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.
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| **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.**
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| **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?
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| **Please describe how the UAC to staff ratios work at your facility?** * + - Daytime hours:
		- Evening hours:
		- Sleeping hours when UAC are in their rooms:
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| **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?**
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| **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?**
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| **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?
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| **(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?**
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| **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.**
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| **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?**

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| **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.**
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| **What recommendations do you have for ORR that I can take back to share with our headquarter teams?** |  |

## Additional Notes

Enter Additional Notes.