

City of St. Louis Department of Public Safety / Division of Corrections
POLICY & PROCEDURES

CHAPTER:	5	Administration and Management	5.7.7
SECTION:	7	Personnel	EFFECTIVE DATE: 5 / 29 / 2020
SUBJECT:	7	Staff / Inmate Communication	
STANDARDS: ACA – 4 – ALDF: None			
APPROVED:			REVIEW DATE: 5 / 29 / 20
<hr/> Dale Glass COMMISSIONER OF CORRECTIONS			REVISION DATE: 6 / 26 / 20
Rescind: 5.7.7 dated 7/27/16 Cancel:			

I. POLICY

It is the policy of the St. Louis City Division of Corrections to maintain a system of two way communications between all levels of staff and the inmates.

II. RESPONSIBILITIES

All Division of Corrections staff, contractors, volunteers and inmates are responsible for adhering to the following procedures.

III. DEFINITIONS

Correctional staff Member(s): Unless otherwise qualified the term "Correctional staff member(s)" includes contracted staff, volunteers and vendors.

Division/Division of Corrections: Means the St. Louis City Division of Corrections.

Inmate: Any individual that is currently under the lawful custody of the St. Louis City Division of Corrections.

IV. PROCEDURES

A. General Information

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1. The Division strives to build positive communication with the inmate population through professional contacts and opportunities for inmate/staff dialogue.
2. Facility officials meet with inmates each month, in a group setting to discuss issues of general concern to the inmate population.
3. Matters pertaining to individual grievances, issues of personal nature, or other issues deemed inappropriate are not accepted for discussion.
4. Examples of topic that may be discussed with inmates include but not limited to:
 - a. Program activities (Religious programs, recreation, visitations, education programs, etc.),
 - b. New and revised policy and procedures deemed appropriate for dissemination to inmate population,
 - c. Food/Commissary,
 - d. Maintenance,
 - e. Sanitation,
 - f. Laundry, and
 - g. Any other relevant issue of general concern for the inmate population.

B. Communication through Inmate Request Form

1. Inmates will complete the Inmate Request Form requesting for specific services. (See, Inmate Handbook).
2. Special need inmates will meet with, and receive service assistance through their Caseworker and/or their Housing Unit Officer. (See, DOC # 3.1.3; 5.3.1 and 3.5.4).

C. Communication through Inmate Council of Representatives

1. An inmate Council of Representatives will consist of a Representative (Dorm Rep) from each housing/dormitory unit.
2. At least once every month, the Unit Manager will schedule a meeting with inmate Representatives to discuss issues and concerns.

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3. The Unit Manager/designee will keep minutes of each meeting and ensure that the minutes are distributed and posted on the bulletin board in each housing / dormitory unit. Copies are distributed to appropriate personnel including the Commissioner/designee, within ten (10) business days after the meeting.
4. Any inmate representative placed in Administrative Segregation while active as a Dorm-Representative will not be permitted to attend council meeting.
5. Any inmate representative found guilty of rule violation following a disciplinary hearing will be removed as a Council member and prohibited from returning to their assignment. Inmates found not guilty may continue as a council member at the discretion of the Unit Manager.

D. Communication through Verbal Interaction with Inmates

Correctional Staff Members are readily available throughout the facility to answer questions and respond to inmate requests since informal communication between Correctional Staff Members and inmates promotes courteous living arrangements.

E. Communication through the Grievance Process

In the event of failure in the informal communication system, inmates utilize the grievance process. (See, DOC # 3.3.3. Inmate Grievance)