

# Custodial Practice Manual (CPM)

## Introduction

One of Prison Services critical priorities is 'getting the basics right'. We all accept the need for this priority because it is clear that if we do not get the basics right - this leads to the type of serious service failures which erodes both public and Ministerial confidence in the Department.

'Getting the basics right' for front line staff generally means complying with our core systems and processes, exercising sound judgement, and practicing common decency. For managers, 'getting the basics right' means leading teams - each and every day – to perform in a professional and safe manner.

Prison Services energy and commitment is squarely focused on getting the basics right. We have to constantly consider our own performance and ask ourselves if we are complying with policies and procedures and supporting our team to achieve the PS goals.

As an organisation, PS is subject to ongoing intense scrutiny. Together we will demonstrate by our actions that we are committed to delivering Prison Services of which New Zealand can be proud.

It is very important that we are proud of the job we do, and of the team we are part of, who help us do it.

This **Custodial Practice Manual** contains the **How to** of the “core” duties of corrections officers. The purpose of this manual is to have it as an easy reference for all staff, with the intention that it is used as a parameter to ensure we are consistently performing our basic duties to a high standard.

# Mechanical Restraints

When can handcuffs be applied?

Correction Regulations 2005, Regulation 125 (1) prescribes the circumstances in which handcuffs may be used:

## **125. Additional circumstances for use of handcuffs and waist restraints**

1. In addition to any situation described in section 83(1) of the Act, handcuffs may be applied on a prisoner –
  - a. by an officer for the purpose of escorting a prisoner out-side of a prison: and
  - b. by an officer for the purpose of allowing the prisoner to receive medical treatment if the prisoner's temporary removal is subject to a condition, imposed under section 64(1)(c) of the Act, that the handcuffs or restraints must be applied while the prisoner is receiving treatment; and
  - c. by an officer for the purpose of moving a prisoner within a prison only if the officer has reasonable grounds to believe that it is necessary in the circumstance.

In addition, escort instructions may prescribe specific conditions for the use of mechanical restraints for escorts outside prison. For the purposes of clarity:

High security handcuffs (with inserts) are to be used, when handcuffs are specified (without waist restraint) for the purpose of escorting a prisoner out-side of a prison.

For the purpose of moving a prisoner within a prison, handcuffs can be applied if the officer has reasonable grounds to believe that it is necessary in the circumstance. The type of handcuffs used is determined through assessment of prisoner risk and situation.

# Authorised Handcuffs

Only handcuffs of a type authorised by the Chief Executive are permitted to be used on prisoners.

1. General handcuffs are a type of cuff that the Chief Executive is satisfied that can be safely and humanely applied in a manner that minimises discomfort to the prisoner for long periods if necessary.
2. Emergency handcuffs are a type of cuff that the Chief Executive is satisfied that can be safely and humanely applied for short periods (i.e. until a set of general handcuffs is available to apply).

## Authorised Handcuff List

The following table details the type and category of hand cuffs authorised by the Chief Executive:

Authorised Handcuffs	General or Emergency Use
Steel chain-linked handcuffs (short, medium and long chain)	General
Steel solid centre handcuffs "speed cuffs" (not to be used in Use of Force and / or C&R incidents)	Emergency
Disposable plastic handcuffs of at least 12 mm width	
Steel wire-linked handcuffs	
Velcro restraint handcuffs	

## General use steel chain-linked handcuffs

The following table provides further detail regarding the types of steel chain-linked handcuffs and general situations for use:

Steel chain-linked handcuffs (Type)	Guidance for use
High security handcuffs (with inserts) –(short, medium and long chain) (Chubb brand)	All external movements / escorts (outside of the prison) where handcuff restraint is required (without waist restraint) Internal movements when assessed as necessary due to prisoner risk and situation
Chain link ratchet handcuffs (short, medium and long chain) (Peerless brand or similar)	Internal movements when assessed as necessary due to risk and situation External movements in situations where restraints are assessed as required in conjunction with waist restraint

- Prisoner external escorts (of prisoners low-medium classification or higher) out-side of a prison carries inherent risk and as such the constant mitigating factor (among others as specified), is the use of high security handcuffs (with inserts).
- Notwithstanding the above guidance detailing the types of steel chain linked handcuffs for general use – the prison director can approve variations to this use if assessed as necessary due to situation, prisoner risk, circumstance, escort purpose and so on. For example: use of oversized chain link ratchet handcuff for very large wrists. This must be the exception, not the norm.

# Handcuffs management

## *Related Links*

### Resources

- [Handcuff register sample](#)

### **Handcuffs and their keys must be managed in the same manner as security keys.**

1. Access to handcuffs and handcuffs storage / press is restricted and controlled.
2. All prisons must have an up-to-date central register and up-to-date unit / area registers.(electronic and/or hard copy).
3. Monthly checks of all handcuffs (central register) are conducted and the following information is recorded in the register:
  - a. date and time of the check
  - b. name of the officer undertaking the check
  - c. the result of the check, and
  - d. name and signature of the person who witnessed the check.
4. Daily checks (2 checks per shift is the minimum standard) of all handcuffs (unit / area register) are conducted and the following information is recorded in the register:
  - a. date and time of the check
  - b. name of the officer(s) undertaking the check
  - c. the result of the check.(e.g.: 2 handcuffs issued and 3 handcuff in press, total 5. All inserts accounted for. All handcuffs keys accounted for.)

## **Officer in charge of storing / issuing handcuffs**

1. Maintains an up-to-date handcuffs register of all handcuffs, keys and related items (such as aluminium inserts, extension chains, extra keys, pouches) under his/her control.
2. Ensures all handcuffs, keys, etc., are in good working order and available to staff as required.
3. Ensures staff requesting them are competent to use the handcuffs before they are issued to them.
4. Issues handcuffs to individual staff, not shift / duties. (Emergencies exempted).
5. Issues handcuffs and keys in a manner that maintains the security and integrity of the items by utilising a system of exchange of an approved identifying tag, card, etc.\*
6. Accurately records the movement of handcuffs and explains discrepancies when required (e.g.: handcuffs# 3, in used by transfer to 9(2)(a) will return them tomorrow AM).
7. Accounts for the whereabouts of handcuffs, keys and aluminium inserts by undertaking a check of the handcuff press, at the beginning and the end of each shift\*\*.
8. Reports anomalies, required replacements, additions or missing items to manager as soon as practicable.

\* **Note:** staff may have to be issued with an identification tag in order to exchange it to access and return handcuffs.

\*\***Note:** All shift change checks should be completed prior to handover.

[illegible]

[illegible]

[illegible]

Complete static information (Column B, C and D) as well as Date, and print.  
Retain completed hard copy (at least for 3 months) for auditing purposes

# High Security Handcuffs

**Description:** HIGH SECURITY (ESCORT) HANDCUFFS

**Purpose:** To securely restrain prisoners under escort by linking two wrists together.

**Overview:**

The basic wrist locking unit consist of a steel shackle sliding in a cast aluminium body similar to an open shackle padlock. The double handcuff comprises of two such units attached through chain links and/or a swivel-link to provide flexibility of movement.

6(c)



Photo #1 Handcuffs without inserts

Photo #2 Handcuffs with inserts

When fully extended, the shackle can be made to hinge back to provide access for the wrist.

6(c)



Photo #3

Photo #4

Handcuff units are key retaining in the unlocked condition.

The key retaining mechanism ensures that handcuffs cannot be left unlocked.

6(c)

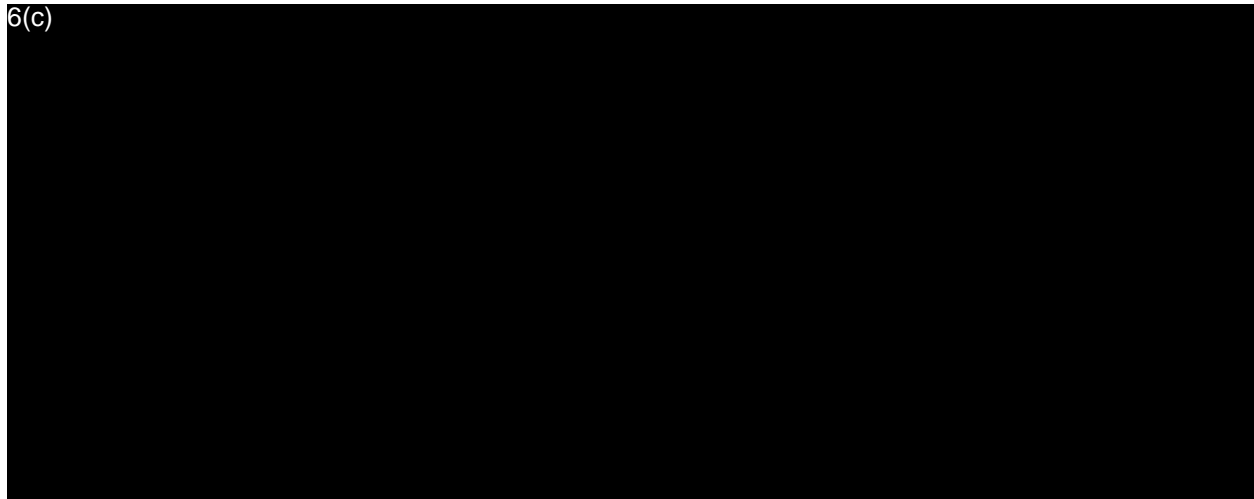


Photo #5

Photo #6

The units have 3 position shackle(s) to accommodate wide range of wrist sizes. (locked in first position)

Wrist hole sizes - 6(c)

Black aluminium inserts must be used to reduce the opening of the wrist hole.

The inserts reduce the smaller diameter 6(c) of the wrist hole as follows:-

6(c)

6(c)

6(c)

6(c)

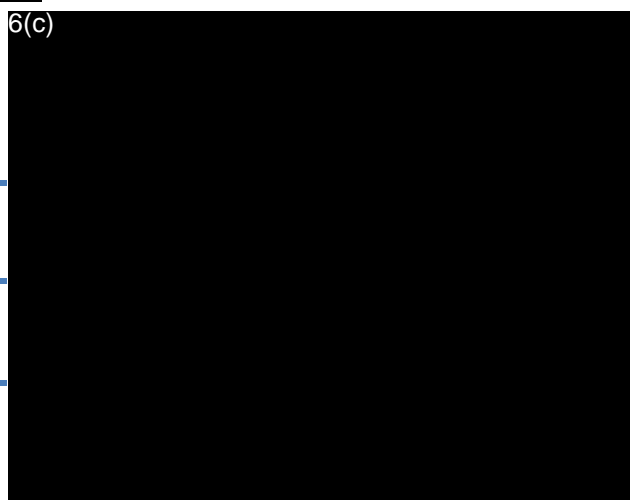


Photo #7

Note: Large insert fits smaller wrists

6(c)

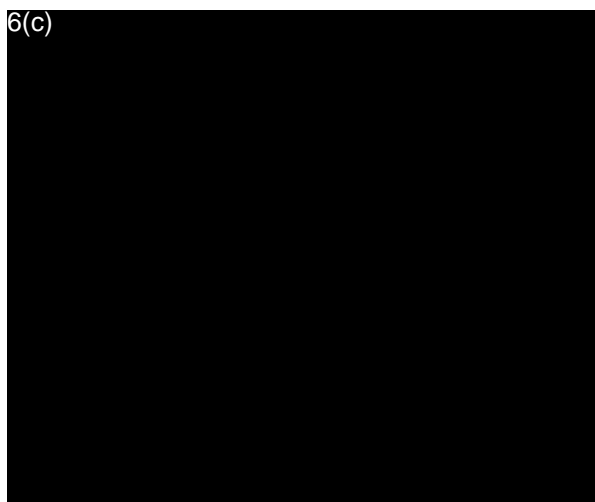


Photo #8

## Applying an aluminium insert into the handcuff unit

6(c)



Photo #9

Photo #10

6(c)



Photo #11

Photo #12

# Applying high security handcuffs

## To the front of a prisoner

(not recommended for hands on the back application, use normal handcuffs first).

### Preparation

1. Check escort alerts, including medical alerts, for anything that affects handcuffing, such as wrist or hand injuries.
2. Obtain handcuffs and the appropriate size of aluminium inserts.
3. Ensure all handcuffs and keys issued are correctly recorded, for example; they are assigned to a key tag, or signature or PIN.

6(c)

(Officers are accountable for handcuffs issued to them).

4. Inspect and test handcuffs, including ensuring that the key is correct. Then secure the handcuff key to your chain and place in your pouch.
5. Tell the prisoner that they are going on escort and will be handcuffed and offer them the use of the toilet.
6. Search the prisoner as appropriate.

### Application

1. Hold the unit from the chain link and/or swivel-link, insert key and turn clock-wise to unlock and remove or apply the aluminium insert (*ensure the size of the locked shackle will have a firm hold on the prisoner's arms, without causing discomfort, refer to wrist sizes* 6(c)

6(c)

Photo #13

Photo #14

6(c)

Photo #15

2. Stand to the side of the prisoner.

6(c) [REDACTED]

3. Order the prisoner to extend their arms, hands to the front, palms facing down, thumbs extended and the tips of the thumbs touching.



Photo #16

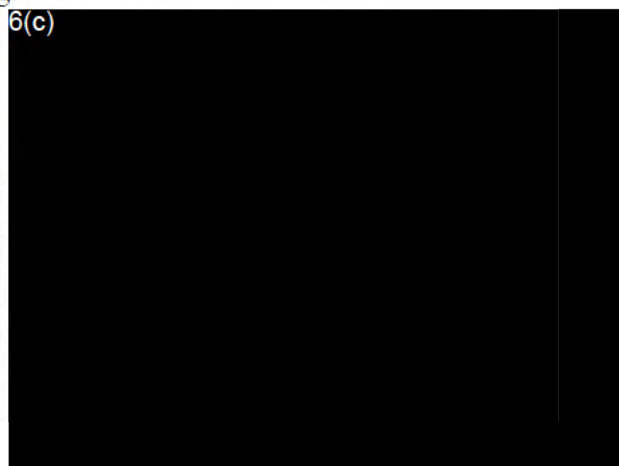


Photo #17

4. 6(c) [REDACTED]

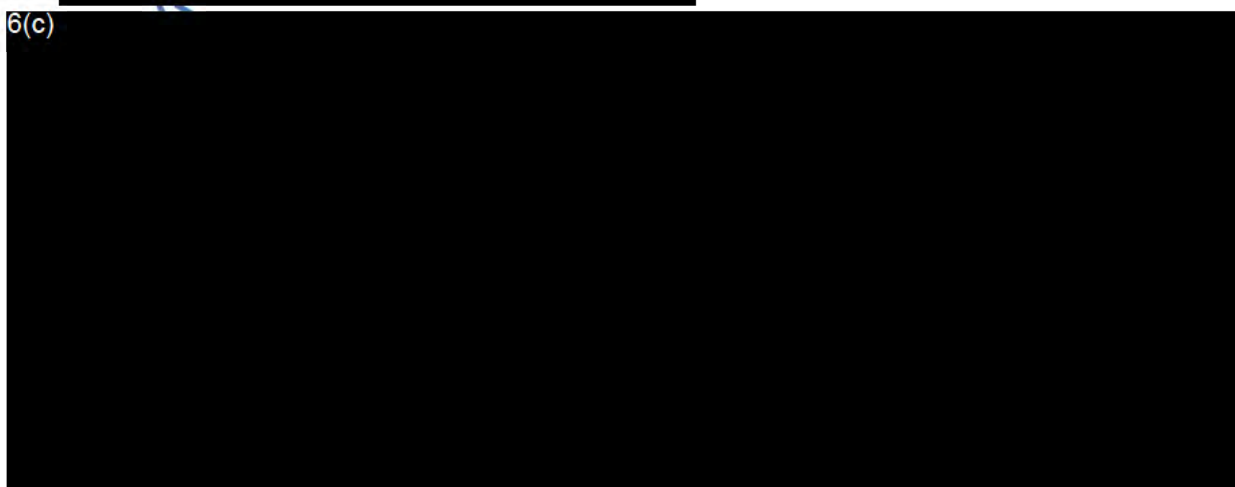


Photo #18

Photo #19

5. 6(c) [REDACTED]



Photo #20

Photo #21

6. 6(c) [REDACTED]  
[REDACTED]  
[REDACTED]

6(c)

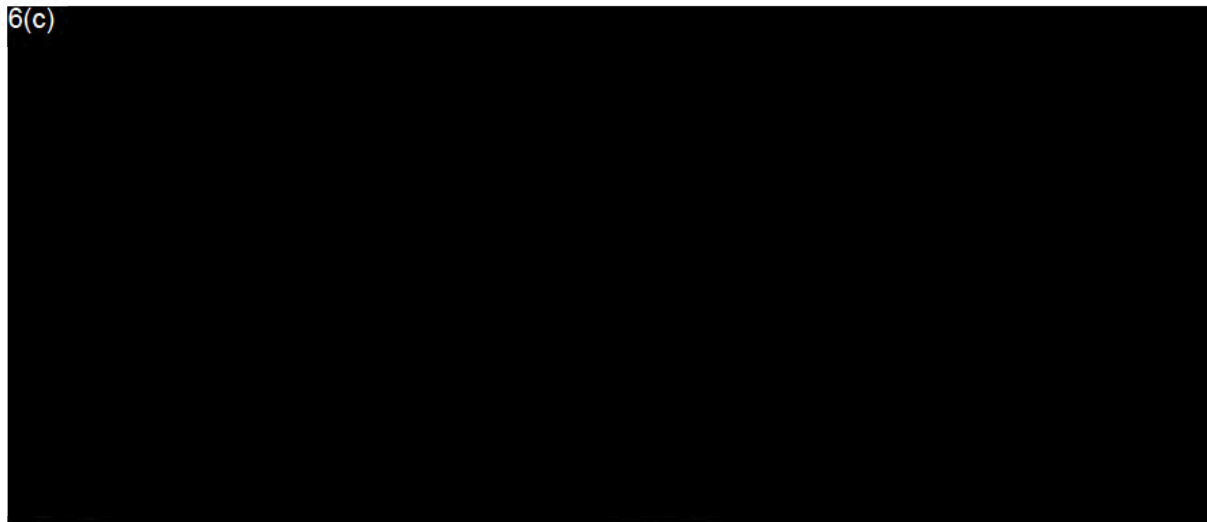


Photo #22

Photo #23

7. Lock the handcuff unit by turning the key anti-clockwise, remove the key.
8. Keep hold of the handcuff link while securing the prisoner's other wrist 6(c) [REDACTED]  
[REDACTED].
9. 6(c) [REDACTED]

6(c)

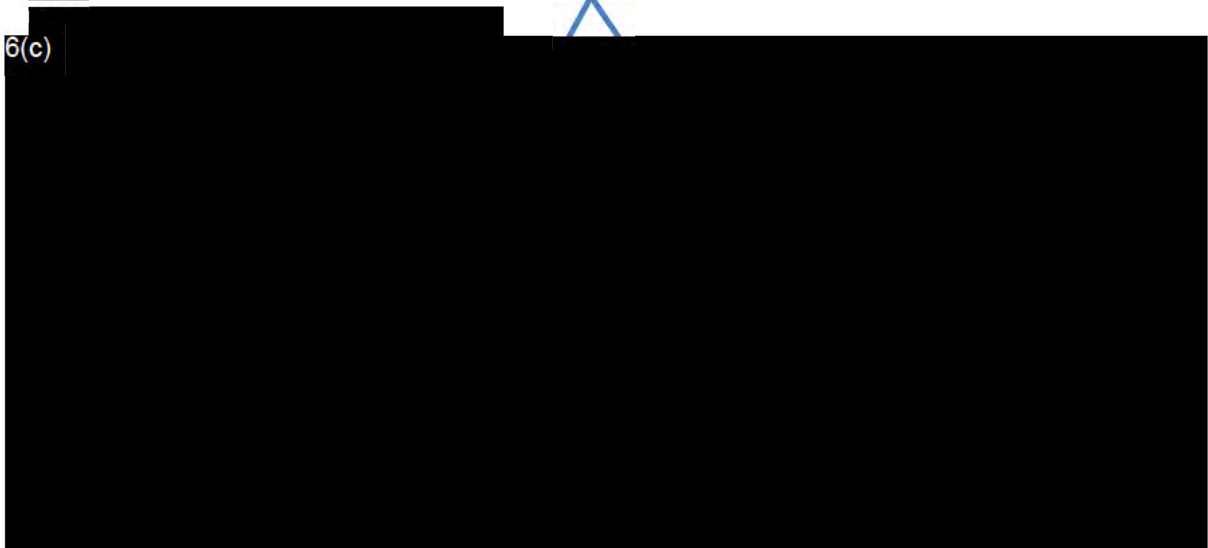


Photo #24

Photo #25

10. Repeat procedure on the other arm / handcuff unit.
11. Removing the handcuffs is the reverse of the above procedure.
12. Return handcuffs, inserts, and key(s) to designated area of your site and ensure that their return is recorded. Report any damage or malfunction.

# Applying normal handcuffs to the front of a compliant prisoner

## Preparation

1. Check escort alerts, including medical alerts, for anything that affects handcuffing, such as wrist or hand injuries.
2. Obtain handcuffs of the appropriate size, if known, one set for each escorting officer. Ensure all handcuffs and keys issued are correctly recorded, for example; they are assigned to a key tag, or signature or PIN.

**Note:** 6(c) Officers are accountable for handcuffs issued to them.

3. Inspect and test handcuffs, including ensuring that the key is correct. Then secure the handcuff key to your chain and place in your pouch.
4. Tell the prisoner that they are going on escort and will be handcuffed and offer them the use of the toilet.
5. Search the prisoner as appropriate.

**Note:** A prisoner must be strip searched on first admission to prison, before escort to another prison, and on arrival from another prison. This is the responsibility of escorting staff.

## Application

1. Stand to the side of the prisoner.

**Note:** 6(c)

2. Order the prisoner to extend their hands to the front with thumbs up.



**Step 2**

3. Position the handcuffs with the keyhole facing forwards and the locking pin upwards.

6(c)



**Step 3**

4. Holding the handcuffs by the chain (speed cuffs by the solid centre) place the open handcuff on top of the wrist closest to you, just above the wrist bone, and tighten from below until secure without discomfort.

6(c)



**Step 4**

5. Double lock the handcuff by depressing the locking pin.
6. Apply the second handcuff in same manner to the other wrist.

# Removing normal handcuffs from the front of a compliant prisoner

1. Stand to the side of the prisoner.

6(c)

2. Order the prisoner to extend their hands to the front.
3. Hold the handcuffs by the chain (speed cuffs by the solid centre).

6(c)

4. Unlock both stages of the double lock furthest from you by turning the key both ways.
5. Remove the handcuff.
6. Unlock both stages of the double lock nearest you by turning the key both ways.
7. Remove the handcuff.
8. Return handcuffs and keys and ensure that their return is recorded. Report any damage or malfunction.

# Applying handcuffs to back of the prisoner


## When can handcuffs be applied to the back?

Handcuffs may be applied to a prisoner's wrists behind their back:

1. As a precaution, where the prisoner poses a risk because of their security class, or history of assaults on staff.
2. As containment, where, for example, an officer believes on reasonable grounds that a prisoner has an unauthorised item, or the prisoner shows signs of impending aggression, and is being removed to a dry cell.
3. In no circumstances is a prisoner to be left physically unsupervised when handcuffed to the back due to the heightened risk of positional asphyxiation. This includes while being transported in a single cell vehicle or secured in any cell. If a prisoner needs to be transported in a vehicle in which they cannot be physically supervised (e.g. a van with single cells), they must be secured with a waist restraint and re-handcuffed to the front.

## Preparation

1. Check escort alerts, including medical alerts, for anything that affects handcuffing, such as wrist or hand injuries.
2. Obtain handcuffs of the appropriate size, if known, ensuring that there are two keys for the handcuffs provided.  
Ensure that you are correctly recorded as the person who has been assigned the handcuffs by, for example, key tag, signature or PIN.

**Note:** 6(c)  Officers are accountable for handcuffs issued to them. Some prisoners may require two linked sets of handcuffs, for example, some larger prisoners, and prisoners with arm injuries.

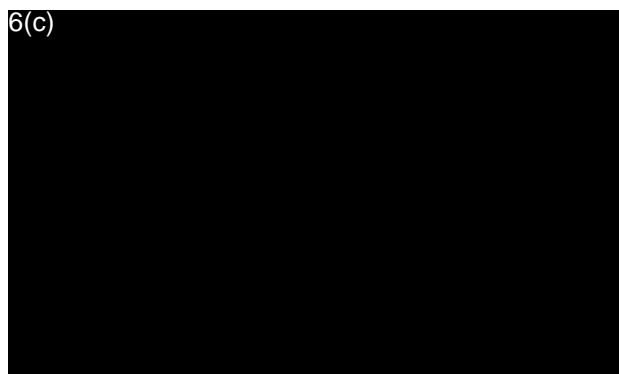
3. Inspect and test handcuffs, including ensuring that the keys are correct. Then secure the key to your chain and place in your pouch.
4. Tell the prisoner that they will be moved and handcuffed and offer them the use of the toilet.
5. Search the prisoner as appropriate.

**Note:** A prisoner must be strip searched on first admission to prison, before escort to another prison, and on arrival from another prison. This is the responsibility of escorting staff.

## Application

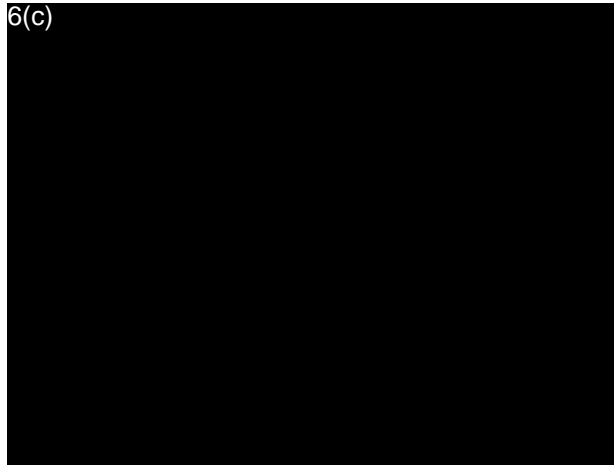
1. Order the prisoner to stand facing the wall, with legs apart to shoulder width, with hands raised and on the wall.

**Note:** This is to reduce assaults.



**Step 1**

2. Order the prisoner to put one arm behind their back.



**Step 2**

3. Position the handcuffs with the keyhole facing backwards and the double locking mechanism upwards.
4. Holding handcuffs by the chain (speed cuffs by the solid centre), place the open handcuff over of the prisoner's wrist, just above the wrist bone, and tighten from below until secure without discomfort.



5. Double lock the handcuffs by depressing the locking pin.
6. Order the prisoner to put their other arm behind their back.
7. Apply the second handcuff in same manner.



**Step 7**

8. The prisoner is ready for moving in escort mode.

# Removing normal handcuffs from the back of a prisoner

1. Order the prisoner to stand facing the wall.
2. Hold the handcuffs by the chain (speed cuffs by the solid centre).

6(c)

3. Unlock both stages of one double lock by turning the key both ways.
4. Remove the handcuff.
5. Order the prisoner to place the free hand on the wall, if this is considered necessary.
6. Unlock both stages of the other double lock by turning the key both ways.
7. Remove the handcuff.
8. Return handcuffs and keys and ensure that their return is recorded. Report any damage or malfunction.

# Handcuffing a prisoner to an officer using normal handcuffs

## Preparation

1. Check escort alerts, including medical alerts, for anything that affects handcuffing, such as wrist or hand injuries.
2. Obtain handcuffs of the appropriate size, if known, ensuring that there are two keys for the handcuffs provided.  
Ensure that you are correctly recorded as the person who has been assigned the handcuffs by, for example, key tag, signature or PIN.

Note: 6(c)

Officers are accountable for handcuffs issued to them.

3. Inspect and test handcuffs, including ensuring that the key is correct. Then secure the handcuff key to your key chain and place in your pouch.
4. Tell the prisoner that they are going on escort and will be handcuffed and offer them the use of the toilet.
5. Search the prisoner as appropriate.

*Note: Prisoner must be strip searched before escort to and from another prison. This is the responsibility of escorting staff.*

## Application

1. Determine which wrist the officer to be handcuffed wishes to use.
2. Position the handcuffs with the keyhole facing forwards and the double locking pin upwards.
3. Place the open handcuff on top of the officer's wrist, just above the wrist bone, and tighten from below until secure without discomfort.
4. Double lock the handcuffs by depressing the double locking pin.
5. Order the prisoner to stand beside the handcuffed officer, and extend forward the hand closest to the handcuffed officer with thumb up.



Step 5

6. Stand to the side of the prisoner and in front of the handcuffed officer.

6(c)

7. Apply the second handcuff in same manner to the handcuffed officer's wrist.



**Step 7**

# Removing handcuffs from a prisoner and officer

1. Stand to the side of the prisoner.

6(c)

2. Order the prisoner to extend their handcuffed hand to the front.
3. Hold the handcuffs by the chain (speed cuffs by the solid centre).

6(c)

4. Unlock both stages of the double lock of the handcuff on the prisoner's wrist by turning the key both ways.
5. Remove the handcuff.
6. Unlock both stages of the double lock of the handcuff on the officer's wrist by turning the key both ways.
7. Remove the handcuffs.
8. Return handcuffs and keys and ensure that their return is recorded. Report any damage or malfunction.

# Applying long-chain handcuffs

## When can long-chain handcuffs be applied?

Long chain handcuffs may be used in only three conditions to:



- facilitate medical treatment
- allow toileting
- allow showering.

## Applying long chain handcuffs to prisoner (already handcuffed) and officer

### Preparation

1. Obtain long chain handcuffs (as well as normal handcuffs) of the appropriate size, if known, ensuring that there are two keys for the handcuffs provided.  
Ensure that you are correctly recorded as the person who has been assigned the handcuffs by, for example, key tag, signature or PIN.

**Note:** 6(c) [REDACTED] *Officers are accountable for handcuffs issued to them.*

2. Inspect and test handcuffs, including that the keys are correct. Then secure the keys to your chain in your pouch.

## Application of long chain handcuffs

1. Determine which wrist the officer to be handcuffed wishes to use.
2. Position the long chain handcuff with the keyhole facing forwards and the double lock pin upwards.
3. Place the open long chain handcuff on top of the officer's wrist, just above the wrist bone, and tighten from below until secure without discomfort.
4. Double lock the long chain handcuff by depressing the locking pin.
5. Order the prisoner to stand beside the handcuffed officer, and extend forward their hands closest to the handcuffed officer with thumbs up.
6. Stand to the side of the prisoner and in front of the handcuffed officer.

6(c)

7. Apply the second long chain handcuff to prisoner just above the existing normal handcuff, and tighten from below until secure without discomfort.

## Removing normal handcuffs

1. Unlock both stages of the double lock furthest from you by turning the key both ways, and keep control of this handcuff.
2. Unlock both stages of the double lock nearest you by turning the key both ways.
3. Remove the normal handcuffs.

## Reapplying normal handcuffs

1. Stand to the side of the prisoner and in front of the handcuffed officer.

**Note:** *This is to reduce assaults such as knee to groin and head butting.*

2. Order the prisoner to extend their hands to the front with thumbs up.
3. Position the handcuffs with the keyhole facing forwards and the locking pin upwards.
4. Holding the normal handcuffs by the chain (speed cuffs by the solid centre), place the open handcuff on top of the wrist closest to you, just above the existing long chain handcuff, and tighten from below until secure without discomfort.
5. Double lock the handcuff by depressing the locking pin.
6. Apply the second normal handcuff in same manner to the other wrist.

## Removing long chain handcuffs

1. Unlock both stages of the double lock of the long chain handcuff attached to the prisoner by turning the key both ways. Keep control of the loose handcuff.

6(c)

2. Unlock both stages of the double lock of the long chain handcuff attached to the escorting officer by turning the key both ways. Keep control of the loose handcuff.
3. Remove the long chain handcuff.
4. Upon return to prison, return handcuffs and key and ensure that their return is recorded. Report any damage or malfunction.

## Extended link handcuffs

6(c)

Any mechanical restraint must be used in a manner that minimises harm and discomfort to the prisoner.

# Spit Hoods

## ***Related Links***

### **Legislation**

- [Corrections Act 2004, sections 83-85 and 87-88](#)
- [Corrections Regulations 2005, regulation 124, and Schedule 5](#)

### **Forms**

- [POM IR.02.Form.01 Approval for / Report on the Use of Mechanical Restraints](#)
- [POM IR.05.Form.02 Notice of the use of a mechanical restraint](#)

### **Other Links**

- [POM Incident response / reporting](#)
- [POM IR.02 Incident response](#)

## **Authority for policy**

- Corrections Act 2004, Sections 83 - 85, 87, 88.
- Corrections Regulations 2005, Regulation 124 and Schedule 5.

## **Approved spit hood**

The Chief Executive of the Department of Corrections has approved the following type of spit hood for Corrections Services:

-  6(c)

## **Purpose of spit hoods**

Spit hoods are designed to reduce the risk of spreading pathogens by placing a breathable bag over the prisoner's face to prevent prisoners spitting at staff.

## **Approval to use a spit hood**

A spit hood must only be used by a corrections officer current in their Tactical Options training.

Where practicable, the prison director (or their delegate) must approve the use of a spit hood before its use by completing the POM IR.02.Form.01 Approval for / Report on the Use of Mechanical Restraints.

A corrections officer may use a spit hood without prior approval from the prison director or delegated authority if the circumstances require immediate action. Under these circumstances, the corrections officer must, as soon as possible after its use:

- complete the POM IR.02.Form.01 Approval for / Report on the Use of Mechanical Restraints; and
- inform the prison director (or their delegate).

## **Criteria for use of spit hoods**

A spit hood may only be used by a corrections officer during the following situations where the risk assessment warrants its use:

- Planned Control and Restraint
- Advanced Control and Restraint
- Following a spontaneous use of force

## Risk assessment

If approved by the prison director(or their delegate), a corrections officer may be issued with a spit hood for those situations identified above. The spit hood may only be used if:

- the prisoner is spitting at staff; or
- the prisoner has a known history of spitting at staff.

**Note:** For spontaneous Use of Force incidents, the spit hood may be issued and used by a corrections officer as soon as practical if the prisoner is spitting at staff. The spit hood may be issued at the same time handcuffs are made available to assist staff managing the prisoner(s) involved in the incident.

## Restrictions on use

Spit hoods must not be used for any disciplinary reasons, and only used in a manner that minimises discomfort and harm to the prisoner.

If a prisoner is wearing a spit hood then the use of pepper spray is not permitted.

If pepper spray has been used against a prisoner, then the use of a spit hood is not permitted.

The spit hood **must be** removed:

- once the prisoner has been safely relocated; and
- during the process of removing the restraint holds (wrist locks) or other mechanical restraints (handcuffs).

In no circumstances is a prisoner to be left physically unsupervised when placed in a spit hood due to the heightened risk of choking / asphyxiation. This includes while being transported in a van with single cells or secured in any cell.

If a prisoner needs to be transported by vehicle after being placed in a spit hood, they should be asked to provide an assurance they will not continue to spit and the spit hood removed.

If the prisoner does not agree to cease spitting or continues to spit after giving an assurance they would not, the spit hood is to remain in place and an officer must physically remain with them which may necessitate using another type of vehicle to complete the escort.



**If a prisoner is wearing a spit hood then the use of pepper spray is not permitted. Likewise, If pepper spray has been used against a prisoner, then the use of a spit hood is not permitted. The prisoner must not have any type of covering placed on their face at any time.**

## Reporting on the use of spit hoods

A corrections officer who uses a spit hood on a prisoner must promptly report the incident as required in POM Incident response / reporting and IR.02 Incident response.

All incident reports that involve spit hoods must include the following information:

1. date, time, and location where the spit hood was used when responding to an incident
2. name of the prisoner(s) involved
3. names of all staff members or others (contractors) involved
4. name of the person who approved the use of the spit hood
5. circumstances leading up to the use of the spit hood
6. type of behaviour displayed by the prisoner(s)
7. Tactical options or strategies used by staff members to de-escalate the situation, if applicable

8. date and time of the prisoner's examination by a registered health professional
9. outcome of the incident, including the details of any injuries to any persons.

A corrections officer must complete POM IR.05.Form.02 Notice of the use of a mechanical restraint.

## **Training**

All corrections officers must be trained in the use of a spit hood and associated policy as part of Tactical Options training.

Corrections officers trained as Tactical Options instructors will be responsible for delivering the training.

All corrections officers trained to use the spit hood must undergo refresher training in the use of the spit hood and associated policy at least once a year.

## **Storage**

The spit hoods are to be securely stored at all times (i.e. stored with the Control and Restraint equipment or with unit / prison handcuffs).

## **Damaged spit hoods**

Prior to using the spit hoods on prisoners, a corrections officer must check the spit hood to ensure there is no damage (i.e. rips, tears) in the mesh fabric or elastic band.

The prison director will be responsible for the maintenance and procurement of spit hoods.

## **Disposal**

Spit hoods must only be used once before disposing of them in a safe manner (i.e. placed in a plastic bag and securely tied). Where practical, gloves must be worn when disposing of spit hoods.

# Locking and Unlocking Movements

A minimum of two staff are required for unlocking and locking a cell door.

## Unlocking a cell or room occupied by prisoner(s)

Unlocking doors is one of the most performed task and like with many repetitive tasks it carries the risk of staff becoming complacent and forgetting to consider the risks associated with completing the activity.

The majority of these unlocks are uneventful, but sometimes unlocking a cell or room occupied by a prisoner may be the catalyst to an incident with potentially serious consequences.

Before unlocking a prisoner; remember that safety is paramount.

Think of what steps you will need take to establish control, quickly 6(c) and prior to unlocking, try to establish the demeanour of the prisoner, the likely tone of his / her interaction with you. Are there any signs of anger, can you see broken bits of property or items thrown around the cell? Is the prisoner pacing back and forth? Did he / she looked at you when the observation window was opened?

If you are performing multiple unlocks, before unlocking the next prisoner, ascertain the location of the previous unlocked prisoner. Awareness of your surroundings is crucial for yours and others safety.

Before opening any door of a cell or room occupied by a prisoner, think about your stance, ideally adopt a balance three quarter profile position, that is, with your feet apart to the same width as your shoulders.

6(c)

## Strategies

Discuss the strategy with other attending officer(s); make sure everyone knows who is doing what, how and when.

Don't be shy about asking questions or sharing information.

Never assume others know what you know about the prisoner or the activity.

## For general unlocks

Information is key to helping you understand risks.

Attend briefing, establish your tasks, e.g.: unlock or muster board, ask questions if needed and proceed to complete the unlock.

## Movement unlock

Attend briefing, ask the pertinent questions related to the movement, for example, moving a reclassified prisoner from a low security unit to a high security unit some of the issues that can be discussed:

- Has the prisoner being told of the movement?
- Do we know his / her demeanour?
- Any history of aggressive behaviour towards staff? Spitting?
- Are they on medication and have they taken it?
- Will the prisoner be unlocked while other prisoners are around?
- Are handcuffs needed?
- Ask your self; Do I have the right tools for the right job?

See "Custodial Practice Manual - Mechanical restraints" and follow the procedures.

## Unplanned unlocks

Permission must be given 6(c) [REDACTED] to unlock a cell outside the normal hours of unlock.

The unplanned unlock of a maximum security prisoner requires the permission of the 6(c) [REDACTED] unless in an emergency when the 6(c) [REDACTED] may approve the unlock.

Prior to unlocking the cell there must be enough staff present to do so safely. A risk assessment (TEN-R) should be conducted which should identify the number of staff that are required to be present when the cell door is unlocked.

It is good practice for three staff to be present to conduct unplanned unlocks, however the risk assessment may identify that more or less staff are needed.

For example; two prisoners fighting in a double bunked cell would probably require more staff to be available before the door is opened, while a cell containing two elderly prisoners where one is experiencing a medical emergency may not.

## Medical emergencies

Medical emergencies can occur at any time in any place in the prison environment. Few prisons have 24 hour health services on hand and custodial staff are often the first to have to deal with such emergencies.

In all cases staff must take immediate steps to maintain the preservation of life and seek immediate medical assistance. In extreme emergencies this may mean calling an ambulance but **in all cases the on-call prison nurse must be notified.**

The on-call nurse will provide health advice to assist staff making decisions on the best course of immediate actions to take. Staff must note the time and name of the nurse contacted in their incident report.

## Opening a cell door

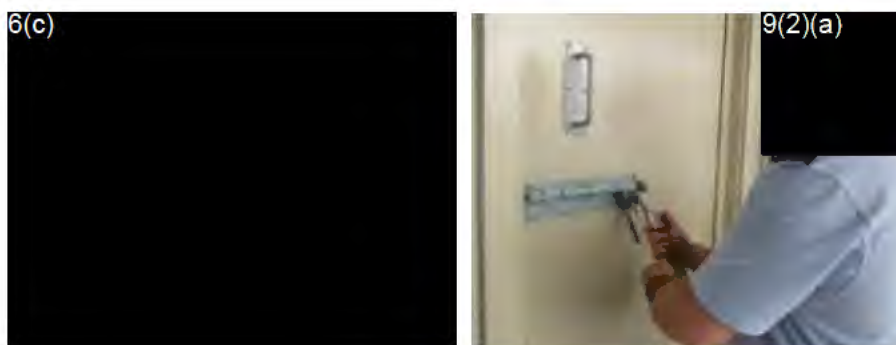
1. Check that the cell and the prisoner are ok.
2. Sight the prisoner and maintain sight throughout the entire unlock process.



3. If prisoner is too close to the door, order them to step to the back of the cell.

6(c)

4. Place the key in the lock, while continuing to observe the prisoner through the observation window.



5. Place your foot against the door with your toes up.

6(c)



6. Unlock the lock, turn the handle and remove the key before opening the door.

6(c)



7. Open the door just far enough to engage the snib lock safely, to ensure that the door lock is in safe mode.

6(c)



8. Place the key and chain back in your key pouch. Open the door and step into door way.



9. Inform the prisoner the reason for the unlock.  
10. Step clear of the doorway before the prisoner exits the cell, giving them room to walk in the direction you want them to take.



11.  
a. **Either:** for inward opening doors, step back from door way.



- b. **Or:** for outward opening doors, step back to door and put hand on lock handle.



12. If there is more than one prisoner in the cell, control their exit to prevent any deliberate contact from the prisoners.

# Closing a cell door

Closing a cell door is the reverse of the opening procedure.

1. Push the door to nearly to the closed position.
2. Insert the key.
3. Unlock the lock.
4. Remove the key.
5. Push the door closed. The door will self lock.
6. Check that the door is locked by testing the handle. Ensure that the indicator is in the horizontal position.

6(c)



7. The second officer checks that the door is locked.

## Unlocking a "Shoot Bolt" Lock

1. Check that the cell and the prisoner are correct.
2. Sight the prisoner and maintain sight throughout the entire unlock process.
3. If prisoner is too close to door, order them to step to the back of the cell.

6(c)

4. Unlock the padlock and remove it.



*Step 4*



5. Slide the bolt back to open position.



*Step 5*

6. Secure padlock to the bolt in open position.



*Step 6*

## Locking a "Shoot Bolt" Lock

1. Check that the cell and the prisoner are correct.
2. Sight the prisoner and maintain sight throughout the entire lock process.
3. If prisoner is too close to door, order them to step to the back of the cell.

6(c)



4. Close the door.
5. Slide the bolt to the closed position.
6. Secure padlock to the bolt in closed position.

# Writing Reports

Incident reports and file notes form the “paper trail” of prisoners’ behaviour during their time in prison. They are legal documents that are used in a variety of ways, such as:

- in misconducts hearings and as evidence in Court
- to keep the Minister and the Chief Executive informed
- to provide inspectors of corrections and security monitors with reports that assist the follow-up of incidents within prisons
- to provide statistical data that indicates where remedial action should be directed.

They need to be written carefully and to a high standard. The quality of these reports is reflected directly in the quality of the sentence plan reviews, reports to the NZPB, other inquiries and investigations.

# Incident Reports

Incident information reports must be factual accounts of events that happened. Do not use them for expressing opinions or personal views about an incident. Do not use them for listing suggestions on how to run a unit or manage individual prisoners.

Use plain English, clear sentences and correct spelling. The use of slang or jargon is best avoided, unless you are quoting actual words said by a prisoner.

Another common mistake is the use of the word "did".

For example many reports read: "I did see prisoner 9(2)(a) running away". Instead you should write the report as you would speak, "I saw prisoner 9(2)(a) running away".

Quote accurately, when possible (this is easier when few words are used). If you don't recall all the words that someone said then write what you remember and then "or words to that effect".

Keep it simple and structured.

The report should contain the following:

- Who you are
- Where you were
- What you saw / heard
- What action you took

Do not copy and paste from other reports. Remember to use the check spelling function.

More than one action can be taken by more than one officer and most times, it will be necessary for each officer involved to submit their own report. When that is the case write only your actions and mention the names of the officers involved.

The first responder / main witness would usually be the leading information report writer, they create an incident report (descriptor / title, etc.) and then all other "witnesses" attach their information reports to that heading.

Do not use code blue / red as an incident title, the codes are not incidents but a level or response to incidents.

6(c)	
6(c)	6(c)
6(c)	6(c)
6(c)	
6(c)	
6(c)	
6(c)	

See [Emergency Procedures](#)

For example an incident of a fight, the incident title should have the unit and then the word fight: the responding officer, when reporting via IOMS, can write that one of the actions taken was to call / commence a code red response.

As the writer of the information report you must enter the roles and names of the prisoner(s), other staff (victim / witness) and any other person that “played” a role in that particular incident.

All named staff must also write an information report and enter roles.

An incident report will look something like this:

*On 25 June 2009 I was rostered on duty 0600-1400 hours in Unit Totara at Waikeria Prison / Facility.*

When writing the time always use the 24 hour clock. Write the surname (All capitals) and then the first name (only first letter in capital). Do not include PRNs.

*At approximately 13.25 hours I was carrying out a muster of Unit Totara when I saw prisoners 9(2)(a) [REDACTED], John fighting.*

*I ordered prisoners 9(2)(a) [REDACTED] to stop, which they did.*

*I then moved the prisoners to the programmes room to be interviewed by 9(2)(a) [REDACTED].*

If you witnessed the interview or were told by the person who interviewed the prisoners, you can then report on what occurred there, for example:

*When they were asked by 9(2)(a) [REDACTED] why they were fighting they offered no explanation.*

*The prisoners were informed they would be placed on a misconduct.*

*I returned the two prisoners to the wing.*

#### **Notes:**

- If items that could be used as evidence are collected and place in an evidence bag, write the evidence bag's number in the report and what you did with it that is:  
*evidence was placed in PCO office or secured in Main guardroom's evidence safe.*
- If you mention a cell, write the cell number and the names of the prisoners housed in it.
- There is no need or requirement for you to write **FYI** or **I write this report for your information** at the end of the report
- Incidents that require **multiple Incident Information Reports** on IOMS must be entered under one single incident heading.
- Start the **Identifying description** with the Unit of the place where the incident occurred, for example Rimu Unit. 9(2)(a) [REDACTED] fighting.
- Each **Incident Information Report** created on IOMS, including those under the same Identifying description, requires the Role\* fields to be completed.
- All prisoners involved in an incident are recorded either as, perpetrator, victim, accomplice or witness.
- Staff will either be a witness or a victim. Ensure staffs' roles are not entered / note as perpetrator. (For staff related incidents see IR.07 Staff related incident reporting and investigation).
- Your **Role\*** is entered as witness or victim.
- If the report states that misconducts will be served, misconduct reports (IOMS) must be completed promptly after the incident report, preferably the same day. Staff involved must ensure they know who is writing the misconduct report. (The misconduct must be served within 7 days of a staff member becoming aware of the act or omission alleged to constitute the offence.)

### **Incident Components (Incident Categories)**

Completed by Manager or PCO. For more information see POM Incident response / reporting.

An incident could have multiple components.

The IOMS categories must be completed by 12 midday of the next working day.

**Note:** Business day is Monday to Friday and do not include public holidays and weekends; for example an incident that occurs on Saturday, must be completed by Monday 12 midday.

Part of the purpose of completing these tasks is to ensure that errors in the information reports are picked up and the report writers / authors advised to correct them.

A quality check ensuring that the information reports paint a clear picture / version of what happened.

Ensure that staff have not been allocated the role of perpetrator (for staff related incidents see IR.07 Staff related incident reporting and investigation).

## Incident Follow up

The residential manager or PCO usually completes this box.

The **follow up** is exactly that – deciding what steps are going to be taken or have been taken to avoid a repeat of the incident or to minimize the likelihood of the incident occurring again.

Use the **Incident follow up** box for updating the information about the incident. For example:

Prisoner 9(2)(a) went to Accident & Emergency because of a fight, the incident report did not include the prisoner's return to prison. The follow up box is use later to state when the prisoner returned to the prison. The entry into the Incident follow up box could read:

9(2)(a) was treated for a minor skin laceration to his right hand, he returned from A&E at approximately 21.30 hours the same day. He was seen by Health, given his evening meal and locked for the night.

**Note:** If there is no follow up action. Do not write anything, leave the **Incident follow up** box (IOMS) empty / clear.

## Summary

The summary is a brief account giving the main points of all information reports.

The following in a sample summary:

9(2)(a) was seen breaking the cell window.

When he was interviewed by the I/C, prisoner 9(2)(a) did not offer any explanation for his actions.

The prisoner received a misconduct, to be heard at the earliest opportunity.

He has been moved to another cell until repairs can be completed.

The Maintenance Team has been informed.

The Regional Movement Coordinator has been informed.

The summary must be completed by 12 midday of next working day.

# Recording non-reporting events

## Recording non-reporting events (with potential for official notification)

Staff record their key daily interaction with prisoners via files notes and / or incident reports on IOMS. However, everyday events occur that do not warrant incident reports or file notes.

These events, do however, paint a picture of what was happening at the time and how an incident may have developed. This information is sometimes crucial for later understanding what happened, why it happened, and how did staff respond.

It is not possible to write down everything that staff see or hear, or even foresee what event maybe significant. Instead, as a good measure, staff should record in their notebook or unit log book any event that is out of the ordinary or not part of routine.

For example:

A nurse entering a unit during the general lock down hours (for other reason than the routine medical round). Ideally, a unit officer would use the unit log book or their own notebook, to note the event or if the unit is not continuously staffed then the “entering” person completes it, another option would be a central point manning / viewing the CCTV system could record it.

Examples of the event note in unit log or notebook:

20.28 hours; nurse 9(2) entered unit Tango 9(2)(a)

20.31 hours; nurse 9(2) exited unit Tango, nothing to report.

21.00 hours; Security PCO entered unit 5 (document delivered to 9(2)(a) )

21.03 hours; Security PCO exited unit 5. Nothing further to report.

# Searching

**Nothing in the Corrections Act authorises or permits the internal examination of any body orifice of any person by any officer.**

Corrections officers may conduct a visual examination of the mouth, nose, ears, anal area, and genital area. This may be done with or without the assistance of an instrument designed to illuminate or magnify the area.

Under no circumstances may any such instrument or any other device or thing be inserted or come into contact with any body orifice or part during this process.

Searches must be legally and correctly performed to ensure that unauthorised items do not enter the prison and that any unauthorised items found are managed in a way that protects their integrity as an exhibit.

The following may be searched:

- cells
- prison facilities
- prison vehicles
- places used exclusively by any person other than a prisoner
- prisoners and their property.

Searching procedures must:

- comply with legislative requirements
- be conducted with decency and sensitivity and in a manner that preserves the dignity and privacy of the prisoner being searched without compromising the security of the prison
- be correctly carried out and documentation completed in accordance with search reporting requirements
- be undertaken to find any unauthorised items
- be undertaken by staff who are competent to carry out searches.

## Searching prisoners

The searching of prisoners, their property and the places where they work, sleep and congregate, is an important management tool. Searching contributes to the reduction of contraband and illegal substances within the prison or unit. It serves as a deterrent and plays an important role in maintaining control within the prison or unit.

Searching is a task that should never be taken lightly. Corrections officers are a vital part of the searching team. Their observation and diligence during searching may prevent serious situations arising, by preventing illegal items such as drugs or weapons entering the prison or unit.

Corrections officers must be extremely careful to ensure they follow the correct legislation and procedures. If searching is not done properly, it can have a major impact on safety and security. It is not a pleasant task but an essential one, and problems will be minimised if it is carried out correctly.

# Rub Down Search

A rub-down search means a search of a clothed person in which the officer conducting the search may do all or any of the following:

- Run or pat his or her hand over the body of the person being searched, whether outside or inside the clothing (other than any underclothing) of that person
- Insert his or her hand inside any pocket or pouch in the clothing (other than any underclothing) of the person being searched
- Require the person being searched to open his or her mouth, display the palms of his or her hands, display the soles of his or her feet, and/or lift or rub his or her hair, for the purpose of permitting a visual inspection.

As part of the rub down search the person being searched may be required to: remove, raise, lower or open any outer clothing (including without limitation) any coat, jacket, jumper, or cardigan except where that person has no other clothing, or only underclothing, under that outer clothing. As part of the rub down search the person may also be required to remove any head covering, gloves or footwear (including any socks or stockings) being worn.

The person conducting the search may conduct a visual examination and may use any instrument or device designed to illuminate or magnify the mouth, nose, and ears, but may not insert any instrument, device, or thing into any such orifice. No other body cavities may be searched.

## Be organised

Inform the prisoner why you are conducting the rub down search and quote the relevant legislation to the prisoner. Inform the prisoner of exactly what you intend to do and where you want them to stand and where to put any clothing you ask them to remove. Ensure you have evidence bags and that you always wear protective gloves when conducting the rub-down search.

## Be methodical

Conduct the rub-down at a steady pace-not too slow, but don't rush it either. A rushed search or a too slow search is a poor search and detracts from your credibility. A systematic approach should ensure nothing is missed. Follow a logical sequence, starting with the head.

## Be confident

Show by your manner that you know what you are doing, and that you are capable and effective. Lack of confidence will be noticed and played upon to your detriment. Ensure your touch is firm. Don't be tentative when checking "intimate" areas.

## Be controlled

Watch for attempts by prisoners or other people to stall or disrupt your search. Prisoners will use intimidation techniques or bluff to get themselves out of a search.

They might make sexual and/or insulting comments. Don't answer back; continue with the search. If the prisoner persists with the comments, just repeat the legislation, and why they are being searched. Ensure that you are in control of the situation and processes during the search. A rubdown search of visitors must be conducted out of sight of other visitors. A rubdown search of a prisoner should be, where practicable, conducted out of view from other prisoners and/or visitors.

## Be clinical

Show professionalism in your technique. Avoid comments about odour, tattoos and physical characteristics. Be impartial and non-aggressive.

## **Be correct**

A rub-down search is carried out by an officer of the same gender as the person being searched or as selected by the trans prisoner on I.10.Form.01 Confirmation of search choice for trans prisoners. During a rub-down search of a prisoner, two officers are present wherever this is practicable. If the person being searched is not a prisoner, the rub down search must be carried out in the presence of another officer, constable or security officer. Any item in the prisoner's possession can be searched, as may any outer clothing that is removed.

Refer to POM S.01 Searching for more information on the national requirements for rub-down searches in a prison.

## **Always**

Keep your attention focused on the person being searched.

## **Remember**

This is only a preliminary search; if contraband is found on a prisoner, carry out a strip search. This is in the case of prisoners only.

# Doing the search

Make yourself familiar with Sections 89 to 103 of the Corrections Act 2004.

**Start the search by giving the prisoners these instructions (1-11):**

1. Under Section 98 of the Corrections Act 2004, I have the authority to conduct a rub-down search on you. Do you understand?  
**Note:** *The Corrections Act can be found here: <http://www.legislation.govt.nz/>*
2. I am going to give you some instructions which you must comply with. Do you understand?
3. Do you have anything on you?



**Step 3**

**Note:** *Get the prisoner being searched to remove any bulky clothing, such as jackets, cardigans, jerseys, footwear, socks, stockings, or headgear that they may be wearing. Search these items before you start the rub-down search.*

4. When I ask you to remove any item, hand it to me. Do you understand?



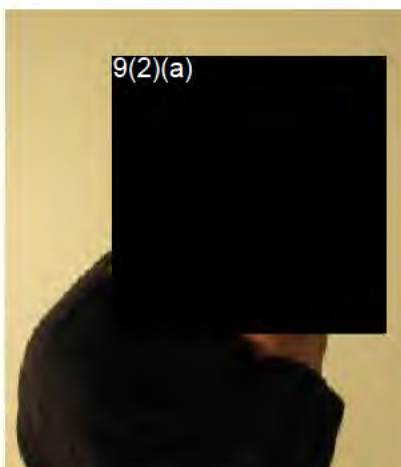
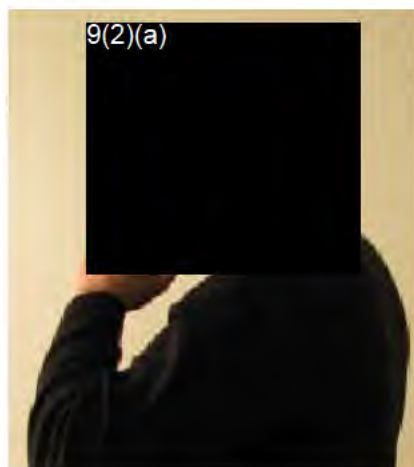
**Step 4**

- 5.
- Tilt your head back and open your mouth.  
**Note:** Start the visual examination of the mouth, nose and ears.
  - Move your tongue around inside your mouth.  
**Note:** Complete the visual examination of the mouth.



**Step 5a&b**

- 6.
- Turn your head to the left (right).  
**Note:** Indicate which way you want them to turn. Check the ear closest to you.
  - Bend your ear forward so that I can see behind it.  
**Note:** Visually inspect behind the ear. Once done, get the prisoner to turn the other way and repeat the process.



**Step 6b**

7.

- a. Face me; bend forward at the waist until I say stop.



**Step 7a**

- b. Starting from the back of your head, run your fingers through your hair to the front of your head, slowly.



**Step 7b**

8. Remove any items from your pockets, and turn your pockets inside out. Leave your pockets hanging out.



**Step 8**

**Note:** Place these items away from the reach of the person being searched. Make sure the items are also searched. You may insert your hand into pockets to search for illegal items but not into underclothing. Be careful when inserting your hands into pockets, as there may be items such as needles or other sharp objects present.

9. Spread your hands out with your fingers extended.



**Step 9**

**Note:** Check both sides of their hands.

10. Take off your shoes and socks and hand them to me.



**Step 10**

**Note:** Check shoes and socks. Visually check the prisoner's feet, including soles. Check prisoner's hands **again**.

- 11.
- Turn and face the wall and put your hands on the wall, leaning against it.  
**Note:** It is safer to search the person from behind rather than in front, with their hands on the wall, supported by hand palms which are apart and upright.
  - Walk back until I say stop.  
**Note:** At approximately one metre away from the wall, his or her feet should be spread apart to shoulder width, with feet far enough apart to conduct the search.



**Step 11a&b**

## Complete the search by following steps (12-17)

12. When you are ready to commence the rub-down search, inform the prisoner as to what you are going to do and which side you are going to start. This ensures that the prisoner is not startled.

I am now going to do a rub-down search. You will feel my hands on your left (right) shoulder.

**Note:** Stand behind the prisoner, using your leg to lock the prisoner's leg. This minimises the risk of the prisoner kicking back.



**Step 12**

13. Apply reasonably firm pats, down the arm and across to the neck. Check the collar of the worn garment and the area just below the collar.

**Note:** Be careful, as needles, razor-blades or other sharp objects may be present.



**Step 13**

- 14.
- With one hand, pat down one side of the chest and stomach down to the pelvis.
  - With the other hand, pat down the side, then the spine.



**Step 14**

15.

- a. *Working from the front and back of the waistband of the pants, pinch the waistband as you move both hands towards each other, ending at the side of the prisoner's body.*



**Step 15a**

- b. *Pat up the side of the prisoner from the waist to the armpit.*
- 16.
- a. *With one hand, follow the line of the upper leg from the waist down towards the groin.*



**Step 16a**

- b. *With the back of the other hand, come down the buttock until you get to the top of the prisoner's leg.*



**Step 16b**

- c. *Turn this hand over and place it at the top of the inner thigh by the groin area joining up with the other hand.*



**Step 16c**

- d. *Proceed to work your way down that leg until you reach the prisoner's foot.*



**Step 16d**

17. *Once you have completed one side, then move across to the other side and do exactly the same (steps 12 to 16).*



**Step 17**

**Rub-down search completed.**

# Strip Search

**Nothing in the Corrections Act 2004 authorises or permits the internal examination of any body orifice of any person by any officer.**

A strip search means a search where the person conducting the search may require the person being searched to remove, raise, lower or open all or any of their clothing.

The person being searched may be required to do all or any of the following:

- open his or her mouth
- display the palms of his or her hands
- display the soles of his or her feet
- lift or rub his or her hair
- raise his or her arms to expose his or her armpits
- with his or her legs spread apart, bend his or her knees until his or her buttocks are adjacent to his or her heels
- lift or raise any part of his or her body (including, for example, rolls of fat, genitalia and breasts).

When conducting a strip search:

- **always** keep your attention focused on the person being searched
- where possible conduct a search of the area where the strip search will occur prior to and immediately following the search
- it is essential that both officers work together in order to effectively complete the search in a safe manner
- conduct the search thoroughly and safely; do not allow the prisoner to dictate the speed of the search
- conduct the search with decency and sensitivity
- ensure the prisoner's dignity and privacy is maintained throughout the search
- before you commence the search, explain to the prisoner why you are conducting the search
- it must not be carried out in the view of another prisoner
- the officer conducting the search must be the same gender as the prisoner or as selected by trans prisoners on I.10.Form.01 Confirmation of search choice for trans prisoners
- ensure that one half of the prisoner's body is clothed at all times during the search
- where possible, ensure that the prisoner is unclothed for the minimum time required to conduct a search of that area to your satisfaction.

# Strip searching a female prisoner

## Restrictions on searches are:

Nothing in the Corrections Act 2004 authorises or permits the internal examination of any body orifice of any person by any officer.

During a search, officers (and medical staff) are not permitted to conduct any internal examination. An internal search can only be carried out by a Police Surgeon after a person has been arrested by the police under the 1975 Misuse Of Drugs Act Section 18(A)(2).

Corrections officers may conduct a visual examination of the mouth, nose, ears, anal area, and genital area with or without an instrument, to illuminate or magnify the area. Do not insert the instrument into any area.

## Non compliant prisoner

If the prisoner refuses to comply with the search, the officers should attempt to de-escalate at every opportunity.

Explain to the prisoner that section 83 of the Corrections Act 2004 authorises you to use force if they continue not complying.

## Strip searching a female prisoner

- Ensure there is a supply of unopened sanitary pads / tampons.
- Inform the prisoner of the authority and procedure for the search.
- Ask the prisoner if they have any unauthorised items on them.
- Order the prisoner to empty their pockets, remove jewellery, headwear or sunglasses and hand them to the witnessing officer to search.
- Place the items out of reach of the prisoner.

## Searching the upper half of the prisoner

Order the prisoner to:

- put their hands out in front to allow you to search both sides of their hands and fingers
- remove any hairclips, hair ties or combs
- bend forward and rub their hands through their hair
- give you a clear view of each nostril, and inside and behind each ear
- tilt their head forward and lift their tongue to allow you to search the inside of their mouth
- remove their upper clothing, one item at a time and hand it to the witnessing officer to search
- raise their hands above their head and turn slowly around until they are facing you again
- lift, using their hands and with open fingers (to prevent the concealment of contraband), any areas of their body obscured due to large breasts or folds of flesh near the belly or under the arms. When ordering a prisoner to lift their breasts or rolls of flesh it is important you remain professional at all times.



Return the prisoner's clothing so they can put their upper clothing back on. This minimises potential conflict, saves time and maintains the dignity of the prisoner.

## Searching the lower half of the prisoner

Nothing in the Corrections Act 2004 authorises or permits the internal examination of any body orifice of any person by any officer.

Order the prisoner to:

- remove their shoes and socks one at a time and hand them to the witnessing officer
- face the wall and show, one at a time, the soles of their feet, wiggling their toes
- remove their lower clothing one item at a time and hand them to the witnessing officer

Order the prisoner to lift up their shirt at the sides and feet shoulder width apart, bend at the knees until their buttocks are next to their heels. If you are unable to see clearly order the prisoner to bend at the knees again until you are satisfied.



If a prisoner states that they are unable to bend at the knees due to injury (or other medical condition) seek advice from Health Services confirming the injury. You may have to allow the prisoner to use a support structure to assist them such as a wall, desk or bed.

Ensure you view the prisoner from a safe distance at all times. When ordering the prisoner to bend at the knees, crouch at a safe distance and ensure you have a clear view.

Order the prisoner to put their clothes back on.

When concluding the search, observe the prisoner while they are getting dressed. The search is not completed until the prisoner is fully clothed and both officers confer and agree that the search has been completed correctly.

Prisoners with an artificial limb or eye; may be requested to remove the artificial limb or eye. If they refuse, they may be placed in a dry cell on concealment grounds under section 58(1)(a) of the Corrections Act 2004 in accordance with Regulation 64 of the Corrections Regulations 2005.

## What do you do if a prisoner is menstruating?

At the point where you ask the prisoner you are searching to remove her underwear, and if she is wearing a sanitary pad, direct her to remove it and place the used sanitary pad in the sanitary bin within the strip area. New sanitary pads must be supplied if required. If the prisoner is using a tampon, do not ask her to remove it.

If you reasonably believe that a prisoner is attempting to introduce unauthorised items, the internal concealment policy must be implemented (as described in W.01 Internal Concealment).

# Strip searching a male prisoner

**Nothing in the Corrections Act 2004 authorises or permits the internal examination of any body orifice of any person by any officer.**

## Restrictions on searches are:

During a search, officers (or medical staff) are not permitted to conduct any internal examination. An internal search can only be carried out by a Police Surgeon after a person has been arrested by the police under the 1975 Misuse Of Drugs Act Section 18(A)(2).

Corrections officers may conduct a visual examination of the mouth, nose, ears, anal area, and genital areas, with or without an instrument, to illuminate or magnify the area. Do not insert the instrument into any area.

## Non compliant prisoner

If the prisoner refuses to comply with the search the officers should attempt to de-escalate at every opportunity.

Explain to the prisoner that section 83 of the Corrections Act 2004 authorises you to use force if they continue not complying.

## Strip searching a male prisoner

- Inform the prisoner of the authority and procedure for the search.
- Ask the prisoner if they have any unauthorised items on them.
- Order the prisoner to empty their pockets, remove jewellery, headwear or sunglasses and hand them to the witnessing officer to search.
- Place the items out of reach of the prisoner.

## Searching the upper half of the prisoner

Order the prisoner to:

- put their hands out in front to allow you to search both sides of their hands and fingers
- remove any hairclips, hair ties or combs
- bend forward and rub their hands through their hair
- give you a clear view of each nostril, and inside and behind each ear
- tilt their head forward and lift their tongue to allow you to search the inside of their mouth
- remove their upper clothing, one item at a time and hand it to the witnessing officer to search
- raise their hands above their head and turn slowly around until they are facing you again.



- lift any areas of their body obscured due to large pecs or folds of flesh near the belly or under the arms with open fingers to prevent the concealment of contraband.

Return the prisoner's clothing so they can put their upper clothing back on. This minimises potential conflict, saves time and maintains the dignity of the prisoner.

## Searching the lower half of the prisoner

**Nothing in the Corrections Act 2004 authorises or permits the internal examination of any body orifice of any person by any officer.**

Order the prisoner to:

- remove their shoes and socks one at a time and hand them to the witnessing officer
- face the wall and show, one at a time, the soles of their feet, wiggling their toes
- remove their lower clothing one item at a time and hand them to the witnessing officer

Order the prisoner to lift up their shirt at the sides and with feet shoulder width apart bend, at the knees until their buttocks are next to their heels. If you are unable to see clearly order the prisoner to bend at the knees again until you are satisfied.



If a prisoner states that they are unable to bend at the knees due to injury (or other medical condition) seek advice from Health Services confirming the injury. You may have to allow the prisoner to use a support structure to assist them such as a wall, desk or bed.

Ensure you view the prisoner from a safe distance at all times. When ordering the prisoner to bend at the knees, crouch at a safe distance and ensure you have a clear view.

Order the prisoner to lift their penis and show you the underside, to lift up their scrotum and show you the underside. Ensure that you have a clear view.



If you have reasonable grounds to suspect a prisoner has an unauthorised item concealed under his foreskin, request the prisoner to roll back their foreskin. If the prisoner refuses they may be placed in a dry cell on concealment grounds.

Order the prisoner to put their clothes back on.

When concluding the search, observe the prisoner while they are getting dressed. The search is not completed until the prisoner is fully clothed and both officers confer and agree that the search has been completed correctly.

Prisoners with an artificial limb or eye may be requested to remove the artificial limb or eye. If they refuse, they may be placed in a dry cell on concealment grounds under section 58(1)(a) of the Corrections Act 2004 in accordance with Regulation 64 of the Corrections Act 2004.

# Cell Searches

## Purpose

The purpose of a cell search is to detect unauthorised items. A cell search checks a prisoner's compliance with cell standards and property schedules, and may reveal evidence of "stand-over", "taxing" or gambling activities. Evidence includes excessive amounts of food items available through the weekly canteen, or a high number of phone cards.

## Authority

The authority to conduct a cell search of any cell includes the authority to search any item in that cell and the authority to use aids in the cell search.

## Equipment

Required equipment:

1. latex gloves (a few pairs)
2. container for syringes and needles
3. plumbing mirror (a mirror on an extended handle for tight or low areas)
4. exhibit forms / bag

Useful equipment:

1. torch
2. rubbish bags
3. notebook and pen.

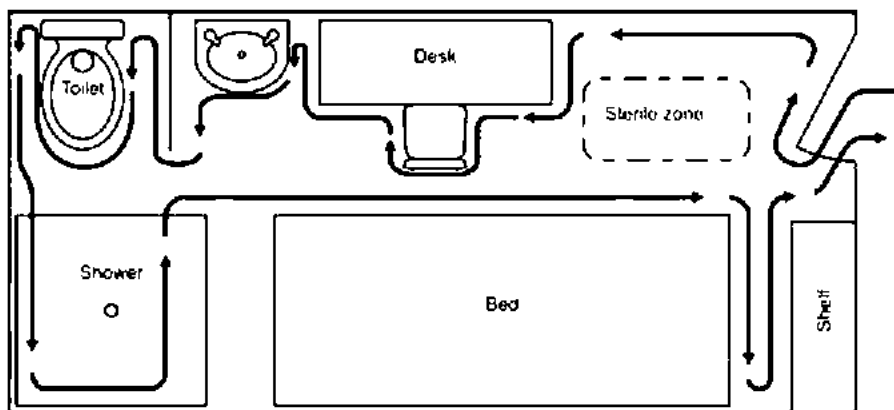
## Caution

Treat suspected contraband with caution. Look at unknown substances but do not smell them, and minimise hand contact.

Do not use hands and fingers to feel in places out of sight. Use a plumbing mirror and a throwaway object, such as a popsicle stick.

## Searching a cell

1. Identify the cell you will search, and check for any special issues, such as defects awaiting maintenance.
2. Print the prisoner's issued property receipt so you know what should be there or not and proceed to the cell. Do not make it obvious that you will be searching his / her cell.
3. Conduct a rub down search of the prisoner, if in the cell, and then order him / her to step out of the cell.
4. Search any items the prisoner will take out of the cell. Allow the prisoner to remove only necessary items from the cell, such as books for programmes.
5. Do not allow the prisoner to remain near the cell. You may place the prisoner in an empty cell or exercise yard.
6. Enter the cell, leave the door ajar and turn the light on. Glance over the entire cell for a moment or two. If the light is not working, check the fitting and switch for signs of tampering. Make a note of any electrical faults, to request maintenance later on.
7. Check for evidence of anything out of the ordinary, such as damage to walls and paintwork, and unusual odours. Inspect any identified area.
8. Return to the entry point and go through the cell in a systematic manner. For example, search the cell door and then move towards the left hand side of the door. If there are two officers inspecting, one moves to the left and the other one to the right.



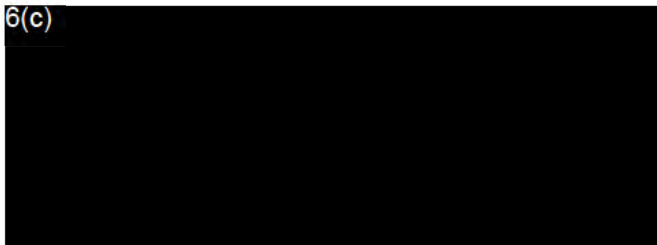
9. Check fittings such as shelf, mirror and electrical fittings for any tampering.

6(c)



10. Check the desk and bookshelf area, moving objects as necessary to provide good vision. Flick through pages of books and magazines. Look inside envelopes. Remove caps of bottles and check contents. Check all items for anything that can be taken apart.

6(c)

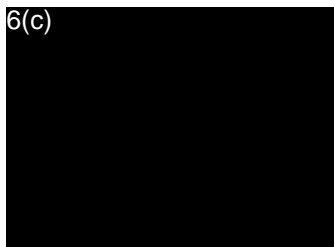


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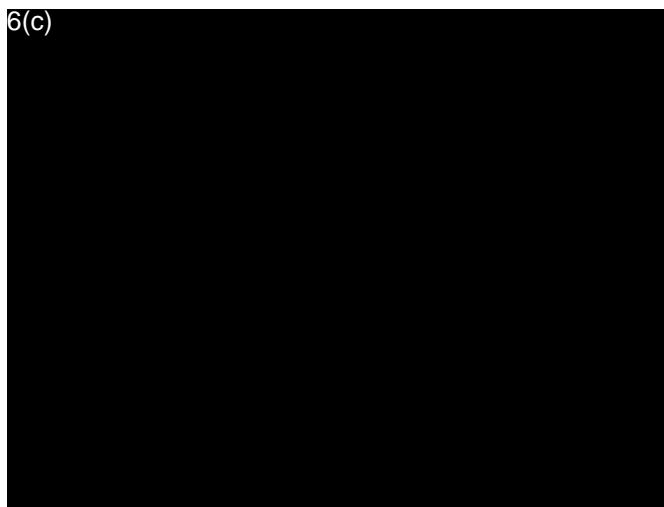
11. Inspect the washbasin and its fittings. Look for evidence of tampering. Use the mirror and a throwaway object, such as a popsicle stick, to check underneath the rim. Fill the basin with water and check that it drains freely.

6(c)



12. Inspect the toilet, using a mirror to check under the rim, and a torch to check recesses between the toilet and wall. Check behind any fittings that can be easily removed.

6(c)



13. Check ventilation ducts and windows; look for scratching marks, or missing screws. Make a note to report any insecure items to maintenance. Report any security risk to your SCO.



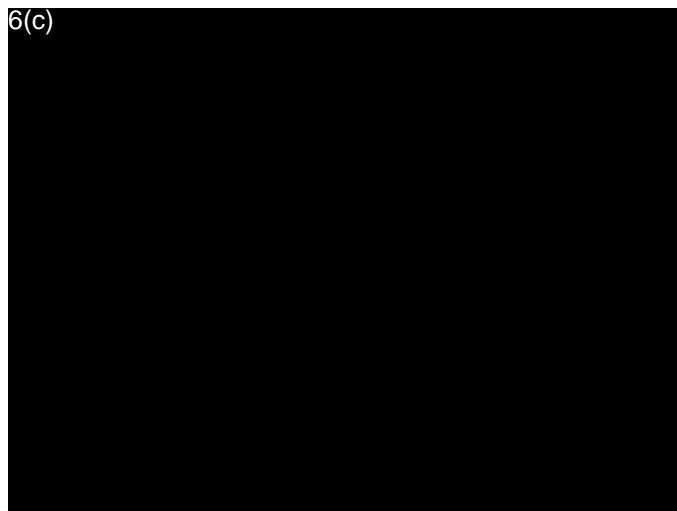
14. Inspect the mattress and pillow, looking for any rips or stitching that may have been unpicked or repaired. Check carefully for items inside.



15. Inspect blankets and sheets. Fold them and place on top of the pillow.



16. Inspect the bed frame, using the mirror and a throwaway object, such as a popsicle stick, to check underneath.



17. Search all clothing hanging or stacked in the cell and compare the issued property receipt with what is actually in the cell. Remove any articles that appear not to belong to the occupier.



18. Check the tamper-proof stickers of electrical items. 6(c)



19. Place a rubbish bag on the floor and empty the contents of the rubbish tin onto it. Inspect the rubbish tin and its contents.



20. Ascertain the best way to retrieve and check any contraband and, if necessary, place it in a bag or container for further inspection later. Make a note of where the item was found. Consider taking photographs.



21. Follow the chain of evidence for any contraband finding.
22. Once you have checked the whole cell and its contents, prepare to remove any items that shouldn't be there, whether evidence of illegal activity or not and return to the guardroom.

**Note:** If you find unauthorised items, you may need to complete an incident report and possibly a misconduct report.

# Items found during cell searches

## Weapons

### Knives / Blades

Including some that are hand made.



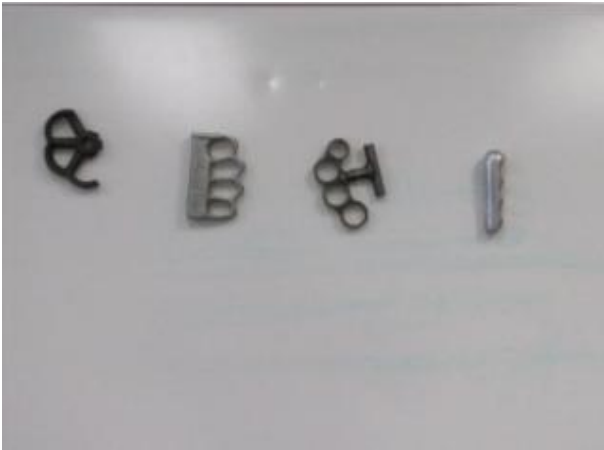
## Ropes



## Chain whip



## Knuckle Dusters



## smoking pipe, bullets, shot gun cartridge



## Tattoo devices



# The BOSS chair



## Description

The Body Orifice Security Scanner (BOSS) chair is a scanner used to detect metal that a prisoner has concealed internally.

The chair consists of a seat, a footrest, a detection surface, key lock, number pad with liquid crystal display, and a display panel.

6(c)

The green LEDs show that the scanner is READY; the red LEDs show that a metal object has been detected.

6(c)



*Key located at the rear of the Boss chair.*

The BOSS chair detects a metal object when it moves through or near the scanning zone. Detection is indicated by a red LED glowing. The LED shows which zone has detected the metal object. The LED will go off once the metal object stops moving through the scanning field.

## Use

The BOSS chair's primary use is in prisoner reception areas and for prisoners at risk of self harm. It may also be deployed to any area of the prison to meet local search needs.

**Prisoners with physical disabilities:** Staff must establish whether it is appropriate, taking into account the level and nature of the disability and the individual circumstances. Health Services must be consulted if the prisoner will be transferred between chairs, requiring specialist assistance and aids such as pat slides.

Staff using the BOSS chair to search prisoners must conduct the search with decency and sensitivity and in a manner that affords the person being searched the greatest degree of privacy and dignity consistent with the purpose of the search.

# Using the BOSS chair

## Related Links

### Resources

- [BOSS chair procedural flow diagram](#)
- [BOSS chair information notice](#)

## Preparing to use the BOSS chair

1. Ensure that at least two staff are available.
2. Turn the BOSS chair on using the key lock on the right of the display panel. The BOSS chair will self-calibrate. An audible alarm will sound and the green LEDs will glow indicating the READY state.

## Using the BOSS chair

1. When operating the BOSS chair one staff member must stand behind the chair to check the display (Image 1), and the other standing to observe and give instructions to the prisoner (Image 2).



Image 1



Image 2

Ensure that the "BOSS Chair Information Notice" is prominently displayed and explained to the prisoner. Explain the purpose of the chair and reassure the prisoner regarding its safety.

2. Ask the prisoner to identify all metallic items on their person and hand them over to a staff member.
3. Order the prisoner to sit on the chair with arms resting on arm rests and with back and calf areas touching the chair, and to remain seated until told to stand. It is not recommended to keep the prisoner sitting on the BOSS chair for an extended period of time expecting to detect a target.

Images 3, 4 and 5 illustrate the correct sitting position with the feet, back and calf areas touching the chair.



Image 3



Image 4



Image 5

4. If a nose-mouth-cavity scan is needed, order the prisoner to:
  - a. stand behind the chair with their hands behind their back and rest the chin on the red cross (Image 6) on the detection surface and to remain in that position for at least five seconds (Image 7 and Image 8).



- b. turn the head to one side (Image 9), resting the cheek on the detection surface, and then repeat the action for the other side of the face (Image 10).



## Positive indication

- When a metal object is detected, the audio zone alarm and the corresponding red LED will be activated within five seconds. The oral zone alarm may sometimes be triggered by movement of the chair, eg, by the prisoner stepping on or off it.
- Two or more red LEDs may glow, indicating that a prisoner is either:
  - concealing a large object, when the zones are next to each other, or
  - concealing objects in multiple areas of the body, when the zones are not adjacent.
- In all cases where the BOSS chair gives a positive indication, the prisoner must be given the opportunity to remove the item. Innocent explanations for a positive indication include:
  - an intimate body piercing has caused the scanner to indicate
  - a medically fitted metal plate has caused the scanner to indicate. In such cases, medical certificates authenticating the condition should be produced.

## If a metal object is detected

- Tell the prisoner the area of the body where the scan has indicated they may have concealed an object and give them an opportunity to explain.
- If no satisfactory explanation is given, give the prisoner an opportunity to retrieve and hand over the object to a staff member. Provide the prisoner with gloves and toilet paper and an opportunity to wash their hands after they have handed over the object.
- Once the item has been handed over, order the prisoner to submit to a second scan to indicate whether the prisoner is concealing any more metal objects.
- If the second scan indicates a concealed metal object, repeat 1, 2, and 3 above.
- Once the scan detects no further metal objects, the prisoner may then proceed past the screening point or be moved to a secure area until a decision about an appropriate placement can be made by the Movements / Security Manager or their delegate.

## If the metal object is not retrieved

- If the prisoner does not retrieve the metal object (or refuses to sit on the BOSS chair), this is reasonable grounds for staff to:
  - conduct a strip search of the prisoner as per PSOM procedures
  - place the prisoner in a dry cell under PSOM S.01.Res 13 management of prisoner suspected of concealment procedures.

## Moving the BOSS chair

The BOSS chair is heavy; it weighs 95.45kg. Use precautions when lifting the BOSS chair for transporting. Persons with back injuries should not transport the BOSS chair.

### To transport the BOSS chair

1. Take hold of the lift handle and lift straight up until the wheels make contact with the floor or ground.
2. Pull the chair backward, or push it forward, to the desired location. (Image 11)



Image 11

3. Gently place the chair to its upright position. Dropping the chair can cause damage. (Image 12)



Image 12

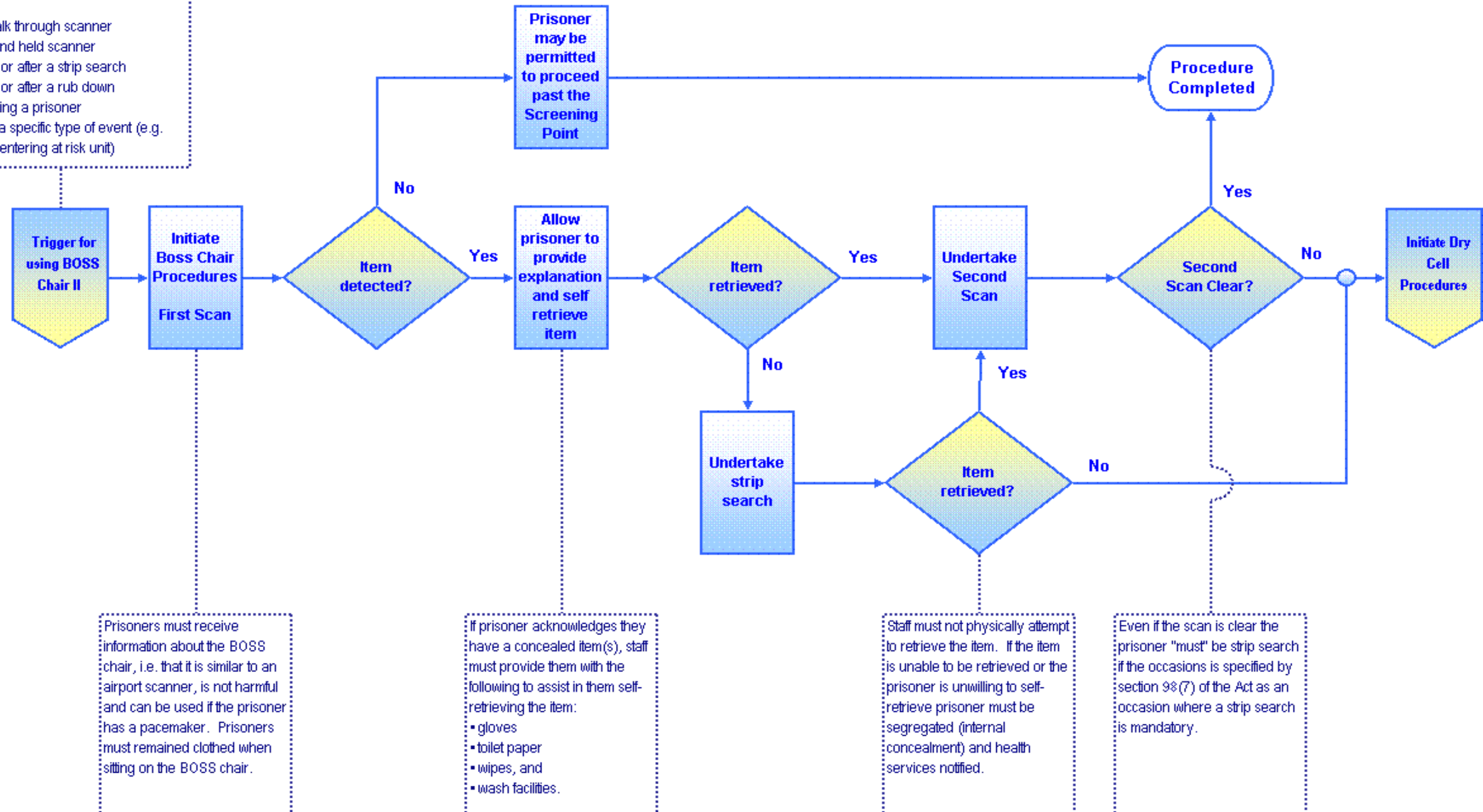
4. Do not tip the BOSS chair completely forward. This can damage the edge of the oral sensor as it is not designed to bear the weight of the chair.

# BOSS CHAIR OPERATIONAL PROCEDURES

The Boss chair is designed to scan five areas of the prisoners body for the presence of conductive metal objects hidden with the detection / cavities areas. It does not act as a replacement of current search procedures for general non-metallic contraband or metallic objects hidden in clothing but an additional step to improve the safety and security of prisons.

The Boss chair is used as a metal specific "internal concealment" scanner and can be used:

- after a walk through scanner
- after a hand held scanner
- prior to a or after a strip search
- prior to a or after a rub down
- on receiving a prisoner
- following a specific type of event (e.g. incident or entering at risk unit)



## BOSS CHAIR INFORMATION NOTICE

The Body Orifice Search Scanner (BOSS) chair uses the same technology as other scanner devices currently used in prisons and at airports.

When you are sitting on the Boss chair, your body will be scanned by a non-radiation **very low intensity** magnetic field. The scan is not harmful and is safe for prisoners who:

- are pregnant, or
- have pacemakers.

The BOSS chair will indicate the presence of an item with an audio and visual alarm, similar to a walkthrough or hand held scanner.

The use of the BOSS chair is authorised pursuant to section 98 (1)(a) of the Corrections Act 2004.

# Security

To ensure the security of a prison and the protection of the public, it is necessary to have a system for counting prisoners and accounting for the whereabouts of prisoners at all times.

## **Muster and facility check**

To ensure the security of a prison and the protection of the public, it is necessary to have a system for counting prisoners and accounting for the whereabouts of prisoners at all times.

Each prisoner must be allocated a cell number and have their photo attached to the Photo Muster Board as soon as they are inducted in their accommodation unit.

Each unit is required to produce and maintain a current Photo Muster Board that accurately reflects at all times the correct muster. Photographic muster boards are updated daily with accurate details of each prisoner.

The Central Point is informed of the completion of musters (unlock, lock down and random). It collates them and records a site muster on IOMS.

We have face to name musters and prisoner location checks.

## Face to name muster

**Face-to-name muster** is a check that requires an officer to carry out “a muster” and be satisfied that they have identified by sight every prisoner.



Face to name musters (using photographic muster board) must be conducted at unlock and lock-up utilising 2 staff working together to verify the identity of each prisoner, verify that the prisoner in question is in the correct cell and ensure that the prisoner responds in a manner that satisfies both officers that the prisoner is conscious and responsive.

Sighting a shape in a bed, or a staff member's recall of who is supposed to be in a particular cell or location, is insufficient.

Officers conducting muster must ensure that if any discrepancy or doubt exists, the muster is repeated to the officers satisfaction.

**Note:** Counting of heads when doing a muster is not regarded as a muster.

Mustering officer to remain in sight and sound of other staff in unit or wing.

Mustering officer to inform shift I/C that they are going to do a muster.

A random face to name muster is conducted by staff at a time determined by central point.

# Prisoner location checks

**Prisoner location check** is a check of prisoners in locations, it is completed by the IRL or CS work party supervisor.

PLCs are conducted at irregular intervals with no set pattern but with no interval longer than one hour.

6(c)

A prisoner location check of each prisoner is completed and the check is then recorded in M.01.01.Form.01 Prisoner work party working outside the secure perimeter fence handover.

Another officer may confirm (via radio or telephone) a prisoner's location if the designated location is off-site and the prisoner is within sight of that officer.

The officer completing the PLC must immediately report to the designated officer when a prisoner is not present at their location.

## **Note:**

The IRL or CS work party supervisor must also conduct the random face to name muster when requested by central point.

Self-care units are nationally exempt from the requirement to carry out night time prisoner location checks due to; staff not being able to view prisoners inside the self-care units and staff are unable to unlock self-care units to undertake night time prisoner location checks.

Prisoners must not participate in the preparation or documentation of the count process.

## Prisoner cell and location checks

After general lock-up, (the normal lock-up conducted in the unit), and before morning unlock, three prisoner cell and location checks (PCLC) are carried out, to confirm each prisoner is in the correct cell or location. The first such check is to take place within 6(c).

Units may have different completion times for PCLCs, according to their particular lock regime.

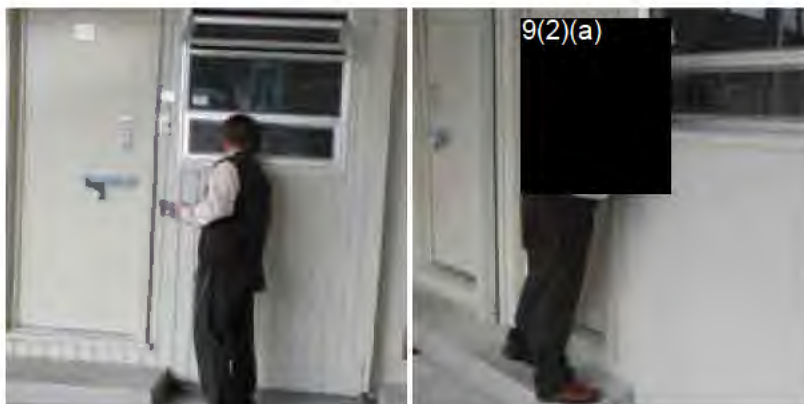
The timing of second check is determined by central point.

The check is to determine, where a physical check is possible, that:

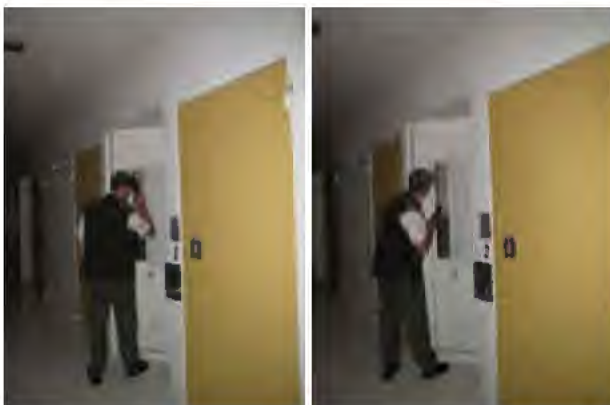
- the door and window are secure;
- there is nothing unusual or out of place in the cell;
- the prisoner appears to be lying on the bed; and
- in general, nothing is obviously wrong.

Prisoners in at-risk cells are checked in accordance with their management plan (see POM M 01.02 Prisoners at-risk to themselves).

If it is discovered that a prisoner is not in their cell or designated location, the senior officer of the shift is immediately informed and an escape response plan is initiated (refer to local emergency response plans).



Torches are to be used to check cells and prisoners.



During a scheduled prisoner cell and location check a prisoner's location or physical well-being cannot be ascertained by viewing through an observation window, officers must obtain permission (On call / prison director) to conduct an unlock.

An incident report must be completed on IOMS for all incidents requiring a prisoner to be unlocked during the normal hours of lock-up.

**Note:** Self-care units are nationally exempt from the requirement to carry out night time prisoner location checks due to; staff not being able to view prisoners inside the self-care units and staff are unable to unlock self-care units to undertake night time prisoner location checks.

# Prisoner welfare monitoring checks (PWC)

We carry out 6(c) prisoner cell and location checks to ensure the security of the prison and the safety of the public.

The 6(c) number of prisoner counts is intended to free up staff time, particularly during the day and increase staff time for quality interaction with prisoners within the unit.

By staff interacting with prisoners and getting to know them in a more meaningful way – such as knowing their family circumstances, their history, moods, behaviours, and interactions with other prisoners, there is an increased chance to staff to notice any changes to prisoner's behaviour or demeanour and through active management and role modelling, improve the rehabilitation and reintegration outcomes for prisoners.

Directing the resources of staff at engaging with and monitoring prisoners prior to lock up increases the chances of identifying material changes in mood or behaviour that might put a prisoner at risk of self harm.

Where the risk is more apparent, staff should initiate a review of that prisoners at risk status and potentially move that prisoner to the at risk unit where he or she would be continually monitored throughout the night in a safe and secure cell.

If after an assessment, the prisoner was not deemed at risk, staff can brief the incoming staff on the issues that caused concerns during the shift and specifically request that staff check on that prisoner more than twice during the shift or general lock up.

The 6(c) formal night time prisoner cell and location checks is no impediment whatsoever to staff proactively taking steps to ensure prisoner welfare in any case that concerns them. On the contrary, such initiatives by staff and increased awareness of what is going on with prisoners in the unit are key performances of Corrections staff.

# Key management

The following are some basics to keep keys secure at all times:

1. Stored in purpose built press and held secure and accounted for at all times.
2. Within the prison perimeter except with the written approval of the prison manager.
3. Managed in a way that ensures they are not duplicated without authorisation.
4. Only used for the purposes and place for which they were designed.
5. Key registers are maintained and includes all keys and security swipe cards.
6. Registers are checked monthly
7. Spare keys are kept in a purpose built indestructible key press in an approved secure and safe area.
8. The Security Manager (or manager assigned to be responsible for security) at each prison is the only person authorised to make changes to the prison keys. Every change must be recorded in the Key Register. No key may be added / removed from any key bunch without the authority of the manager responsible for security.

## Key register

1. Prisons must have an up-to-date central key register, which identifies each key, the number and its location (includes swipe cards).
2. Monthly checks are conducted and the following information is recorded in the key register:
  - a. date and time of the check
  - b. name of the officer undertaking the check
  - c. the result of the check, and
  - d. name and signature of the person who witnessed the check.

## Officer in charge of key press

1. Ensures key press is secure when not issuing or receiving keys.
2. Accounts for the whereabouts of keys by undertaking a check of the key press\*, at the beginning and the end of each shift and at least once during the shift, recording the checks in writing.
3. Reports anomalies, required replacements, additions or missing keys to manager as soon as practicable.

\* **Note:** All shift change checks should be completed prior to handover.

## Issuing keys

1. Staff must be certified competent to use keys before they are issued with keys.  
**Note:** Prisoners are not issued with prison security keys except in extreme emergencies involving life-threatening situations.
2. Certified staff are issued with an identification tag in order to exchange it to access and return keys.  
**Note:** An Officers tag on a hook is not sufficient; tags need to be checked against staff rosters. Is the owner of the tag actually still on site?  
**Note:** Sites fitted with Key Watcher systems: as per system's instructions.

## Key holders

1. Staff issued with keys are responsible for keys in their care and must:
  - a. have the keys secured on an approved chain and the chain attached to the key pouch's loop and
  - b. conceal keys in a key pouch
  - c. not exchange or reissue keys
  - d. not take keys beyond secure perimeter
  - e. report to the issuer as soon as possible any damage or missing keys
  - f. return keys at end of shift.



## All staff should know the 10 rules of keys

1. Keys should be carried and used as inconspicuously as possible.
2. Keys should be carried securely fastened to the key pouch's loop and kept in a key pouch.
3. Keys should never be thrown or slid from one person to another.
4. Never use force to open locks. If a lock does not function easily, report it to the unit staff immediately.
5. Keys should not be left unattended or stored in desk drawers.
6. A key should never be drawn across the cell bars as a means of determining if the bars have been tampered with.
7. Do not give your keys to anyone not authorised to have them.
8. Do not show keys to prisoners or allow prisoners to use prison keys.
9. If a key is lost or broken notify the unit staff immediately.
10. Grill keys and security keys are to be returned to the appropriate control room upon leaving the prison.

### Note:

1. Key bunches in use by or issued to staff during the hours of general lock-down **6(c)** unless an exemption has been granted by National Office.
2. Key pouches are often becoming too small for large bunches. Consider the daily duties of the officer and the necessity of all the keys on the bunch.

## Examples of bad practice

- Officers swap keys
- Keys not in key pouches
- Use of dog clips and karabiners
- Staff collecting other staffs keys from press on their behalf.
- Key rings unsecured



## **Procedural Security Solutions**

- Staff are held on site until keys are accounted
- Chain check
- Key Dispo sheet
- Trained staff on Key Press

# Pepper spray

## ***Related Links***

### **Legislation**

- [Arms Regulations 1992, regulation 30A](#)
- [Corrections Act 2004, sections 12 and 83-88](#)
- [Corrections Regulations 2005, regulations 120A-123](#)

### **Resources**

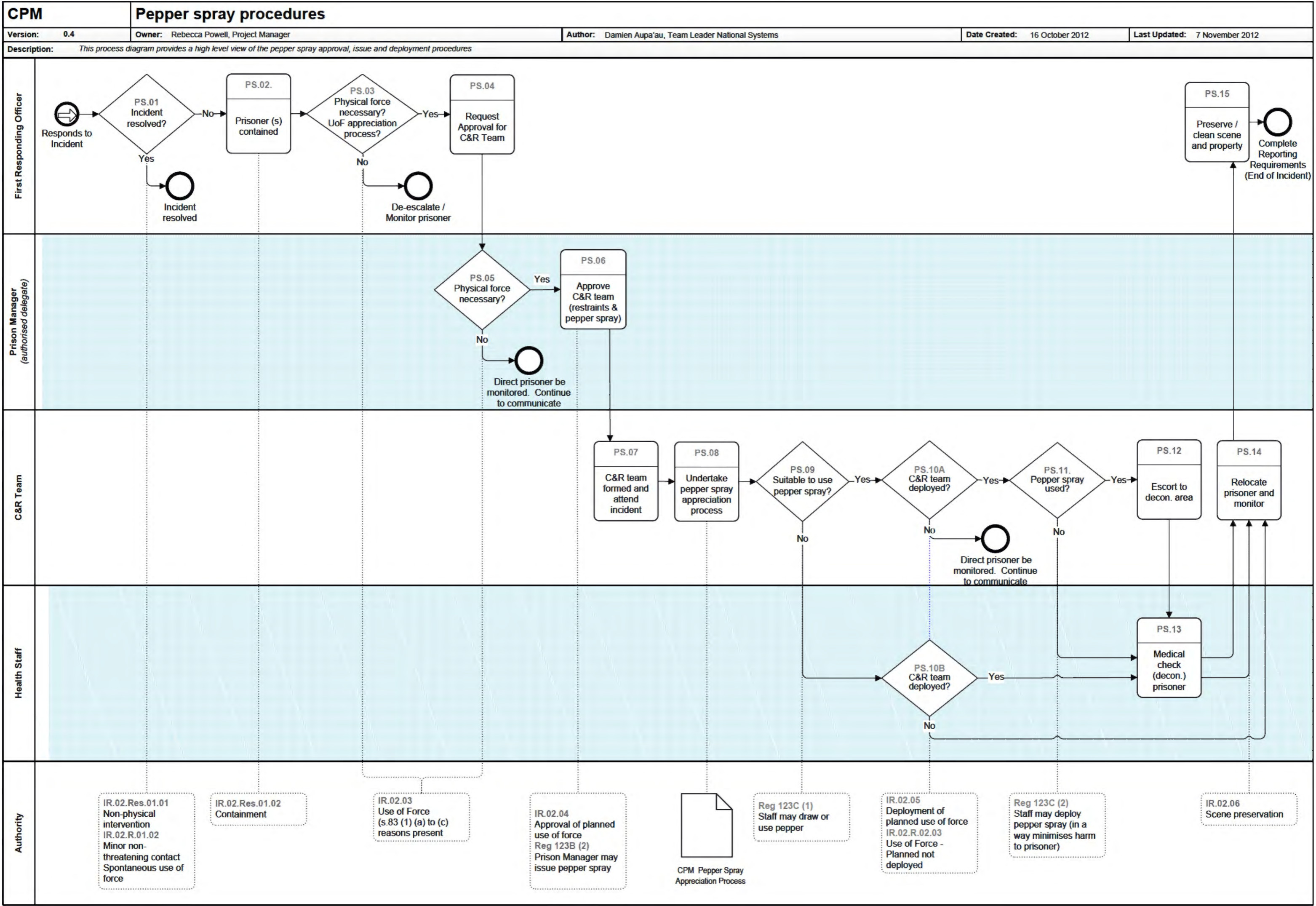
- [Pepper spray procedure flow diagram](#)
- [POM IR.01 Initial incident response](#)
- [POM IR.02 Incident response](#)

The purpose of these procedures is to provide staff with instructions relating to the use of pepper spray as a tactical option in planned and spontaneous use of force incidents.

When resolving serious incidents in prisons, corrections officers use a range of tactical options to minimise the need to use force against prisoners, including de-escalation techniques and negotiation. If these tactical options are unsuccessful, the use of physical force may become necessary to restore security and prevent harm to others.

Despite efforts to minimise injuries during use of force, the incidents are risky to both staff and prisoners. While most injuries are relatively minor (for instance, sprains and bruises), they have the potential to be serious, particularly in situations where there is debris on the cell floor, where the prisoner is armed with a weapon, or where a staff member or a contractor or other prisoner could be exposed to the prisoner's faeces, blood or other bodily fluid.

Pepper spray can be the least harmful way of responding, by temporarily incapacitating the prisoner, making it easier and safer to restrain and relocate them. Once compliant, the prisoner is relocated, decontaminated and assessed by Health staff for any unexpected reaction.



# Request and approval to use pepper spray for a planned use of force incident

These procedures form part of the POM IR.02 Incident response process.

Pepper spray in this section refers to: All pepper spray delivery methods.

## 1. Request procedures

1. The request to use pepper spray can only be made after a supervising officer in attendance has determined whether:
  - a. other tactical options will be inadequate to resolve the incident safely; and
  - b. use of force is reasonable, necessary and proportionate in the circumstances.
2. Before making a request for the issuing of pepper spray, a supervising officer must complete a risk assessment to determine whether use of pepper spray would be appropriate given the circumstances, location and environment.
3. Staff must seek advice from Health Services on whether the prisoner has any medical conditions that would prevent the use of pepper spray unless impracticable to do so.

## 2. Approval process

1. The prison director (or their delegate) must only approve the use of force, including the issuing and use of pepper spray, if they have reasonable grounds for believing force is reasonable, necessary and proportionate in the circumstances:
  - a. in self-defence, in the defence of another person, or to protect the prisoner from injury, or
  - b. in the case of an escape or attempted escape (including the recapture of any person who is fleeing after escape); or
  - c. to prevent the prisoner from damaging property, or in the case of active or passive resistance to a lawful order.



**Officers may not use more force than is reasonable, necessary and proportionate in the circumstances.**

**If the incident can be resolved using a lower level tactical option as an intervention strategy, then pepper spray must not be used.**

2. The prison director (or their delegate) may only issue pepper spray to a corrections officer who has been trained and certified in its use.

## 3. Procedures prior to use of pepper spray

1. A decontamination area must be set up.
2. If practicable, Health staff must be present and in safe proximity to the incident to manage any medical emergency, and be present at the decontamination area to assess the prisoner's health status if required to manage any medical emergencies.

# Procedures for planned use of pepper spray

These procedures form part of the POM IR.02 Incident response process.

## 1. Use of pepper spray

1. A corrections officer trained in the use of pepper spray may only use pepper spray when all the following conditions apply:
  - a. there is a planned control & restraint (C&R) incident
  - b. if practicable, health staff must be present and in safe proximity to the incident area, and be able to respond immediately to any medical emergency
  - c. all members of the C&R team are trained and current in C&R and pepper spray
  - d. health staff will also be available at the decontamination area
  - e. the prisoner is displaying 'assaultive' behaviour; and
  - f. approval to use force, including the issuing of all types of pepper spray canisters, has been given by the prison director(or their delegate).

**Note:** It is the responsibility of a correction's officer issued with pepper spray to ensure the canister's security.
2. The pepper spray will not be used against:
  - a. 6(c)
  - b. 6(c)
  - c. 6(c)
  - d. 6(c)
  - e. 6(c)
  - f. 6(c)
  - g. 6(c)
3. A corrections officer designated as "Number 1" within a Control and Restraint team has the final decision on whether to use pepper spray, including the type of pepper spray canister to be used.
4. Pepper spray must be used in a way that minimises pain or injury to the prisoner, as far as it is consistent with protecting prison security or the safety of any person.
5. Following risk assessment and approval, an officer may only use pepper spray against a prisoner if the officer has reasonable grounds for believing that the use of force is reasonable, necessary and proportionate in the circumstances as per use of force policy.



**Note:** All Corrections officers participating in a planned use pepper spray must be current in their Tactical Options certification.

## 2. Procedures after a planned use of pepper spray

1. After the pepper spray has been used on a prisoner a corrections officer must:
  - a. check that the prisoner's breathing has not been severely affected, if the prisoner has difficulty resuming normal breathing, immediately request medical assistance from health staff present.
  - b. confirm with health staff present that there are no health or injury concerns, before relocating the prisoner.
  - c. ensure the prisoner is not left lying face down with their hands restrained behind their back.
2. After the pepper spray has been used a corrections officer must consider whether the use of handcuffs is reasonable, necessary and proportionate in the circumstances, to protect the prisoner from injury, or to defend themselves or another person. For example:
  - The prisoner becomes violent during the decontamination process and tries to harm a staff member or themselves.

- The prisoner is attempting to transfer the pepper spray onto others for example by wiping it onto another person.
  - The safe relocation of a non-compliant prisoner
3. If a prisoner is wearing a spit hood then the use of pepper spray is not permitted. Likewise, if pepper spray has been used against a prisoner, then the use of pepper spray is not permitted. The prisoner must not have their face covered at any time.
  4. The incident supervisor is responsible for ensuring the unused canister(s) is returned to secure storage once they reasonably believe that it is no longer required as a tactical option to the planned use of force.



**Note:** Ultimate responsibility to direct the return of the pepper spray lies with the prison director (or their delegate) who approved the issuing of pepper spray.

5. The post incident procedures must be followed as per POM IR.05 Post Incident.

### 3. De-contamination process

1. Any prisoner subjected to pepper spray will be decontaminated at the earliest opportunity once the prisoner is compliant and/or securely contained.
2. The decontamination procedure can commence in the area where the pepper spray has been deployed, or any other appropriate area.
3. After the pepper spray has been used, a corrections officer must consider whether the use of handcuffs is reasonable, necessary and proportionate in the circumstances to protect the prisoner from injury, or to defend themselves or another person.  
For example:
  - The prisoner becomes violent during the decontamination process and tries to harm a staff member or themselves.
  - The prisoner is attempting to transfer the pepper spray onto others for example by wiping it onto another person.
  - The safe relocation of a non-complaint prisoner.
4. The prisoner must not have their face covered; the use of a spit hood is not permitted.
5. A corrections officer certified in the use of pepper spray is responsible for the decontamination process.
6. Decontamination will only commence when the prisoner is compliant and safely contained.
7. If a corrections officer determines that it is necessary to use handcuffs in the circumstances, they should first take into account factors such as whether contact lenses or affected clothing need to be removed first. Any guidance from health staff present should be followed if it is safe to do so.
8. Once decontamination of a prisoner has been completed, the prisoner must be provided with alternative clothing and given an opportunity to shower. As soon as practicable and safe to do so after pepper spray has been used, a registered health professional must examine the prisoner.



Following an incident where pepper spray has been used, the attendance of Health staff must be requested to monitor and assess the prisoner during decontamination.

However, staff must not wait for health staff to arrive for decontamination to commence.

9. A corrections officer, or any other staff member, affected by pepper spray or physically injured as a result of the incident, will be seen by health staff.

### 4. Decontamination procedure

1. Reassure the prisoner that the effects are only temporary and that you will assist.

2. Hold decontamination spray 30 cm from the face and spray liberally on all contaminated areas as soon as possible.
3. After 5-10 seconds **blot** affected areas with a clean cloth or paper towels.
4. Continue to use cool clean water to cool and wash skin and flush eyes.
5. Do not **wipe** spray from face as this will only spread the pepper spray and cause further contamination.
6. Continue to irrigate the affected area with cold water to assist in the flushing out of pepper spray.
7. Once fully compliant allow the prisoner the opportunity to show to further remove any residual pepper spray contamination, Also allow the prisoner to change into alternative clothing.

## **5. Preservation of evidence**

1. Prior to any cleaning taking place a corrections officer must determine whether the incident is likely to be reviewed by the prison or investigated by Police. If this is the case, a corrections officer must:
  - a. preserve the scene (refer IR.02.06 Scene preservation), and
  - b. identify and secure all evidence (refer S.01.Res.17 Exhibits management).

## **6. Cleaning contaminated areas**

1. Cleaning of the contaminated area may only occur once sufficient time has elapsed to allow the area to be adequately ventilated. The cleaners must:
  - a. be issued with disposable overalls, face mask, goggles and gloves
  - b. remove and wash (normal laundry process) all bedding, and clothing exposed to the spray
  - c. any prisoner property exposed to pepper spray that cannot be cleaned in situ must be stored. The packing and removal of contaminated prisoner property must be supervised by the corrections officer.
  - d. place the property exposed to pepper spray into a plastic bag or box, seal and label the item as contaminated. Where practicable, authorised property may be returned to the prisoner following further cleaning to remove pepper spray contamination.
  - e. wash all fixed surfaces with soap and water.

## **7. Clean up of staff and equipment**

1. Following the resolution of the incident involving the use of pepper spray, a corrections officer must:
  - a. be provided with an opportunity to shower to remove residual spray (if required)
  - b. arrange for their clothing to be washed (normal laundry process)
  - c. ensure any protective equipment is washed with soap and water, or according to the specific instructions for cleaning the equipment (i.e. respirators and SRBA).

## **8. Requirements for reporting**

1. All incidents involving the issuing or use of pepper spray on a prisoner must be reported (as per POM IR.06 Incident Reporting) within two hours.
2. In addition, if pepper spray is used the Prison Director and Regional Commissioner must be informed within two hours.
3. All available video recording (OBC and CCTV) of the incident must be retained and a copy sent to the Tactical Operations team coordinator at National Office within 3 working days of the incident occurring.
4. If a corrections officer has been exposed to pepper spray and experiences any physical symptoms as a result of being sprayed, the corrections officer must complete the H&S Tracker Report.

# Spontaneous use of pepper spray

Pepper spray in this section refers to: Mark 3 containers.

## 1. Use of individual carry pepper spray

1. The use of individual carry pepper spray is considered a use of force, its use must comply with both legislation and the Department of Corrections policy. It may only be used if there are reasonable grounds to believe the use of it is reasonable, necessary and proportionate in the circumstances. If the incident can be resolved using a lower level tactical option as an intervention strategy, then pepper spray must not be used.
2. Pepper spray, when used, must be used in a way that minimises pain or injury to the prisoner as far as it is consistent with protecting prison security or the safety of any person.
3. Pepper spray must not be used against:
  - a. 6(c)
  - b. 6(c)
  - c. 6(c)
  - d. 6(c)
  - e. 6(c)
  - f. 6(c)
  - g. 6(c)



**Note:** All officers issued with individual carry pepper spray must also be issued with and wear an On Body Camera. The camera must, at the earliest practical opportunity, record any incidents where pepper spray is presented towards or deployed against a prisoner or prisoners.

## 2. Procedures after spontaneous use of pepper spray

1. After the pepper spray has been used on the prisoner a corrections officer must:
  - a. check that the prisoner's breathing has not been severely affected
  - b. If the prisoner has difficulty resuming normal breathing, immediately request medical assistance from health staff present before relocating the prisoner.
  - c. If an incident occurs during an external escort or in transit, then staff must as soon as practicable, notify the supervising prison for further direction and call emergency services – Ambulance and Police – for assistance if required.
  - d. Ensure the prisoner is not left lying face down with their hands restrained behind their back.
2. After the pepper spray has been used the corrections officer must consider whether the use of handcuffs is reasonable, necessary and proportionate in the circumstance to protect the prisoner from injury, or to defend themselves or another person.

For example:

  - The prisoner becomes violent during the decontamination process and tries to harm a staff member or themselves.
  - The prisoner is attempting to transfer the pepper spray onto others for example by wiping it onto another person.
  - The safe relocation of a non-compliant prisoner.
3. The prisoner must not have their faces covered.
4. The use of a spit hood is not permitted.
5. The corrections officer who deployed the individual carry pepper spray canister is responsible for:
  - a. Securing the used canister for any future investigation and
  - b. Reporting the use of individual carry pepper spray as per POM IR.06 Incident reporting requirements.

6. The post incident procedures must be followed as per POM IR.05 Post Incident.

### 3. Decontamination process

1. Any prisoner subject to pepper spray will be decontaminated at the earliest opportunity once the prisoner is compliant and/or securely contained.
2. The decontamination procedure can commence in the area where the pepper spray has been deployed, or an other appropriate area.
3. After the pepper spray has been used a corrections officer must consider whether the use of handcuffs is reasonable, necessary and proportionate in the circumstances to protect the prisoner from injury, or to defend themselves or another person.

For example:

- The prisoner becomes violent during the decontamination process and tries to harm a staff member or themselves.
  - The prisoner is attempting to transfer the pepper spray onto others for example by wiping it onto another person.
  - The safe relocation of a non-compliant prisoner.
4. The prisoner must not have their faces covered.
  5. The use of a spit hood is not permitted.
  6. A corrections officer certified in the use of pepper spray is responsible for the decontamination process.
  7. Decontamination will only commence when the prisoner is compliant and safely contained.
  8. If decontamination is required while on escort either proceed to nearest prison facility or Police station to carry out decontamination procedure.
  9. If a corrections officer determines that it is necessary to use handcuffs in the circumstances, they should first take into account factors such as whether contact lenses or affected clothing need to be removed first. Any guidance from health staff present should be followed if it is safe to do so.
  10. Once decontamination of the prisoner is completed, the prisoner must be provided with alternative clothing and an opportunity to shower.
  11. As soon as practicable and safe to do so, after pepper spray has been used and within the identified three-hour health response period, a registered health professional must examine the prisoner.



Following an incident where pepper spray has been used, the attendance of Health staff must be requested to monitor and assess the prisoner during decontamination. However, staff must not wait for health staff to arrive for decontamination to commence.

12. A corrections officer, or any staff member, affected by pepper spray or physically injured as a result of the incident, will be seen by health staff.

### 4. Decontamination procedures

1. Reassure the prisoner that the effects are only temporary and that you will assist.
2. Hold decontamination spray 30 cm from face and spray liberally on all contaminated areas as soon as possible.
3. After 5-10 seconds blot affected areas with a clean cloth or paper towels.
4. Continue to use cool clean water to cool and wash skin and flush eyes.
5. Do not wipe spray from face as this will only spread the pepper spray and cause further contamination.
6. Continue to irrigate the affected area with cold water to assist in the flushing out of pepper spray.
7. Once fully compliant allow the prisoner to shower to further remove any residual pepper spray contamination. Also allow the prisoner to change into alternative clothing.

## **5.Preservation of incident scene and evidence**

1. Prior to any cleaning taking place a corrections officer must determine whether the incident is likely to be reviewed by the prison or investigated by Police. If this is the case, a corrections officer must:
  - a. preserve the scene (refer IR.02.07 Scene preservation), and
  - b. identify and secure all evidence (refer S.01.Res.17 Seized Items management).

## **6. Cleaning contaminated areas**

Cleaning of the contaminated area may only occur once sufficient time has elapsed to allow the area to be adequately ventilated.

1. The cleaners must:
  - a. be issued with disposable overalls, face mask, goggles and gloves
  - b. remove and wash (normal laundry process) all bedding, and clothing exposed to the spray
  - c. any prisoner property exposed to pepper spray that cannot be cleaned in situ must be stored. The packing and removal of the contaminated prisoner property must be supervised by a corrections officer.
  - d. place the property exposed to pepper spray into a plastic bag or box, seal and label the item as contaminated. Where practicable, authorised property may be returned to the prisoner following further cleaning to remove pepper spray contamination.
  - e. wash all fixed surfaces with soap and water

## **7. Clean up of staff and equipment**

1. Following the resolution of the incident involving the use of pepper spray, a corrections officer must:
  - a. be provided with an opportunity to shower to remove residual spray (if required)
  - b. change the clothing worn, including the stab resistant body armour (SRBA) during the incident if it has been contaminated with the pepper spray.

## **8. Requirements for reporting spontaneous use of pepper spray**

1. All incidents involving use of pepper spray on a prisoner must be reported (as per POM IR.06 Incident Reporting) within two hours.
2. In addition, the Prison Director and Regional Commissioner must be informed within two hours.
3. All available video recording (OBC and CCTV) of the incident must be retained and a copy sent to the Tactical Operations team coordinator at National Office within 3 working days of the incident occurring.
4. If a corrections officer has been exposed to pepper spray and experiences any physical symptoms as a result of being sprayed, the corrections officer must complete the H&S Tracker Report.

## **9. Audit checks**

1. It is the responsibility of the officer who has been issued the individual carry pepper spray (ICP) to conduct checks of the device / canister at the commencement and at the conclusion of their shift.
2. In particular checks must be made on whether the tamper seal is intact, the canister has not expired and any blockages to the nozzle.
3. If any of the above applies, the ICP is not to be issued and the canister brought to the attention of the supervising officer.

## **Daily audits**

1. The daily issue and return of ICP must be recorded and the following details noted:
  - a. officer's name
  - b. serial number
  - c. date and time of issue
  - d. date and time of return.

## Monthly audits

1. Site security manager must check:
  - a. the general conditions of all pepper spray canisters (both for planned and spontaneous use).
  - b. the units records of the daily issuing and return of the ICPs
  - c. all ICPs assigned to the site are accounted for and if anomalies are identified, these are reported and fully investigated.
  - d. that any event when an ICP was discharged has been reported according to procedures.

# Administrative procedures

## ***Related Links***

### Resources

- [R.01.Res.01 Disposal of canisters flowchart](#)
- [R.02.Res.ICT Inert Canister Returns](#)
- [R.03.Res.LC Live Canister Returns](#)
- [R.04.Res.04 Pepper spray site assurance points](#)

## **1. Training**

1. All corrections officers must annually undergo and complete approved training and gain certification in the use pepper spray.
2. Only Inert spray is to be used for training.

## **2. Restrictions on carrying pepper spray**

1. Pepper spray may only be issued at the direction of the prison director (or their delegate) and only to corrections officers trained and certified in the use of pepper spray.
2. If authorised by the prison director (or their delegate), Corrections officers can only be issued with or carry pepper spray when:
  - issued as part of their rostered duties, or
  - authorised for a planned use of force, or
  - undertaking external escort duties, or
  - transporting canisters between identified points (i.e. site to site).
3. A security officer must not carry pepper spray under any circumstances.

## **3. Storage**

1. The prison director must ensure that an administrative system is in place for the storage and issuing of pepper spray.
2. All pepper spray (including inert training spray) must be securely stored. Canisters should not be exposed to direct light or stored near heating devices.
3. A pepper spray register must be maintained and record:
  - a. the number and type of canisters in storage
  - b. the serial number of each canister
  - c. when the canister was received
  - d. the expiry date of each canister
  - e. the storage location of the canister
  - f. when the canister(s) were issued and to whom
  - g. when the canister(s) were returned to storage and by whom
  - h. date the canister was used
  - i. date when the canister was collected from the site for disposal.

## **4. Disposal**

1. A pepper spray canister must be disposed of once it has been fully or partially discharged during an incident or reached its expiry date.
2. If used in an incident, a canister must be separately and securely stored as an exhibit until it has been cleared for disposal.
3. The process for disposal or **inert canisters**, whether expired or used in training, is detailed in R.02.Res.ICT Inert Canister Returns and the R.01.Res.01 Disposal of canisters flow chart located under Related Links / Resources.
4. The disposal of expired and used **"Live" canisters** is detailed in R.03.Res.LC Live Canister Returns and the R.01.Res.01 Disposal of canisters flowchart located under Related Links / Resources.

## 5. Transportation

1. Any transportation of live pepper spray canisters outside of prison property (other than canisters issued as part of rostered duties (i.e. escorts) must be approved by the prison director (or their delegate) and must be in accordance with:
  - a. Land Transport Rule: Dangerous Goods 2005, Rule 45001
  - b. International Civil Aviation Organisation: Technical Instructions for the safe transport of dangerous goods by air (document 9284).

## 6. Issue of Individual carry pepper spray to rostered staff

1. In each prison a 6(c) per residential unit will be identified to be issued individual carry pepper spray (ICP) for each unlock shift.
2. The prison director (or their delegate) can allocate additional ICP to any trained and certified staff that the prison director has identified as requiring ICP for their rostered duties (e.g. members of C&R and SERT members, drug testing staff, escorting officers, receiving officers). This also includes the issuing of pepper spray in any other situation where it is deemed a necessary tactical option.

## 7. Wearing of ICP and OBC

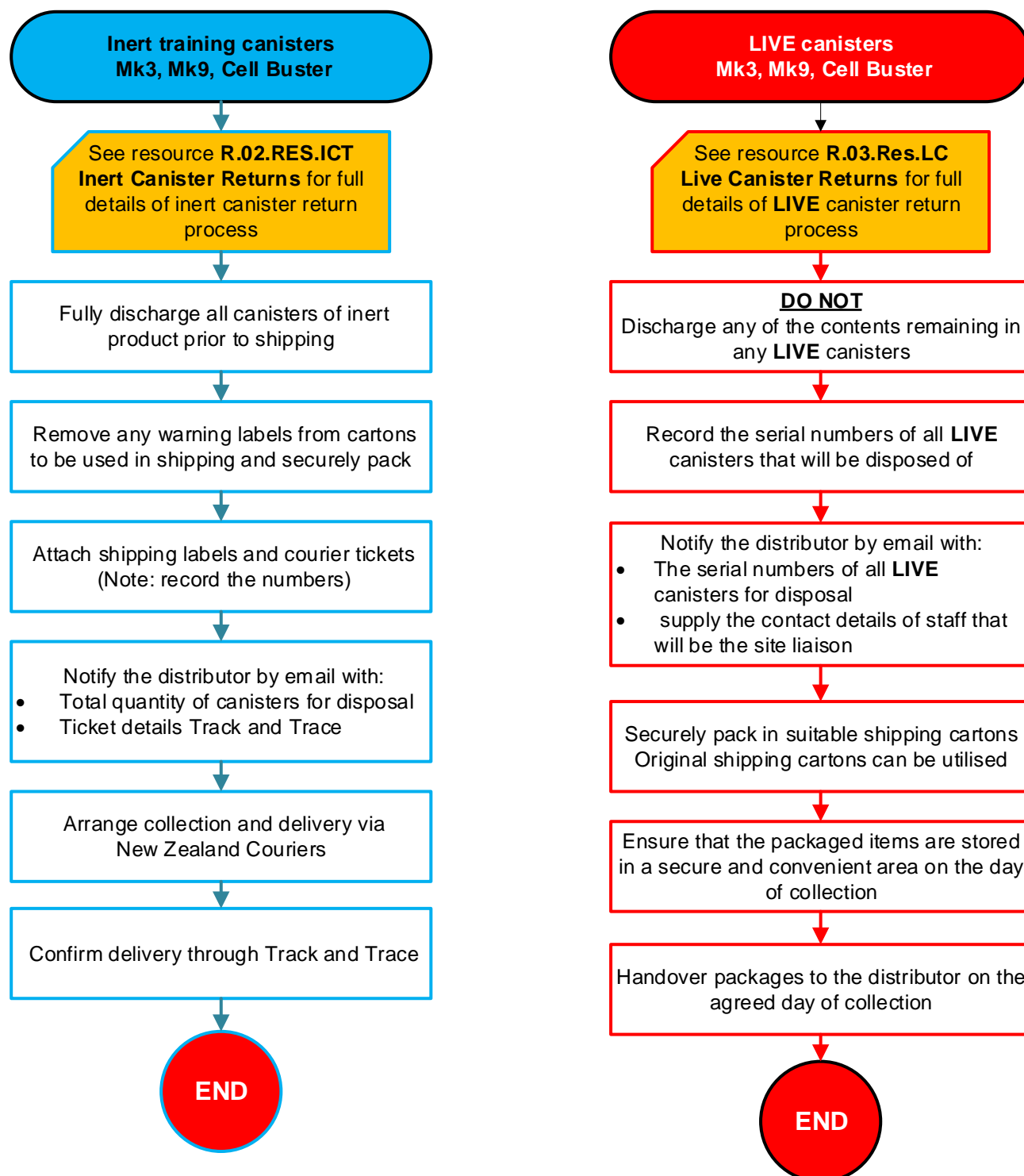
Only Corrections Officers current in their Tactical Options training may be issued with a holster and pepper spray, the items must be worn in conjunction with an OBC as part of their rostered daily duties.

- Holsters must be attached to an issued duty belt, with the belt firmly attached to the SRBA vest.
- Any corrections officer who has not been assigned to carry pepper spray must not wear an empty holster on their duty belt at any time.
- **Staff must not purchase and wear their own holsters to circumvent the issuing process.**

**Note:** Dress belts or ACR belts or are not considered duty belts. ACR belts are part of the equipment kit supplied to ACR members and must only be worn for ACR duties or training exercises.



**DUTY BELT** is firmly secured to SRBA using the attached loops.





**Option 1**

There will be at least one annual collection by the distributor

**Option 2**

Sites may also choose to send empty inert containers for disposal using the following return process

Inert Canisters ONLY	<ul style="list-style-type: none"> <li>All inert canisters (Mk3, Cell Buster &amp; Mk9) <b><u>must</u></b> be fully discharged before packing</li> <li>Any inert canisters can be bulk packed utilising the original shipping cartons.</li> </ul>
Prior to shipping	<ul style="list-style-type: none"> <li><b><u>Remove any Non Flammable Gas labels</u></b> (as image below) from any original cartons that are to be reused for return shipping.</li> </ul> 
E mail shipment details	<p><b><u>Send the following details via e-mail to:</u></b> 6(c)</p> <ul style="list-style-type: none"> <li>Total quantity of inert canisters for disposal (Mk3, Cell Buster &amp; Mk9) <b>Note:</b> serial numbers are not required for inert canisters</li> <li>Courier Track and Trace ticket number details <b><u>for each</u></b> carton being shipped</li> </ul>
Shipping Address	<ul style="list-style-type: none"> <li>6(c)</li> </ul> 
Track and confirm delivery	<ul style="list-style-type: none"> <li>Confirm delivery using New Zealand Couriers Website Track and Trace function: <a href="https://www.nzcouriers.co.nz/track_and_trace.html#ATicket">https://www.nzcouriers.co.nz/track_and_trace.html#ATicket</a></li> </ul>

**To be compliant with Land Transport Rule:**

**Dangerous Goods 2005, Rule 4500, 2.7 Empty containers**

- All canisters must be completely empty and depressurised.
- All markings or labels removed or completely covered.

**Note: the inert contents of canisters are non toxic (saline solution)**

## Last Updated: 09/03/2020

This method of collection will ensure the secure and legal movement of any pepper spray transported off site for disposal.

**SECURITY MANAGERS PLEASE NOTE**

The distributor is a major NZ ammunition supplier, when entering a site they may be transporting live ammunition at the time. Please ensure that your Security teams are aware of this, particularly if vehicle check points are in operation.

[illegible]

Inert training canisters  
Mk3, Mk9, Cell BusterLIVE canisters  
Mk3, Mk9, Cell Buster

DELIVERY	STORAGE	CONTINUOUS AUDIT	ONGOING ORDERING AND DISPOSAL	STAFF ACCOUNTABLE	2 <sup>nd</sup> LINE ASSURANCE MONITORING
Inert canisters delivered by distributor or by courier and accepted at the site	Inert canisters are stored in a dedicated secure area with restricted access	Inert canisters are counted and matched to numbers used for each training session. Monthly auditing of stock to be recorded in a register/log book	By July 1 of each year the Lead Tactical Instructor will advise the Security Manager of the number of canisters required to meet the training needs for the coming year and submit an SRM request for the Security Manager's approval of the order  Inert canisters for disposal are fully discharged and bulk packaged for collection by the distributor or returned by courier (See R.02.Res.ICT)	Security Manager Lead Tactical instructor	The Security Manager will review all registers/log books of both LIVE and Inert stocks on a monthly basis.  An Operational Performance Team member will visit sites on a quarterly basis and assess the following: <ul style="list-style-type: none"> <li>daily issuing, return and recording process for ICP.</li> <li>Storage and disposal requirements are being maintained.</li> <li>Incident and Use of Force reporting requirements are being met.</li> </ul>
DELIVERY	STORAGE	CONTINUOUS AUDIT	ONGOING ORDERING AND DISPOSAL	STAFF ACCOUNTABLE	
LIVE canisters delivered by distributor or by courier and accepted at the site	LIVE canisters are stored in either the dedicated pepper spray storage safe or a secure area with restricted access as appropriate for access and issue	LIVE canisters are counted weekly and register/log book of serial numbers is verified as correct and the quantity of LIVE canisters held matches	The Security Manager will reorder replacement LIVE canisters on an as required basis by submitting an SRM request for the Prison Director's authorisation and approval of the order ( <b>Note:</b> Minimum quantities apply)  LIVE canisters for disposal are <b>not</b> to be discharged. Canisters are to be bulk packaged and securely stored for collection by the distributor (See R.03.Res.LC)	Prison Director Security Manager	In addition random sampling of use and practice for both planned and spontaneous use of pepper spray, will be undertaken by Regional Managers Custodial Practice with support from Regional Tactical Advisers and include an assessment of whether event reviews have been carried out of incidents where pepper spray was used against a prisoner and if "lessons learned" can be applied to future training.

# Approving Individual carry pepper spray for temporary removal / escorts

## Authorisation and approval

1. The prison director (or their delegate), may authorise escorting staff to carry pepper spray for the duration of the escort.  
When making a decision whether to authorise pepper spray, consideration must be given to the security classification of the prisoner, the outcome of the escort risk assessment, previous history of compliance while on escort and any other information that may relevant to the escort.
2. The approval to issue individual carry pepper spray must be entered as a specific instruction on the M.04.01.Form.01 Instructions for Escort documentation and approved by the prison director (or their delegate).
3. Following approval the Officer in Charge (OIC) is to wear an On Body Camera (OBC) and Individual carry pepper spray (ICP). The OIC must also ensure that a decontamination kit is readily available in the escort vehicle.

## Court escorts

Individual carry pepper spray (and OBC) can be authorised by the prison director (or their delegate) for any Court escort.

1. **Restrictions during Court escorts**
  - a. OBC and ICP can be issued and worn by staff for the duration of the escort journey, or
  - b. while supervising prisoners in the holding area of the Court building.
  - c. The wearing of ICP and OBC is not permitted in a Court room unless, following a submission made by the prison director an explicit authorisation has been given by the presiding judicial officer.



## 2. Prison Director's Request to the presiding judicial officer in exceptional circumstances

The clear judicial expectation is that OBC and ICP are not permitted in Court rooms unless the presiding judicial officer expressly agrees to one or both being permitted on a case by case basis.

Following the outcome of the escort risk assessment, if a prison director (or their delegate) believes that exceptional circumstances exist for staff to be permitted to wear OBC and ICP in a Court room, the prison director (or their delegate) may submit a request to the presiding judicial officer. Any such request must allow enough time (5 working days) and state sufficient reasons for a decision to be made in each case.

**Note:** In the event of an urgent request, then a verbal submission can be made to the presiding judicial officer at Court.

## External and transfer escorts

### 1. Prisoner Transfer Vehicles (22 seat PEV)

A prison director may approve the carriage of pepper spray (and OBC) on a 22 seat PEV. The pepper spray and holsters will be issued and stored in the driver's compartment safe prior to each authorised prisoner transfer journey of the vehicle. 6(c)

Pepper spray may only be drawn from the safe if an event occurs during the escort that requires an urgent response. E.g. the vehicle requires to be unloaded due to a breakdown.

Pepper spray cannot be used within the vehicle or against any prisoner that is wearing restraints.

**Note:** The approved quantity of pepper spray for issue is 1 x Mk9 and 2 x Mk3 canisters, including holsters.



### 2. Aircraft escorts

Pepper spray cannot be worn or carried by any escorting officer while travelling on an aircraft. OBC's are permitted.

Any escort staff wearing pepper spray can only escort a prisoner to the door of the aircraft. Similarly, at the destination, any staff wearing pepper spray that are meeting the escort can only meet the prisoner at the door of the aircraft. 6(c)

### 3. Overnight stays

In the event that escort staff are required to overnight at any prison destination, any pepper spray and OBC are to be passed into the control of the Security Manager (or their delegate) at the site. The pepper spray must be securely stored (OBC to be charged if required) and reissued to the escort staff before departure.

### 4. Public interaction and Public privacy information cards

If pepper spray is used during an escort and once a prisoner is secured and safely contained, staff should notify the supervising prison of the event and the actions taken.

Staff should also advise any members of the public that were in proximity of the event who may have concerns about being inadvertently recorded, that any recorded footage is held by the Department in a secure environment and not for public viewing or use.

Provide a "pepper spray privacy card" and refer them to the Corrections website for further information.

If as a result of pepper spray being used, a member of the public has health concerns, they should contact a health professional. E.g. their G.P. or the Ministry of health's Healthline 0800 611 116, (which is free).



**Public privacy information cards must be carried on each external escort where pepper spray has been authorised.**

**It is recommended that 20+ information cards are stored in escort packs.**

**Note:** Cards can be reordered by contacting OE Printshop (Rimutaka) quoting "Pepper spray public information cards".

# Personal Protective Equipment

## ***Related Links***

### Legislation

- [Corrections Act 2004, sections 83-85 and 87-88](#)
- [Corrections Regulations 2005, regulations 120-124, and 128-129 Schedule 5](#)
- [Health and Safety in Employment Act 1992, section 10](#)

The new personal protective equipment is designed to improve the level of protection for staff, the new personal protective equipment includes:

- Batons
- Stab Resistant Body Armour
- Spit Hoods

The strategic use of the personal protective equipment, and applying the principles of the tactical options framework, are designed to reduce potential injuries that staff may incur when dealing with volatile situations.

It is critical that staff using the personal protective equipment are fully trained and currently certified in their use, where required, and that they fully comply with these and other related policies.

# Batons

## Related Links

### Legislation

- [Corrections Act 2004, sections 83-85 and 88](#)
- [Corrections Regulations 2005, regulations 120-123, and 128-129](#)

### Forms

- [POM IR.05.Form.03 Report on the use of force - use of non-lethal weapon](#)

### Other Links

- [POM Incident response / reporting](#)

## Authority for policy

- Corrections Act 2004, Sections 83-85, 88.
- Corrections Regulations 2005, Regulations 120-123, 128-129.

## Approved baton

The Chief Executive of the Department of Corrections has approved the following type of baton for Corrections Services:

- 6(c) 9(2)(b)(ii)

## Criteria for issuing batons

1. The prison director is responsible for issuing batons to advanced control and restraint (ACR) member(s) if he or she reasonably believes that all of the following conditions apply:
  - a. there is a serious threat to prison security or to the safety of any person
  - b. the use of the side handle baton will reduce or eliminate the serious threat
  - c. other means of reducing or eliminating the serious threat have been or are likely to be ineffective.
2. The prison director may also authorise the issuing of batons to ACR members for training purposes to maintain competency levels.

## Restrictions on carrying batons

1. Only an ACR member can carry a baton if:
  - a. the baton was issued at the direction of the prison director or delegated authority; and
  - b. they are certified by Corrections Services in the use of the side handle baton.
2. ACR member(s) must not carry a department baton outside prison property, unless required to respond to an incident at another prison site, or for training purposes.

**Note:** Security contractors and corrections staff not appointed to the role of ACR are not authorised to carry or use a baton.

## Use of Batons

1. ACR members who have been issued with a baton may draw and use the baton only if approval by the prison director has been obtained as part of the intervention plan, unless it is impracticable in the circumstance.
2. ACR member(s) must use the baton in a way that:
  - a. is consistent with the training delivered by Corrections Services; and
  - b. minimises the pain or injury to the prisoner, insofar as it is consistent with protecting prison security or the safety of any person.
3. Batons are not to be used outside a prison for any reason other than for training purposes.

## **Storage of Batons**

1. The prison director must ensure that the batons are:
  - a. securely stored at all times, except when they have been issued to ACR members
  - b. accounted for at all times by way of an accurate record of when they have been issued and
  - c. returned in good condition.

## **Reporting on the use of batons**

1. ACR members who use a baton on a prisoner under any circumstances must promptly report the incident as required in the POM Incident response / reporting.
2. All incident reports must include the following information:
  - a. date, time, and location where the baton was used when responding to an incident
  - b. name of the prisoner(s) involved (where possible)
  - c. names of all staff members or others (contractors) involved
  - d. name of the person who approved the issuing and use of the baton
  - e. circumstances leading up to the use of the baton that justified its use
  - f. type of behaviour displayed by the prisoner(s)
  - g. strategies used by staff members to de-escalate the situation (if applicable)
  - h. location on the prisoner's body indicating where the prisoner was struck with the baton (where possible)
  - i. date and time of the prisoner's examination by a registered health professional
  - j. outcome of the incident, including the details of any injuries to any persons.
3. The POM IR.05.Form.03 Report on the use of force - use of non-lethal weapon must be completed as soon as practical.

## **Initial training**

All ACR members must receive training in the use of the baton as soon as practicable, but no longer than three months after appointment to the ACR team. The initial training must be completed by a certified Corrections Services baton instructor in the use of the baton.

## **Refresher training**

ACR members trained to use the side handle baton must undergo refresher training in the use of the side handle baton at least once a year.

Refresher training will be completed by a certified Corrections Services baton instructor.

Corrections Services baton instructors must be recertified by New Zealand Police once every 5 years. The emergency preparedness manager will be responsible for ensuring Corrections Services baton instructors are recertified as and when required.

## **Damaged batons**

If the prison requires additional baton(s) due to damage, the emergency preparedness manager must be contacted in the first instance. The emergency preparedness manager will be responsible for the procurement of additional batons as and when required.

## **Disposal of batons**

The emergency preparedness manager will be responsible for the disposal of the baton. The disposal of the baton must be completed in a manner whereby it can not be used by any other persons.

# Stab Resistant Body Armour (SRBA)

## Related Links

### Legislation

- [Corrections Act 2004](#)
- [Corrections Regulations 2005](#)
- [Health and Safety in Employment Act 1992, section 10](#)

### Resources

- [Stab Resistant Body Armour \(SRBA\) Personal Issue User Guide](#)
- [Hazard Risk Identification Assessment and Management](#)
- [SRBA Decision Chart for Prison Directors](#)

## Authority for policy

- Corrections Act 2004
- Corrections Regulations 2005
- Health and Safety in Employment Act 1992, section 10

## Approved stab resistant body armour

The Chief Executive of the Department of Corrections has approved the following type of Stab Resistant Body Armour (SRBA) for prisons:

- 6(c) [REDACTED] and
- 9(2)(b)(ii) [REDACTED]

## Purpose of stab resistant body armour

The purpose of the SRBA is to reduce the risk of potential injury that staff may incur when dealing with high risk situations.

## Criteria for the use of stab resistant body armour

All staff who are issued with Stab Resistant Body Armour (SRBA) must wear it correctly (fastened at all times) in the following situations:

- prior to leaving the gatehouse / entry building (single point of entry) on the commencement of your shift
- throughout the day / evening / night until the completion of your shift and your return to the gatehouse / entry building
- on escort (including hospital guards) at all times while supervising prisoner
- supervising work parties (whether on or off prison property).

Given the variance in the configuration of each prison, site specific instructions may be issued by the prison director.

Before any exception from wearing SRBA in Prison Industries, the risk assessment process must be completed in liaison with the Senior Health and Safety Advisor.

The tool to assist with hazard / risk identification, assessment and management should be utilised (see Resource 'Hazard/Risk Identification, Assessment and Management')

The risk based decision making process (see Resource 'SRBA Decision Making Chart for Prison Directors') must be followed by Prison Directors and all requests must be recorded on the H&S Tracker database after the applicable assessments and decisions have been made.

## Uniform

SRBA shall be worn over the shirt or jersey, but under duty jackets and raincoats. Tunics are not to be worn if wearing the SRBA.

Where possible, the epaulettes are to be displayed on the SRBA.

## **Storage**

SRBA must be stored in a secure location that is easily accessible to staff when they require it.

The SRBA should ideally be stored on site and placed on hangers allowing for easy identification of the staff member it is issued to. Alternatively, the SRBA may be stored flat.

6(c) [REDACTED]  
[REDACTED]  
[REDACTED]

SRBA like all uniform and PPE is the responsibility of the person who has been issued with it and they must ensure that it is kept secure and available for use when needed.

The prison director is to appoint a staff member to maintain an inventory. SRBA should be accounted for on a monthly basis to ensure that it is kept clean and fit for purpose.

## **Maintenance / cleaning**

The prison director must appoint a staff member to ensure the SRBA are correctly maintained and cleaned as required. Refer to the Stab Resistant Body Armour (SRBA) Personal Issue User Guide for further instructions on how this will be achieved.

## **Repairing damaged stab resistant body armour**

Local repair of SRBA is not to be undertaken. In case of damage, your line manager must be contacted.

If required, your line manager will arrange for the SRBA to be returned to the manufacturer for quality assurance assessment and repair or replacement.

The addition of unauthorised patches, badges, embroidery or customisation to the cover is not permitted.

## **Recycling of stab resistant body armour**

When a staff member leaves their employment with Corrections or stops work as a frontline custodial officer, they must surrender their SRBA to their manager.

Each site is responsible for ensuring all returned SRBA are then sent to 9(2)(b)(ii) [REDACTED] to enable the armour to be dismantled, cleaned and put back into circulation.

All returned SRBAs need to be sent to:

9(2)(b)(ii) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## **Sites must include the following information (A4 paper sheet)**

- Site Name
- Number of SRBA returned

## **Disposal of Stab Resistant Body Armour**

All SRBA must be returned to the suppliers.

## **Purchasing of replacement Stab Resistant Body Armour (full set)**

The prison director will determine whether a replacement SRBA is required.

If a replacement SRBA is required, the following steps should be undertaken to determine the correct size:

1. Contact your site Subject Matter Expert on SRBA
2. Complete Staff measurement sheet. The following information must be recorded on each measurement sheet:
  - a. Full Name
  - b. Employee Number (from the Org Chart)
  - c. Site
  - d. The reason why a new full SRBA set is required, and
  - e. 9(2)(b)(ii)
3. Scan and email the measurement sheet through to SRBA@corrections.govt.nz.

## **Purchasing of replacement carrier for Stab Resistant Body Armour**

If a replacement carrier(s) are required, these can be ordered directly through the SRM catalogue for Hutchwilco. The following information must be written into the supplier notes of each purchase order:

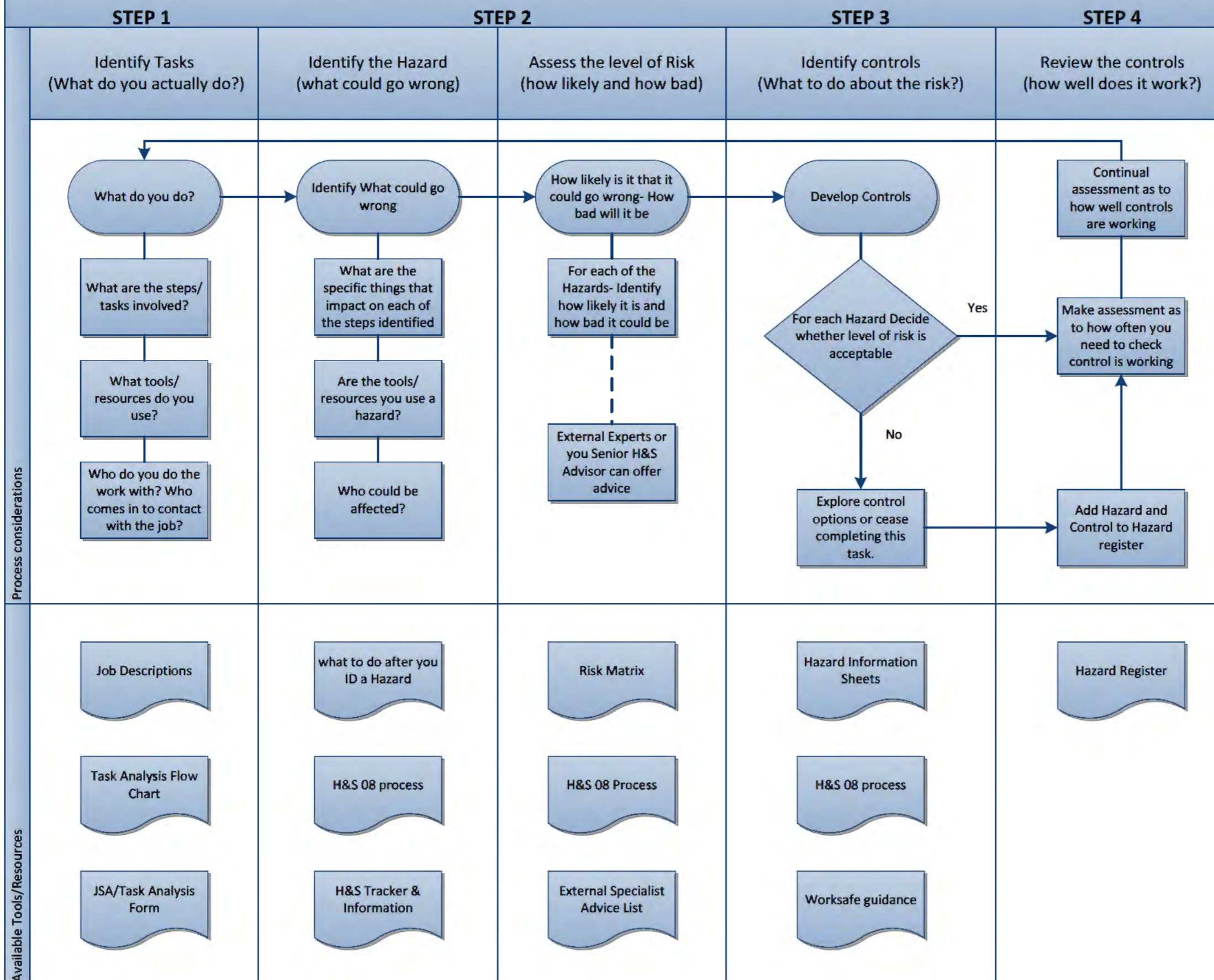
1. Full Name
2. Site
3. Employee Number
4. SRBA carrier size (this printed in the SRBA armour).

Replacement carriers are funded directly out of a prison directors operating budget.

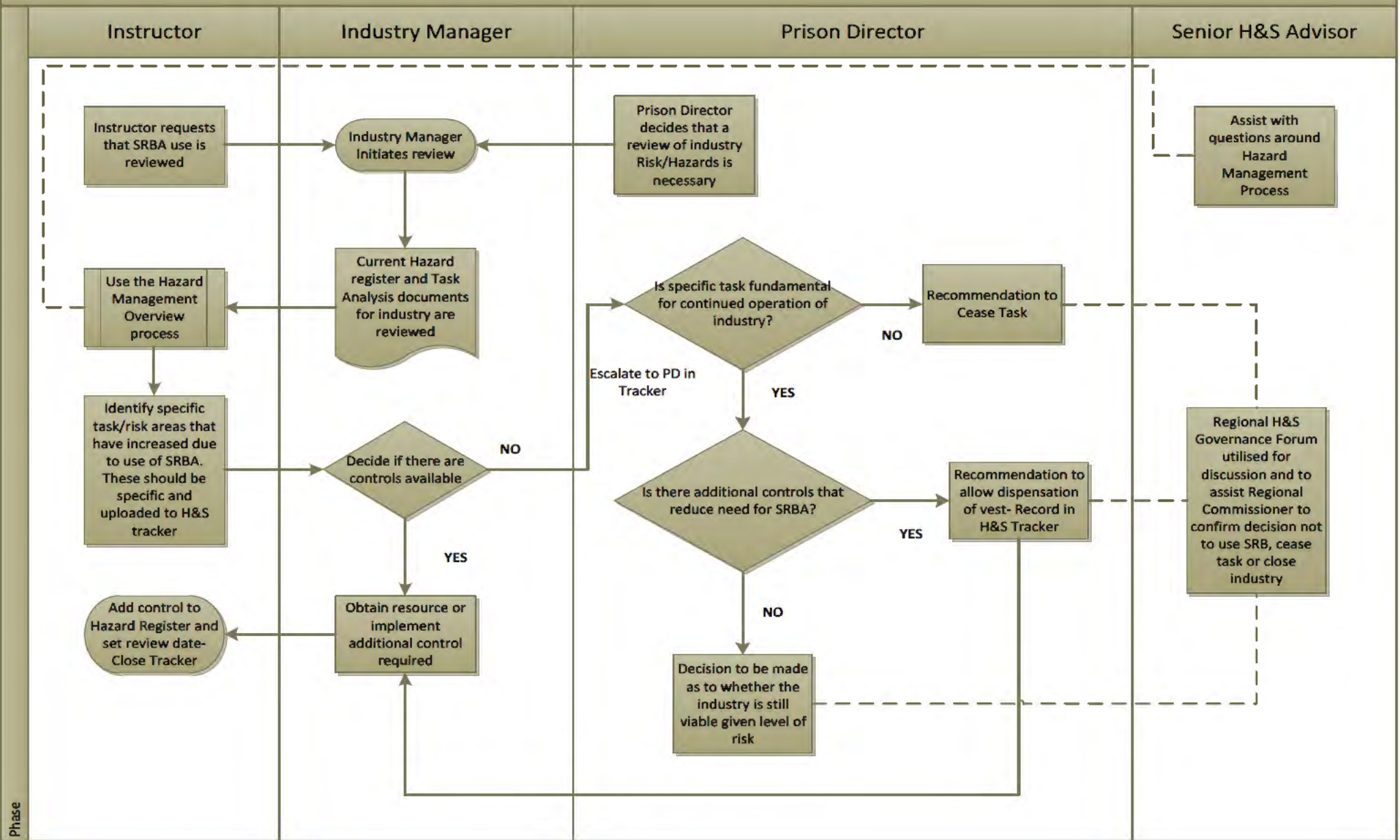
## **Inspection**

Annual inspection of the SRBA will be the responsibility of the prison director.

# Hazard/Risk Identification, Assessment and Management (Index your problems with your Solutions)



# SRBA Decision Making Chart for Prison Directors



# On Body Cameras & Operating procedures

## Introduction

This operating procedure explains how custodial staff should utilise On Body Camera (OBC). It will ensure a consistent and effective system is adopted across all prison sites.

## What are On Body Cameras?

The OBC is an item of Personal Protective Equipment (PPE) that staff can use to support already established de-escalation techniques and obtain and secure evidence of incidents.



International experience has found that OBC can furnish benefits such as:

- Reduction in incident escalation;
- Prevention of staff assaults;
- Enhanced opportunities for evidence capture;
- Reduction in complaints.

## Quick Reference Table

Commencement of duty	While on Duty	End of Duty
<ul style="list-style-type: none"><li>• Uplift OBC from docking station.</li></ul>	<ul style="list-style-type: none"><li>• Enable 'pre-record / stand-by' function. Activate OBC if an interaction with a prisoner or visitor may escalate.</li></ul>	<ul style="list-style-type: none"><li>• Return the OBC to the docking station and ensure charging process commences.</li></ul>
<ul style="list-style-type: none"><li>• Ensure OBC is attributed to officer through local procedure.</li></ul>	<ul style="list-style-type: none"><li>• If practical, inform those present that the OBC has been activated.</li></ul>	<ul style="list-style-type: none"><li>• Ensure local log is updated to show the return of the OBC.</li></ul>
<ul style="list-style-type: none"><li>• Ensure OBC is powered up, mounted correctly and lens is aimed correctly.</li></ul>	<ul style="list-style-type: none"><li>• When deactivating the OBC, verbally state why the camera is being deactivated.</li></ul>	
<ul style="list-style-type: none"><li>• Check battery status.</li></ul>	<ul style="list-style-type: none"><li>• If OBC was activated during an incident, ensure footage is available for incident debrief.</li></ul>	<ul style="list-style-type: none"><li>• Ensure OBC footage details are recorded in incident reports</li></ul>
	<ul style="list-style-type: none"><li>• When a code blue or red emergency is called, the command, "Activate your On Body Camera" must be called at the same time to remind responding staff to activate the camera.</li></ul>	

## Advertising the use of On Body Cameras

OBC are not to be worn or used in a hidden or covert manner. Prison Directors must ensure that the use of the cameras is widely advertised across their sites. This will include informing prisoners and visitors that on body cameras may be in use. This may include use of OBC during operations on prison land for example at vehicle check points. All reasonable steps must be taken to ensure all persons are aware they may be recorded by an OBC and that footage may be used in criminal proceedings. This will be achieved by:

- Posters within residential units, receiving offices and other areas where OBC are deployed.
- Signage at site entry points and vehicle check points. Information pamphlets will be provided to visitors subject to recording.

## Deployment of on body camerasOn Body Cameras

OBC can be used across a wide range of operations. Users and supervisors must use professional judgment with regard to the use of this equipment. Supervisors and Managers should consider whether the deployment of OBC is appropriate and allocate them to the most appropriate staff.

## Issue and return of On Body Cameras

The Prison Director will decide where and when to deploy OBC. Prisons will have robust procedures for the issue and return of OBC and systems to ensure that footage can be attributed to individual officers. Any incidents where cameras are believed to be missing will be raised immediately with the Security Manager or relevant on-call manager.

## When to activate the camera so that it records footage

Following the decision to issue an OBC to an officer, the officer shall be responsible for determining when to record. The cameras have a pre-record / stand-by function (a continuous rolling loop of footage that is recorded over after a predetermined time usually 30 seconds) the camera should be deployed at all times with the pre-record mode activated.



**When interacting with prisoners, the camera must be worn with the pre-record / stand-by mode activated and the camera lens oriented in a forward-facing position.**

**Note:** A visual recording of a strip search is not permitted, however, an audio record can be captured if appropriate in the circumstances. i.e. the prisoner is abusive or aggressive.

The primary purpose of the OBC is a de-escalation tool, therefore if the user believes that an interaction with a prisoner or visitor is escalating, they may choose to start recording the interaction. Staff should always consider the immediate safety of all individuals present when activating their OBC. In some situations, an incident may escalate rapidly and activation of the OBC may be a secondary response to already established tactical options.

The user must be mindful that failing to record an incident may expose the user to accusations by prisoners or visitors and that the OBC footage may protect them from malicious complaints. Therefore, if the user is present at an encounter where an OBC can add value the user should record the incident.

## Notifying the people being recorded

Upon activation of the OBC, wherever practicable, its use must be made clear by staff making a verbal announcement to those persons who may be recorded. In some cases, it will not be practical to make such an announcement, on these occasions this announcement must be made as soon as practicable.

If recording has been activated prior to arrival at the scene of an incident, the user should, as soon as possible announce to those present that recording is taking place and that actions and sounds are being recorded. Users should use straightforward speech that can be easily understood by those present, such as

*"I am video recording you", "I am video recording this incident" or "everything you say and do is being recorded on video".*

## How long to record for

Recording must continue uninterrupted from the start of recording until the conclusion of the incident. It is advisable that the member of staff continues to record for a short period after any incident to clearly demonstrate to any subsequent viewer that the incident has concluded, and that the user has resumed other activities. Prior to concluding recording, the user should make a verbal announcement to indicate the reason for ending the recording.

The nature of some incidents may make it necessary for the user to consider the justification for continuing to record throughout an entire incident. In cases where the user does interrupt or cease recording, they should verbally record the decision including the grounds for making such a decision. An example of this would be during strip searching.

## Restrictions of activations

OBC's must be on pre-record / stand-by mode at all times and only activated in the situations below when an incident occurs:

- During the strip searching of prisoners
- During prisoner legal consultations (legally privileged)
- During court procedures (including via AVL)  
**Note:** OBC cannot be worn in Court rooms unless, following a submission made by the prison director an explicit authorisation has been given by the presiding judicial officer.
- During routine medical appointments
- During escorts outside of prison land

## On Body Camera use during spontaneous pepper spray incidents

Any officer issued with individual carry pepper spray must also be issued and wear an OBC during their rostered duty.

The officer must activate full record mode at the earliest practicable opportunity if an incident escalates to a level where pepper spray may or is deployed against a prisoner, this includes both the presentation (drawn but not used) and the actual use of pepper spray as a tactical option.

## On Body Camera use during planned use of force incidents

All staff involved in a planned use of force must be issued with, wear and activate their OBC prior to the commencement of the planned use of force.

The officer in charge of the planned use of force must check that OBC are active and in record mode.



**OBC can be also be utilised during a planned use of force, to preserve an evidential record of the interactions of staff with a prisoner(s) during resolution of the incident. Similarly, OBC can be used to record C&R team briefings and post incident debriefs.**

## Responsibilities

The user of the OBC will have received instruction in the use of the camera prior to any use.

It is responsibility of the OBC user to ensure that:

- The equipment is checked prior to deployment to ensure it is working correctly.
- The battery is charged prior to use and immediately recharged on return.
- The camera lens is clean, and the picture quality is suitable.
- The camera lens is aimed appropriately to capture evidence.

## Site Lead

An individual manager will be identified at each site to be responsible for OBC. They will ensure that OBC are available for use and deployed appropriately in accordance with this policy.

The site lead will:

- Ensure that staff are appropriately equipped with OBC where necessary;
- Ensure that OBC are accounted for on a daily basis and any missing equipment reported to the Chief Custodial Officer at National Office. All cameras must be stored in a secure area. The site lead will be responsible for maintaining the security of the cameras and the allocation to staff who have been instructed in their use. They should ensure that a suitable issue and returns log is available in order to show continuity;
- Be responsible for maintaining the security of recorded footage and ensuring access to footage is controlled;
- Ensure that all documents associated with OBC use, such as issue log, viewing of footage, deletion and production of evidence conforms to this procedure and national policy relating to camera footage;
- Ensure viewing of footage is appropriate and controlled in line with guidance and legislation.
- Ensure that footage required for evidential purposes, incident debrief, and staff development is saved in accordance with the national policy relating to camera footage;
- Ensure that footage is only released in accordance with the national policy relating to camera footage;
- Be responsible for fault reporting and authorising repair at the earliest opportunity ensuring the equipment is available for use at all times.

## Access to and deletion of Images

Where appropriate, On Body Camera footage may be used for:

- Evidential purposes
- Incident debrief
- Training or staff improvement
- Prisoner management

Footage from On Body Camera is automatically uploaded from cameras and footage cannot be deleted even by authorised users. Footage that is not retained for authorised purposes will be retained for 3 months and then automatically deleted.

The Privacy Act 1993 requires that individuals be able to access information about them and to be able to request corrections to that information. Requests to view camera footage by prisoners, staff and visitors will be made to the site OBC lead\*. The site lead will consider the request and facilitate the viewing of the footage in accordance with the Privacy Impact Assessment.


\* Where a prisoner wishes to view the footage, a request will be submitted by the prisoner on form PC.01 Prisoner complaints. The officer in receipt of the completed form will advise the site lead of the request within 24 hours. It is the responsibility of the site lead to facilitate a prisoner viewing of the recording.

Requests under the Official Information Act 1982 for copies of footage to be released to external parties will be dealt with on a case by case basis. There may be reasonable grounds to withhold footage under Section 6(c) (maintenance of law; prevention, investigation and detection of offences) or Section 9 (2)(a) (protect the privacy of natural persons) however there may equally be circumstances where altering the image (e.g. blurring faces) may negate the grounds to withhold disclosure.

When viewing footage, staff must ensure that the footage cannot be viewed or seen by any person that is not authorised to do so or any person that does not have a legitimate purpose for doing so.

# Corrections Intelligence

The role of Corrections Intelligence is to provide quality actionable intelligence that consistently provides decision advantage to support safe prisons and safe communities.

Intelligence is the product of an analytic process that evaluates information collected from diverse sources, integrates the relevant information into a cohesive package and produces a conclusion about a criminal, security or disorder occurrence. In its basic form, intelligence is information with value added. If you would like to know more about Corrections Intelligence, you can read about it 

# Ceremonial protocol information

The information contained in this section is designed for Department of Corrections staff to enhance their knowledge and to help them follow the correct procedures, behaviours and protocols when:

- displaying, lowering, storing and disposing of the New Zealand Flag
- displaying the New Zealand Flag at half mast
- displaying the Māori New Zealand Flag (on Waitangi day)
- Funerals and Tangi procedures

# Standard New Zealand flag display protocols

## Related Links

### Legislation

- [Flags, Emblems, and Name Protection Act 1981](#)

### Resources

- [The Ministry for Culture and Heritage](#)

The purpose of this section is to ensure that prison staff correctly display, lower, store and dispose of the New Zealand flag in the appropriate manner.

## Introduction

The New Zealand Flag is defined by the Flags, Emblems, and Names Protection Act 1981. Section 5 (1) states: “*The flag hitherto known as the New Zealand Ensign, being the flag depicted in Schedule 1, is hereby declared to be the New Zealand Flag*”. Schedule 1 contains the following depiction of the New Zealand Flag (the flag).

**Figure 1 - The New Zealand Flag**



## When to display the flag

1. The Department's policy is that on each and every day all prisons should display (fly) the flag.

## How to display the flag

1. The flag should be raised each morning, no earlier than first light, and lowered each evening, no later than dusk.
2. The flag must at all times be treated with dignity and respect. To use, display, destroy or cause damage with the intention of dishonouring the flag is an offence.
3. Staff are encouraged to use the following procedures:
  - a. Check that the flag is in good order, i.e. it is clean and its general appearance is good (e.g. it has no holes, or tatters).
  - b. Attach the flag to the halyard (rope) with the union jack on top.
  - c. Raise the flag quickly as close to the top of the flag pole as possible.
  - d. Check that the flag is flying freely, and is not caught up in the halyard or wrapped around the flag pole.
  - e. Once satisfied that the flag is flying in good order, secure the halyard to the flagpole.

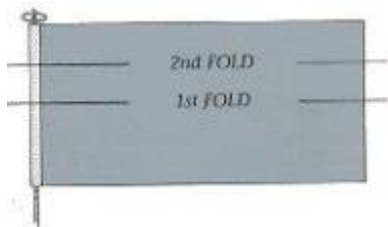
## Lowering the flag

1. Remove the halyard from flag pole.
2. Lower the flag slowly (this should not be done quickly).
3. When the flag is within reach, detach it from halyard, ensuring that the flag does not touch the ground.
4. Once the flag has been removed re-secure the halyard to the flag pole.

## Folding and Storing the Flag

The following diagrams show the correct way (as recommended by the Ministry for Culture and Heritage) to fold the flag.

1. Hold the flag in the position it would be when properly displayed. Fold the flag in half lengthwise from the bottom, and then fold in half again.



2. Fold in half lengthwise twice more from the bottom.



3. Bring the ends together.



4. Now concertina by folding backwards and forwards towards the hoist edge.



5. Keep the Flag bundled by winding the halyard (if one is attached to the flag) around and under itself.



## Disposal of a flag

1. The New Zealand Flag should never be flown in a ragged or faded condition.
2. Once the flag has been assessed as no longer being fit for display, the ragged or faded flag should be discreetly placed into an incinerator (or something similar).
3. Do not dispose of a flag by taking it to a rubbish dump.
4. The important thing to remember is that the flag must not be destroyed in public view.

More information on the New Zealand Flag is available from the Ministry for Culture and Heritage.

# Māori flag display protocol

## ***Related Links***

### Legislation

- [Flags, Emblems, and Name Protection Act 1981](#)

### Resources

- [The Ministry for Culture and Heritage](#)

## Displaying the Māori flag on Waitangi Day

The purpose of this section is to ensure that if a prison manager decides to display the national Māori (Tino Rangatiratanga) flag on Waitangi day that it is correctly displayed, lowered, stored and disposed in the appropriate manner.

The national Māori (Tino Rangatiratanga) flag [shown below] is approved to be flown with the New Zealand flag on Waitangi Day only.

**Figure 1 - The Tino Rangatiratanga Flag**



The elements of the national Māori flag represent the three realms:

- Te Korekore, potential being (black, top)
- Te Whai Ao, coming into being (red, bottom)
- Te Ao Mārama, the realm of being and light (white, centre).

## Positioning

The flag should always be flown with the black section at the top, the top part of the koru closest to the flagpole, and the red section at the bottom.

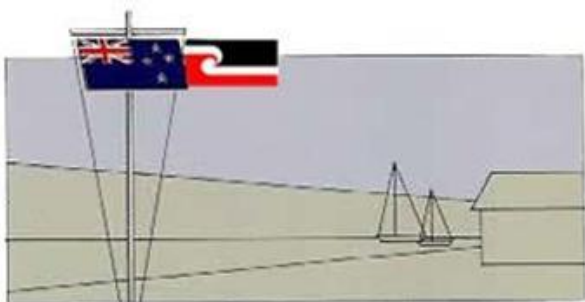
Flying both flags from the same flagpole.

Where there is a single flagpole, the New Zealand flag should fly above the national Māori flag to respect its status as the symbol of the Realm, Government and people of New Zealand.



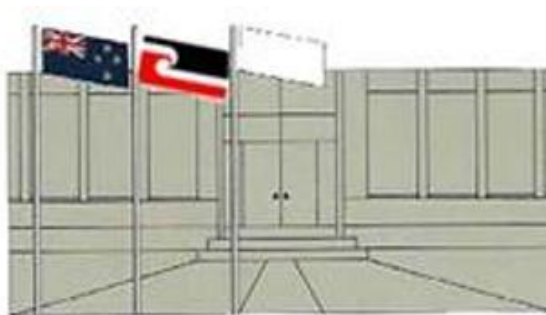
## Yardarm

If a flagpole has a yardarm, the New Zealand flag should fly on the left as you're looking at it, with the national Māori flag on your right.



## Multiple flagpoles

For multiple flag poles, the New Zealand flag should fly from the pole on your left as you're looking at it, with the national Māori flag next to the New Zealand flag. The two flags should fly from equal height.



## Folding, storage and disposal of the national Maori flag

Remove, store and dispose of the national Māori flag as per the Standard New Zealand flag display protocols

This information was sourced from the Ministry for Culture and Heritage. More information on the national Māori Flag is available from the Ministry for Culture and Heritage.

# Funeral and Tangi protocol

The purpose of this section is to ensure that the correct protocols are followed by staff in regards to funeral and tangi for current and former employees of the Department.

## Guard of Honour

1. The prison manager may approve a guard of honour for deceased former employees or for employees, and only if the family agree.
2. Staff attending the funeral / tangi as part of the guard of honour should be in full dress uniform. This will include the wearing of the Corrections peaked cap.

## Burial or cremation in Corrections uniform

1. Only deceased staff members who were employed by the Department in a uniform entitled role at the time they passed are permitted to be buried or cremated in their uniform, and only if requested to do so by the family.
2. Former staff members, who were not in a uniform entitled role at the time they passed, will not be issued a uniform for the purpose of being buried or cremated.



### Watch Points

**Staff who have left the employment of the Department of Corrections are required to hand in their uniform. However if the deceased is wearing the Department's uniform at the funeral or tangi, staff must make no effort to retrieve the uniform.**

3. A prison manager may approve a Corrections peaked cap be placed on top of the casket during the funeral / tangi ceremony. The cap must be retrieved at the end of the ceremony and must not be placed within the casket.

## Flag as a pall for a casket

1. Any New Zealand citizen may have the New Zealand flag on their coffin.
2. The first quarter should be draped over the left shoulder of the deceased (as recommended by the Ministry for Culture and Heritage.)
3. The flag should be removed before the casket is lowered into the grave or, at a crematorium, immediately after the committal.

**Figure 1 - Flag-pall for a casket**



## Authority to fly the flag at half mast

1. Only the following person(s) can direct / authorise that flags can be flown at half mast:
2.
  - a. The Governor-General
  - b. The Prime Minister
  - c. The Chief Executive of the Ministry for Culture and Heritage.
3. No prison is permitted to fly the flag at half mast until they have been advised by Corrections Services in National Office that authority has been granted.

## Requesting when the flag is to be flown at half mast

1. If prison staff believe that due to certain circumstances or events it would be appropriate for the flag to be flown at half mast, they must make a written request to the prison manager, outlining their reasons.
2. If the prison manager does not support the application they must:
  - a. advise staff that the request will not proceed

- b. discuss alternative action to recognise both the tragedy and the need for staff to grieve.
3. If the prison manager supports the application, they must forward to Corrections Services National Office the request and the written reason(s) for supporting the application.



## Watch Points

**It is important to note that approval will be limited to circumstances or events that have national significance.**

**It is unlikely that authority will be granted to acknowledge a long-serving member of staff who passed away from natural causes. If the prison manager has any queries, they should contact their Regional Manager for advice.**

## Prison Services review

1. On receipt of the request, the Regional Manager will determine whether they will support the request.
2. If the Regional Manager does not support the application, they must:
  - a. advise the prison manager that the request will not proceed further
  - b. discuss alternative action to recognise both the tragedy and the need for staff to grieve.
3. If the Regional Manager supports the application, they will make a request by email ([info@mch.govt.nz](mailto:info@mch.govt.nz)) to the Manager Heritage Operations at the Ministry for Culture and Heritage.
4. On receipt of the decision from the Ministry of Culture and Heritage, the Regional Manager must advise the prison manager of the details of the decision.

## How to display the flag at half mast

1. On the day approved for the flag to be flown at half mast, the flag should be raised in the morning, no earlier than first light, and lowered that night, no later than dusk.
2. Staff should apply the display procedures contained in the Standard New Zealand flag display protocol with the following additional steps:
  - a. Raise the flag quickly and as close to the top of the flag pole as possible.
  - b. Once the flag is at the top of the flag pole, slowly lower the flag until it is half way down the pole, and then secure the halyard to the flag pole.

## Lowering and storing of the flag

1. Remove the halyard from flag pole.
2. Slowly raise the flag to the top of the flag pole, then slowly lower the flag.
3. Remove and store the flag as per the Standard New Zealand flag display protocols.

More information on the New Zealand flag is available from the Ministry for Culture and Heritage.

# Being a Witness

## ***Related Links***

### **Legislation**

- [Evidence Act 2006](#)
- [Evidence Regulations 2007](#)
- [Protected Disclosures Act 2000](#)
- [Witnesses and Interpreters Fees Regulations 1974](#)

### **Resources**

- [Res.01 Hierarchy of Courts](#)
- [Res.02 Standard Court Layout](#)
- [Res.03 Coroners Court](#)

### **Information**

- [Coronial Services](#)
- [Disputes Tribunal](#)
- [District Court](#)
- [Employment Court](#)
- [Environment Court](#)
- [High Court](#)

## **Why you may be called as a witness?**

You may be required as an employee of the Department of Corrections to give evidence in a court or tribunal hearing if you:

- witnessed or have information relating to an event
- are responsible for information (eg, a record)
- are acting as an expert.

Should you be required to give evidence in a court or tribunal hearing, the Department's lawyers or the Police will probably advise you initially.

This will be confirmed by a summons to attend as a witness or by advice from the Department's lawyer or the Coroner.

Although summons are used for criminal proceedings, they are not used for civil or coronial proceedings. Though the coroner can issue a notice requiring attendance of witnesses under the Coroners Act 2006, this is not used with departmental witnesses.

A summons or advice will contain information about the court or tribunal hearing, including the:

- date and time you are to attend
- address of the court or tribunal
- particulars relating to the court / tribunal hearing.

If you have some reason why you can't be at court on that day, speak to the person handling the case (the Department's lawyer, Police prosecutor or Police officer assisting the Coroner) as soon as possible.

## Where will you give evidence?

There are a number of courts and tribunals you may be required to give evidence:

- High Court
- District Court
- Coroners Court
- Employment Court
- Disputes Tribunal
- Environment Court.

(Refer Res.01 Hierarchy of Courts.)

Prison Service staff are most likely to give evidence at an inquest (death in custody) hearing at a Coroners Court.

(Refer to Res.03 Coroners Court.)

Other likely situations are prison staff giving evidence for the Police in criminal proceedings or staff giving evidence in defence of civil proceedings brought against the Department, involving prisoners or former prisoners.

For detailed information about the above courts and jurisdictions, refer to related links and information.

## The physical environment

Most courts and tribunals have a similar physical set up, with similar persons involved in the hearings. For further information about court and tribunal layout refer to Res.02 Standard Court Layout.

## What if I do not want to be a witness?

Usually, you do not have a choice. If you are called to give evidence, by law you must attend. As a representative of the Department, you are expected to perform as a professional member of staff, to be a credit to yourself and the Department of Corrections. Although you can be required to give evidence, you cannot be compelled to answer questions that would incriminate you. If you feel that giving evidence might incriminate you, talk to a lawyer about that.

**Note:** At inquests where the Department is legally represented, representation will cover the staff involved, although strictly speaking the lawyers will not be representing or acting for those individuals, but for the Department itself.

There will be occasions, however, when it may be advisable for affected staff to obtain their own legal representation. This will be when the interests of the staff member differ from the best interests of the Department, for example when an employment investigation resulting from the death in custody has found behaviour contrary to the code of conduct or a breach of policy, or when there is the potential for professional disciplinary proceedings for health staff.

Representation can be provided by a union or other professional body. Legal Services will advise when an employee should consider taking independent legal advice or representation once an assessment of the inquest has been made.

Those with the relevant delegation in the Department will consider whether staff will be reimbursed for seeking independent legal advice or representation on a case-by-case basis.

## Getting ready to go to court

Normally, you will have few weeks notice before your court appearance. Use that time to prepare. Even if you receive little notice, try to prepare as much as you can.

Preparation helps you to have a better idea of what to expect, you will feel more competent and confident in the witness box and give your evidence in a professional manner, and your evidence is more likely to stand up to cross examination.

Here are four ways in which you can prepare:

1. Learn from the experience of others.
2. Refresh your memory of the incident.
3. Familiarise yourself with court routine and the NZ legal system.
4. Get yourself organised.

1. **Learn from the experience of others**

Have a chat with a colleague who has been to court as a witness. Ask about their experience but avoid directly discussing the incident for which you have been cited, because your colleague may have also been involved in the incident and you do not want to be swayed by the opinions and impressions of others.

You should not discuss with others involved in the incident (other witnesses) as that could contaminate the evidence and cause difficulties for the Prosecution or the Department in representation.

2. **Refresh your memory of the incident**

Make contemporaneous notes as soon as possible after the incident. Read your reports / notes several times beforehand, and refresh your memory about:

- Where and when the incident happened
- What you saw
- What you heard
- What you did.

3. **Familiarise yourself with court routine and the NZ legal system**

Make sure you are familiar with the NZ legal system. Establish the type of court you are appearing in: District, High, Coroners. Familiarise yourself with the court's routine, such as by visiting a court.

4. **Get yourself organised**

Tell your manager well in advance so that s/he knows you are a witness and will be absent for an appearance, and for how long. Make sure you know how to get there and how long the journey takes.

If you are taking a car, allow time for parking and walking back to the courthouse so that when you arrive at court you are calm and unflustered. Aim to arrive 30 minutes before the case is due to start. Take the summons with you.

As a representative of the Department, you should wear your "formal" uniform.

If you ignore these basic details, you are unlikely to "come over" as a professional witness.

If you are not confident speaking English, you may ask for an interpreter to assist you to give evidence.

In most cases, the Department's lawyer or Police officer or your manager will ask you to attend a briefing **before** your court appearance to talk about your evidence.

## Your day as a witness

No matter what kind of court you attend, your job as a witness is the same—answering the questions, which are put to you, truthfully, impartially and unemotionally.

Here are some guidelines; they will vary depending on the type of court involved.

- On arrival, report to the court reception who will direct you to the appropriate waiting area. From there, the Police officer or court usher on duty will advise you of what to do.
- You are not allowed into the court before you give evidence.
- Usually witnesses wait outside the courtroom or in a special waiting room. The room will usually be shared with other witnesses.

**It is very important that you do not discuss your evidence with any other witness. Do not** talk to strangers about your evidence or the case.

Once in the witness box you will be sworn in. A court official will ask you to swear to tell “the truth, the whole truth, and nothing but the truth” either on the Bible or some other holy book, or (if you prefer) to affirm that you promise to tell the truth. You stand while you take the oath or affirm but usually you can sit while giving evidence.

You will start giving evidence by giving your name and rank and then usually you will **read** your statement or brief of evidence.

The Ministry of Justice may offer or make a “witness payment”, however because you are representing the Department on paid leave from work, you are not entitled to this payment. If you receive such a payment please send it to Legal Services, Department of Corrections.

Any queries you may have about the day's expenses, in the first instance, discuss it with your manager.

## Giving evidence

Usually, witnesses give evidence orally in a courtroom. However, the judge can permit a witness to give evidence:

- while screened from the defendant, or
- giving evidence-in-chief by video record, or
- by closed-circuit television from elsewhere in the courthouse, or
- by video link from somewhere else in New Zealand or overseas.

Whether or not the judge will allow an alternative way will depend on a number of factors, including the wishes and needs of the witness. In some exceptional circumstances, where there are safety issues, witnesses may be given anonymity in court. The judge may also grant suppression of the evidence.

If you think that giving evidence could put you in danger, talk to police or to the person wanting you to give evidence (the prosecutor, Department's lawyer).

Most courts and court cases are open to the media and the public. The media can usually report the names of witnesses and their evidence.

During criminal trials and in coronial hearings the prosecution witnesses are examined first by the Prosecution (called examination in chief) and then by the Defence (called cross examination). They may then be re-examined by the Prosecution. Then vice-versa for defence witness.

If you realise that you know one of the jurors, tell the lawyer representing the side that is calling you. If the lawyer takes no action, tell the judge or other presiding officer at the first opportunity.

When answering, you must always direct your answers to the Judge and not to the person asking the questions. At any stage, the presiding Judge may also ask you questions. Answer them truthfully and only

answer the question asked. Do not elaborate. Lawyers call a judge “your honour”; you may do so too or use either “sir” or, “ma’am”.

## **Tips for giving evidence**

### **Tell the truth.**

It's your legal duty to tell the truth. It is a serious crime knowingly not to do so. Do not exaggerate. Only backtrack on something you said if you are 100% sure of your facts. Be impartial and show no interest on the outcome of the trial.

### **Keep calm.**

Take your time and never rush answers. Speak slowly and clearly – this will help you say exactly what you mean and allow the evidence to be written down.

### **If you do not understand a question.**

Do not be afraid to say so, whether to a lawyer or to the presiding judge. Ask for it to be explained more fully. Do not give a certain answer thinking that it is what the questioner wants to hear.

**If you do not know or can't remember**, say so. Do not guess. Ask if you can refresh your memory from your brief, documents / reports you brought with you, Only answer the questions asked and do not offer any extra information.

### **Do not make jokes.**

They are not appropriate in the courtroom.

### **Do not let a lawyer fluster you.**

They may try to get you to say something they want you to say. Do not let them upset you or make you angry. In New Zealand, lawyers are not allowed to approach you in the witness box or shout at you.

**A lawyer or police prosecutor may interrupt you** by saying “objection” or speaking because they think the rules of evidence or procedure have not been followed. If this happens, stop speaking and wait for the judge to say whether you should answer the question. The judge will tell you when to continue. In court only the person speaking may speak. Interruptions by you or speaking over others is not allowed.

**If you get upset**, ask the judge if you may have a short break.

Once you stand down from the witness box you will be told if you are free to go and your evidence ends at that point but be prepared to follow any instructions about returning on a later day.

After giving evidence do not discuss the case with anyone who is still to give evidence.

### **And finally...**

You may never have to give evidence in court but, if you do, it will often prove to be a relatively routine matter. Providing you stick to the principles outlined and tell the truth, the whole truth and nothing but the truth, court appearances should not be an ordeal but rather something you can count as experience.

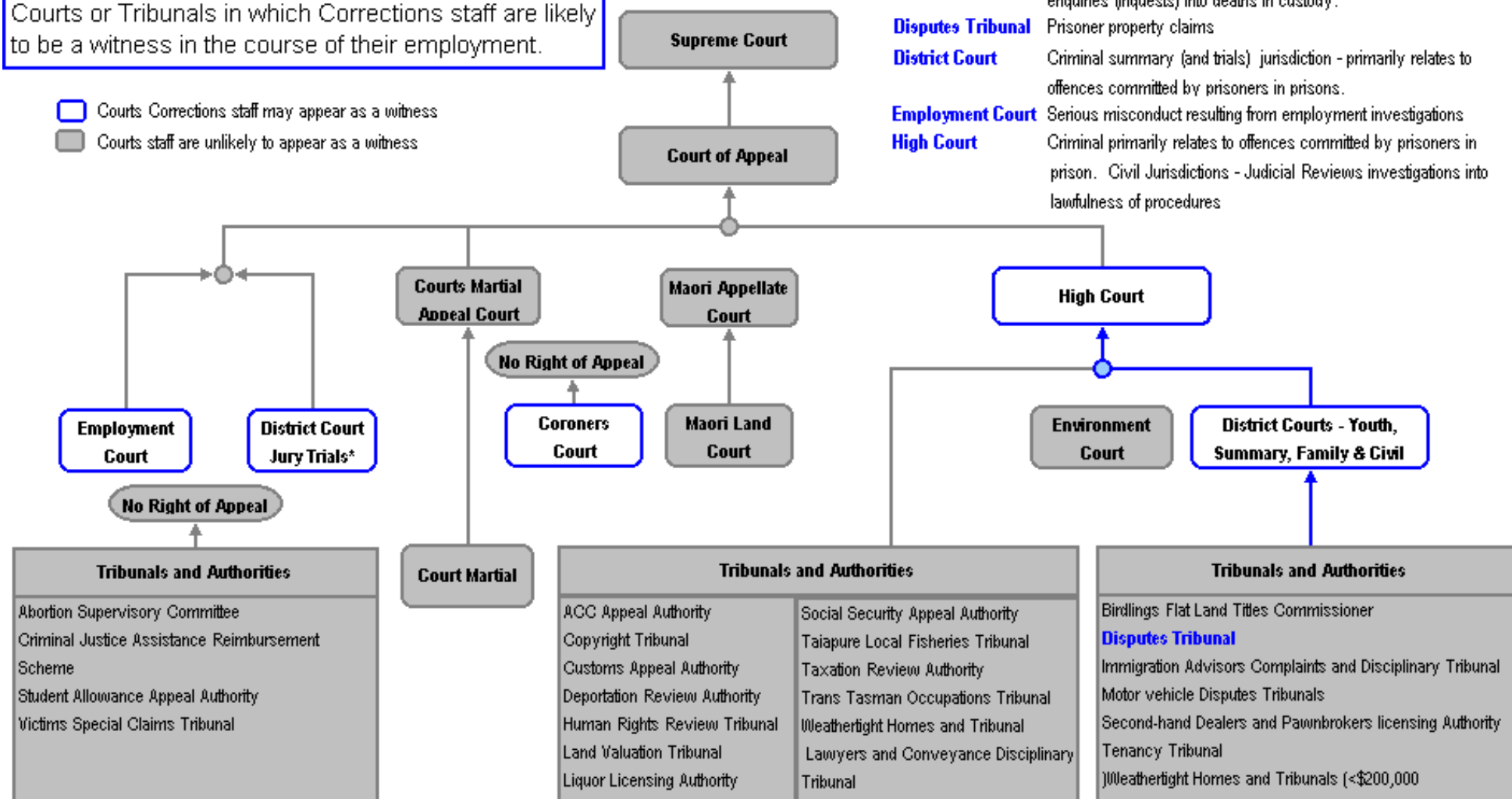
## Res.01 Hierarchy of Courts

### Hierarchy of Courts

Courts or Tribunals in which Corrections staff are likely to be a witness in the course of their employment.

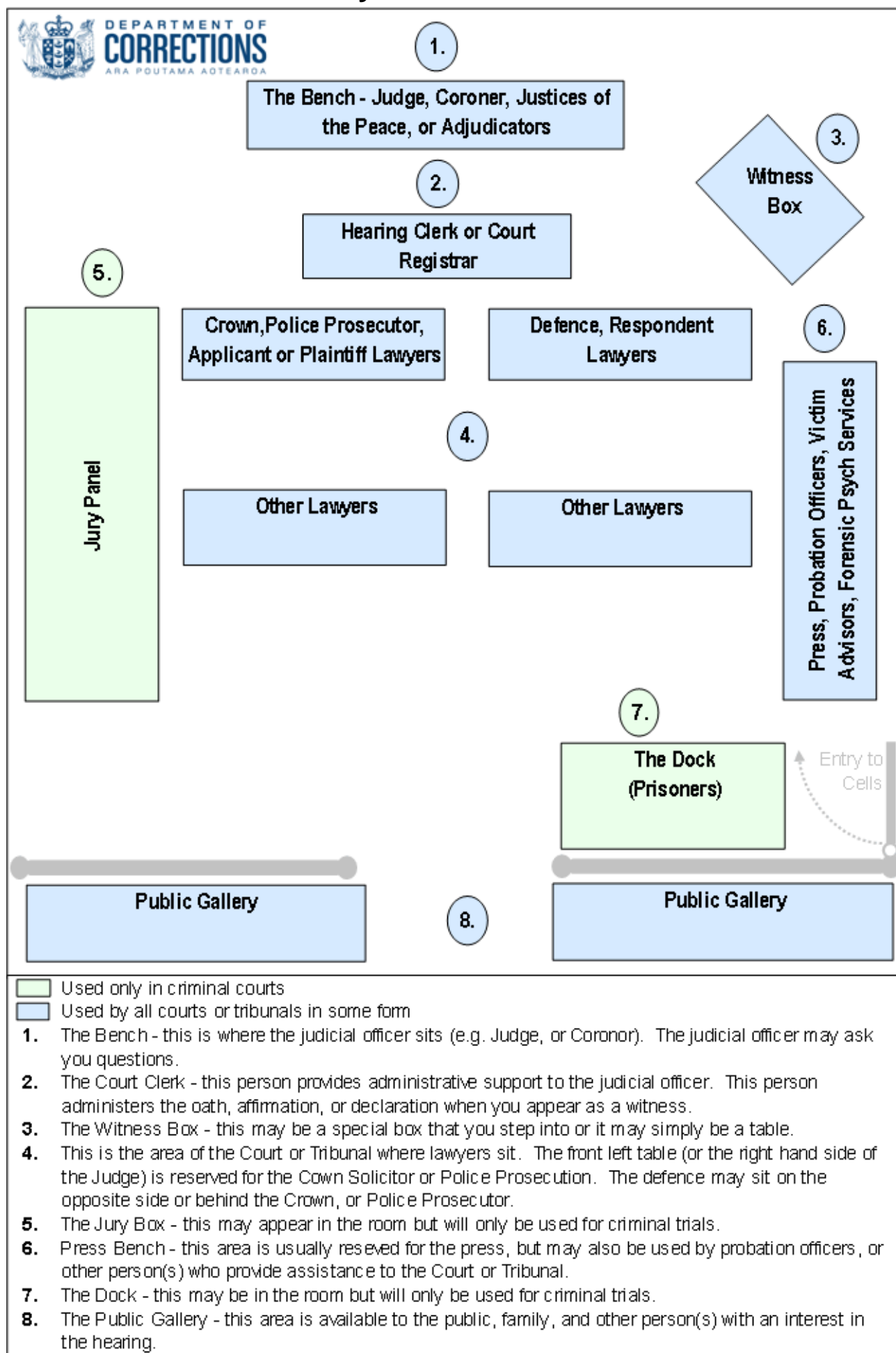
- Courts Corrections staff may appear as a witness
- Courts staff are unlikely to appear as a witness

- Coroners Court** The most likely court Corrections staff will appear in relates to enquiries (inquests) into deaths in custody.
- Disputes Tribunal** Prisoner property claims
- District Court** Criminal summary (and trials) jurisdiction - primarily relates to offences committed by prisoners in prisons.
- Employment Court** Serious misconduct resulting from employment investigations
- High Court** Criminal primarily relates to offences committed by prisoners in prison. Civil Jurisdictions - Judicial Reviews investigations into lawfulness of procedures



\* District Court Jury Trials - Appeals against decisions relating to District Court Trials are heard in the first instance by the Court of Appeal, all other appeals against District Court decisions are heard by the High Court.

## Res.02 Standard Court layout



## Res.03 Coroners Court

A coroner's inquest is commonly referred to as the coroners court. In conducting an inquest, a coroner has wide powers to summon witnesses and to hear evidence from any person whom they think it is appropriate, such as evidence from staff involved in the circumstances of a death in official custody or care.

The person giving evidence can be questioned by the coroner, and cross-examined by the immediate family of the deceased (or their representative) and the representatives of other parties given leave to appear at the inquest. This means that the witness could be subject to extensive questioning.

Usually the evidence of Department of Corrections staff will be the statement they made to Police at the time of their initial investigation, or if Police did not take statements, the evidence will be based on the staff member's IOMS incident report or, if the Department is legally represented, in a brief of evidence.

An inquest is run similar to a court trial in terms of physical layout, process, and the role of the coroner (which is like that of a judge). The differences are that the process is inquisitorial – the purpose of an inquest is to establish the causes of death, the circumstances and make recommendations to prevent deaths occurring in similar circumstances in the future. Thus inquests can be wide ranging in terms of what they cover and what the Coroner or parties may be interested in and the rules of evidence are relaxed so the coroner has a discretion to admit evidence that would not be admissible in a court of law.

The Coroners Act precludes the publication of any details relating to a self inflicted death before an inquiry into the death has been completed. In addition, if the Coroner has found a death to be self-inflicted, no one is entitled to publicise details of the death.

Coroners have frequently prohibited the publication of any aspect of an inquiry including Departmental reports. You should ensure that you do not talk to anyone about the case if they are not directly concerned with it. If you received any media enquiries, refer them to the Communications Unit at Head Office.

# CS Policy and Procedure Exemption Process

## Related Links

### Forms

- [National Commissioners decision on request for exemption template](#)

### Resources

- [Exemption Procedure Flow Diagram](#)

The purpose of these procedures is to ensure that any exemptions to POM procedures (or any other policy or procedures) are approved only when absolutely necessary, and that any alternative procedures are sufficient to mitigate any risks resulting from an exemption.

## Exemption Criteria

- Exemptions from a CS policy or procedure will not be considered where the activities or procedures:
  - are specified by legislation
  - relate to discretionary decisions.

## Initial Review of Non-compliance

- Once the prison director has been advised of a failure to comply with a CS policy or procedure, they must determine whether the non-compliance is as a result of performance related issues or is systemic.
- If the prison director determines that the non-compliance is a systemic issue, they must **identify** and **define** the underlying reason for non-compliance. There are three main systemic reasons why a CS policy or procedure cannot be complied with:

Systemic Reasons for Non-compliance			
Reason(s)		Characteristics	Examples
<b>Environmental</b>  There is a physical impediment to complying with procedures.	Internal	Structural, (e.g. building / cell configuration) fittings or fixtures (e.g. design of door).	Physical dimensions of door and location of observation port limits officers' ability to view cell and prisoner to satisfy themselves that nothing is untoward.
	External	Relates to terrain, and landscape.	All or part(s) of external perimeter terrain are difficult to traverse, more difficult at night.
<b>Resources</b>  There is an issue with availability of staff or other resources	Staff	Limited availability of staff (Likely to apply to medium and smaller prisons)	Limited number of health staff available to complete Health Check within 4 Hours.
	Other	Limited availability of other resources.	DVD and TV not available in reception area.
<b>Policy</b>  Complying with Policy is either inefficient or ineffective	Local	Temporary in nature, required to manage transitions.	Removing the requirement to undertake vol. seg when prisoner received after reception from another prison.
	National	There are national implications.	Removing the requirement for PCLC for self care units.

- If the non-compliance does not align with these reasons and characteristics, it is unlikely that an exemption is necessary, or desirable.

## Review of Non-compliance

1. The prison director must determine whether an exemption is necessary by:
  - a. gathering all available **information**
  - b. consider **options**, including:
    - i. complying with current procedures
    - ii. not complying with current procedures
    - iii. any other alternative procedures
  - c. **assess** risks and benefits of each options
2. When assessing the risks and benefits, the prison director must identify the type of procedures to determine the appropriate level of mitigation required for any other alternative process. There are five main types of CS policy or procedures:

National Systems Tolerance and related Mitigation				
Type of procedures	Purpose	TOL*	MIT**	Examples
Keeping Communities Safe	Procedures to manage prisoners safely and securely outside the wire - High risk due to proximity of prisoner to the public	Low	High	<b>Exemption</b> – Not to use waist restraints for moving High security prisoners between sites. <b>Mitigation</b> – use of chain linked mechanical restraints – increase in number of escorting officers
Safety of the Person(s)	Procedures designed to reduce risk of assault / self harm	Low	High	<b>Exemption</b> – to extend the time to complete immediate needs assessment from 4 hours to 8 hours <b>Mitigation</b> – prisoners not assessed within 4 hours will be placed on 15 minutes obs. until they are assessed
Security of the Prison	Procedures designed to stop escapes and reduce the entry on contraband	Low	High	<b>Exemption</b> – not to undertake night time perimeter checks. <b>Mitigation</b> – increase night-time facility check from every 2 hours to 1.5 hours – focus on inside external perimeter fence
General Entitlements	Legislative mandatory entitlements	No	N/A	Access to telephone, visits, property, library, and complaints process, etc.
Discretionary Entitlements	Discretionary – not mandatory	N/A	No	Optional activities – e.g. Whanau Days - not required to be provided

\* TOL – Tolerance of Department

\*\* MIT – Mitigation requirement to maintain the intent (purpose) of the procedure

## Request for Exemption from Policy or Procedure

1. Once the prison director is satisfied that an exemption is necessary, they must complete Part – A of the Request for exemption from CS policy or procedure form, ensuring they address:
  - a. the Department's tolerance to the identified risks
  - b. the effectiveness of the proposed alternative procedures to mitigate the risks, and maintain the integrity and intent of process
  - c. cost / resource implications of the alternative procedures
  - d. conditions, including the duration the exemption will be in force.
2. The prison director must then forward the complete Request for exemption from CS policy or procedure form and forward to their regional commissioner or authorised delegate to consider.
3. The regional commissioner or authorised delegate must consider the implications of the exemption, before they make a recommendation supporting or not supporting the request.
4. The regional commissioner or authorised delegate completes Part - B of the Request for exemption from CS policy or procedure form and forwards it to the Chief Custodial Officer for consideration.

## Consideration of request for exemption

1. Upon receipt of the Request for exemption from CS policy or procedure form, the Chief Custodial Officer must:
  - a. record receipt of the request in the Exemption Register
  - b. complete Part C of the Request for exemption from CS policy or procedure form and recommend whether the application should be approved and their reasons.  
**Note:** If the Chief Custodial Officer recommends the exemption be declined as the procedures are specified by legislation, the Chief Custodial Officer must refer the matter to Legal Services to provide advice.
2. Once the Chief Custodial Officer has received the advice from Legal Services they must complete section C of the application and deliver to the National Commissioner to consider the exemption.
3. Once the Chief Custodial Officer is advised of the National Commissioner decision they must:
  - a. provide a copy of their decision to the regional commissioner and prison director record the result and file the request in the Exemption Register along with any related documents (correspondence and reports).  
**Note:** if the National Commissioner does not specify the duration the exemption will apply for twelve months.

## Renewal of exemptions

1. An exemption only applies for the time specified by the National Commissioner. If the exemption is required for a longer period, the prison director must reapply in a timely manner for the exemption to be extended before it lapses.

## REQUEST FOR EXEMPTION FROM CS POLICY OR PROCEDURE

### Part A – Prison Director's Request

Date: \_\_\_\_\_

Prison / Corrections Facility: (insert name of prison)

Request an exemption from: (insert POM/CPM reference)

The purpose of this policy / procedure is to: (outline purpose eg, detect contraband, reduce assaults etc.)

The exemption is required as compliance with this policy / procedure is impractical, due to:

☐ Environmental factors: (outline the physical impediment to complying with procedures)

☐ Resource availability: (outline issue with resource availability )

☐ The policy / procedure being ineffective: (outline what factors negate the effectiveness of the system )

I request an exemption to the policy / procedure and propose the following alternative policy / procedure:  
(insert reference)

by substituting this procedure with the following alternative (mitigation) policy / procedures:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

### Conditions requested

1. The exemption is requested ☐ For a period of : (insert time)  
☐ Indefinitely (until formally withdrawn)
2. The exemption will be reviewed every: (insert time)
3. The exemption applies to ☐ the entire prison site, or  
☐ (specify unit or location)

Prison Director's signature: \_\_\_\_\_

Print Prison Director's name: \_\_\_\_\_

### Part B –Regional Commissioner's Endorsement

Date: \_\_\_\_\_

I have considered the exemption for the reasons stated above, and I endorse this request.

Regional Commissioner's signature: \_\_\_\_\_

Print Regional Commissioner's name: \_\_\_\_\_

- If Regional Commissioner **does** endorse this request, scan and email form to: CCOTeam.
- If Regional Commissioner **does not** endorse this request, return this form to the Prison Director.

**Part C – Chief Custodial Officer's Recommendation**

Date: \_\_\_\_\_

I (insert name) \_\_\_\_\_ Chief Custodial Officer

have considered the request for an exemption above and recommend that the National Commissioner:

- ☐ Approves the requested exemption
- ☐ Declines the requested exemption

For the following reasons: *(state reasons)*

Chief Custodial Officer's signature: \_\_\_\_\_

Print Chief Custodial Officer's name: \_\_\_\_\_

**Part D – National Commissioner's Decision**

Date: \_\_\_\_\_

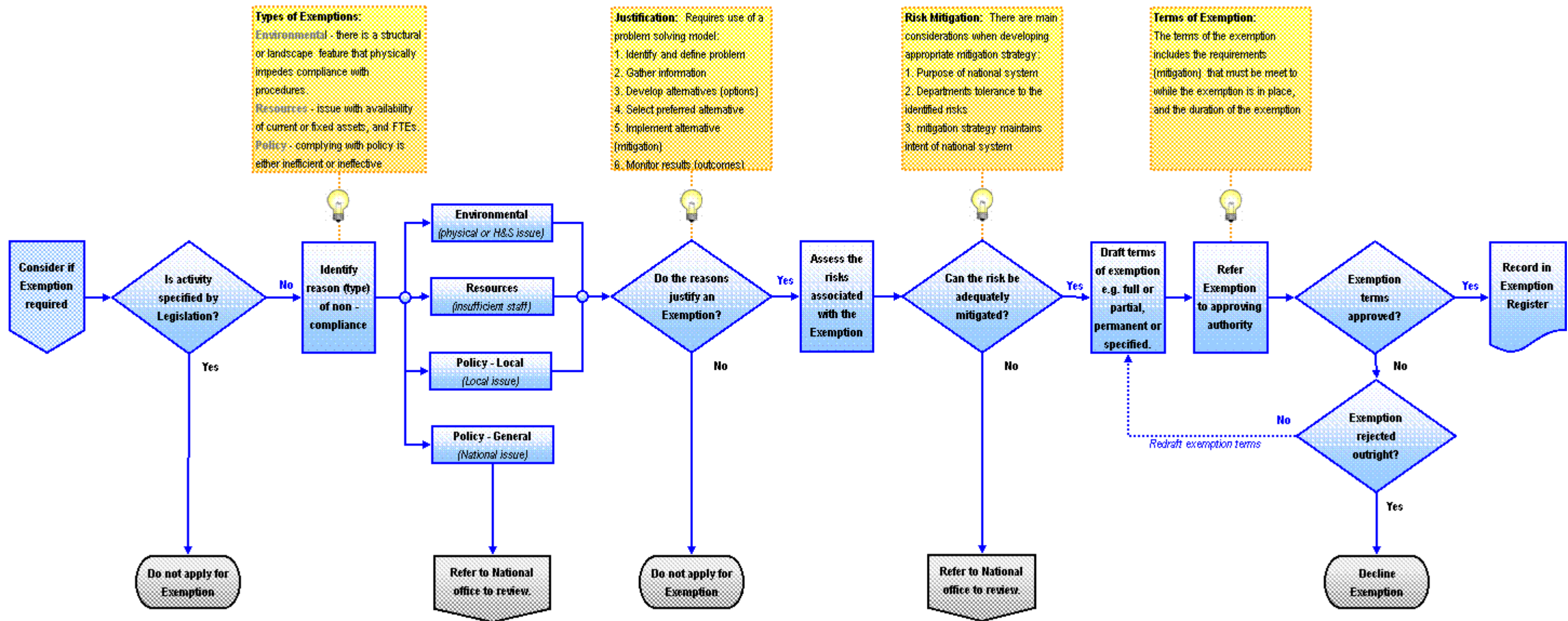
The request for the exemption to the policy / procedure has been:

- ☐ declined
- ☐ approved

The exemption will commence on: Date: \_\_\_\_\_ and expires on: Date: \_\_\_\_\_

National Commissioner's signature: \_\_\_\_\_

## POLICY & PROCEDURE EXEMPTION REQUEST PROCESS



# Right Track Information

- [Introduction](#)
- [Stages of Change](#)
- [Right Track Framework](#)
- [Coaching and Practice Leadership](#)
- [Case management in prisons](#)
- [Working effectively with Māori](#)
- [Outline of a Right Track Meeting](#)
- [Bite Sized Training](#)

# Introduction

Creating Lasting Change commits to taking “a more active management approach to our daily interactions with offenders, supporting them to make progress against their offender plans, and that those actions are focused on reducing re-offending”. Right Track is a prison based framework that provides support and structure for active management principles and supports offender centric practice.

Right Track builds on the existing use of active management and sharing information to support public safety and reduce reoffending. A key feature of this model is identifying that prisoners are at different stages in their willingness to change. This model is called stages of change.

Right Track is about working with prisoners so that they can move towards positive changes in their life. It is recognized that prisoners will be at various stages of the change model. However, there is always an opportunity to work alongside them using motivational approaches which is the foundation of Motivational Interviewing.

The “Stages of Change” model is an “in the moment” approach that we use to identify which stage of change an offender is at. Once we have identified the stage of change, it helps us to decide the appropriate tactic(s) we can apply immediately to support the achievement of desired change. Before any meaningful conversations around change can be attempted, a working relationship between the prisoner and the staff member must be established.

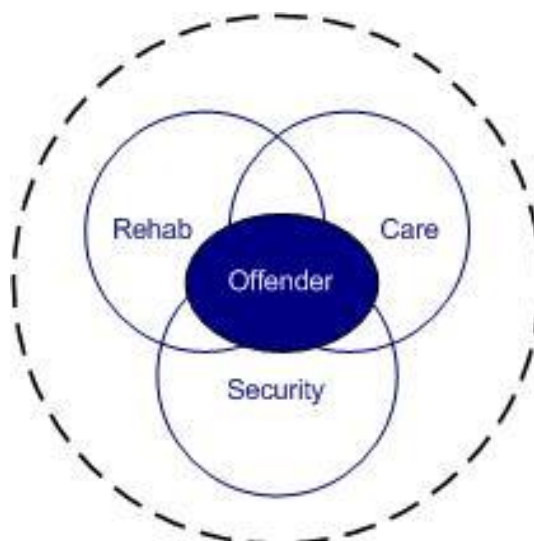
The framework is based on international research that identified best practice for the Corrections Officer role. It allows staff to make informed decisions and take timely and appropriate action to support offender decisions and actions.

It outlines the knowledge, behaviours, skills, tools and systems we need to encourage offenders to make good choices in their lives. First, it's about supporting staff to make the right choice and take the right action with offenders at the right time. Then, it's about influencing offenders to do the same in their daily lives.

The Right Track framework empowers frontline staff to develop their practice, work more closely together and build on a culture of trust, collaboration and continuous improvement.

Research into best practice for offender-centric service delivery has highlighted three equally important custodial accountabilities – security, care and rehabilitation (see diagram below). It also recognised the need to apply these accountabilities differently depending on an offender's needs, risks and circumstances.

The level of input required in each of these three components will differ from offender to offender, and from time to time. The Department needs to be flexible enough to enable the management of every offender to reflect this shifting balance ‘in the moment’ and throughout the duration of their sentence.



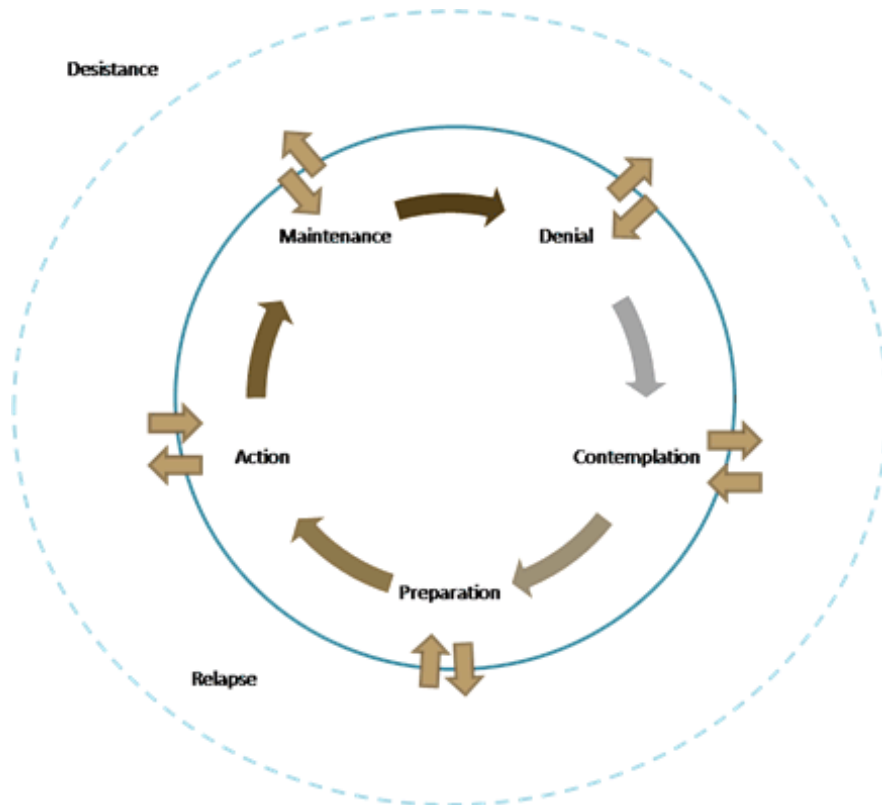
In the department we use models and approaches that help us to work with offenders to support positive change in their lives. Among them are the “Stages of Change” model and the “Motivational Interviewing” approach. Right Track uses the stages of change model, which is an “in the moment” approach to identify which stage of change an offender is at. We are successful when the offender makes a change away from reoffending. This success is relative and unique for each offender.

Once we have identified the stage of change, it helps us to select the appropriate tactic(s) (actions / responses) and targets (who will do what, when) which we can apply immediately to support the achievement of desired change. The tangible targets identified need to be specific and measurable.

# Stages of Change

## Stages of Change Model

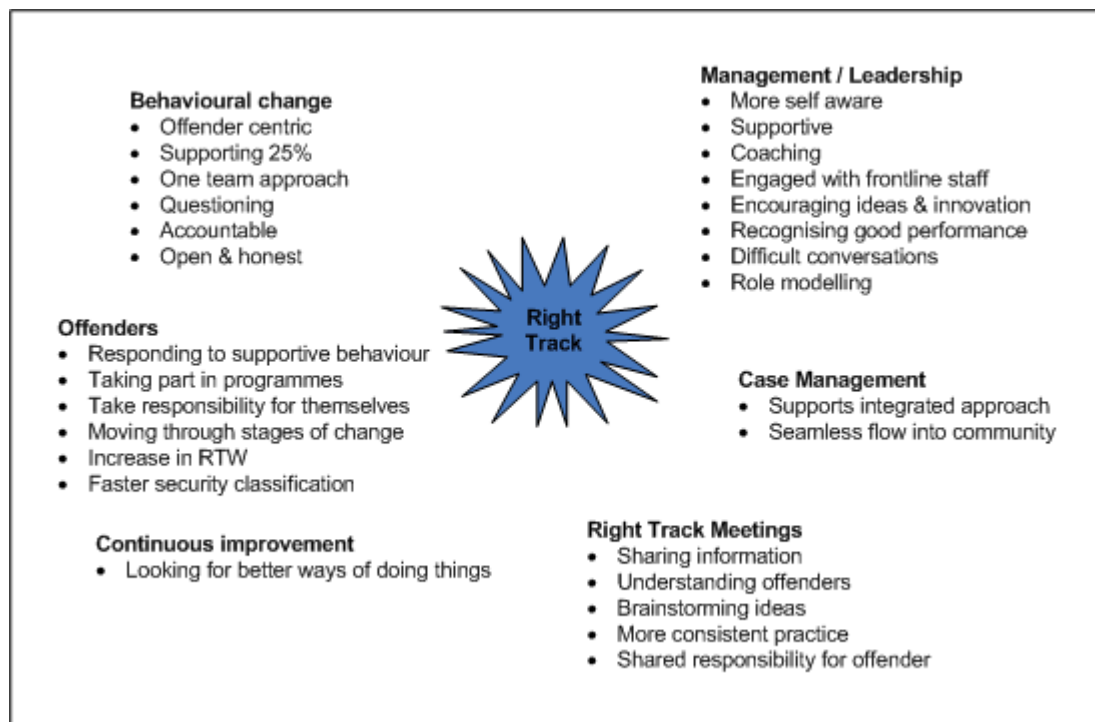
- [Handout 1 Denial](#)
- [Handout 2 Contemplation](#)
- [Handout 3 Preparation](#)
- [Handout 4 Action and Maintenance](#)



The stages of change, tactics and targets are discussed at regular Right Track meetings and summarised in file notes and other reporting / monitoring tools to share and agree how we work with offenders. The development of prison practice is assisted through reflective practice, where staff have the opportunity to review what they have been trying to achieve with offenders and recognise what is working and what is not. Coaching, practice forums and support from Practice Leaders and Māori Practice Leaders will also assist in the development of prison practice. Right Track reporting and monitoring tools (Right Track meetings template, file notes, status reports and the Right Track Assurance Tool) also help use to review and develop our practice.

## Benefits

The Right Track programme supports reducing reoffending and staff safety. Some of the benefits of Right Track are presented in the following diagram.



## Monitoring and Evaluation

### Process

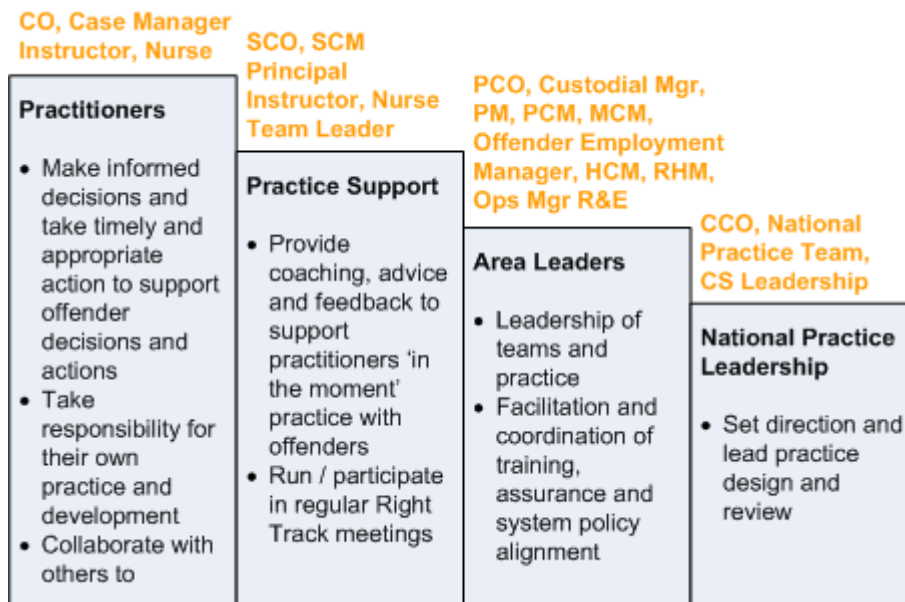
1. When a Right Track meeting is held, minutes are completed and held in the online unit folder.
2. Online file notes are completed by case officers and other staff that refer to or have been cut and pasted from the meeting minutes.
3. SCOs liaise with their respective CO's and complete status reports on the movement of prisoners within their own and their COs caseload and send them to their PCO at the end of each month.
4. PCOs monitor the information and complete the Right Track Assurance Tool (RTAT) at the end of each month. It is good practice that PCO's conduct this review in a unit not their own. This information will be viewed by Residential Managers and the Prison Manager

# Right Track Framework

## Levels of Practice

Right Track is based around three levels of practice that are different but complement each other.

## Right Track Framework - Practice Levels



Probation staff, psychologists, chaplains and programme staff may also participate in Right Track meetings and share information.

# Coaching and Practice Leadership

## What is coaching and how does it link to the Right Track?

The Right Track framework provides support and structure for frontline prisons staff and managers in their work with offenders and each other. Coaching provides support for staff by focusing on developing them in their role. This is done through questioning and role modelling to help the staff member to self review and reflect on their decisions and actions.

External evaluation has shown that coaching and the reviewing of prison practice under Right Track forms a critical part of the framework. It supports the growth of behavioural practice through the development of Practice Leaders and Go2 support people. Coaching supports the development of good practice, behaviour change and continuous improvement at all prison sites.

## Summary of Coaching Support Model:

### Practice Leaders

Practice Leaders lead the development and delivery of practice at a site including training, coaching and role modelling good practice.

Practice Leaders will:

- Assist with any on-going training or refresher training when required.
- Liaise via monthly regional AVL's to discuss practice development.
- Provide on-going support to SCOs and PCOs in their roles.
- Communicate and present on Right Track e.g. at unit meetings, parades
- Provide advice / coaching directly or support Go2 support people and SCOs.
- Support and formalise practice, policy or system changes that result from Right Track at a site level with rest of the implementation team.
- Support for the new PDC process.

This could include aligning the right tactics to the stage of change, helping meeting participants to prioritise an area of focus for a prisoner, clarifying the difference between a tactic and a target or reinforcing meeting facilitation skills. It could also include practical elements like ensuring SCOs make contact with participants prior to a meeting e.g. via email, identifying ways to resolve and or manage practice issues, ensuring meeting minutes are being lodged in unit folders and converted into file notes and/or running a briefing for PCOs on how to use RTAT.

### GO2 Support People

Go2 support people are SCOs and PCOs at each site who are selected through discussions between the relevant Residential Manager and PCO. Consideration will be given to staff with an interest or experience in coaching / mentoring. This approach may be extended to include staff from offender employment, offender health and case managers.

SCO level Go2 support people provide coaching to other SCOs to support them to:

- Plan and run effective Right Track meetings.
- Coach their COs (and other meeting participants) to accurately identify an offender's stage of change, tactics for engagement and adopt appropriate behaviours in implementing those tactics. This also includes setting and following up on SMART targets for the Case Officer and team.

PCO level Go2 support people provide coaching for PCOs to:

- Support them to coach their SCOs in carrying out their role,
- Contribute to or run sessions where practice is discussed and developed (practice forums)
- Deliver bite sized training modules e.g. online file notes

- Assurance of Right Track practice

## **Māori Practice Leaders**

As Māori make up 51% of the prison population it is critical that we focus on reducing re-offending and improving public safety in a way that is effective for Māori. To this end, staff with appropriate knowledge and credibility in Māori tikanga and kaupapa will be selected as Māori Practice Leaders at each site. They will support staff to develop or maintain their practice in Māori cultural concepts and principles, through coaching, training and advice. The role of Māori Practice Leaders is to support prisons staff and managers to work effectively with Māori offenders by:

- Facilitating 'Working with Others' and other training that supports staff to work effectively with Māori. 'Working with Others' assists staff in understanding how our communication content and approach affects others through cultural concepts and paradigms.
- Providing on-going support for staff through coaching, attending Right Track meetings and advice as requested
- Keeping their own knowledge and tikanga up to date eg attending training and coaching in Te Ao Māori (Māori world view) and Te Ao Hurihuri (modern world view)
- Participating in on-going coaching from the Māori Services team.

# Case management in prisons

Case management consists of case managers providing end-to-end case management services, supported by custodial staff actively managing the offenders on a day-to-day basis. Within the case management process, custodial staff have a number of specific tasks associated with each offender's plan.

For more information on the custodial staff responsibilities in relation to case management:

- [Role of the PCO](#)
- [Role of the Case Officer](#)
- [File Notes](#)

## Supporting and managing the offender

- Knowing your prisoner(s), their background, their offending etc. helps you understand them better to build better relationships, communicate with them and respond to their needs appropriately.
- Our role includes supporting prisoners to achieve behavioural change. We are successful when the offender makes a change in the desirable direction away from reoffending. This success is relative and unique for each offender.

We do this by:

- Interacting with offenders in a positive, involved and purposeful manner.
- Supporting and encouraging the prisoner to achieve the activities in their offender plan and monitor their progress.
- Identifying any new needs that may arise due to a change in circumstances, e.g. accommodation on release, employment etc.
- Completing activity progress forms when requested by the case manager.

## Referrals

- Discuss with the case manager any referrals required.
- Action any referrals made by the case manager.
- Discuss with the case manager any referrals required.

## Active management

It is a case manager's responsibility, together with the case officer, to manage an offender's expectations of what interventions they may participate in, and when they may occur. Offenders need to understand that while they may be eligible for an intervention, other factors may prevent their selection.

# **Role of the PCO**

## **Role of the Principal Corrections Officer (PCO)**

The PCO role includes the following activities in relation to case management.

### **Offender plan**

- Case Managers complete an offender plan within 28 days for prisoners with time to serve between 28 days and 26 weeks and within 60 days for prisoners serving over 26 weeks. No plan is completed for very short servers (i.e. serving less than 28 days). Once the plan has been completed, the PCO receives a copy of the offender plan and a briefing from the case manager. If possible, the case officer needs to be present during this handover.
- The PCO communicates the plan to all unit staff within 5 working days of receiving the plan and enters an online Right Track note that this has been completed.
- The PCO clarifies any issues / actions identified in the offender plan with the case manager.

### **Support and monitoring**

- The PCO ensures that case officers are having regular formal / informal meetings with prisoners on their case load and are recording these as electronic file notes in IOMS under the Right Track / File note heading.
- Ensures that the Right Track notes are discussed with the prisoner once a month by the case officer, and
- Ensures that any recommendations from the New Zealand Parole Board are acted on.

### **Pre-release**

- The PCO determines, with their Residential Manager, whether an application is going to be made under Section 107 of the Parole Act 2002 for prisoners sentenced before 2002.

### **Parole hearing**

- The PCO updates the NZPB Briefing Sheet received from the case manager if required e.g. if there is a change in the prisoner's circumstances (misconducts, incidents, etc.) since the Parole Assessment Report was completed.
- Attends the parole hearing with the prisoner.
- The PCO presents the New Zealand Parole Board Briefing Sheet during a prisoner's parole hearing

### **Assign or amend case officer**

- The PCO allocates the most suitable case officer (consider prisoner complexity of needs, staff skills/competencies, gender, etc.) within 3 working days of receiving the prisoner in the unit.
- Updates offender records, including those in offender management file notes and enter the name of the case officer on IOMS under Prisoner Management – Assign Prisoner – Case Officer Assignment. (The date of allocation will also be recorded on the screen).
- Ensures this field is updated when the offender is assigned to a new case officer.

# Role of the Case Officer

Senior Corrections officers (SCO) and Corrections Officers (CO) are assigned as case officers.

Custodial staff have 3 key overlapping tasks and accountabilities to support rehabilitation and to provide care and security of prisoners. This involves holding prisoners securely, working with them to reduce the risk of re-offending, helping to provide safe, well-ordered prisons, and treating prisoners humanely, decently and lawfully.

The role of a case officer is an important aspect of custodial staff in residential units.

The case officer is the “conduit” between the offender and the case manager.

## Meetings

- Meet with the case manager and the offender to discuss the offender plan activities (Initial formal meeting) within 10 days of receiving the offender plan and file note this discussion.
- Have regular formal / informal meetings with the offender to discuss any progress or issues in relation to the offender plan. Informal meetings must happen at least once a fortnight and formal meetings must happen at least once a month to discuss the offender plan activities and progress in general. These meetings must be file noted.
- Actively manage offenders on their case load by motivating them to achieve the activities on their offender plan.
- Assist the case manager to facilitate special meetings if requested, e.g. with family or other agencies to address the offender's needs.
- Attend and actively contribute information and ideas at Right Track Meetings and contribute in practice development discussions.

## Communication

- Actively share information regarding offenders on their case load with other staff that are involved in the management of that offender and also obtain their feedback on the offender.
- Inform the case manager, either by telephone or email of any new needs or concerns identified or any incidents, events or concerns involving the prisoner that may have an effect on the offender plan, e.g.:
  - prisoner is transferred out of the prison
  - prisoner is transferred out of the unit
  - prisoner is subject to a misconduct
  - prisoner is suspected as IDUs or returns positive drug test
  - prisoner receives upsetting news from family, friends, partner etc.
  - prisoner does not attend programmes
  - concerns with behaviour patterns that are starting to develop.

## Change of case officer

The existing case officer will:

- have an informal meeting with the prisoner, covering the following:
  - positive changes that the case officer or others have observed
  - factors that are helping or hindering the prisoner's progress
  - feedback on the prisoner's behaviour, and
  - issues and problems the prisoner may need assistance to resolve.
- record the outcome of this in the file notes
- communicate with the new case officer, unit staff, case manager, and other staff involved in the management of the prisoner about points that are relevant to the prisoner's progress.

The new case officer will:

- meet with, or contact via telephone / emails with the outgoing case officer and the case manager to discuss the offender and offender plan
- have an initial formal meeting with the offender within 10 days of being assigned the case officer
- record the outcome of this meeting in the offender file notes
- perform the duties of a case officer as mentioned above (Roles of a case officer).

**Note:** The case officers should try co-ordinate schedules and conduct the change over of information and meeting with the offender at the same time.

## **File Notes**

A key factor in managing prisoners is how well we record, manage and share the knowledge we have about them. File notes should be recorded as soon as practicably possible after the interaction with the offender. All staff are required to record all relevant interactions when they occur and ensure they are entered onto IOMS as soon as practicably possible.

- It is expected that as a minimum at least two file notes will be entered on IOMS for each offender, every four weeks. One of these must be from the assigned Case Officer, the other from a staff member from the same residential unit.
- Case notes should reflect the situation, what actions and decisions you made and why you came to that decision.

Having accurate and up-to-date information and knowledge assists us in having quality conversations with prisoners and responding appropriately to their needs. This increases the chances of influencing them positively and moving them through the stages of change.

File notes are important in that they are a record of what action staff have taken in respect to a prisoners circumstances and situation.

A good file note contains information about three key things:

### **Circumstances**

- What are the issues that the offender is presenting with? Has anything changed?
- What is the outcome of the offender's current risk assessment? What is this telling you?
- Is there any supporting information to record?

### **Decisions / Actions**

- What decisions have you made?
- What actions have you taken?
- Did you consult with anyone else in making this decision?

### **Rationale / Why you did what you did**

- What were the most important factors you considered when making your decision?
- What outcomes were you trying to achieve by choosing these actions?
- Do you need to review your decision?

Recording plays a vital role in practice. Part of using your professional judgement to make a decision requires you to explain and document your assessment and rationale for every decision made and action taken. It is important when writing and recording a file note it follows the following principles.

### **Up to date**

- Good file notes are completed promptly to ensure readers have the most up-to-date information

### **Understandable**

- Good file notes contain enough information to ensure any reader understands the case.

### **Professional**

- Good file notes contain relevant information about the offender and their management that reflects the professionalism of Corrections staff.

More information can be found in the Recording your decisions Quick Guide in the CPM.

- [A5 Recording Your Practice](#)
- [A3 One Team Recording Your Practice](#)

# Working effectively with Māori

## Objective

To provide you with information about working effectively with Māori offenders

## Context

'To succeed overall we must succeed with Māori offenders'. As Māori make up 51% of the prison population it is critical that we focus on reducing re-offending and improving public safety in a way that is effective for Māori. To this end, staff members with appropriate knowledge and credibility in Māori tikanga and kaupapa have been selected as Māori Practice Leaders. They will support staff to develop or maintain their practice in Māori cultural concepts and principles, through coaching, training and advice.

## Overall Expectation

The overall expectation is that you participate in training, coaching and discussions that result in working effectively with Māori offenders.

## COs, SCOs, PCOs and Custodial Managers

You will achieve this by:

- Participating in training, discussions and/or coaching around working effectively with Māori or 'Working with Others' training. This training focuses on effective communication skills and outlines how our communication content and approach affects others. The course provides a framework for understanding the cultural identity continuum i.e. whether someone is acting from a compromised, notional or positive perspective.
- Increasing awareness of your approach and response in working with others
- Developing the right relationship with Māori prisoners and supporting them to change their offending behaviour. This could include:
  - Developing your own cultural responsiveness and Te Reo
  - Pronouncing Māori names and common words / phrases correctly
  - Establishing and maintaining relationships with Iwi and Community groups
  - Collaborating with external agencies to improve outcomes for offenders

## Māori Practice Leaders

You will achieve this by:

- Facilitating 'Working with Others' and other training that supports staff to work effectively with Māori
- Providing on-going support for staff through coaching, attending Right Track meetings and advice as requested
- Keeping your own knowledge and tikanga up to date e.g. attending training and coaching on Te Ao Māori (Māori world view), the stages of change model and role of Māori Practice Leader
- Receiving on-going support from Māori Services team

## Information

- Useful information on Māori cultural aspects and approaches, manaakitanga and whanaungatanga can be found on Tātou in the CP practice centre at [maori cultural aspects and approaches](#).

# Outline of a Right Track Meeting

## Right Track Meetings

Right Track (RT) meetings are an opportunity to bring together the combined experience of prison staff to focus on moving prisoners through the stages of change. The effectiveness of these meetings depends on the contribution of all prison staff working and interacting with prisoners regularly.

This enables Corrections Officers, Senior Corrections Officers, Case Managers and Health & Employment staff to discuss prisoners – their progress, stage of change and tactics that will help them progress along the change cycle. Other staff, including psychologists, chaplains, probation staff, may join the RT meetings from time to time. The collective knowledge will contribute to this discussion.

## Purpose

- To better understand prisoner needs and their 'stage' of behavioural change
- To inform others about prisoner needs, progress or issues
- To provide bite sized training and reinforcement of good practice
- To develop individual/team practice through inquiry, reflection, listening and feedback.

## Outcomes

- To support positive prisoner behaviour change e.g. supporting prisoner movement through the stages of change and offender plan activities
- To support staff safety, skill development, and professionalism
- To support nationally consistent high quality practice, an offender-centric approach and the principles of security, care and rehabilitation.

## Before the meeting

- Sessions will be planned and run by SCOs – they will notify the cases for discussion and request participant to attend or provide information prior if they can't attend the meeting
- Participants are COs, Case Managers, OE Instructors and Health frontline staff. Others may attend e.g. Probation, Psychologists, Chaplains, Programme Facilitators
- Any training / discussion topics will be delivered or coordinated by the PCO.

## During the meeting

For each meeting a participant takes minutes including the meeting date, attendees / unit, key points (tactics and target) and duration. At each session Case Officers will present a prisoner 'case' including:

- Stating why they want to discuss this case e.g., need help or sharing success
- Present the prisoner's history, behaviours, needs and stage of change. The group may wish to discuss the stage and the SCO will confirm it if required. Offender plan issues, activities and progress may also be discussed.
- Discuss and agree the change tactic(s) (responses and actions) to be applied, their frequency and set a tangible target for the Case Officer and the team. Case Officers will note their tactics, targets and outcomes in online file notes
- Report back on any outcomes from previous tactics / activities that have been applied (follow up)
- Discuss what should be included in the Right Track file note and summarise the stage of change, and tactics to apply. Follow up file notes will include any outcomes achieved and the reason/s for any stage of change movement
- Agree who will present a 'case' at the next meeting

After the case discussion the meeting may also cover:

- Discussion of good practice ideas / examples, suggestions to improve Right Track barriers and the generation of training topics
- Delivery of bite sized training.

### **After the meeting**

- The SCO will review meeting minutes / outcomes and file notes, and plan for the next meeting. This may be in conjunction with their PCO.
- SCOs will use data and feedback to monitor and improve Right Track practice.

# Bite Sized Training

## What is Bite Sized Training?

These are short, one hour sessions that offer prison staff the chance to learn a range of topics in their work environment. They are being built into the longer-term Right Track training programme. These sessions aim to extend the knowledge and skills that are developed in Active Management and Right Track training programmes.

## Why?

Bite size training:

1. Cuts down on staff time / travel costs as training is delivered in short bursts onsite
2. Brings a focused and flexible approach to skills development and provides information in easily- digestible chunks
3. Is tailored to fit specific business/individual needs
4. Avoids information overload
5. Opportunity to apply learning into the work environment soon after the training

## Who?

Bite sized training is provided to staff who have completed Right Track core training to provide greater focus on key aspects of their learning.

## How?

Each bite size module has a Facilitator Guide to support to delivery and activities. Some sessions may have hand-outs and resources to support the learning process. PCOs facilitate these sessions and may be supported by Go2 support people and/or Māori Practice Leaders.

## When?

On an as needed basis.

## Bite sized training guides

Additional training guides will be added as they are developed.

- [Right Relationships](#)
- [Right Track File Notes](#)

# Kia Rite

## ***Related Links***

### Resources

- [Kia Rite Scheduling Process](#)
- [Kia Rite Participant List](#)

## **Kia Rite the Programme**

Kia Rite is a new culturally responsive information and skills training programme designed for wāhine who are new to prison. The programme is designed and delivered by Corrections to help women learn the skills and coping strategies they need during their time in prison. These are skills they can also use when they are in the community.

To assist with skill acquisition, the material in Kia Rite is presented in a sequential manner, and it is largely consistent with existing departmental criminogenic programmes for wāhine (e.g. Short Rehabilitation Programme (SRP-W) and Kowhiritanga). The consistent use of material across programmes is likely to assist with learning, retention, and the generalisation of skills.

Kia Rite consists of 11 sessions which have been designed to run over a three week period (11 sessions, 2.5 hrs per session).

Kia Rite can be delivered as a larger programme or smaller programme. It can also be delivered in a closed or open / rolling format.

It is recommended that risk mitigation strategies are considered prior to any changes in delivery.

Resource: **Kia Rite Information and Skills Training Programme 2018**

## **Eligibility**

Kia Rite has been designed for three separate groups of Wāhine:

Newly arrived:

- On remand (Accused and convicted will be seen in separate groups)
- Sentenced (Low- Medium, Low - Minimum Security)

Existing muster:

- Eligible for MIS programmes and yet to participate in a criminogenic programme
- A Wāhine who has previously attended a Kia Rite programme can attend another programme if there is sufficient space on the programme. Suitability will be determined on a case by case basis
- Wāhine who meet the following criteria are **not eligible** (though they may be eligible for an override): Wāhine who pose an imminent risk of harm (physical and/or psychological) to others or are considered to be at risk of harm from others (physical and/or psychological) may not initially be able to attend. They will be reviewed on a case by case basis by case management in consultation with custodial / programmes staff)

## **Exit Criteria**

- A wāhine may choose to withdraw from the programme at any time. If this occurs they can be rescheduled to participate in another programme if appropriate.
- Misconduct / positive drug test.

## Participant Selection

Upon entry into the women's prison each wāhine is assigned a case manager who will engage in an interview process with them, to assist in either the creation of a 'base plan' (remand) or an 'offender plan' (sentenced).

Kia Rite is a voluntary programme and deemed to be a suitable programme for both plans.

As part of the interview conducted by the case manager, it is expected that a brief screen would be completed to gauge motivation for change, and the suitability of Kia Rite. This should include consideration of responsivity issues e.g., significant mental health issues, drug detoxing, harm to self, harm to others, harm from others etc.). Given the mix of risk levels within remand, the case manager is required to consult with Principal Case Officer of the wāhine' unit, and Principal Facilitator to identify potential risk issues.

Facilitator/s can also meet with case managers and review referral information as required. This is an optional process.

If the wāhine is assessed as suitable, a referral to Programmes can be made using the existing referral process within the prison

All suitable wāhine should have access to a Kia Rite programme within four weeks of being in remand units.

## Principal Corrections Officer Kia Rite tasks

Upon receiving the suitability list from the Scheduler annotate any / all opt-out and advise the Scheduler.

### Opt-out reasons

- Co-offenders cannot attend the same group
- Refused by prisoner - motivation
- Was intoxicated
- Prisoner Illness
- Dangerous to other participants
- At risk of harm by others
- At risk of harm to self
- Previously taken part in criminogenic programme
- Completed Kia Rite

## Right Track Handout 1

### Denial Stage—Signs & Tactics

#### Signs of denial

This stage is typified by refusing to acknowledge the problem, its impacts, benefits of change. They will argue and defend their position.

- Unaware that a problem exists
- Unaware of its impact on others
- No intention of changing
- Denying there is a problem
- Defending current behaviour
- Not interested in help
- Underestimating the pros
- Overestimating the cons

#### Tactics for denial

The CO should listen more than talk, and aim for the prisoner to accept accountability for their own outcomes. Asking open questions and allowing time for contemplation is a valuable tool in this process.

Use short, targeted tactics. The idea here is for them to consider their behaviour, so dropping one idea in and moving away is ideal. Especially because you will see them tomorrow.

These are some tactics for dealing with precontemplative prisoners.

1

##### Reflect/paraphrase their behaviour back to them

- "So you are going to keep taking the drugs then?"
- "Drugs have had a huge effect on your life. You may want to think about it".

2

##### Draw out how the behaviour affects others

- "Is your family more important to you than drugs?"
- "How does your drug use impact on your children?"

3

##### Give immediate feedback on negative behaviour

- "I saw you yelling at Watson you looked like you had lost control" (then walk away).
- "You missed your Foundation Skills course which won't impress the Parole Board."
- "Mate you really lost it then."
- "That's inappropriate to say to me."

4

##### Ask questions to get them thinking

- "You must like prison because you're always here. Is that right?"
- "What do you think will happen if you don't change in, say, five years' time?"
- "What do you lose out on, being in here?"
- "What's the worst thing about being in here?"

5

##### Don't argue

- Ask the simple, rhetoric question and then leave, giving them time to think.
- Disengage if they start to debate.

6

##### Emphasise the benefits of changing behaviour

- "How would your family look at you if you gave up drugs?"
- "I don't have to go home and take on anything."

## Right Track Handout 2

### Contemplation Stage—Signs & Tactics

#### Signs of contemplation

In this stage the prisoner accepts that there are benefits to changing and, just as important, negatives about continuing their offending. They are ambivalent, and are still hesitating between two paths.

- Ambivalent, uses “Yes...but” statements
- Starting to be aware of consequences
- Starting to be aware of the impact on others
- Showing fear/anxiety about the behaviour change
- More open to information
- Thinking “I want to be out of here”
- Weighing up the pros and cons but still gives more weight to the cons
- Sees that society supports positive behaviour

#### Tactics for contemplation

Once again, although we concentrate on verbal tactics, your behaviour in general will have an impact on prisoners who are starting to consider change.

You should still aim to listen more than talk and sometimes you will have to draw them out.

These are some tactics for dealing with contemplative prisoners.

##### 1 When using ambivalent or “Yes...but” statements, draw out the contradictions

- “You say you hate this place and want to get out, but you keep sticking to the lifestyle.”
- “You say you’re giving up drugs, but you just got a positive drug test result.”

##### 2 Starting to be aware of the consequences (respond to this), point out consequences

- Listen & watch body language—respond positively.
- “I’m getting sick of jail. Jail’s changed.” – “Maybe we need to talk.”

##### 3 Starting to be aware of the impact on others (respond to this)

- “It’s really stuffing things up with the missus, me always coming back to jail.”
- Not being sanctimonious, told you so, superior or a dick.

##### 4 Fear/anxiety about the behaviour change (respond to this)

- Listen and watch—then encourage them to talk about their behaviour.
- “What are some things you could change?”

##### 5 Encourage them with access to information

- “What do you need to know?”
- “I’ll talk to the PCO and get back to you...”

##### 6 Encourage them to learn from people who behave in healthy ways

- “Look at East, he seems to have turned his life around.”

##### 7 Show that society supports positive behaviour, stress the positives

- “What happens to the guys who turn their lives around?”

##### 8 Is weighing up pros and cons, still gives more weight to the cons (reduce the cons)

- “Have you tried writing this down?”
- “How likely is that?”

## Right Track Handout 3

### Preparation Stage—Signs & Tactics

#### Signs of preparation

In this stage the prisoner is preparing and making plans to change, have publicly announced they are going to change, is making small steps and finding people and information to help.

- Announcing they are going to change
- Now taking small steps towards positive behaviour
- Actively gathering information on the topic
- Making commitments and planning to change
- Believing in their ability to change
- Finding supportive people
- Substituting negative for positive behaviours
- Worried about failing

#### Tactics for preparation

Once a prisoner is in preparation, your main task is encouragement and support. You should still aim to listen but in this stage you should be a reassurance that their plans can work and that it will be worth it.

These are some tactics for dealing with prisoners in preparation stage.

- 1 Help them actively gather information on the topic (core part of the job)**
  - "Tom knows about that stuff, ask him."
  - "You can get info on that from the health centre."
- 2 Reassure and plan—they're worried about failing**
  - "Let's talk about how you're going to deal with that again."
  - "Do you want to go over your plan once more?"
- 3 Comment on them taking small steps towards positive behaviour**
  - "I have noticed you working towards this, I'm impressed."
  - "So you have decided what you want to do?"
- 4 Support them announcing they are going to change—telling people about the plan**
  - "So you are making the change? Very good."
  - "Heard you are interested in the programme, thought I'd come and talk to you about it."
- 5 Believing in their ability to change**
  - "Of course you can do it."
  - "It'll be a doddle—East had no problem."
- 6 Finding supportive people**
  - "Talk to Tom, he's a mate."
  - "I've seen Joe's parole board letter. Go and talk to him about how to do it."
- 7 Substituting positive for negative behaviours**
  - "I see you have learnt to play chess."
  - "How could you spend all this time you have to make things better for you when you leave?"
- 8 Encourage them to think about how they will feel**
  - "Imagine if you don't have to look over your shoulder all the time."
  - "You won't have to worry about what other people think."

## Right Track Handout 4

### Action and Maintenance Stage—Signs & Tactics

#### Signs of action & maintenance

In this stage the prisoner is involved in making the change, is open to help, is worried about relapse and working out how this can succeed outside the wire.

- Open to help
- Concerned with relapse
- Fighting the urge
- Taking positive steps in several areas
- Avoiding stressful or tempting situations
- Learning ways to deal with stressful or tempting situations when in them
- Enjoying short term rewards

#### Tactics for action & maintenance

In the action and maintenance stage the prisoner's preparation has resulted in change, and he or she is engaged in sticking to the change (or not). Once again the officer's role is encouragement, support and occasional advice.

These are some tactics for dealing with prisoners in the action and maintenance stage.

1

##### Encourage them being open to help

- "We can get PARS / Kaiwhakamana / the Library to help you with this."
- "Let's talk to your uncle about a job when you get out."

2

##### Support them when they are concerned with relapse (or have relapsed)

- "What's the worst that can happen?"
- "When you learned to ride a bike did you give up the first time you fell off?"

3

##### Help them taking positive steps in other areas

- "What are three things you could do to support..." (what they plan to achieve)
- "Once you've finished the programme we can see about your category."

4

##### Help them avoiding stressful or tempting situations and people

- "When do you get into strife?"
- "Who are you with when you get into strife?"

5

##### Get them learning ways to deal with stressful or tempting situations when in them

- "So when you get angry talking to her—what could you do instead?"
- "Take a breath..."

6

##### Enjoying short term rewards

- "Ring your family and tell them."
- "You didn't spend your money on gambling and now you've got money left to buy those biscuits you love"

7

##### Support them with praise and recognition

- "You've done really well."
- "You're doing really well, the lads are all chuffed."

# Recording Your Practice Quick Guide

## Principles for good casenotes:

### Up to date

*Good casenotes are completed promptly to ensure readers have the most up-to-date information*

- Has your casenote been written as soon as practicable after the offender has been seen, a decision has been made or an event has occurred?

### Understandable

*Good casenotes contain enough information to ensure any reader understands the case*

- Is your casenote clear, concise and accurate?
- Does your casenote have enough detail for someone else to understand?
- Does your casenote have accurate spelling and grammar?
- Have you labelled your casenote with an appropriate title and sub-title?

### Professional

*Good casenotes contain relevant information about the offender and their management that reflects the professionalism of Corrections staff*

- Does your casenote differentiate between factual information, observations and opinions?
- Does the tone and language used in your casenote uphold the professional nature of the work Corrections does?

## A good casenote contains information about three key things:

### Circumstances

- What are the issues that the offender is presenting with? Has anything changed?
- What is the outcome of the offender's current risk assessment? What is this telling you?
- Is there any supporting information to record?
- What are the full names and roles of others involved? What has their involvement been?

### Decisions/Actions

- What decisions have you made?
- What actions have you taken?
- Did you consult with anyone else in making this decision?

### Rationale

- What were the most important factors you considered when making your decision?
- What outcomes were you trying to achieve by choosing these actions?
- Do you need to review your decision?

Recording plays a vital role in practice. Part of using your professional judgement to make a decision requires you to explain and document your assessment and rationale for every decision made and action taken.

# Recording Your Practice A One Team Approach

## The scene

Prisoner Paul Jones is on the wing, his Case Officer has noticed he appears agitated and has refused lunch, very out of character for Paul as he is usually fairly easy going. The Case Officer approaches Paul and asks if there's anything wrong. Paul explains he has just spoken to his Mum on the phone. He's very upset as he's been informed he can't stay with his Mum at the family home when he gets released. His parole hearing is in 2 weeks and his release proposal was dependent on his parents as his main support in the community and their address having been approved by Community Probation.

## Key



What am I going to do, Mister?  
If I don't have an address I'll never get parole.

Is there anyone else you could stay with?  
Family or friends?

No, I don't think so. What am I going to do?

Don't worry. I'll speak to your Case Manager and let them know what's happened. While I do that, try and think of somewhere else you could stay.

## Example Case Officer Filenote

Spoke with Paul this morning, he was upset as his parole release address had fallen through. He appears distressed as without an address he feels there is no point going to the board and he will be stuck here, he cannot think of any other options.

Calmed Paul down. Asked him to try and think of anyone else that could provide a place to stay and if he did to let me know straight away. Informed his Case Manager of the change in circumstances and asked him to attend the unit to discuss the situation with Paul. Completed an At Risk Assessment due to Paul's agitated state and previous At Risk history. He was assessed as being not At Risk.

Paul needs a viable address or his application will be declined. Case Management need to be informed of the change to circumstances. An At Risk Assessment completed due to his agitated state and to ensure his safety.

Hi Tony, Jonesy tells me his parole address has fallen through and he's really worried. Any chance you could come and see him?

Thanks, I'll be over later. I'll just give Probation a call first.

Hi Carol, Paul Jones' address for parole has fallen through. I'm just off to see him to see if he's got anywhere else he could stay.

I've been in touch with Probation. Why can't you stay at your Mum's? What happened?

My Grandad has just got out of hospital and needs to be looked after. Mum's only got one spare room so I can't stay there.

Is there anyone else you can stay with?

Well, there's Uncle Wayne, but I only have his cell phone number.

Ok, I'll give him a call.  
[consent to contact form completed]

## Example Case Manager Casenote

Paul has now advised me that he may have another address he can stay at. He cannot remember the address but has given me his Uncle Wayne's telephone number.

Completed a consent to contact form before ringing Wayne. Rang Uncle Wayne and explained the situation and he appears okay to provide support. Contacted Community Probation to inform them of change in circumstances and to arrange a check of the address.

Consent to contact is required when there is a need to contact whanau for re-integrative needs. Probation contacted to inform them of change of circumstances, as they will need to assess the suitability of the address. Without a viable release address a robust release proposal cannot be presented.

I may have another viable address, it's his Uncle. Can you check out his address?

Kia ora Wayne. It's Carol Gabler from Community Probation. I'm ringing about your nephew Paul. I understand you're willing to have Paul live with you if he gets released on parole in 2 weeks. Can I visit you and your whanau and have a chat about what's involved and answer any questions you have?

Okay, I haven't seen Paul in while but he's family so I'm happy to help. But if he plays up he's out!

## Example Probation Officer Casenote

Phone call received from Case Manager Tony, advising that Paul has proposed a new release address with his Uncle Wayne at 57 Brown Street, Petone. Tony has requested that I assess the suitability of this address.

I have contacted Paul's Uncle Wayne who says that although he hasn't seen Paul in a while, he's happy to help out where he can. Home visit arranged for tomorrow at 10am, to discuss the proposal and complete occupant and address checks.

Paul is appearing before the Board in just 2 weeks time. It appears that accommodation will be the only barrier to him being released on Parole, so it is imperative that we get a new address approved as soon as possible to give him the best chance of release.

His Uncle's address is suitable. I met with Wayne there and am satisfied with the accommodation and the support Wayne is willing to offer.

Wayne would like to attend the parole hearing too. I will prepare a memo to the NZPB informing them of the supported change.

Informs prisoner and Case Officer and completes casenotes accordingly

Informs Unit Staff, PCO and completes filenotes accordingly

Completes relevant documentation and completes casenotes accordingly

The casenote examples above are specific to the circumstances/situation happening at that time. It is expected that in most cases, a casenote will be entered in a timely manner following each interaction or as a scenario unfolds.

# Right Relationships with Prisoners

## Maintaining Professional Boundaries

### Expected Outcome

Staff who have contact with prisoners will have 'right' kind of relationships with prisoners.

### What is a right relationship?

In a prison environment two types of relationships are key to influencing a positive change in the prisoner. They are:

- Staff to prisoner relationships
- Staff to staff relationships

This brief module, focuses on the key principles of right staff and prisoner relationships.

Custodial staff have 3 key overlapping tasks and accountabilities to support rehabilitation and to provide care and security of prisoners. This involves holding prisoners securely, working with them to reduce the risk of re-offending, helping to provide safe, well-ordered prisons, and treating prisoners humanely, decently and lawfully.

A well ordered and safe environment is characterised by open, relaxed relationships of mutual respect between staff and prisoners (Pilling 1992:3). The basic principals of good relationships between staff and prisoners are about "knowing, respecting and caring for prisoners as well as other individuals". To successfully work with offenders and to influence a behavioural change, staff do not only have to know the "prison rules" and perform the tasks, but have the knowledge, skills and competencies required in the current prison operating environment. They also recognise the right moment and place to develop a right relationship.

According to Crewe, a researcher, "Staff-prisoner relationships of a certain kind are key to prison quality. Where relationships have the right balance of control and respect almost all aspects of the prisoner experience are enhanced. Staff need to be able to use their authority professionally – with both confidence and care – in order to create decent environments."

UK based research has shown that prison staff deliver what prisoners want through appropriate contact with them. Leibling et al. say that good relationships are developed when prisoners perceive that officers are practising:

**Fairness**

**Respect**

**Justice**

**Order**

Successfully doing this is a balancing act. Our work with prisoners will pose situations which call for prompt and sometimes challenging decisions.

# Right relationships with prisoners

Sometimes tension exists in delivering security, care and rehabilitation and the way we manage this is through right relationships.

The picture below shows the relationship between what prisoners want from the custodial staff.



## Some strategies to manage your relationships with prisoners

- Show respect
- Talk with other staff when you see warning signs
- Don't do favours, like mailing cards, getting money, calling family etc. for the prisoners
- Do not share personal information with prisoners
- Recognise your level of personal stress, and theirs
- Do not ignore inappropriate offender behaviour
- Do not ignore inappropriate staff behaviour
- If you find yourself in a relationship with an offender that makes you uncomfortable, immediately discuss the situation with your manager
- Managers should pay attention to their staff's behavior and advise them if they notice they are spending excessive amounts of time with some offenders.

## References

Crewe, B. Staff-Prisoner Relationships Are Key to Prison Quality. <http://www.sciencedaily.com/releases/2011/05/110517204904.htm>  
Leibling, A, Price, D, & Shefer, G. The Prison Officer (2<sup>nd</sup> Ed). William Publishing. 2011

# File Notes: the key to complete offender information

**Expected Outcome:** Staff will have complete, accurate, relevant, timely information to be able to support prisoners move positively through the Stages of Change

## Value of file notes

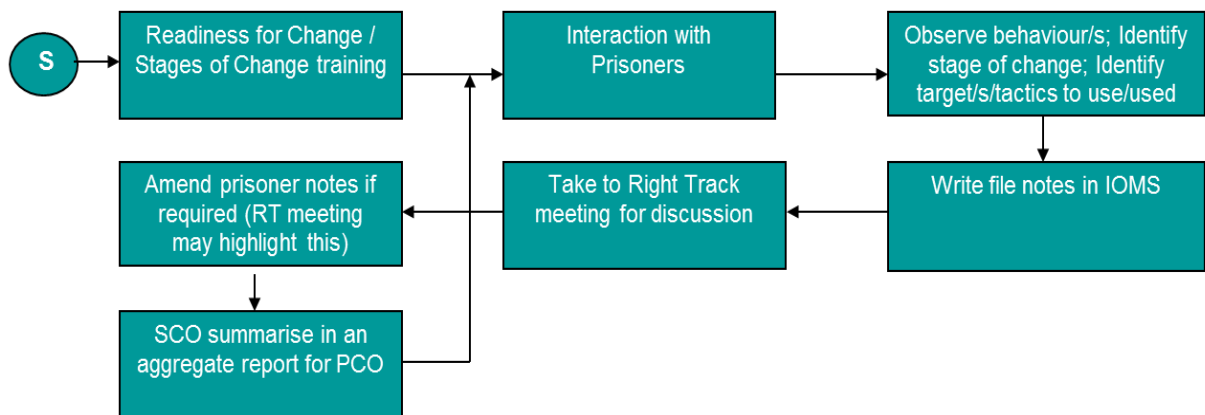
A key factor in managing prisoners is how well we record, manage and share the knowledge we have about them.

Having accurate and up-to-date information and knowledge assists us in having quality conversations with prisoners and responding appropriately to their needs. This increases the chances of influencing them positively and moving them through the stages of change.

## Note taking principles

1	Complete	Cover all the elements (what, when, where, who, why, how, action)
2	Concise	Use short sentences, short, simple words
3	Clear	Keep to facts, use the sequence
4	Correct	Be accurate

## Right Track Prisoner Stage of Change and Tactics notes



## Roles and responsibilities

Who	What
CO, SCO, PCO	IOMS Right Track file note
Health Services, Employment, Case Managers, SCM	IOMS Case Unit file notes

# Right Track Filenotes in IOMS

## How to create the notes

1. Start with your Offender.
2. Select Miscellaneous.
3. Select Offender Notes.
4. Select New.
5. From the title option select Right Track.
6. From the subtitle option select File Notes.

The following screen will come up.

Write your notes here. You may want to copy and paste information from Right Track minutes.



7. Select Save.

**For your next File notes, select new and repeat the process.**

## Kia Rite Scheduling Process

Action	Resources	Notes
Identify and service list in IOMS new arrivals into the Prison within the last 4 weeks prior to programme start	Allocation Database IOMS Search: Reception date Cobra Report	Case Managers may identify prisoners to be added to the Service List. Those transfers coming to attend a programme should not be service listed
Add Prisoners to spreadsheet completing first 6 columns and any relevant comments	Kia Rite Participants List	Can be done daily / weekly
One week before programme start date email spreadsheet to PCO and anybody else identified to receive	Kia Rite Participants List	First thing Monday morning one week before programme start date
Wednesday of that week completed spreadsheet is returned to Scheduler	Kia Rite Participants List	Should be received by end of day Wednesday
Cancel any on IOMS that have an op out reason on the spreadsheet	IOMS Kia Rite Participants List	Select identified op out reason on IOMS when cancelling
Prioritise those identified for the programme	<ol style="list-style-type: none"> <li>1. First time Offender</li> <li>2. New offence offender</li> <li>3. First time to Prison</li> <li>4. Existing Offender</li> </ol>	Update spreadsheet
Transfer those identified to the programme on IOMS as accepted	Kia Rite Participants List IOMS	Identify a couple of backup's if needed
Thursday email Confirmed List with backups to Facilitator and Case Manager	IOMS Participants List	
Programme start date: Facilitator will confirm starters	IOMS	Update IOMS and spreadsheet
Facilitator will advise any transfers, op outs as they occur	IOMS	Update IOMS and spreadsheet
Programme completion APF from facilitator	APF IOMS	Update IOMS and spreadsheet

## Kia Rite Participant List

[illegible]

# Return of prisoner wrongfully released

## *Related Links*

### Legislation

- [Corrections Act 2004, sections 38 and 184](#)

### Forms

- [Notice to return to prison](#)

### Other Links

- [POM IR.06 Incident reporting](#)

The purpose of this section is to manage the return of a prisoner who has been wrongfully released early.

## Reporting wrongful release

1. All incidents of wrongful release identified between the hours of 7:00 a.m. to 9:00 p.m. must be notified immediately through the incident line 9(2)(a) [REDACTED]. If identification of the wrongful release occurs outside these hours, then the incident must be notified from 7:00 am the following morning.
2. In addition to recording the wrongful release incident on IOMS, the prison director (or authorised staff) must:
  - a. Develop a chronology of events to identify where there was a break in the information (i.e. delay in sentence notes, error in warrant, or IOMS) or error that resulted in the wrongful release.
  - b. Complete a manual calculation of the sentence dates.
  - c. Identify all relevant information, including but not limited to:
    - i. Warrants
    - ii. Judges sentencing notes
    - iii. Communications (e.g., emails) between the receiving office and the Courts
3. The prison director (or authorised officer) must forward the above information to the CS Help Desk via email 9(2)(a) [REDACTED].

## Confirmation of wrongful release

1. On receipt of the above information the CS helpdesk must immediately review the sentence dates calculations to determine if the sentence calculation dates provided by the prison are correct.
2. If there are any concerns relating to the legislation (i.e. interpretation and or application) the CS help desk must refer the matter to Legal Services to request an urgent review and advice on the correct sentencing dates.
3. Once the CS help desk has confirmed the sentence dates are correct and it is confirmed that the prisoner has been unlawfully released they must advise the prison director (or authorised staff) to complete the following procedures to manage the return of the prisoner.

## Time to return prison

1. On receiving the advice from the CS help desk to manage the return of the prisoner, staff must complete the Notice to return to prison form.
2. When determining the appropriate date and time for the prisoner to return to the prison staff should only direct the immediate return of the prisoner when there is information that the prisoner presents a risk of harm to the community.
3. If there is no risk to the community the prisoner should be provided between 24 and 48 hours' notice for them to voluntarily return to the prison.

## **Service of Notice for prisoner to return to prison**

1. If the prisoner was released on conditions prison staff should contact the responsible CP Service Centre Manager and request they:
  - a. direct the prisoner attend a meeting at the service centre
  - b. serve the completed Notice to return to prison form on the prisoner, and
  - c. provide a copy with the particulars of service endorsed.
2. If the prisoner was released with no conditions but prison staff have a recent residential address for the prisoner, they should:
  - a. attend the prisoner's residential address
  - b. serve the completed Notice to return to prison form if the prisoner is present, and
  - c. provide a copy with the particulars of service endorsed.

## **Arrest and Immediate return to prison**

1. The NZ Police will be directed to immediately arrest and return the prisoner to prison if:
  - a. the prisoner was released with no conditions, and there is no current address, or
  - b. the prisoner was not present at the last known residential address, or
  - c. the prisoner having been served with the Notice to return to prison form failed to attend prison on the date and time directed
  - d. the prison has information indicating the prisoner presents a risk of harm to the community.

## Notice to return to prison

To [name of prison] PRN: [PRN number]  
of

Address [street address] (street)  
[Suburb] (suburb)  
[Town/City] (town / city) [Post Code] (post code)

You are directed to return to [name of prison / Corrections facility]

[delete the following option that does not apply]

on [week day] the [day] of [Month] [Year] at [time]

or

Immediately, the NZ Police are authorised under section 184 of the Corrections Act 2004 will arrest you and return to [name of prison / Corrections facility].

You were wrongfully released from prison on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (date released) and subsequent to your release the Prison / Corrections facility has:

*[Insert reason for return e.g. "received information that was not previously available from the Court"]*

[Insert reason for return]

your actual sentence release date is \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (actual release date)

[delete following if prisoner subject to direction for immediate return]

If you return to the Prison / Corrections facility on the date and time specified above, you will be released on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (release date)

However if you do not return to the Prison / Corrections facility at the specified time you will be deemed to be unlawfully at large. The NZ Police under section 184 of the Corrections Act 2004 will arrest you and return you to [name of prison / Corrections facility].

The period that you are deemed to be unlawfully at large will extend your sentence date beyond on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (actual release date)

[Signature]

[Name]

[position]

[Date]

- ☐ Copy served on prisoner on \_\_\_\_ / \_\_\_\_ / \_\_\_\_
- ☐ Copy provided to the NZ Police on \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# Kiosk maintenance and cleaning

## Kiosk Maintenance Schedule

At the beginning of each shift the Kiosk should be checked by the SCO or designated officer to ensure that it is clean and functioning, the doors are locked, and the panels and the screen are secure.

The scanner lens should be inspected for evidence of tampering and scratches and cleaned if required.

The scanner lens and Kiosk screen may need to be cleaned periodically throughout the day to perform reliably. Follow this schedule, clean more frequently for high traffic Kiosks, or to clear problems.

### Daily

Inspect scanner lens and touchscreen for evidence of tampering, scratches or chips. Scratches and chips may compromise the integrity of the device.

### Touchscreen Cleaning

Clean the touchscreen using alcohol-free screen cleaner to remove dust build-up, fingerprints, and streaks.

1. Lightly saturate a microfibre cloth with alcohol-free screen cleaner.
2. Gently wipe across the surface of the screen including the perimeter and corners.
3. Allow the surface to dry for a couple minutes.
4. Test the touchscreen in Diagnostics mode to verify proper operation.

**Note:** Do not apply the cleaning solution directly to the screen housed beneath the protective cover. Do not allow excessive liquid to run off the surface. This can cause permanent damage to the equipment. Do not use compressed air as it can force dirt behind the touchscreen.

### Kiosk Locks and latches

- Inspect locks and latches for tampering. Open Kiosk doors and inspect internal area. Look for any contraband items and/or evidence of tampering.
- Check that access doors are operating as intended.
- Check that fixtures to wall and floor are secure and as installed.
- Check all cabling internal to Kiosk is as installed – no damage or tampering.
- Check that the door alarm is operational and activates immediately upon door opening.

### Weekly

#### Kiosk Exterior

1. Lightly saturate a microfibre cloth with an alcohol free cleaner. Gently wipe the exterior surfaces of the Kiosk, particularly the surfaces with high contact levels on the front.

**Note:** Do not apply the cleaning solution directly to the Kiosk body.

### PC Maintenance

The monitor screen, and keyboard should be periodically wiped with a microfibre cloth and a recommend cleaning product.

If there is a fingerprint sensor this should be cleaned with a microfibre cloth after each use.

## Recommended Cleaning Products

Recommended cleaning products can be ordered through SRM from the Staples products catalogue. These are:

- Staples Wet Screen Wipes Re-Order Code: 86756932
- Staples Screen and Keyboard Cleaner Re-Order Code: 10006815
- Staples Microfibre Technical Cleaning Cloth Re-Order Code: 86876584
- Staples Microfibre Glass Cloth Blue Re-Order Code: 19006790