

April 4, 2019

TO: [REDACTED]  
Assistant Director for Detention Management

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

SUBJECT: **Annual Detention Inspection of the Buffalo (Batavia) Service Processing Center**

The Nakamoto Group, Inc. performed an annual inspection for compliance with the ICE Performance-Based National Detention Standards (PBNDS 2011) of the Buffalo (Batavia) Service Processing Center in Batavia, NY, during the period of April 2-4, 2019. This is an SPC.

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

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

### **Type of Inspection**

This is a scheduled annual inspection, which is performed to determine overall compliance with the ICE PBNDS 2011 for Over 72 hour facilities. The facility received a previous rating of Meets Standards during the March 2018 inspection.

### **Inspection Summary**

The Buffalo (Batavia) Service Processing Center is currently accredited by:

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

### **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 2018 and 2019 PBNDS 2011 compliance annual inspections:

<i><b>2018 Annual Inspection</b></i>	
Meets Standards	42
Does Not Meet Standard	0
Repeat Finding	0
Not Applicable	0

<i><b>2019 Annual Inspection</b></i>	
Meets Standards	42
Does Not Meet Standard	0
Repeat Finding	0
Not Applicable	0

The inspection team identified one (1) deficient component in the following one (1) standard:

Hold Rooms in Detention Facilities – 1, which is a priority component

### **Facility Snapshot/Description**

The Buffalo (Batavia) Service Processing Center is owned and operated by Immigration and Customs Enforcement, and is located in Batavia, NY, approximately thirty miles east of the Buffalo-Niagara International Airport. A contracted security company supplies detention officers, detention supervisors and other staff. [REDACTED]

The facility is a single level structure. There are nine general population housing units; six contain dormitory beds and three contain cell housing. The three housing units with cell beds contain two cells designed for detainees with disabilities. Additionally, the facility has a special management unit (SMU) consisting of 32 single cells. Officers are posted in the housing units providing direct supervision.

The general population housing units have a dayroom area with tables, chairs, two televisions, telephones, a computer equipped with LexisNexis, electronic tablets equipped with games and music, board games, exercise equipment, a ping-pong table, microwave ovens, an ice machine with water, a toaster and a sufficient number of showers and wash basins. Detainees are provided access during daylight hours to an outdoor recreation yard attached to each housing unit. Detainees may participate in the voluntary work program.

The inspection team visited the housing units multiple times during the inspection and found the atmosphere to be calm. The facility employs the concepts of civil detention and all staff interviewed during the inspection were professional and well-versed in the requirements of the standards. Interactions between facility staff and detainees were observed to be professional and cordial. Sanitation throughout the facility was observed to be above average.

Detainees were relaxed and approached the inspectors without hesitation. Detainees were interviewed in groups or in a private, confidential setting. LEP detainees speaking languages other than Spanish were interviewed using a telephonic translation line. Spanish speaking detainees were interviewed by a bilingual inspector. All stated that they were being treated respectfully by contract security staff and ICE officers and all stated they felt safe at the facility. There were no complaints about recreation or law library access. The only complaints regarding food were about cereal being served for breakfast and a female detainee complained that she was vegetarian due to her religious beliefs and she was being served meat. The Safety SME followed up on the complaint and found that she has not spoken to the chaplain and requested a religious diet. The detainee was informed of the process required to receive the requested diet.

Another female detainee complained that a number of topical pain relief ointments were confiscated from her during a random housing unit search. The Medical SME followed up on her complaint and found that medical staff had not prescribed the ointments and had no knowledge of how the detainee procured the ointments.

Detainees are not charged co-pay fees for medical, dental or mental health services. Medical care is provided by ICE Health Services Corp (IHSC).

Detainee telephone services are provided via the ICE national contract with Talton Communications, Inc. Food service, security services, mail, transportation, commissary and maintenance operations are all provided via a contract with Akima Global Services LLC.

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

The inspection team identified one (1) deficient priority component:

#### **Hold Rooms in Detention Facilities**

*Priority Component #16:* Officers closely supervise hold rooms through direct supervision to ensure.

- Continuous auditory monitoring,
- Visual monitoring at irregular intervals at least every 15 minutes,
- Constant surveillance of any detainee exhibiting signs of hostility, depression, or similar behaviors.

*Finding:* No documentation was provided to verify that officers visually monitor the hold rooms every fifteen minutes on an irregular basis.

*Recommendation:* Officers should visually monitor detainees in the hold rooms every fifteen minutes on an irregular basis and the checks should be documented.

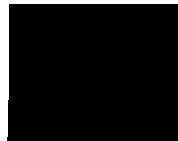
### **Recommended Rating and Justification**

The Lead Compliance Inspector recommends that the facility receive a rating of Meets Standards. The facility complies with the ICE Performance-Based National Detention Standards (PBNDS) 2011. No (0) standards were found Does Not Meet Standards and no (0) standard was Not Applicable (N/A). All forty-two (42) standards were found to be in compliance.

### **LCI Assurance Statement**

The findings of compliance and non-compliance 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]
- IHSC Staff - [REDACTED]
- Facility Staff – [REDACTED] and numerous other staff



, Lead Compliance Inspector

April 4, 2019

Printed Name of LCI

Date