access to constructive activity. Family sends him books, but that's all. They need to give them something to do—otherwise they would go crazy.

Out of cell time—

1. 2 hours/day, but sometimes they don't get out at all. Sometimes, only once a day. On Wednesday, they don't let them out at all.

2. Out of cell time is only 3 hours/week. Day rooms often have nothing in them that is constructive.
3. Programming time depends on the officer, because the officer can just keep people locked up all day.

Accountability—

1. She sees no accountability to officers for their misconduct.
2. If there is any, it's not transparent.

Classification—

1. Inmates are not given information about why their classification changes or declass requests are denied. No information, so the inmate can't make changes to do "better" because he doesn't know what to do to do differently. Inmates need a way to know what behaviors to do to get downclassified...otherwise, they are powerless to improve. The classification is not standard or transparent. Even if classification system is changed, there still aren't sufficient programs. The jail isn't prepared to implement programs. It requires a culture shift.
2. When inmate requests to downclass, he just gets reply "Issue has been resolved" but no information. He has exhausted all remedies and can't find out what he needs to do to get. Classification is run by 1 person. That's a problem.

Food—

1. It's all very processed and inedible. Really horrible.
2. The food is terrible, especially the mystery meat.
3. The gaps between second two meals is way too long. Her son just eats from Commissary now, but the food is so disgusting, he throws it up. He lost a ton of weight.

Commissary—

1. Prices are so high. It's a major rip-off.
2. It's very expensive for a family to have someone in jail. Commissary needs include food (because jail food is gross), hygiene supplies, pillows. Only 2 programs are in Main Jail, so those inmates' families pay a ton, but get very little back. There's a fee to put money on the guys' books, and then the commissary prices are so high. Families should not be milked for things the county should pay for.
3. Money is taken off the top for phones and commissary. It's expensive, but it's the only thing the family can do.
4. Commissary food is way too expensive. Family member doesn't know why they would do it that way.

Phones—

1. Her son now gets much more phone time than he used to.

2. Inmate has enough phone access.
3. Phone calls are still too expensive.

Pro per defendants—

1. The legal resource room has pages missing from the legal research room. They can write out for assistance for Catholic Charities, but when they make a request, officer may or may not submit it.
2. Her son is awaiting trial and is pro per, so he can keep photos as evidence. Guards have messed with his evidence and torn up his photos.

Mail—

1. Relative doesn't get inmate's mail, and inmate doesn't get hers. The officers are still holding a grudge against him from the IA investigation, so they mess with his mail.
2. Guards play games with the mail. Her son got no mail for a long time, then 6 months later, son got a big bag of mail all at once. They thought it had been thrown away. Families can send in 2 books/stamps per letter, but guards pull them out sometimes and play games with them.
3. Wife's mail goes through fine, but other peoples' doesn't...husband doesn't get it.

Hygiene—

1. The jails are filthy, including Elmwood. The inmates get staph. The clothes are filthy, and inmates get punished (sometimes severely) when inmates have an additional pair of underwear, just to keep themselves clean.
2. It took 4 months to get nail clippers. The inmate didn't know he had to fill out a form, but mom found it out by talking with another family, and finally he got nail clippers.
3. Sometimes, the jail says there are no more clean clothes, and inmates have to wear the same pants another week.
4. There's no hot water in Main South.

Officer wellbeing

1. It would be helpful to offer the guards regular counseling or a therapy group to check their state of mind, to make sure they're not mentally in a place where they will be harmful.
2. Guards needs to be randomly drug tested, especially the swing shift and night shift. Her son, who was a drug user and can recognize it in others, has seen a night shift guard high on meth.
3. Staffing in 12-hour shifts may be a problem. That means guards are really tired and not in good shape for decision making.

Family navigation—

1. The jail doesn't do anything to help families know about the resources to help them. Having a loved one incarcerated takes a huge emotional toll on families, and you worry constantly. The whole family goes to jail.
2. The jail didn't tell them things actively or transparently. Family needed to network with other families to figure things out. The only thing that was easy was sending books.