



San Diego County Sheriff's Department

Post Office Box 939062 • San Diego, California 92193-9062



William D. Gore, Sheriff

October 10, 2018

Sandra Arkin, Board Chairperson
Citizens' Law Enforcement Review Board
555 West Beech Street, Suite 505
San Diego, CA 92101-3819

CLERB CASE NUMBER: 18-028 / Medical Response

Dear Chairperson Arkin:

The Sheriff's Department welcomes and supports the Citizens' Law Enforcement Review Board's (CLERB) independent review of complaints alleging improper actions by members of this organization. We continuously strive to respond with professionalism and concern to the citizens we serve and the CLERB process provides invaluable input to that end.

The letter from CLERB dated August 16, 2018 identified concerns related to medical practices and Department Policies. While CLERB does not have jurisdiction over Medical Staff, CLERB did raise valid concerns, which we take seriously. Additionally, while CLERB did not have a signed complaint related to our policies and practices, we also looked into the issues raised. Specifically, CLERB noted the following:

1. Medical personnel's failure to properly document the need for a bottom bunk in JIMS.
2. A deputy station's touchscreen did not provide a sound indicator from an intercom used by inmates; it was not specified if this was due to human error or a malfunction.
3. Sheriff's Policy & Procedure M.5 entitled, "Medical Emergencies," states that when an inmate is admitted to a hospital for treatment of a serious illness or injury, the Watch Commander shall contact the inmate's emergency contact person; according to the complainant, this did not occur.

These issues were thoroughly reviewed at all levels in this organization.

In response to the "failure of medical personnel to properly document the need for a bottom bunk in JIMS", the common practice of medical staff is to ensure a notation is made in JIMS so the housing deputy can see this and make the correct bunk/cell assignment. In reviewing this case, we recognize this JIMS entry was not made and believe this is an isolated incident and does not represent common practices among our staff.

CLERB #18-028 / Medical Concerns

Response

October 10, 2018

In response to the deputy stations touch screen notification not having a sound indicator: the Department does have a policy addressing this issue. I have attached a copy of the San Diego County Sheriff's Department Detention Services Bureau Policy I.2 *Intercom Systems* for your reference. While CLERB did not receive a signed complaint regarding this issue, your concern has been forwarded to the Detentions Services Bureau for appropriate administrative action, including a referral for an Internal Affairs Investigation, if needed.

Regarding the failure to notify the Next of Kin (NOK) for this incident, unfortunately there was no NOK information for this individual on file with the Sheriff's Department. When an individual is booked into Sheriff's custody, part of the booking process includes asking the arrestee for NOK information. If the arrestee refuses to or does not remember information for NOK notification, we are unable to make the appropriate notifications as required per San Diego County Sheriff's Department Detentions Services Bureau Policy M.5 *Medical Emergencies*. While the notification could not be made in this incident, due to circumstances beyond our control, our standard practice is to notify the NOK as soon as we can reasonably do so.

In closing, we appreciate the time and effort of the Citizen's Law Enforcement Review Board. I would like to thank you for your service to the Citizens of San Diego County and the policy recommendations. It is our goal to provide the "Highest quality public safety services" to everyone in San Diego County.

Sincerely,

WILLIAM D. GORE, SHERIFF



David Gilmore, Lieutenant
Office of the Sheriff
Division of Inspectional Services

DG: adm

DATE:	SEPTEMBER 27, 2017
NUMBER:	I.2
SUBJECT:	INTERCOM SYSTEMS
RELATED SECTIONS:	

PURPOSE:

To provide a means of communication between sworn staff and inmates.

POLICY:

Intercoms are generally located in areas accessible by inmates (e.g., dayrooms, cells, classrooms, etc.). Each facility shall maintain an inmate intercom system for the purpose of providing a means of communication between sworn staff and inmates. Intercom systems should be primarily used as a means of relaying and or summoning emergency assistance. Intercoms shall not be routinely muted or silenced.

PROCEDURE:

I. USE OF INTERCOM

- A. At the beginning of each shift, sworn staff assigned to positions (e.g., Housing Control, Central Control, etc.) equipped with intercom systems shall check their work area's touch screen panel, control panel, etc. and ensure intercoms have not been silenced or muted. Intercom systems shall also be checked any time sworn staff takes over operations in such areas (e.g., relieves a deputy arriving late to work, during mealtime, leaving early, etc.).
- B. In the event an intercom is silenced or muted, sworn staff must make an entry in the Area Activity log, utilizing the ALARMS type of Jail Information Management System (JIMS). At a minimum, the description field must include the cell number or inmate's name and booking number. The notes field must indicate the reason the intercom was silenced or muted.
- C. The intercom system volume/audible sound will be set to a level that can be heard by the person responsible for operating such equipment.
- D. In the event of an emergency or incident, an inmate is to depress the intercom call button which activates an alarm on the receiving end (e.g., Housing Control, Central Control, etc.). The alarm will alert sworn staff of a possible emergency or incident that deems their attention. Sworn staff will answer all intercom calls in an expeditious manner and follow-up on the nature of the call.

II. MAINTENANCE AND REPAIR

- A. Intercoms shall be kept clear of obstructions and not be covered in any manner. Intercoms should be observed by staff during security checks and/or hygiene inspections.

If an intercom is found to be intermittently operable, it should be reported as soon as practical before it becomes completely inoperable.

- B. In the event an intercom is inoperable, sworn staff shall report the issue to their respective administrative/operations deputy. Upon notification of the issue, the administrative/operations deputy will contact the security technician. The security technician will assess the issue and contact the contracted provider to remedy the problem. If the security technician is not available, the administrative/operations deputy will relay the information to the Sheriff's Project Manager.