



December 5, 2019

TO: [REDACTED]  
Assistant Director for Detention Management

FROM: [REDACTED]  
Lead Compliance Inspector  
The Nakamoto Group, Inc.

SUBJECT: **Annual/180-Day Re-Inspection of Bossier Parish Corrections Center**

The Nakamoto Group, Inc. performed an Annual/180 Day Re-Inspection with the ICE National Detention Standards (NDS) of the Bossier Parish Corrections Center in Plain Dealing, Louisiana, during the period of December 3- 5, 2019. This is an IGSA facility.

The inspection was performed under the guidance of [REDACTED], Lead Compliance Inspector. Team members were:

Subject Matter Field	Team Member
Detainee Rights	[REDACTED]
Security	[REDACTED]
Medical Care	[REDACTED]
Safety	[REDACTED]

### **Type of Inspection**

This is a scheduled annual/180-day re-inspection, which is performed to determine overall compliance with the ICE NDS for Over 72 hour facilities. The facility received a rating of Deficient during the January 2019 annual inspection.

### **Inspection Summary**

The Bossier Parish Corrections Center is currently accredited by:

- The American Correctional Association (ACA) - No
- The National Commission on Correctional Health Care (NCCHC) - No
- The Joint Commission (TJC) - No
- Prison Rape Elimination Act (PREA) - Yes

### **Standards Compliance**

The following information is a summary of the standards that were reviewed and overall compliance that was determined as a result of the January 2019 annual inspection and the December 2019 annual/180 day re- inspection:



The Nakamoto Group, Inc.

<b>2019 Annual Inspection</b>	
Acceptable	28
Deficient	9
Repeat Finding	0
Not Applicable	2

<b>2019 Re-Inspection</b>	
Acceptable	35
Deficient	1
Repeat Finding	1
Not Applicable	2

The inspection team identified fifty (50) deficient components in the following nineteen (19) standards:

Access to Legal Services- 1  
Correspondence and Other Mail – 2, both of which are repeat deficiencies  
Detainee Handbook – 3, all of which are repeat deficiencies  
Food Service – 10, nine of which are repeat deficiencies  
Funds and Personal Property- 1  
Detainee Grievances- 1, which is a repeat deficiency  
Issuance and Exchange of Clothing Bedding and Towels – 2, both of which are repeat deficiencies  
Recreation- 1, which is a repeat deficiency  
Access to Telephones- 1  
Hunger Strikes- 1  
Access to Medical Care – 2, one of which is a repeat deficiency  
Terminal Illness, Advance Directives and Death – 6, all of which are repeat deficiencies  
Environmental Health and Safety- 9, seven of which are repeat deficiencies  
Key and Lock Control – 2, one of which is a repeat deficiency  
Security Inspections – 1, which is a repeat deficiency  
Transportation- 1, which is a repeat deficiency  
Use of Force- 1  
Staff Detainee Communication- 4, one of which is a repeat deficiency  
Sexual Abuse and Assault Prevention and Intervention- 1

### **Facility Snapshot/Description**

The Bossier Parish Corrections Center is located in rural Plain Dealing, LA, and is operated by the Bossier Parish Sheriff's Office. The facility houses local inmates, Louisiana DOC inmates, U. S. Marshal's detainees, and low and medium classified male ICE detainees. The facility uses an indirect approach to detainee supervision. [REDACTED]

ICE detainees are housed in 80-bed dormitories and are not mingled with non-ICE detainees. The day rooms in the housing units are furnished with games, cards, telephones, video visitation terminals, tablets, microwaves, and televisions. Detainees may make video calls on the tablets, as well as purchase games and other entertainment appropriate for the environment. In addition to visitation, the video terminals have the detainee handbook on them, and can be used for sending request forms, sending sick call requests, and ordering commissary. An outdoor recreation yard is shared on a rotating schedule with all residents of the facility. The schedule indicates that detainees are offered one hour of outdoor recreation, five days a week. However, the OIC stated that they fall short of that mark because of cancellations due to extreme weather and staffing shortages.

Detainees were, in general, vocal and inconsolable regarding their immigration situations. They complained, almost unanimously, about the lack of information from the courts; lack of attention from ICE officers; and lack of knowledge regarding deportation status. The frustration level in every housing unit was high, but detainees for the most part were respectful to inspectors during the inspection.

Many of the Cuban detainees participated in a disturbance in August 2019 that was allegedly designed to demonstrate their dissatisfaction with the immigration courts. The Cuban detainees in one dormitory sat down on the floor and locked arms, and refused orders to disband; the facility operations were therefore interrupted. That situation spread sympathetically to detainees in another housing unit, wherein detainees threw food and trays to express their discontent. The situation was resolved in both units with staff intervention, and no serious injuries were sustained by staff or detainees.

Over 150 detainees were interviewed during the inspection, including twenty detainees who were formally interviewed. Numerous detainees approached the inspectors with complaints about food, clothing and bedding, lack of outdoor recreation, and inattention of ICE officers. Every complaint was investigated by the inspection team. The Safety SME determined that the amount of issued clothing was not to the requirements of the standard. The facility indicated that they would not increase the clothing issue to the level required by the standard. Several blankets were observed to be threadbare and worn. The facility has plenty on hand for replacement, but indicated that they had not been requested. The detainees were advised to make requests for bedding as needed. In regards to the food complaints, the Safety SME checked the menu and verified that it had been certified by a dietician. Food portions were within standards requirements, and the menu offers a sufficient variety of entrees. The lack of outdoor recreation is a legitimate complaint, as the facility often cancels outdoor recreation sessions. The facility has no plans to alter the conditions under which outdoor recreation is cancelled. In terms of the complaints regarding inaccessibility of information from ICE, the ICE officers interviewed stated that they do not have the resources to honor the scheduled weekly visits or interview the number of detainees that demand their time. The result is that the detainees do not have the access to ICE, and subsequently information, that detainees in other facilities do. Two detainees complained that they cannot get over-the-counter medications from medical. The Medical SME investigated the claim and determined that the facility does in fact provide over-the-counter medications for free, and did so for both of the complaining detainees; however, these specific detainees wanted them provided in greater amounts than are issued. The commissary offers over-the-counter medications for sale should detainees want more than issued. Five detainees complained that one officer treated them less than professionally during their interactions. The detainees were advised to file grievances or complaints about any staff member that acted unprofessionally towards them. The warden was advised of the complaints regarding this specific employee. One detainee stated that he was not seen by medical staff after his request. The Medical SME reviewed the medical records and determined that the detainee had been seen twice by medical staff regarding his complaint, and both times had been issued medication and scheduled for follow-up appointments; however, the detainee declined both follow-up appointments.

Sanitation throughout the facility was average. Officers were extremely professional in appearance and grooming. They interacted with detainees appropriately. In general, the staff has an awareness of the standards as they apply to their duties. The setting is not ideal for civil detention, as it is that of a typical jail. ICE detainees do not pay copayments for health care. All services are provided by Bossier Parish employees.

### **Areas of Concern/Significant Observations**

In August 2019, several Cuban detainees started a disturbance by sitting down in one unit and locking arms, and refusing orders to disband. Their actions spurred another unit to begin throwing trays and food in their dormitory. When staff intervened with chemical agents and began cuffing and escorting detainees from the original unit to the SMU, detainees in the other unit stopped acting out and cleaned up the mess they had made from the food

and trays. Having made their point, the now-compliant detainees who were taken to the SMU were returned in a short time, after being offered medical attention. In total, 158 Cuban detainees were identified as taking part in the disturbance. There were no injuries and no formal discipline was convened on any participant. One detainee passed out during the incident, and although he has undergone extensive medical testing, no cause has been established and he has required no follow-up treatment. Force was utilized on this detainee while he was unconscious, and a review of the video evidence revealed that it was a clearly inappropriate application of force. The facility after-action report identified some areas that could have been improved in the facility response, but was not comprehensive. The Security SME and Detainee Rights SME identified a number of issues that were not mentioned in the after-action report. Most notably, the inappropriate application of force towards the unconscious detainee and the lack of reports written by responding security staff. Further, none of the responding staff or participating detainees were interviewed as part of the after-action review, and the officer that used force on the unconscious detainee was not disciplined. In addition, the facility did not investigate and review several other individual physical responses of staff that occurred during the incident.

At a minimum, the investigation of this incident should have been managed by appointing multi-disciplinary use of force review teams that included not just agency security staff, but ICE staff and non-security facility staff, such as health care employees. The use of force review teams should have taken individual statements from all officers and detainees involved, viewed the videos, and compiled all other facts and evidence. Every physical response that went beyond the routine application of restraints should have been investigated individually. Staff that were determined to have applied either unjustified or excessive force should have been disciplined and re-trained.

Citing budgetary concerns, the facility does not adhere to the provisions of the standards in a number of different areas. Some examples are that they do not supply razors to detainees; they do not replenish hygiene items at no cost to detainees; they cancel outdoor recreation frequently due to shortage of staff; they do not supply writing paper, pencils, and envelopes to detainees free of charge; they do not issue the full complement of clothing or bedding as required by the standards; and they do not have a sufficient number of medical staff, which is cited as the reason they do not conduct physical examinations or offer chronic care services. These services and items are generally considered to be standard provisions, financed by the negotiated per diem rates; it appears to be considered otherwise by this agency. The facility indicated that they have not been fined for non-compliance with these standards requirements.

#### Staff Detainee Communications Standard Rated Deficient

The recommended rating for the Staff Detainee Communications Standard is Deficient for this inspection.

**Finding:** The Field Office is not ensuring weekly announced and unannounced visits by ICE Officers, Deportation Staff, or other designated ICE staff as required by the Standard. The observation of living conditions is not being conducted weekly, nor are detainees' personal concerns being addressed weekly as required by the Standard. There were two months during the inspection period where no ICE visits could be documented. Detainee requests are not being responded to within the 72 hour deadline as stipulated in the Standard. Of the 93 request forms logged during the inspection period, 29 of them were not responded to with 72 hours of receipt. Detainees unanimously reported that they had not seen ICE staff in the housing units for visits.

**Recommendation:** ICE Staff should conduct announced and unannounced visits to the housing and activity areas weekly to observe living conditions and interact with detainees in regards to their personal concerns. Detainee requests should be responded to within 72 hours of receipt. During the closeout for this inspection, the attending ICE Officer stated that the Field Office was assigning an ICE Officer to the facility to ensure compliance with the Standard in the future.

### **Recommended Rating and Justification**

The Lead Compliance Inspector recommends that the facility receive a rating of Acceptable. The facility complies with the National Detention Standards (NDS) for Over 72-hour facilities. One (1) standard was found Deficient and two (2) standards were Not Applicable (N/A). All remaining thirty-six (36) standards were found Acceptable.

### **LCI Assurance Statement**

The findings of compliance and noncompliance are accurately and completely documented on the G-324 Inspection Form and are supported by documentation in the inspection file. An out brief was conducted at the facility and in addition to the entire Nakamoto Group, Inc. Inspection Team, the following were present:

- ICE Officials – [REDACTED]
- Facility Staff – [REDACTED]

[REDACTED]

[REDACTED], Lead Compliance Inspector  
Printed Name of LCI

December 5, 2019  
Date