

## Staff Questionnaire - Detention Officer – Lead Detention Officer

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.

	NOTES
<b>Tell me about your role and main responsibilities as a Detention Officer.</b>	
<b>What are the things that you like/enjoy about your job? What are the challenges you face in your job?</b>	
<b>(Lead Detention Officer) Do you have access to the UAC Portal?</b> <ul style="list-style-type: none"> <li>If yes, are you aware of ORR tools, such as the UAC MAP - ORR procedures located on the UAC Portal?</li> <li>Describe where/how you would access these tools in the UAC Portal.</li> </ul>	
<b>Would you recommend any additional trainings for yourself or your Detention Officer colleagues?</b>	

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<p><b>Tell me about the training you have received in Behavior Management. What did you learn in that training?</b></p> <p><b>(Lead Detention Officer) Please explain how you work with your training officer to determine training needs of staff and timely completion of required training.</b></p>	
<p><b>Tell me about a recent experience with an UAC behavior incident</b> (E.g. UAC assault on staff.)</p> <ul style="list-style-type: none"> <li>• How did you and your colleagues respond to the incidents?</li> <li>• How did you try to deescalate incidents to reduce the use of force and restraints?</li> </ul> <p><b>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?</b></p> <p><b>Describe staff interventions to reduce the need to isolate UAC in room.</b></p> <ul style="list-style-type: none"> <li>• <b>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.</b></li> </ul>	
<p><b>Please discuss your experience with use of restraints (physical holds and mechanical restraints).</b></p>	
<p><b>What does <i>trauma-informed care</i> mean to you?</b></p> <p><b>How do you support and implement <i>trauma-informed care</i> as part of the Detention Officer team?</b></p>	

<p><b>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.</b></p> <ul style="list-style-type: none"> <li>• Whom would you talk to if UAC were threatening to hurt themselves?</li> <li>• Do you feel confident in the program's ability to handle a mental health emergency or crisis?</li> <li>• How would you describe the working relationship between Detention Officers and Clinicians? Medical Staff?</li> </ul>	
<p><b>Please describe how the UAC to staff ratios work at your facility?</b></p> <ul style="list-style-type: none"> <li>• Daytime hours:</li> <li>• Evening hours:</li> <li>• Sleeping hours when UAC are in their rooms:</li> </ul>	
<p><b>What does 'line of sight supervision' mean to you?</b></p> <p><b>How do you maintain line of sight during UAC interviews with the Legal Service Provider?</b></p>	
<p><b>Describe daily and weekend access to recreation - large muscle activity (inside and outside) and structured leisure activities.</b></p> <ul style="list-style-type: none"> <li>• <b>How does the facility keep track of recreation and leisure activities?</b></li> </ul>	
<p><b>Please explain the process for a UAC to send and receive mail.</b></p>	
<p><b>Briefly describe a routine 24-hour day for a UAC on a weekday. On a weekend?</b></p> <ul style="list-style-type: none"> <li>• During non-sleeping hours, how do staff try to limit the amount of time a UAC spends in his/her locked</li> </ul>	

<p>room?</p> <ul style="list-style-type: none"> <li>• <b>During UAC sleeping hours, how often do staff check to confirm UAC is OK? How do you document those checks?</b></li> </ul>	
<p><b>When Detention Officers come on shift, how are staff informed of program updates? Critical UAC issues?</b></p> <ul style="list-style-type: none"> <li>• How are Detention Officers informed about the following: <ul style="list-style-type: none"> <li>o Recent UAC behavior incidents?</li> <li>o Recent UAC medical or mental health issues?</li> </ul> </li> </ul>	
<p><b>(Lead Detention Officer)</b></p> <p><b>How do you maintain good communication within your department - with so many staff working different shifts and hours?</b></p> <p><b>Are there communication issues with other departments?</b> Case Management? Clinicians? Medical? Education? Administration?</p>	
<p><b>Tell me about your relationship with your supervisor and management.</b></p> <ul style="list-style-type: none"> <li>• <b>Do you have individual meetings with your supervisor? How often?</b></li> <li>• <b>Do you feel that your supervisor provides appropriate support, supervision, constructive feedback?</b></li> </ul>	
<p><b>If UAC reported the following allegation to you, please describe what you would do:</b></p> <ul style="list-style-type: none"> <li>• <i>UAC reports that he/she was sexually assaulted by another UAC</i></li> </ul>	

<ul style="list-style-type: none"> <li>• <i>UAC reports that a staff member used harsh language when talking with the UAC</i></li> <li>• <i>UAC reports that while walking to lunch, a staff member hit him/her</i></li> </ul> <p><b>How are ORR Significant Incident Reports and internal incident reports processed at your facility? Tell me about the last internal incident report you wrote.</b></p>	
<p><b>How well does the UAC grievance system work at your facility? Do you have any suggestions to improve the current system?</b></p>	
<p><b>What are some expectations detailed in your facility's current Code of Conduct?</b></p> <p><b>What would you do if a colleague Detention Officer in your presence was doing any of the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Using an unauthorized physical restraint when trying to control UAC.</b></li> <li>• <b>After UAC was restrained, staff punched UAC in stomach.</b></li> </ul>	
<p><b>Do you have any current concerns with the treatment of UAC in care?</b></p> <p><b>Do you have any current concerns about any particular staff member - any staff members you think should NOT be working with UAC?</b></p> <ul style="list-style-type: none"> <li>• <b>If yes, have you brought this issue up with your supervisor or management? If not, why not?</b></li> </ul>	
<p><b>How would you improve or strengthen the program here?</b></p>	

<ul style="list-style-type: none"><li>• <b>To reduce staff use of force or mechanical restraints.</b></li><li>• <b>To reduce time UAC are locked in room during non-sleeping hours.</b></li><li>• <b>To reduce fights between UACs.</b></li><li>• <b>To reduce UAC assaults on staff.</b></li><li>• <b>To reduce UAC boredom on evenings, weekends and holidays.</b></li><li>• <b>Other ideas to improve your program.</b></li></ul>	
<p><b>What recommendations do you have for ORR that I can take back to share with our headquarter teams?</b></p>	

**Additional Notes**

Enter Additional Notes.