

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
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?	

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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 <i>trauma-informed care</i> mean to you? How do you support and implement <i>trauma-informed care</i> 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: - o Recent UAC behavior incidents? - o 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: • <i>UAC reports that he/she was sexually assaulted by another UAC</i>	

• <i>UAC reports that a staff member used harsh language when talking with the UAC</i> • <i>UAC reports that while walking to lunch, a staff member hit him/her</i> 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.