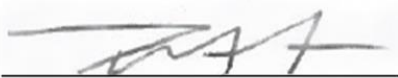


<b>POLICY TITLE: STAFF COMMUNICATION WITH FACILITY RESIDENTS AND COMMUNITY CORRECTIONS CLIENTS, GENERAL</b>		<b>PAGE <u>1</u> OF <u>3</u></b>
<b>POLICY NUMBER: 1.9</b>		
<b>CHAPTER 1: ADMINISTRATION, ORGANIZATION, AND MANAGEMENT</b>		
	<b>STATE of MAINE</b> <b>DEPARTMENT of CORRECTIONS</b>	<b>PROFESSIONAL STANDARDS:</b>
	<b>Approved by Commissioner:</b> 	<b>See Section VIII</b>
<b>EFFECTIVE DATE:</b> <b>August 2, 2004</b>	<b>LATEST REVISION:</b> <b>April 1, 2021</b>	<b>CHECK ONLY IF</b> <b>APA [ ]</b>

**I. AUTHORITY**

The Commissioner of Corrections adopts this policy pursuant to the authority contained in 34-A M.R.S.A. Section 1403.

**II. APPLICABILITY**

Entire Maine Department of Corrections

**III. POLICY**

It is the policy of the Maine Department of Corrections to provide for a system of two-way communication between staff and facility residents and community correctons clients. It is also the policy of the Department to ensure that staff at all levels appropriately convey rules, policies, and practices to residents and clients and to ensure that residents and clients are able to interact and communicate with staff.

**IV. DEFINITIONS**

None

**V. CONTENTS**

Procedure A: Communication, General  
 Procedure B: Verbal Communication

**VI. ATTACHMENTS**

None

## VII. PROCEDURES

### Procedure A: Communication, General

*5-ACI-1A-16, 4-ACRS-7D-36 & 4-JCF-6A-13*

1. Each facility Chief Administrative Officer, and community corrections Regional Correctional Administrator, or designee, shall develop and maintain a system of open communication between residents and clients and staff by:
  - a. maintaining a written request/response system that minimizes delays in responding to resident and client requests by the staff members to whom they are addressed;
  - b. distributing to residents and clients up-to-date written information describing rules, policies, practices, programs and services, and other appropriate information;
  - c. ensuring that those residents and clients who require assistance in understanding written or verbal communications due to being hard of hearing, limited English proficiency, developmental disability, or other reason are provided with appropriate assistance;
  - d. keeping residents and clients appropriately informed of changes in scheduling or programming through verbal and written communications;
  - e. supporting and enforcing appropriate personal interactions and communications with residents and clients; and
  - f. providing staff with the authority to make decisions and the ability to make recommendations concerning security, classification, services and programs.
2. Each facility Chief Administrative Officer, or designee, and designated Department correctional administrators shall visit the facility's living and activity areas at least weekly to encourage informal communication between staff and residents and to informally observe living and working conditions.

*5-ACI-3A-06, 5-ACI-3A-11 & 4-JCF-2A-12*
3. Any formal meetings between staff and residents and clients shall be documented as to date, names of staff and residents and clients present and general subjects of the meeting.

### Procedure B: Verbal Communication

1. Language and demeanor of staff communicating with, and in the presence of residents and clients must be of unquestionable professional standards. Verbal communication between staff and residents and clients should be positive in

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scope. Staff shall make every effort to respond to questions and concerns of residents and clients, as soon as possible.

## VIII. PROFESSIONAL STANDARDS

### ACA

- 5-ACI-1A-16** Written policy, procedure, and practice provide for a system of two-way communication between all levels of staff and inmates.
- 5-ACI-3A-06** Written policy, procedure, and practice facilitate personal contact and interaction between staff and inmates.
- 5-ACI-3A-11** Written policy, procedure, and practice require that between the warden/ superintendent and assistant warden/ superintendent(s), each institution's living and activity areas shall be visited weekly within a schedule that ensures the warden/superintendent personally conducts rounds in all areas no less than one time per month. In addition, designated department heads shall visit the institution's living and activity areas at least weekly to encourage informal contact with staff and inmates and to informally observe living and working conditions.
- 4-ACRS-7D-36** There is a system of communication between all levels of staff and offenders.
- 4-JCF-2A-12** The facility administrator or designee, assistant facility administrator(s), and designated department heads visit the facility's living areas at least weekly to encourage informal contact with staff and juveniles and to informally observe living and working conditions.
- 4-JCF-6A-13** There is an established system of two-way communication between all levels of staff and juveniles.

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