

February 24, 2021

TO: [REDACTED]
Assistant Director Custody Management

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

SUBJECT: **Annual Inspection of the Glades County Detention Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE National Detention Standards (NDS 2019) of the Glades County Detention Center in Moore Haven, Florida, during the period of February 22-24, 2021. 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]
Medical Care	[REDACTED]
Safety	[REDACTED]

Type of Inspection

This is a scheduled annual inspection that is performed to determine overall compliance with the ICE NDS 2019 for Over 72-hour facilities. The facility received a previous rating of Meet Standards during the March 2020 (NDS 2000) annual inspection.

Inspection Summary

The Glades County Detention Center is currently accredited by:

- The American Correctional Association (ACA) - No
- The National Commission on Correctional Health Care (NCCHC) - Yes
- 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 2020 and 2021 annual inspections:

<i>2020 Annual Inspection</i>	
Meets Standard	38
Does Not Meet Standard	0
Repeat Finding	0
Not Applicable	1

<i>2021 Annual Inspection</i>	
Meets Standard	33
Does Not Meet Standard	0
Repeat Finding	0
Not Applicable	0

The inspection team identified thirteen (13) deficient components in the following eight (8) standards:

Transportation by Land – 3
 Facility Security and Control – 2
 Food Service - 1
 Hold Rooms in Detention Facilities – 2
 Use of Force and Restraints – 1
 Special Management Units – 1
 Visitation – 1
 Grievance System - 2

Facility Snapshot/Description

The Glades County Detention Center was built in 2007 and is located in Moore Haven, Florida, approximately 55 miles northeast of Fort Myers, Florida. The facility is owned by the Glades County Development Corporation and operated by the Glades County Sheriff. This IGSA facility [REDACTED] employs the indirect model of supervision to all custody levels of adult male and female detainees for ICE, U. S. Marshal detainees, and Glades County inmates. [REDACTED]

Detainees are housed in cells and dormitory-style living quarters on upper and lower tiers. Male ICE detainees are housed together with other ICE detainees of the same or similar custody levels. Female ICE detainees are housed among other jurisdictions with the same or similar custody levels. The facility maintains a ten-cell special management unit (SMU) with double-occupancy cells and a medical housing area that consists of four single-occupancy cells. Living units appear well lit with both natural and artificial light and have adequate open space for detainees. A housing unit floor plan and photographs of the housing units were provided for review. The dayrooms in the housing units are furnished with tables and chairs for detainees to participate in leisure time activities and socializing. The OIC reported that board games, leisure reading material, playing cards, and televisions are among the amenities available to detainees. Computer tablets are available in the living units to assist detainees in communicating with family, video visitation, and submitting electronic requests to ICE. The facility has four outdoor recreation yards for detainees to play football, soccer, jog, or walk. Indoor recreation areas include the dayroom portions of each housing unit that are equipped with stationary exercise equipment, video games, and table tennis for detainee use. General visitation and group religious services have been temporarily suspended due to health concerns associated with the COVID-19 virus. Video visitation for a fee is available to detainees through the telephone provider. Visits from legal representatives have not been suspended. Other COVID-19 response operational changes include all newly received detainees are quarantined and COVID-19 tested upon admission to the Glades County Detention Center. The facility has arranged with the telephone provider to allow 500 free minutes of monthly call time for detainees to maintain positive family ties in the absence of family visits.



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The facility reported a death of a 51-year-old Hispanic male during the inspection period. On July 1, 2020, the detainee was transported to a local medical facility with medical complications. While admitted to the medical facility, his condition worsened, and he was pronounced dead on July 12, 2020. The medical examiner's cause of death was noted as COVID-19 pneumonia secondary to congestive heart failure, coronary artery disease, and hypertensive cardiovascular disease.

Maintenance staff reported that the facility is climate-controlled. Photographs provided of the facility found the physical plant to be in good repair. All staff interviewed were well-versed in facility guidelines and operating procedures as well as the National Detention Standards. Officers and staff were professional during interviews and detainees spoke willingly and respectfully. A review of photographs, videos, sanitation inspection reports, and interviews with staff and detainees concluded that the sanitation level of the facility was average.

The inspection team interviewed 24 limited English-speaking (LEP) and English-speaking detainees housed at the facility. Interviews were held telephonically and with the assistance of an interpreter when needed. There were no substantive concerns voiced when asked about mail services, access to telephones, access to the law library, or access to medical services. When asked about personal safety, many detainees stated that they didn't feel safe being housed with jurisdictions other than ICE detainees. No detainees voiced fear for their life or immediately felt threatened of bodily harm from other detainees, staff, or inmates. Several detainees complained of receiving repetitive food items such as pasta, and most complained that the food tasted bland and portion sizes were small. The Health and Safety SME reviewed the menu and found a variety of foods being served with portion sizes approved by a dietician who also certified the menu as nutritionally adequate. The Medical SME conducted interviews with three of the four detainees being housed in disciplinary segregation. Two detainees complained that hot foods were often not served at the appropriate temperatures and one detainee complained that outside recreation was generally not offered. A review of food temperatures recorded for meals delivered to the SMU over the inspection period, found food temperatures to be within acceptable ranges as required by the food service standard. A review of daily segregation logs and interviews with staff determined that outside recreation is offered for one hour, five days per week as required by the standard. The chief of security stated that inclement weather is the only reason for not offering outside recreation to detainees housed in the SMU. Four detainees complained of the taste of the drinking water, reporting that sometimes the water has a yellow color and a slight odor. The OIC reported that the facility's water supply comes from a new water tank that also serves a nearby state correctional facility. The drinking water at this facility is delivered to the housing units daily from the food service area, which utilizes an additional water filtration system. During the inspection, the Health and Safety SME found that the potable water is provided by the City of Moore Haven, a certified community water source. A review of monthly water tests conducted by the city water department found potable water to be within the acceptable range.

All detainees interviewed verified they received a local and National Detainee Handbook during the admission process, except one. A female LEP detainee who speaks Mandarin stated the handbook was not interpreted for her during the admission process. This concern was brought to the attention of the chief of security who arranged for the handbook to be translated for the detainee. All detainees interviewed confirmed that facility memoranda, posters, and other types of key information are posted throughout the facility in English and Spanish; the languages primarily spoken by detainees. No detainees raising substantive complaints or concerns mentioned in this report voiced their concerns beyond facility staff.

Medical services are provided by Armor Health Care Services. All other services are provided by Glades County employees. The facility does not charge co-pays for medical, mental health, or dental care.

Detainee telephone and computer tablet services are provided by GlobalTel (GTL) via a contract with the facility.



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Areas of Concern/Significant Observations

There were no areas of concern or significant observations from this remote inspection. The inspection team relied upon photographs and/or videos to validate the observation of many standards.

Recommended Rating and Justification

The Lead Compliance Inspector recommends that the facility receive a rating of Meets Standards unless unobserved practices and conditions are contrary to what was reported to the inspection team. The facility complies with the National Detention Standards (NDS). No (0) standards were found Does Not Meet Standard and no (0) standard was Not Applicable (N/A). All thirty-three (33) standards were found to Meet Standards.

LCI Assurance Statement

The findings of compliance and non-compliance are accurately and completely documented on the G-324A Inspection Form and are supported by documentation in the inspection file. An out brief was conducted telephonically with facility staff and ICE representatives. 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

February 24, 2021

Date