Staff Questionnaire **-** Detention Officer – Lead Detention Officer

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| **Interview Details** |  |
| Program Name: | Past and Current Position(s) at Program: |
| Level of Care: | Date/Time of Interview: |
| Full Name: | Interviewer: |

\*Note: Before beginning the interview and/or providing this questionnaire to staff, provide a brief introduction, including monitor role and purpose of monitoring visit, confidentiality of staff interview, and clarify any questions. See *Introduction Prompt for Staff* for additional guidance as needed.

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|  | NOTES |
| **Tell me about your role and main responsibilities as a Detention Officer.** |  |
| **What are the things that you like/enjoy about your job? What are the challenges you face in your job?** |  |
| **(Lead Detention Officer) Do you have access to the UAC Portal?**   * If yes, are you aware of ORR tools, such as the UAC MAP - ORR procedures located on the UAC Portal? * Describe where/how you would access these tools in the UAC Portal. |  |
| **Would you recommend any additional trainings for yourself or your Detention Officer colleagues?**  **Tell me about the training you have received in Behavior Management. What did you learn in that training?**  **(Lead Detention Officer) Please explain how you work with your training officer to determine training needs of staff and timely completion of required training.** |  |
| **Tell me about a recent experience with an UAC behavior incident** (E.g. UAC assault on staff.)   * How did you and your colleagues respond to the incidents? * How did you try to deescalate incidents to reduce the use of force and restraints?   **In the case of a UAC or facility significant incident, describe procedures to return UAC to secure rooms. For an individual UAC? For a group of UACs?**  **Describe staff interventions to reduce the need to isolate UAC in room.**   * **If a UAC has been secured in a room because of a behavior incident, describe how staff decide when to return the UAC to scheduled activities.** |  |
| **Please discuss your experience with use of restraints (physical holds and mechanical restraints).** |  |
| **What does *trauma-informed care* mean to you?**  **How do you support and implement *trauma-informed care* as part of the Detention Officer team?** |  |
| **If a UAC presents with mental health issues, please describe how you work as a team with clinicians, medical staff and your supervisor to respond to the UAC.**   * Whom would you talk to if UAC were threatening to hurt themselves? * Do you feel confident in the program’s ability to handle a mental health emergency or crisis? * How would you describe the working relationship between Detention Officers and Clinicians? Medical Staff? |  |
| **Please describe how the UAC to staff ratios work at your facility?**   * + - Daytime hours:     - Evening hours:     - Sleeping hours when UAC are in their rooms: |  |
| **What does ‘line of sight supervision’ mean to you?**  **How do you maintain line of sight during UAC interviews with the Legal Service Provider?** |  |
| **Describe daily and weekend access to recreation - large muscle activity (inside and outside) and structured leisure activities.**   * **How does the facility keep track of recreation and leisure activities?** |  |
| **Please explain the process for a UAC to send and receive mail.** |  |
| **Briefly describe a routine 24-hour day for a UAC on a weekday. On a weekend?**   * During non-sleeping hours, how do staff try to limit the amount of time a UAC spends in his/her locked room? * **During UAC sleeping hours, how often do staff check to confirm UAC is OK? How do you document those checks?** |  |
| **When Detention Officers come on shift, how are staff informed of program updates? Critical UAC issues?**   * How are Detention Officers informed about the following:   + Recent UAC behavior incidents?   + Recent UAC medical or mental health issues? |  |
| **(Lead Detention Officer)**  **How do you maintain good communication within your department - with so many staff working different shifts and hours?**  **Are there communication issues with other departments?**  Case Management? Clinicians? Medical? Education? Administration? |  |
| **Tell me about your relationship with your supervisor and management.**   * **Do you have individual meetings with your supervisor? How often?** * **Do you feel that your supervisor provides appropriate support, supervision, constructive feedback?** |  |
| **If UAC reported the following allegation to you, please describe what you would do:**   * *UAC reports that he/she was sexually assaulted by another UAC* * *UAC reports that a staff member used harsh language when talking with the UAC* * *UAC reports that while walking to lunch, a staff member hit him/her*   **How are ORR Significant Incident Reports and internal incident reports processed at your facility? Tell me about the last internal incident report you wrote.** |  |
| **How well does the UAC grievance system work at your facility? Do you have any suggestions to improve the current system?** |  |
| **What are some expectations detailed in your facility’s current Code of Conduct?**  **What would you do if a colleague Detention Officer in your presence was doing any of the following:**   * **Using an unauthorized physical restraint when trying to control UAC.** * **After UAC was restrained, staff punched UAC in stomach.** |  |
| **Do you have any current concerns with the treatment of UAC in care?**  **Do you have any current concerns about any particular staff member - any staff members you think should NOT be working with UAC?**   * **If yes, have you brought this issue up with your supervisor or management? If not, why not?** |  |
| **How would you improve or strengthen the program here?**   * **To reduce staff use of force or mechanical restraints.** * **To reduce time UAC are locked in room during non-sleeping hours.** * **To reduce fights between UACs.** * **To reduce UAC assaults on staff.** * **To reduce UAC boredom on evenings, weekends and holidays.** * **Other ideas to improve your program.** |  |
| **What recommendations do you have for ORR that I can take back to share with our headquarter teams?** |  |

## Additional Notes

Enter Additional Notes.