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 Procedure 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. Prescribed circumstances for use of handcuffs and waist restraints

1. 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 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.
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 (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.
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<th>Result</th>
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<td>1x by separates block. 1x PCO office</td>
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<td>Sent to Mr. W. Eider's shop, Approx return 01/02/2014</td>
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<td>4 x storage, 2 x in Management unit</td>
<td>2 x issued to Management unit until further notice</td>
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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.

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

Handcuff units are key retaining in the unlocked condition.

The key retaining mechanism ensures that handcuffs cannot be left unlocked.
The units have 3 position shackle(s) to accommodate wide range of wrist sizes. (locked in first position)

Wrist hole sizes -

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

The inserts reduce the smaller diameter of the wrist hole as follows:

Note: Large insert fits smaller wrists
Applying an aluminium insert into the handcuff unit
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 if required.
3. Ensure all handcuffs and keys issued are correctly recorded, for example; they are assigned to a key tag, or signature or PIN. (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)
2. Stand to the side of the prisoner.

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

4. 

5. 

Photo #18

Photo #19

Photo #20

Photo #21
6.

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.

9.

10. Repeat procedure on the other arm / handcuff unit.

11. Removing the handcuffs is the reverse of the above procedure.

12. Return handcuffs, inserts if used, 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**: 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**: 

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 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.

Note: 6(c)

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.
   Note: [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).
   Note: [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.

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

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. **Note:**

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.

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).
   **Note:**
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:** 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](image)
   **Step 5**

6. Stand to the side of the prisoner and in front of the handcuffed officer.
   **Note:**
7. Apply the second handcuff in same manner to the handcuffed officer's wrist.
Removing handcuffs from a prisoner and officer

1. Stand to the side of the prisoner.
   
   Note: 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).
   
   Note: 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:** 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.
   **Note:**
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:**
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. **Note:**
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

Extended link handcuffs are used:

- **Note:**
- **Note:**

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

Tie-down bed instructions

Tie-down beds are to be used only when alternative means of preventing injury have been considered ineffective or impractical. Alternatives include:

1. placing the prisoner in a "round room"
2. applying handcuffs and / or waist restraints

Tie down beds are only approved for use at:

The prison director's approval must be obtained to restrain a prisoner using a tie-down bed. This approval should be obtained, if practicable, before the prisoner is tied down; otherwise as soon as practicable after the prisoner has been tied down.

Medical advice is needed in every case before the prisoner is tied down. Where possible, this advice should include the possible time that the prisoner may need to be restrained using the tie-down bed. On release, if the prisoner again exhibits behaviour that warrants restraint using a tie-down bed, this is a new restraint case, new approval and advice is required.

Permitted restraints for use with a tie-down bed are:

1. wrist restraints applied to the wrists
2. a torso restraint applied across the chest
3. a torso restraint applied across the thighs
4. a torso restraint applied across the lower legs but not the ankles
5. wrist restraints applied to the ankles if for medical reasons any other form of restraint would be impractical.

Normally, five officers are required; four to restrain the prisoner, and one to apply the restraints. More officers are required in some cases.
Tie-down bed procedure

1. Ensure that alternative forms of restraint have been considered and judged to be ineffective or impractical in preventing injury.
2. Contact the Health Unit for advice from the medical officer on using the tie-down bed. Also, seek advice on using wrist restraints on the prisoner's ankles if it appears that for medical reasons other forms of restraint will be impractical.
3. Inform the prison director, and gain their written approval (IR.02.Form.01 Approval for / report on the use of mechanical restraints) if practicable, before tying the prisoner down.
4. Explain to the prisoner what is about to happen.
5. Dress the prisoner in at-risk clothing.
6. Restrain the prisoner on their back on the bed with four officers (more if necessary) restraining the prisoner's head and limbs at the joints — knees, ankles, shoulders and wrists. Apply no more force than is necessary.
7. Apply the following restraints as necessary:
   a. Apply a torso restraint across the chest, just below the armpits, and running under the arms.
   b. Apply wrist restraints to both wrists.
   c. Apply a torso restraint across the thighs (if required).
d. Apply a torso restraint across the lower legs (if required) but not the ankles.

8. Release the physical restraint (applied at step 6) on the prisoner's joints.

9. Ensure that the restraints are not fitted too tightly. There should be room for one or two fingers between the restraint and the prisoner's skin. Flex the prisoner's limbs to ensure that there is some room for movement.

10. Inform the prison director, and gain their written approval, if this has not yet been done.

11. As advised by the Health Unit, periodically release and flex the prisoner's limbs one at a time.

12. Keep the prisoner under personal observation whenever possible. (Any camera observation is to be considered in addition to personal observation.)

13. Monitor and record:
   a. fluid intake
   b. food intake
   c. visits by staff of the Health Unit
   d. flexing of the prisoner's limbs.

14. For toileting, release the prisoner as necessary. Three staff must attend a prisoner who is released for toileting.

15. Report the use of the tie-down bed to the Visiting Justice using IR.05.Form.02 Notice of the use of a mechanical restraint.

e. Apply wrist restraints to the ankles (if advised by the medical officer). This would be considered as an alternative to a thigh or lower leg restraint.
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 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.

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 to unlock a cell outside the normal hours of unlock.

The unplanned unlock of a maximum security prisoner requires the permission of the **(c)**, unless in an emergency when the **(c)** 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.
   Note: 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. Unlock the lock, turn the handle and remove the key before opening the door.

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

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.

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.
   
   **Note:**

4. Unlock the padlock and remove it.

5. Slide the bolt back to open position.

6. Secure padlock to the bolt in open position.
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.
   
   **Note:**

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 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
- What action you took

Do not copy and paste from other reports.

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.

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 and names need to be written in full. 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) and 9(2)(a) fighting.

I ordered prisoners 9(2)(a) to stop, which they did.

I then moved the prisoners to the programmes room to be interviewed by 9(2)(a)

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) 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 evidence is collected put it 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. Prisoners' 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 or witness. Staff will either be a witness or a victim. Your Role* is also entered.
- 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. (There are time limits for misconducts to be served.)

Incident Components (Incident Categories)

This is completed by either the UM or the PCO. For more information see PSOM Incident response / reporting.

An incident could have multiple components. The components window also has a Roles* box which must be completed for all components / categories.

The IOMS categories must be completed by 12 midday.

Incident Follow up

The UM or PCO usually completes this box.

The follow up is exactly that – deciding what steps are going to be 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, and 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: Prisoner 9(2)(a) returned from A&E at approximately 21.30 hours the same day. A&E treated the prisoner for a minor skin laceration to his right hand. When he returned 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 in the Incident follow up box (IOMS).

Summary

The summary is a brief account giving the main points.

The following in a sample summary, by the I/C.

Prisoner 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.

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.
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 entered unit Tango
20.31 hours; nurse exited unit Tango, nothing to report.
21.00 hours; Security PCO entered unit 5 (document delivered to cell 07 prisoner
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.

An internal search can only 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).

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 sex as the person being searched. 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 PSOM 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/](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](image)

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

Step 5a & b

6.
   a. Turn your head to the left (right).
      Note: Indicate which way you want them to turn. Check the ear closest to you.
   b. 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](image)

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

   ![Step 7b](image)

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

   ![Step 8](image)

**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. a. 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.

b. 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](image)

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](image)

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

![Step 14](image)
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.

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

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
• 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 the prisoner has her period?

At the point where the prisoner is asked to remove her underpants, give her an unopened sanitary pad. The prisoner removes the soiled pad and places it in the sanitary bin within the strip area.

If you are informed of or see a tampon, ask the prisoner to remove the tampon and place it in the sanitary bin. The prisoner is given a sanitary pad as a replacement.

If the prisoner is bleeding heavily or requires the use of the toilet, move the prisoner to the toilet and watch while she removes the inserted tampon and places it in a sanitary bin. The prisoner is then given a clean sanitary pad or tampon.

If the prisoner refuses a request to remove a used sanitary pad or tampon, she 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 otherwise the strip search continues.
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.

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.
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.

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.

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. Look for loose or worn screws. Look inside any cavities where covers can be prised off.
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.

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

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.
**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).

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**Flowchart Description:**

- **Initiate Boss Chair Procedures First Scan**
  - Item detected?
  - Yes: Proceed to next step
  - No: Proceed to next step

- **Prisoner may be permitted to proceed past the Screening Point**
  - Yes: Proceed to next step
  - No: Proceed to next step

- **Allow prisoner to provide explanation and self retrieve item**
  - Item retrieved?
  - Yes: Proceed to next step
  - No: Proceed to next step

- **Undertake strip search**
  - Item retrieved?
  - Yes: Proceed to next step
  - No: Proceed to next step

- **Undertake Second Scan**
  - Second Scan Clear?
  - Yes: Proceed to next step
  - No: Proceed to next step

- **Procedure Completed**
  - Yes: Proceed to next step
  - No: Proceed to next step

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**Notes:**

- Prayers must receive information about the Boss chair, i.e. that it is similar to an airport scanner, is not harmful and can be used if the prisoner has a pacemaker. Prisoners must remain clothed when sitting on the Boss chair.

- If prisoners acknowledge they have a concealed item(s), staff must provide them with the following to assist in them self-retrieving the item:
  - gloves
  - toilet paper
  - wipes, and
  - wash facilities.

- Staff must not physically attempt to retrieve the item. If the item is unable to be retrieved or the prisoner is unwilling to self-retrieve, the prisoner must be segregated (internal concealment) and health services notified.

- Even if the scan is clear the prisoner must be strip searched if the occasion is specified by section 94(7) of the Act as an occasion where a strip search is mandatory.
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.
Using the BOSS chair

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 1) ![Image 2](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 3) ![Image 4](Image 4) ![Image 5](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).

![Image 6](Image 6) ![Image 7](Image 7) ![Image 8](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

1. 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.
2. Two or more red LEDs may glow, indicating that a prisoner is either:
   a. concealing a large object, when the zones are next to each other, or
   b. concealing objects in multiple areas of the body, when the zones are not adjacent.
3. 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:
   a. an intimate body piercing has caused the scanner to indicate
   b. 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

1. 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.
2. 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.
3. 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.
4. If the second scan indicates a concealed metal object, repeat 1, 2, and 3 above.
5. 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

1. If the prisoner does not retrieve the metal object (or refuses to sit on the BOSS chair), this is reasonable grounds for staff to:
   a. conduct a strip search of the prisoner as per PSOM procedures
   b. 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.
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 15 minutes of the start of the lock regime.

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 PSOM 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 / PM) 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)] 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 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.
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 are to provide staff with instructions relating to the use of pepper spray as a tactical option in planned 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 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.
Pepper spray procedures

This process diagram provides a high level view of the pepper spray approval, issue and deployment procedures.

**First Responding Officer**
- **PS.01** Incident resolved?
  - Yes: Incident resolved
  - No: Escalate / Monitor prisoner

**Prison Manager**
- **PS.05** Physical force necessary?
  - Yes: Deploy CAR team (restraints & pepper spray)
  - No: Direct prisoner be monitored, Continue to communicate

**CAR Team**
- **PS.06** C&R team formed and attend incident
- **PS.07** Undertake pepper spray appreciation process
- **PS.08** Is pepper spray suitable to use?
  - Yes: Why no CAR team deployed?
  - No: Pepper spray used?
    - Yes:除非 in area
    - No: Direct prisoner be monitored, Continue to communicate

**Health Staff**
- **PS.09** Staff may draw or use pepper spray

**Authority**
- **IR.02.Rev.01.01** Nonphysical intervention
- **IR.02.Rev.01.02** Minor non-threatening conflict (spontaneous use of force)
- **IR.02.Rev.01.03** Use of Force (s.83 (1) (a) to (6) reasons present)
- **IR.02.04** Approval of planned use of force
- **Reg 123C** Staff may display pepper spray (in a way minimises harm to prisoner)
- **Reg 123C (1)** Staff may draw pepper spray
- **Reg 123C (2)** Staff may display pepper spray (in a way minimises harm to prisoner)
- **IR.02.05** Use of Force - Planned not deployed
- **IR.02.06** Scene preservation

**PS.10** Complete Reporting Requirements (type of incident)
Pepper spray request, approval and procedures prior to use

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

1. Request procedures

1. A corrections officer may request the planned use of force, including the issuing of pepper spray, only after the first responding officer in attendance has determined whether:
   a. other non physical intervention strategies will be inadequate to resolve the incident safely; and
   b. use of force is necessary.
2. A corrections officer must complete a risk assessment to determine whether use of force would be appropriate given the circumstances.

2. Approval process

1. The prison manager (or a delegated authority who has been trained) must consider whether to approve the use of force, including the issuing of pepper spray, only if they have reasonable grounds for believing force is necessary:
   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.
2. The prison manager (or a delegated authority who has been trained) may only issue pepper spray to a corrections officer who has been trained in its use.

3. Procedures prior to use of pepper spray

1. A corrections officer must:
   a. set up a decontamination area
   b. determine whether pepper spray can be used in the area where the incident is occurring, based on cross contamination testing results.
2. Health staff must be available at the decontamination area prior to the pepper spray being used.
Procedures for using 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 of the following conditions apply:
      a. there is a planned control & restraint (C&R) incident
      b. all members of the C&R team are trained and current in C&R and pepper spray
      c. health staff are available at the decontamination area
      d. the prisoner is displaying 'assaultive' behaviour; and
      e. approval to use force, including the issuing of pepper spray, has been given by the prison manager (or delegated authority who has been trained).

   2. The pepper spray will not be used against:

      a.
      b. (c)
      c.
      d.
      e.
      f. (hidden)

   3. Where practicable, seek advice from Health Services on whether the prisoner has any medical conditions that would prevent the use of pepper spray.

   4. 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.

   5. 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.

Note: A detailed description of the use of pepper spray can be found in the approved pepper spray training manual.

2. Procedures after pepper spray has been used

   1. The Incident Supervisor is responsible for ensuring the canister is secured and returned to the locked cabinet once he or she reasonably believes that it is no longer necessary to use force against a prisoner. Note: Ultimate responsibility to direct the return of the pepper spray lies with the person (i.e. the prison manager or delegated authority who has been trained) who directed that pepper spray be issued.

   2. Once the prisoner has been restrained (using approved C&R locks or mechanical restraint) a corrections officer must:
      a. check that the prisoner's breathing has not been severely affected
      b. immediately request medical assistance from health staff before relocating the prisoner if the prisoner has difficulty resuming normal breathing
      c. not leave the prisoner lying face down with their hands restrained behind their back.

   3. When escorting a prisoner to the decontamination area the prisoner must:
      a. be handcuffed behind their back to prevent them touching their eyes and aggravating the effects of the spray (unless for medical reasons it is not appropriate to do so)
      b. not have their faces covered and a spit hood must not be used.

   4. Health staff must be present during the decontamination process to manage any medical emergencies.

   5. Only compliant prisoners will be decontaminated by a corrections officer.

3. De-contamination process

   1. A corrections officer, or any other person, affected by pepper spray or physically injured as a result of the incident, will be seen by health staff if requiring immediate medical attention.

   2. A corrections officer trained in the use of pepper spray is responsible for the decontamination process.

   3. During the decontamination process the prisoner will remain handcuffed, unless health staff request the removal of the handcuffs (i.e. to remove contact lenses, or affected clothing).

   4. If the prisoner's symptoms persist after the decontamination process, a corrections officer should seek further medical assistance from health staff.

   5. Once a corrections officer has completed decontamination, the prisoner must be provided with alternative clothing and an opportunity to shower (if required).
4. 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).

5. Cleaning contaminated areas

1. Cleaning of the contaminated area may only occur if:
   a. the incident will not be subject to an internal review or Police investigation; and
   b. sufficient time has elapsed to allow the area to be adequately ventilated.
2. The cleaners (prisoners) 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. wash all fixed surfaces with soap and water
   d. place all other property exposed to the spray in a plastic bag or box.
3. A corrections officer must label the plastic bag or box as contaminated, and with the date the property is to be returned to the prisoner, and place in secure storage for 10 days.
4. The packing and removal of the prisoner property by the cleaner(s) must be supervised by a corrections officer.

6. 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 overalls to be washed (normal laundry process)
   c. ensure the protective equipment is washed with soap and water, or according to the specific instructions for cleaning the equipment (i.e. respirators and SRBA).

7. 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 Manager and Regional Manager must be informed within two hours.
3. A video recording of the incident must be provided to the National Manager Service Support within 72 hours 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 01 Accident Report Form.
Administrative procedures

1. Training

1. All corrections officers must undergo and complete approved training in the use pepper spray.
2. Corrections officers must undergo refresher training annually.
3. The prison manager (or a delegated authority who has been trained) may authorise the issuing of pepper spray for training purposes to maintain competency levels.

2. Restrictions on carrying pepper spray

1. Only corrections officers trained in the use of pepper spray may carry pepper spray.
2. Corrections officers must not carry pepper spray outside of a prison.
3. A security officer must not carry pepper spray under any circumstance.
4. The prison manager (or a delegated authority who has been trained) may authorise the issuing of pepper spray for transportation purposes outside of prison property.

3. Storage

1. The prison manager must ensure that an administrative system is in place for the storage and issuing of pepper spray.
2. Pepper spray (including inert training spray) must be secured in a locked cabinet and not be exposed to direct light or near heating devices.
3. A pepper spray register must be maintained and recorded:
   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
   h. when the 'live' spray canister was allocated to training; and
   i. when the canister was disposed of.

4. Disposal

1. A pepper spray canister must be disposed of once it has reached its expiry date.
2. Once a pepper spray canister has been used in an incident, the canister must be allocated for training purposes.
3. When disposing of pepper spray, a corrections officer must wear appropriate safety apparel – the minimum is rubber gloves, safety glasses and face mask.
4. The two approved methods of disposal include emptying the contents of the canisters:
   a. into the air in a secure outside environment where there is no risk of contamination to the corrections officer or a third party; or
   b. into a large container of water (e.g. 44 gallon drum). Check for any residual pressure or content by activating the canister under the surface of the water and check for bubbles. This drum can be emptied after an extended period as the pepper spray breaks down after time in the water.
5. Once the canister has been emptied completely, a corrections officer must arrange (and supervise) the canister being crushed at a scrap metal dealer.

5. Transportation

1. Transportation of pepper spray will be in accordance with:
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

Authority

- Personal Protective Equipment Operational Policy - paper for PSMT

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.
Internal Memorandum
Prison Services

To: PSMT

File Reference: Staff Safety

cc:

From: 9(2)(a)

Date: 10 December 2009

Subject: Staff Safety Project – Personal Protective Equipment Operational Policy

For approval

Purpose

1 This memorandum seeks PSMT approval on the operational policies developed for the deployment of batons, spit hoods and stab resistant body armour.

Background

2 On 15 June 2009, the Executive Management Team (EMT) approved the implementation of additional personal protective equipment (PPE) for corrections officers under the following circumstances:

   • Batons
     - Advanced Control & Restraint
   • Stab Resistant Body Armour
     - Planned Control & Restraint
     - Advanced Control & Restraint
     - Vehicle Check Point
     - High Security Escorts
     - External Patrol
     - Dog Handlers
   • Spit Hoods
     - Planned Control & Restraint
     - Advanced Control & Restraint
     - Tie down beds

3 EMT also approved a two stage trial of Oleoresin Capsicum (OC) spray to ensure it meets the needs of the Department.

4 The operational policies were widely consulted on by the following groups and services:

   • Assistant Regional Managers
   • Service Support
• Health and Safety
• Chief Custodial Advisor
• Emergency Preparedness Manager
• Policy, Strategy and Research
• Quality and Business Improvement
• Unions (CANZ and PSA); and
• Legal Services

Operational policies

5 It is not the intention of this paper to cover every aspect of the operational policies, but rather to highlight key areas within each policy that requires further consideration before approval is given.

Batons

6 Batons will only be issued and used by advanced control and restraint teams (ACR). The development of the baton policy (Appendix One) was guided primarily by the current requirements outlined in the Corrections Act 2004 and Corrections Regulations 2005. Two key issues were identified during the development of this policy.

Authority to issue batons

7 Policy and Procedure Manual (PPM) E.02 National Incident Response Policy states that only the Regional Manager may deploy ACR teams. However, Regulation 122 states that only the Prison Manager may authorise the issuing of the baton.

8 It is understood that PSMT has previously made a decision that the delegated authority sits with the regional managers to ensure the correct deployment of ACR teams. It should be noted that operational staff expressed concern that this two tier approach is too time consuming and bureaucratic. A potential delay in deploying ACR teams to respond to an incident may present a heighten level of risk for the department.

9 At present, the baton policy reflects the status quo in that the Regional Manager approves the deployment of ACR teams, and the Prison Manager approves the issuing of batons to ACR team members.

Carrying batons outside of prison

10 Regulation 121 states that batons must not be carried outside a prison by a staff member while performing his/her functions as a staff member in any circumstances. The current structure of ACR teams requires staff to travel to other prison sites when responding to major incidents. This would involve carrying the baton outside of prison, which places the department in breach of the regulations.
11 Legal Services has recommended seeking an amendment of the regulations to allow for batons to be carried outside prisons in the limited circumstances identified above. The regulations could be amended as part of the proposed efficiency and effectiveness legislative changes.

12 In the meantime, the policy explicitly states that the baton may be carried outside prison when responding to incidents at another prison site, but must not be used outside a prison for any reason other than for training purposes.

Spit hoods

13 Cabinet and the Executive Council approved the amendments to the regulations to allow the use of spit hoods by corrections officers. This will come into force on 1 January 2010. The spit hood policy is attached as Appendix Two.

14 Overall the operational policy reflects the recommendations approved by EMT on how the spit hood will be applied, with the exception of spontaneous use of force incidents, and the use of spit hoods on prisoners with a known history of spitting.

Spontaneous Use of Force Incidents

15 The majority of physical altercations between staff and prisoners occur quickly and at times, without warning. A spit hood may be used during a spontaneous use of force incident if the prisoner is spitting, or has a known history of spitting at staff. The spit hood will be applied once the prisoner is under control through wrist locks or handcuffs. This policy position is designed to assist staff with improving the overall management of the incident to minimise the level of cross contamination from blood borne pathogens.

The use of spit hoods on prisoners with a known history of spitting

16 Policy Strategy and Research expressed concern that the cabinet paper only refers to the use of spit hoods in response to incidents where the prisoner is spitting. However, the risk assessment in the policy document permits the use of the spit hood on prisoners with a known history of spitting. Therefore becoming a preventative measure when dealing with a volatile prisoner during incidents such as planned control and restraint. As mentioned above, this policy position is designed to assist staff with improving the overall management of incidents.

Stab Resistant Body Armour

17 The operational policy reflects the recommendations approved by EMT on when the stab resistant body armour (SRBA) will be worn. No significant issues were identified during the consultation phase. SRBA policy is attached as Appendix Three.

18 An SRBA handbook (Appendix Four) has also been developed for corrections staff and will be available on corrnet. This is similar to the approach undertaken by NZ Police during the implementation of their SRBA. The SRBA handbook is designed to provide staff with additional information on the SRBA. It includes:

- explanation on protection level
• hazards
• assembly of the SRBA
• correct fitting and how to adjust the vest
• maintenance/cleaning.

**Oleoresin Capsicum Spray (aka Pepper Spray)**

19 Stage one of the two stage operational trial for pepper spray has been completed. The purpose of stage one was to:
• determine which, if any, ‘standard’ deployment options available in the market place are suitable for Prison Services
• identify the operational risks associated with using OC spray
• identify the health & safety risks associated with using OC spray within the operational environment
• identify appropriate mitigation strategies to eliminate, isolate or minimise any risks identified.

20 The evaluation report is currently being prepared for decision (likely to be February 2010). The outcome of this will determine whether PSMT approves a 12 month operational trial.

**Next Steps**

21 Training on the use of batons has already begun for ACR teams. Once the operational policies are approved, training will commence for spit hoods and SRBA. The four proposed double bunking site will be prioritised to ensure all relevant staff are trained in the use of this equipment prior to double bunking commencing.

22 The procurement process for batons, spit hoods and SRBA has been completed. The batons will be distributed to prison sites once the policies have been approved. Spit hoods will be distributed after the new amendment to the regulations comes into effect on 1 January 2010. The SRBA for the double bunking sites are expected to be delivered prior to 12 February 2010. SRBA for the remaining sites is expected to arrive in early March 2010.

**Recommendations**

23 It is recommended that you:

(a) **Approve** the baton policy  
(b) **Note** the two tier authority required for the deployment of advanced control and restraint teams with batons
(c) **Note** the issue regarding the carriage of batons outside of prisons
(d) **Request** Policy Strategy and Research to review the carriage of batons outside of prison as part of the proposed efficiency and effectiveness legislative changes

(e) **Approve** the spit hood policy

(f) **Approve** the use of spit hoods during spontaneous use of force incidents if the prisoner is spitting or has a known history of spitting at staff

(g) **Approve** the use of spit hoods on prisoner during planned control and restraint, advanced control and restraint and tie down beds if the prisoner has a known history of spitting

(h) **Approve** the Stab Resistant Body Armour policy

(i) **Approve** the Stab Resistant Body Armour handbook

(j) **Note** the completion of stage one of the Oleoresin Capsicum trial and expected delivery date of the evaluation report to PSMT in February 2010
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 Use of force report

Other Links

- POM Incident response / reporting

Authority for policy

- 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

The prison manager 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:

1. there is a serious threat to prison security or to the safety of any person
2. the use of the side handle baton will reduce or eliminate the serious threat
3. other means of reducing or eliminating the serious threat have been or are likely to be ineffective.

The prison manager may also authorise the issuance of batons to ACR members for training purposes to maintain competency levels.

Restrictions on carrying batons

Only an ACR member can carry a baton if:

1. the baton was issued at the direction of the prison manager or delegated authority; and
2. they are certified by Corrections Services in the use of the side handle baton.

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

ACR members who have been issued with a baton may draw and use the baton only if approval by the prison manager has been obtained as part of the intervention plan, unless it is impracticable in the circumstance.
ACR member(s) must use the baton in a way that:

1. is consistent with the training delivered by Corrections Services; and
2. minimises the pain or injury to the prisoner, insofar as it is consistent with protecting prison security or the safety of any person.

Batons are not to be used outside a prison for any reason other than for training purposes.

**Storage of Batons**

The prison manager must ensure that the batons are:

1. securely stored at all times, except when they have been issued to ACR members
2. accounted for at all times by way of an accurate record of when they have been issued and returned
3. in good condition.

**Reporting on the use of batons**

ACR members who use a baton on a prisoner under any circumstances must promptly report the incident as required in the PSOM Incident response / reporting.

All incident reports must include the following information:

1. date, time, and location where the baton was used when responding to an incident
2. name of the prisoner(s) involved (where possible)
3. names of all staff members or others (contractors) involved
4. name of the person who approved the issuing and use of the baton
5. circumstances leading up to the use of the baton that justified its use
6. type of behaviour displayed by the prisoner(s)
7. strategies used by staff members to de-escalate the situation (if applicable)
8. location on the prisoner's body indicating where the prisoner was struck with the baton (where possible)
9. date and time of the prisoner's examination by a registered health professional
10. outcome of the incident, including the details of any injuries to any persons.

The PSOM IR.05.Form.03 Use of force report 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 PS 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)
- 9(2)(b)(ii) and

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.

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.

Disposal of Stab Resistant Body Armour

The disposal of SRBA will be the responsibility of your line manager.

Purchasing of additional Stab Resistant Body Armour

The prison director will determine whether additional SRBA are required. All costs associated with the purchase of additional SRBA will be met by each prison.

If additional SRBA are required, the following steps should be undertaken to determine the correct size:

1. complete Staff measurement sheet;
2. refer to Conversion sheet to determine the correct SRBA size based on the measurement;
3. contact your line manager to confirm the price; and
4. [omitted]

Inspection

Annual inspection of the SRBA will be the responsibility of the prison director.
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WHY SRBA HAS BEEN INTRODUCED

CORRECTIONS IS COMMITTED TO HELPING YOU STAY SAFE AT WORK.

The safety of our staff is of paramount importance for Corrections; our vision is to create a safe working environment where staff and offenders interact without violence.

However, custodial staff work in challenging and often high-risk conditions. They keep the public safe and our prisoners safe. It is important that they are also kept safe.

Stab Resistant Body Armour (SRBA) is a proven piece of protective equipment used internationally by staff working in high risk situations.
HAZARDS

1. DISCOMFORT RELATED TO WEARING SRBA
SRBA increases body temperature in warm conditions.
> Maintain body fluids by drinking water frequently.
> Wear only one layer of clothing under your SRBA
> The more you wear your SRBA the faster your body will adapt.

2. DAMAGED PANELS

3. INCORRECTLY FITTING SRBA
When adjusted correctly there should be a 2.5cm overlap of the panels on each side of the torso to provide full protection.

If a gap appears after adjustment, full protection is not provided. Please inform your manager as properly-fitted SRBA should be requisitioned immediately.
UNIFORM

Epaulettes shall be worn, and name tags and medal ribbons may be worn, but take care that panels are not accidentally punctured.

SRBA shall be worn over shirts and jerseys, but under jackets, raincoats and high visibility jackets.

SRBA is only to be worn while on duty as a Corrections employee.
COMPONENTS

THE FOLLOWING COMPONENTS MAKE UP THE SRBA SYSTEM:

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front and back panels</td>
<td>Layers of Kevlar contained in nylon</td>
</tr>
<tr>
<td>Shoulder panels</td>
<td></td>
</tr>
<tr>
<td>Vest (cover)</td>
<td>One vest (cover)</td>
</tr>
<tr>
<td>Carry bag</td>
<td>One carry bag</td>
</tr>
<tr>
<td>Duty belt</td>
<td>This is your uniform issue duty belt and will be worn with the SRBA</td>
</tr>
<tr>
<td>SRBA user handbook</td>
<td>Hard copy of this booklet.</td>
</tr>
</tbody>
</table>

FEATURES

- Belt loops
- Pockets
- Camera mount
- Shoulder adjustment
- Ventilation system
ASSEMBLY

FITTING THE DUTY BELT

Lay vest flat on table

Open vest and undo four Velcro straps
Slide belt on top of all four Velcro straps and under vest hem

Re-attach all four Velcro straps, ensuring they fit snugly round belt
CORRECT INITIAL FITTING

You will only need to do all these steps the first time. Thereafter you can put your SRBA on by opening one of the front Velcro panels.

*You will need a colleague to help you adjust the Velcro shoulder straps.*

Put vest on.
Ensure the centre of the chest plate is at the centre of your chest.

Sides should overlap by at least 2.5cm and should be at the same height.
Zip up vest.
Undo shoulder zip.
Sit in a chair and get a colleague to adjust the Velcro shoulder strap so it feels firm across the shoulder but your breathing is not restricted.
Do up shoulder zip.
INCORRECT FIT

Incorrectly adjusted SRBA will:

> Restrict movement
> Be uncomfortable
> Make it difficult to get in and out of a car or chair.

Where SRBA is clearly the wrong size, please talk to your manager as you may need to be re-measured and new SRBA requested.

CLEANING/CARE

YOUR RESPONSIBILITY

Staff issued with SRBA must ensure that it is regularly cleaned and maintained in a good state of repair.

INSPECTION

Before cleaning, inspect your SRBA for any broken seams or signs of damage. If you find anything please report it to your manager.

Do not try to repair any damage yourself.

REMOVING PANELS BEFORE CLEANING

Before washing the vest you must remove the front, back and shoulder panels.
CLOTHING

Panels should not be washed, but wiped with a damp cloth.
The vest can be machine washed on a gentle cycle or hand washed in warm water. Do not exceed 30°C.

> Hang to dry. Do not tumble dry.
> Do not dry-clean.
> Do not iron.
> Re-inserting panels: Ensure the covers and panels are thoroughly dry before reinserting the panels with the labels facing the body.
STORAGE

SRBA is an expensive item of safety equipment. If cared for properly it should last a long time.

Correct storage includes:
> Hanging it in the carrier bag
> Laying it flat
> Hanging on coat hangers
  (two or three plastic coat hangers together).

SRBA should be stored on site.

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.
PROLONGING THE LIFESPAN

Further tips for prolonging the lifespan of the SRBA include:

> Closing Velcro fastenings and zips
> Washing the vest reasonably frequently
> Not using bleaches
> Keeping panels away from sunlight
> Keeping panels away from direct heat
> Not immersing panels in water.
RETURN AND DISPOSAL

Without exception, all SRBA must be returned to Corrections when an officer leaves employment with Corrections or stops work as a frontline custodial officer.

Your SRBA belongs to you only for the duration of your employment with the Department of Corrections as a frontline custodial officer.

If you transfer, change positions or go on secondment, it is your responsibility to speak to your manager and return your SRBA to them.
DEPARTMENT OF CORRECTIONS STAB RESISTANT BODY ARMOUR

ACKNOWLEDGEMENT

I acknowledge I have received my SRBA.
I have read this user handbook and understand how to fit and care for my SRBA.
I understand that my SRBA is only to be worn while I'm on duty as a Corrections employee.
I understand I must return my SRBA to Corrections if I leave Corrections' employment or cease to do a frontline custodial role.
I acknowledge I have received:
1. Vest (cover)
2. Four protective Kevlar panels
3. Carry bag
4. SRBA user handbook.

Name:

Position:

Name of prison where issued:

Signed: ___________________________ Date: ___________________________

Note: This acknowledgement shall be filed on the staff member's personal file.
Hazard/Risk Identification, Assessment and Management (Index your problems with your Solutions)

**STEP 1**
Identify Tasks (What do you actually do?)
- What do you do?
- What are the steps/tasks involved?
- What tools/resources do you use?
- Who do you work with? Who comes in to contact with the job?

**STEP 2**
Identify the Hazard (what could go wrong)
- Identify what could go wrong
- What are the specific things that impact on each of the steps identified?
- Are the tools/resources you use a hazard?
- Who could be affected?

**STEP 3**
Assess the level of Risk (how likely and how bad)
- How likely is it that it could go wrong? How bad will it be?
- For each of the hazards: identify how likely it is and how bad it could be.

**STEP 4**
Identify controls (What to do about the risk?)
- Develop Controls
  - For each hazard: decide whether the level of risk is acceptable.
  - If not, explore control options or cease completing this task.

**Review the controls**
- Continuous assessment as to how well controls are working.
- Make assessment as to how often you need to check control is working.
- Add hazard and control to hazard register.

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**Available tools/resources**
- Job Descriptions
- What to do after you ID a hazard
- Risk Matrix
- Hazard Information Sheets
- Hazard Register
- Task Analysis Flow Chart
- H&S DB process
- H&S DB Process
- H&S DB process
- JSA/Task Analysis Form
- H&S Tracker & Information
- External Specialist Advice List
- Workplace guidance
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
- POM IR.05 Form 03 Use of force report

Other Links
- POM Incident response / reporting
- POM IR.02 Incident response

Authority for policy

Approved spit hood

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

- B(C)

Note: No other material is authorised to be used to cover a prisoner’s face to prevent them from spitting.

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 certified in control and restraint.

Where practicable, the prison manager or delegated authority must approve the use of a spit hood before its use by completing the PSOM 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 manager 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 PSOM IR.02 Form.01 Approval for / report on the use of mechanical restraints; and
- inform the prison manager or delegated authority.

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
• Tie down bed

A spit hood may be used during a Spontaneous Use of Force incident as soon as practical if the risk assessment warrants its use.

Risk assessment

If approved by the prison manager or delegated authority, 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 would typically be issued at the same time handcuffs are made available to assist staff manage 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.

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).

For any prisoner required to be restrained in a tie down bed and the use of a spit hood is required, the spit hood must only be used for as short a period as necessary.

Any prisoner required to wear a spit hood must be directly monitored by a staff member at all times.

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 PSOM 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. strategies used to 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 the following forms:

• PSOM IR.05.Form.02 Notice of the use of a mechanical restraint; and
• PSOM IR.05.Form.03 Use of force report

Training

All corrections officers must be trained in the use of a spit hood and associated policy as part of Control and Restraint training.
Corrections officers trained as Control and Restraint 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 manager 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.
On Body Camera - Operating procedures

Introduction

This operating procedure explains how custodial staff should utilise on body cameras. It will ensure a consistent and effective system is adopted across all prison sites.

What are on body cameras?

The On Body Camera 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 on body cameras can furnish benefits such as:

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

Advertising the use of on body cameras

On body cameras 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 on body cameras 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 on body camera and that footage may be used in criminal proceedings. This will be achieved by:

- Posters within residential units, receiving offices and other areas where on body cameras 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 cameras

On body cameras 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 on body cameras is appropriate and allocate to the most appropriate staff.

Issue and return of on body cameras

The Prison Director will decide where and when to deploy on body cameras. Prisons will have robust procedures for the issue and return of on body cameras 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 it records footage

Following the decision to issue an on body camera to an officer, the officer shall be responsible for determining when to record. The cameras have a pre-record 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.

The primary purpose of the on body camera 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 the on body camera. In some situations an incident may escalate rapidly and activation of the on body camera 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 on body camera footage may protect them from malicious complaints. Therefore, if the user is present at an encounter where on body camera can add value the user should record the incident.

Notifying the people being recorded

Upon activation of the on body camera, 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 been made as soon as practicable.

If the recording has started 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.

The use of the on body camera (either in pre-record or full record mode) is not appropriate in the following circumstances (note the list is not exhaustive):

- During the strip searching of prisoners
- During prisoner legal consultations (legally privileged)
- During court procedures (including via AVL)
- During routine medical appointments
- During escorts outside of prison land
Responsibilities

The user of the on body camera will have received instruction in the use of the body cameras prior to any use.

It is responsibility of the on body camera 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 on body cameras. They will ensure that on body cameras are available for use and deployed appropriately in accordance with this policy.

The site lead will:

- Ensure that staff are appropriately equipped with on body cameras where necessary;
- Ensure that on body cameras are accounted for on a daily basis and any missing equipment reported to the Chief Custodial Officer. 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 on body camera 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 cameras 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 on body camera 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. 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.

<table>
<thead>
<tr>
<th>Commencement of duty</th>
<th>While on Duty</th>
<th>End of Duty</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Uplift OBC from docking station.</td>
<td>• Enable 'pre-record' function. Activate OBC if an interaction with a prisoner or visitor may escalate.</td>
<td>• Return the OBC to the docking station and ensure charging process commences.</td>
</tr>
<tr>
<td>• Ensure OBC is attributed to officer through local procedure.</td>
<td>• If practical, inform those present that the OBC has been activated.</td>
<td>• Ensure local log is updated to show the return of the OBC.</td>
</tr>
<tr>
<td>• Ensure OBC is powered up, mounted correctly and lens is aimed correctly.</td>
<td>• When deactivating the OBC, verbally state why the camera is being deactivated.</td>
<td></td>
</tr>
<tr>
<td>• Check battery status.</td>
<td>• If OBC was activated during a significant incident, ensure footage is available for incident debrief.</td>
<td></td>
</tr>
</tbody>
</table>
Corrections Services Emergency Response Manual of Guidance

Related Links

Emergency Management

- Emergency Procedures

Policies

- IR 02 PS Hostage response policy
- CS Tactical options policy and operational guidance

Standard Operating Guidance

- PNT Standard Operating Guidance

Improving Corrections Services response capability

Corrections Services is committed to enhancing capability and has therefore reviewed its systems and process to ensure they are aligned to support continuous improvement.

A key part of this process has been to develop a revised Emergency Response Manual of Guidance and framework to provide guidance to staff to prepare, respond, and conclude an incident or emergency, whether they are a first responder or an incident controller.

The emergency response suite of documents are published on Cornet and can be found at the links on this page.
Site Emergency Response Team (SERT)

Standard Operating Procedures for SERT Intelligence functions

Introduction

SERT teams are trained to take an intelligence-driven approach to targeted and proactive search activity in prisons. This approach works best where teams have developed a strong working relationship with Corrections Intelligence (Intel) and Detector Dog Handler (DDH) teams, and where regular Intelligence briefings are conducted.

All SERT team members should be trained to have a high level of understanding of Intelligence and receive coaching and guidance from the Intel team, especially in the use of the Prisoner Telephone Monitoring System (PTMS).

Intel has four strategic priorities:

- Reducing the influence and impact of gangs
- Enhancing pre-release and transition decisions
- Reducing violence in prisons and the community
- Reducing family violence and enhancing child protection

Priorities that are specific to prison sites, such as contraband introduction and supply, organised criminal activity and networking, are the domain of SERT teams, with the Team Leader taking the lead in tasking SERT team members with monitoring these activities.

By having priorities that align with the Department's outcomes, clients and other stakeholders are better able to understand SERT and Intel's focus and direction. SERT team members need to be mindful when monitoring to collect information on all of the Priorities and not to focus solely on contraband.

Aligning regional collection plans through to the Department's outcomes helps people understand what we are interested in and why we are asking questions — it helps the frontline staff to understand how intelligence fits into the big picture and SERT's part in that.

Intel staff are located in prisons (Intel Unit), Community Corrections sites, and regional and national office. Where practical, the Intel Unit and SERT should be co-located to enhance the relationship between Intel and SERT.

Definition of 'Intelligence-driven'

Intelligence-driven is a "business model and managerial philosophy where intelligence is pivotal to an objective, decision-making framework that facilitates crime and problem reduction, disruption and prevention, through both strategic management and effective strategies that target prolific and serious offenders". This approach applies equally to targeted searching whether it is driven by the Intel Unit or the SERT team.

Intelligence roles

An Intelligence Officer is accountable for the gathering of information to enable the delivery of intelligence to support decision-makers. A large part of their role is building and maintaining relationships – both internal and external. This applies equally to the SERT Team Leader. It is imperative the Intelligence Officer and Team Leader work closely together.

An Intelligence Analyst makes sense of this information by applying various analytical tools and techniques. This allows Intel to interpret the criminal environment within Corrections and then influence the decision-makers – telling them what the problem is, why something needs to be done, and suggesting what action the decision-makers can take.
Intelligence Officers and Analysts are usually co-located and their roles can be interchangeable, with both providing collection and analysis functions, while some sites have only one intelligence staff member.

**Intelligence Support Officers** are based in regional offices and support and assist all Intel staff with various aspects of their roles.

**Phone Monitoring**

Each SERT team member will have access to the Prisoner Telephone Monitoring System (PTMS) as part of their role. They must firstly be authorised to monitor phone calls before monitoring commences, and must abide by the obligations and responsibilities under the Corrections Act (2004). Monitoring should not commence until such time as Intel Unit staff have trained SERT team members in the system's use and have provided awareness training on the legislation relevant to PTMS.

As part of their role SERT team members will produce PTMS Disclosures where relevant. They will be informed and guided by the Intel Unit and via the Tasking & Coordination process about who needs to be monitored, as well as emerging risks. The general rule of thumb for phone monitoring and Disclosures is that "if you listen to a call of interest then you are required to write the Disclosure". Remember that Intel Unit staff are there to assist with this task.

**Tasking and Coordination meetings**

SERT Team Leaders should ensure weekly and 'as required' meetings are held with SERT, the Intel Unit and the Dog team – remember **all activities are to be targeted**.

As a minimum requirement there should be a weekly Tasking and Coordination meeting involving SERT, the Intel Unit and the Dog team.

**Intelligence-driven searching**

The Team Leader role during searching should focus on direction of search activities in cooperation with the Intel Unit and Dog team, and on collecting information of an intelligence value. The following items are of value to the Intel Unit when searching is undertaken:
SERT Team Leaders should actively monitor the level of requests for the team to conduct searches, in conjunction with their manager, and encourage residential unit staff to perform these tasks where appropriate to maintain these core skills amongst residential staff.

**Legal parameters**

Given the nature of the work SERT undertake, especially when gathering information of an intelligence value, managerial oversight is required at all times. Additionally, the manager needs to ensure the focus of the team is aligned with the identified security risks at the site.

Intelligence documents will nearly always have a classification on them and possibly a caveat as well. Explanations of the classification and caveat used will be on the document as will guidance on how the document can be used or forwarded.

SEEMAIL, which often features on intelligence reports, is not a caveat but a security feature to ensure emails are not sent to systems that are not cleared to receive them.

**Collection by SERT**

Information comes from multiple areas known as ‘SandA’ (Sources and Agencies). They can include:

- Staff – custodial, administration and others at the site
- Offenders in the community
- Prisoners
- Members of the public (i.e. via Crimestoppers reports)
- Mail and telephone monitoring
- Corrections systems including IOMS, CARS and COBRA

**Collecting information from staff**
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 here.
Drug identification information

Related Links

Resources

- Drug Index

Introduction

This resource has been developed in line with Operational Intelligence’s focus on drug education and accordingly harm reduction. It contains information relating to drugs, including photographs.

Physical characteristics quick reference drug guide

This resource is based on “physical” characteristics of the drug. It will assist staff to quickly determine the type of drug based on whether an item is:

- plant material
- powder
- liquid
- paper tab
- capsules
- crystals
- pills / tablets

*Please note due to the thousands of different prescription pills available in New Zealand, the Department is investigating whether a designated “prescription” database should be made available. If there is approval for this database this resource will only include all prescription medicine legally available in New Zealand.

This will assist staff in identifying prescription drugs based on their physical characteristics.

Example

Step one: Staff have located dried plant material similar to crushed pot-pouri, as a result of a cell search.

Step two: Staff access the Drug Index and select the “plant” button. A list of common drugs in the form of plant material will appear.

Step three: Staff note that the pot-pouri like plant material has been identified in column four “description” as Cannabinoids.

Step four: There are two procedures in handling drugs, based on the risk of unintentional exposure.

- Standard
  Staff must only use the “standard” handling process if they have identified the type of drug, and the schedule indicates a “standard” handling process.

- High Risk
  If staff are unable to identify the suspicious item as a drug, or the item is either in powdered or liquid (clear) form, they must treat the risk of unintentional exposure as high and implement PS Emergency Response “Suspicious Substance Powder” or “Bio-Hazard Threat” procedures.

Contact us

If you have information, or wish to provide feedback about this document, please contact the National Drug Analyst at the National Intelligence Unit (NIU) in National Office.
**Handling Instructions**

When undertaking a cell, facility or prisoner search, staff must comply with the instructions contained in the Custodial Practice Manual Searching section. Staff must wear latex gloves, have exhibit bags available, and use one of the two handling procedures; which one depends on the characteristics (risks) of the item(s) found.

<table>
<thead>
<tr>
<th>Standard</th>
<th>High Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>risk of unintentional exposure is low. Standard handling procedures apply to plant material, pills and tablets, capsules, and crystals. Carefully place item in exhibits bag (complete exhibits form) and place in exhibits safe as per PSOM S.01 Res.17 Exhibits procedures.</td>
<td>risk of unintentional exposure is high. Staff handling any suspicious powders and clear liquids must comply with the following PS Emergency Response procedures Suspicious Substance Powder or Bio-Hazard Threat. If unintentional absorption does occur, seek medical treatment immediately.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item</th>
<th>Name (Colloquial)</th>
<th>Description</th>
<th>General Information</th>
<th>Hand ling</th>
<th>Picture 1</th>
<th>Picture 2</th>
<th>Picture 3</th>
<th>Picture 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capsules</td>
<td>Cannabis Oil</td>
<td>Street Names: hasH/hashish oil, honey oil</td>
<td>Generally dark in colour and can have a slight brown/green tinge depending on the process used to make it and the quality of the leaf used (can also be a honey, or red colour).</td>
<td>Standard</td>
<td><img src="image1.png" alt="Image" /></td>
<td><img src="image2.png" alt="Image" /></td>
<td><img src="image3.png" alt="Image" /></td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
<tr>
<td>Cannabis</td>
<td></td>
<td></td>
<td>Can be concealed/stored a variety of ways; commonly in capsules or plastic vials. Cannabis oil is commonly made from leaf or cabbage.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Show All*
## Drug Index

### Handling Instructions
When undertaking a cell, facility or prisoner search, staff must comply with the instructions contained in the Custodial Practice Manual Searching section. Staff must wear latex gloves, have exhibit bags available, and use one of the two handling procedures; which one depends on the characteristics (risks) of the item(s) found.

**Standard** risk of unintentional exposure is low. Standard handling procedures apply to plant material, pills and tablets, capsules, and crystals. Carefully place item in exhibits bag (complete exhibits form) and place in exhibits safe as per PSOM 5.01.48 and Exhibits procedures.

**High Risk** risk of unintentional exposure is high. Staff handling any suspicious powders and clear liquids must comply with the following PS Emergency Response procedures if unintentional absorption does occur, seek medical treatment immediately.

<table>
<thead>
<tr>
<th>Item</th>
<th>Name (Colloquial)</th>
<th>Description</th>
<th>General Information</th>
<th>Handling</th>
<th>Picture 1</th>
<th>Picture 2</th>
<th>Picture 3</th>
<th>Picture 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crystal</td>
<td>Methamphetamine</td>
<td>Both a powder and crystal form (note: essentially powder is tiny crystals). Its colour varies from clear, to white and even a yellowish tinge.</td>
<td>Can emit a chemical like smell when being consumed - intensity will depend on how well it was &quot;washed,&quot; or if it has been cut with something it may emit a different colour.</td>
<td>Standard</td>
<td><img src="image1.png" alt="Standard" /></td>
<td><img src="image2.png" alt="Standard" /></td>
<td><img src="image3.png" alt="Standard" /></td>
<td><img src="image4.png" alt="Standard" /></td>
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Drug Index

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**Standard** risk of unintentional exposure is low. Standard handling procedures apply to plant material, pills and tablets, capsules, and crystals. Carefully place item in exhibits bag (complete exhibits form) and place in exhibits safe as per PSOM S.01.Res.17 Exhibits procedures.

**High Risk** risk of unintentional exposure is high. Staff handling any suspicious powders and clear liquids must comply with the following PS Emergency Response procedures: Suspicious Substance Powder or Bio-Hazard Threat. If unintentional absorption does occur, seek medical treatment immediately.

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<th>Item</th>
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<th>Picture 3</th>
<th>Picture 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liquid</strong></td>
<td>Fantasy - GHB (gamma-hydroxybutyrate). Street Names: Date rape drug, easy lay, ever clear, G, gamma 10, gamma OH, grievous bodily harm, great hormones at bedtime</td>
<td>GHB in liquid form is a clear, odourless salty tasting liquid and therefore is hard to detect. GHB can also be in a powder form. (Other names) Georgia home boy, Georgia home brew, naturals, equalade, salty water, liquid E, liquid ecstasy, liquid X, scoop, water and GBH</td>
<td><strong>High Risk</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Liquid</strong></td>
<td>LSD (Lysergic acid diethylamide). Street Names: acid, trips, blotter, ticket, holidays, little squares/squares, lollies, and sheet.</td>
<td>In liquid form it is colourless and odourless (powder white rare has been seized). Can also be soaked into items such as sugar cubes, most common as paper tab</td>
<td>LSD is extremely potent (particularly powder) - risk of unintentional exposure through skin absorption or inhalation is high.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Liquid</strong></td>
<td>Cannabis Oil</td>
<td>Generally dark in colour and can have a slight brown/green tinge depending on the process used to make it and the quality of the leaf used (can also be a honey, or red colour).</td>
<td>Can be concealed/stored a variety of ways; commonly in capsules or plastic vials. Cannabis oil is commonly made from leaf or tobacco.</td>
<td></td>
<td></td>
<td></td>
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### Drug Index

**Handling Instructions**

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Staff must wear latex gloves, have exhibit bags available, and use one of the two handling procedures, which one depends on the characteristics (risks) of the item(s) found.

**Standard**

- Risk of unintentional exposure is low. Standard handling procedures apply to plant material, pills and tablets, capsules, and crystals.
  - Carefully place item in exhibits bag (complete exhibits form) and place in exhibits safe as per PSOM S.01.Res.17 Exhibits procedures.

**High Risk**

- Risk of unintentional exposure is high. Staff handling any suspicious powders and clear liquids must comply with the following PS Emergency Response procedures.
  - If unintentional absorption does occur, seek medical treatment immediately.

<table>
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<tr>
<th>Item</th>
<th>Name (Colloquial)</th>
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<th>General Information</th>
<th>Handling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Tab</td>
<td>LSD (Lysergic or lysergic acid; diethylamine). Street Names: acid, trips, blotter, ticket, holidays, little squares, lollies, and sheet.</td>
<td>LSD is a small tab about 5mm x 5mm (pic. 4). Most common as paper tab, followed by liquid (powder while rare has been seized). Can also be soaked into items such as sugar cubes.</td>
<td>One LSD tab contain about 50 micrograms per dose. LSD is extremely potent (particularly powder) - risk of unintentional exposure through skin absorption or inhalation is high.</td>
<td>High Risk</td>
</tr>
</tbody>
</table>

**Picture 1**

**Picture 2**

**Picture 3**

**Picture 4**
**Drug Index**

**Handling Instructions**
When undertaking a cell, facility or prisoner search, staff must comply with the instructions contained in the Custodial Practice Manual Searching section. Staff must wear latex gloves, have exhibit bags available, and use one of the two handling procedures; which one depends on the characteristics (risks) of the item(s) found.

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<th>Picture 1</th>
<th>Picture 2</th>
<th>Picture 3</th>
<th>Picture 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pills/Tablets</strong></td>
<td>Quetiapine</td>
<td>Round or lozenge shaped, 3 colours and 4 doses available. Peach 25mg, yellow 100mg, white (round tablet) 200mg, and white (capsule) 300mg</td>
<td>Quetiapine is a prescription drug that is considered highly tradeable in Prisons. Please refer to Comet Reference for further descriptions on pills</td>
<td>Standard</td>
<td>Standard</td>
<td>Standard</td>
<td>Standard</td>
<td>Standard</td>
</tr>
<tr>
<td><strong>Pills/Tablets</strong></td>
<td>Quetiapine</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</table>
**Drug Index**

**Handling Instructions**
When undertaking a cell, facility or prisoner search, staff must comply with the instructions contained in the Custodial Practice Manual. Searches section.

Staff must wear latex gloves, have exhibit bags available, and use one of the two handling procedures; which one depends on the characteristics (risks) of the item(s) found.

**Standard** risk of unintentional exposure is low. Standard handling procedures apply to plant material, pills and tablets, capsules, and crystals.

Carefully place item in exhibits bag (complete exhibits form) and place in exhibits safe as per PSOM S.01 RES.17 Exhibits procedures

**High Risk** risk of unintentional exposure is high. Staff handling any suspicious powders and clear liquids must comply with the following PS Emergency Response procedures Suspicious Substance Powder or Bio-Hazard Threat. If unintentional absorption does occur, seek medical treatment immediately.

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</tr>
</thead>
<tbody>
<tr>
<td>Plant Material</td>
<td>Magic Mushrooms</td>
<td>Fungi - toadstools and mushrooms. They can vary in size, and can be wet or dry. Most commonly eaten fresh after being picked, or can be brewed in tea or soup.</td>
<td>Magic mushrooms are most prevalent in damp winter months of May-August. Outside of these months, availability is limited.</td>
<td>Standard</td>
</tr>
<tr>
<td>Plant Material</td>
<td>Synthetic Cannabinoids</td>
<td>Herb-like appearance; has been described as looking like potpourri incense with a herbs like smell, does not smell like cannabis. Currently products on the market are legal in community but not in prisons</td>
<td></td>
<td>Standard</td>
</tr>
<tr>
<td>Plant Material</td>
<td>Cannabis</td>
<td>Available as &quot;head&quot; - flowering head of the cannabis plant and most sought after (sic).</td>
<td>THC is the active chemical ingredient. Cannabis has a significant and detectable odour. When dried leaf has a dull green or brown colour.</td>
<td>Standard</td>
</tr>
</tbody>
</table>
## Drug Index

### Handling Instructions

When undertaking a cell, facility or prisoner search, staff must comply with the instructions contained in the Custodial Practice Manual Searching section. Staff must wear latex gloves, have exhibit bags available, and use one of the two handling procedures; which one depends on the characteristics (risks) of the item(s) found.

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<th>Picture 2</th>
<th>Picture 3</th>
<th>Picture 4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Powder</strong></td>
<td>Fantasy - GHB (gamma-hydroxybutyrate). Street Names: Date rape drug, easy lay, ever clear, G, gamma 10, gamma OH, grievous bodily harm, great hormones at bedtime</td>
<td>Fantasy are also white, colourless, salty, tasting powder and therefore is hard to detect. GHB can also be in a liquid form</td>
<td><em>Other names</em> Georgia home boy, Georgia home brew, nature quaalude, salty water, liquid E, liquid ecstasy, liquid X, scoop, water and GHB</td>
<td>High Risk</td>
<td><img src="image1.jpg" alt="Picture 1" /></td>
<td><img src="image2.jpg" alt="Picture 2" /></td>
<td><img src="image3.jpg" alt="Picture 3" /></td>
<td><img src="image4.jpg" alt="Picture 4" /></td>
</tr>
<tr>
<td><strong>Powder</strong></td>
<td>Methamphetamine - Commonly referred to as &quot;P.&quot; Street Names: crank, crystal, glass, go, go fast, ice, meth, pep pills, shabu, speed and tweak.</td>
<td>Methamphetamine is available as both a powder and crystal form (note: essentially powder is tiny crystals). Its colour varies from clear, to white and even a yellow tint. Can emit a chemical like smell when being consumed - intensity will depend on how well it was &quot;washed,&quot; or if it has been cut with something it may emit a different colour.</td>
<td>High Risk</td>
<td><img src="image5.jpg" alt="Picture 1" /></td>
<td><img src="image6.jpg" alt="Picture 2" /></td>
<td><img src="image7.jpg" alt="Picture 3" /></td>
<td><img src="image8.jpg" alt="Picture 4" /></td>
<td></td>
</tr>
</tbody>
</table>
Cannabis

Drug identification: Cannabis

Introduction

Cannabis\(^2\) (and its derivatives) is recognised as being the most popular illicit drug of choice in New Zealand, both domestically and in the prison environment. Under the Misuse of Drugs Act 1975, the classification of cannabis is in three parts:

- **Schedule 2; Class B**
  Cannabis preparations: that is, any preparation containing any tetrahydrocannabinols, including cannabis resin (commonly known as hashish) and cannabis oil (commonly known as hash oil), produced by subjecting cannabis plant material to any kind of processing.

- **Schedule 2; Class B**
  Tetrahydrocannabinols, except when contained in a Class C controlled drug.

- **Schedule 3; Class C**
  - Cannabis Fruit
  - Cannabis Plant (whether fresh, dried, or otherwise) - that is, any part of any plant of the genus Cannabis except a part from which all resin has been extracted
  - Cannabis seed
  - Cannabis edulis plant

Common street names / slang

There are a significant amount of street names / slang for cannabis. Domestically, some include: dope, dooble, ganja, grass, green, herb, j, jay, Jane, leaf, Mary, Mary Jane, reefer, smoke, stink weed, wacky weed, etc.

Dose and consumption

The most common method of using cannabis is smoking. This includes smoking via hand rolled joints, pipes, bongs, vaporizers, etc.

Hand rolled joints which use cigarette rolling paper is believed to be the most common method in the prison environment (in prison often a joint will be divided into smaller joints known as "racehorses").

Bongs have a water chamber through which the smoke passes before it is inhaled. The water cools the smoke which makes it less irritating and can remove some of the harsh water soluble chemicals.

Vaporisation is one of the more efficient methods of consumption (believed to release the highest amount of THC). Cannabis will be heated over an electric heating element until it boils and vaporises (but below a temperature of which it will ignite). Commercially made vaporisers are also sold in paraphernalia stores, or over the internet.

Cannabis can also be used in baking, most commonly brownies. However, generally this is not an effective means of consuming cannabis, as the THC is broken down by the liver before it reaches the brain, and approximately three times more is required to produced the same high as smoking cannabis.

Of note, when cannabis is smoked, "on average, approximately 20% of THC in a joint is absorbed by smoking. Using a pipe is more efficient than smoking a joint because a smaller amount of THC is lost in the side stream smoke. Approximately 45% of the THC in the bowl of the pipe is absorbed by experienced smokers."

Cannabis oil is generally sold in plastic vials or caps. Oil can be consumed by three primary methods:

1. Placing a small amount of oil onto tinfoil, and holding the foil with something similar to pliers (as the foil can get very hot), and placing a heat source (e.g. lighter, candle) underneath the foil and inhaling the vapour. It can often take heating the oil several times to use up all the oil.
2. Using a tablespoon with a bent handle. The oil can be placed into the "bowl" of the spoon, heated from the bottom and inhaled.
3. Smearing a streak of cannabis oil onto cigarette paper and then rolling a cigarette with the paper.

**Effects of use**

The physical and psychological effects of cannabis vary depending on potency, the amount consumed and the individual. Some of the most common physical effects include: diminished hand/eye coordination, increased appetite, nausea suppression, reddening of the eyes and dryness of the mouth and throat. Also, heat blisters and a thick whitish or green coating may develop on the tongue and back of the throat if cannabis was consumed by smoking.

Psychological effects vary depending on the dose and amount of THC consumed. When smoked, psychological effects are felt at the maximum level in 15-45 minutes and can last from two to six hours. If ingested in food, the effects are felt in 1-5 hours and can last up to 5-8 hours. Some of the more common psychological effects can include: pleasant feelings and euphoria, feeling of relaxation, significant mood changes (highs and lows), hallucinations, trouble focussing / concentrating and learning, possible feelings of anxiety or panic, and impaired short term memory.

**Drug identification**

In New Zealand, there are three main varieties of cannabis available:

1. "Head" refers to the flowering head of a cannabis plant (as depicted in the image below).

   ![Image of cannabis plant](image-url)

   This is the most sought after as it contains the highest level of THC. The highest grade is non-pollinated (i.e. seedless), head of the female cannabis plant. Seeded head is the least desirable.

2. "Leaf" or "Cabbage" is the lowest grade of cannabis and is commonly used to produce cannabis oil.
3. "Hemp" is cannabis that has low THC levels and is grown primarily for industrial uses (e.g. as a source of fibre).

Cannabis has a significant and detectable odour. Plants can grow anywhere from a foot to ten plus feet in height. The most distinctive aspect of the plant is the leaf. A leaf almost always has an odd number of blades (3, 5, 7, 9 or 11) and has a characteristic serrated edge. When dried it has a dull green or brown colour.

Cannabis oil is generally dark in colour and can have a slight brown / green tinge depending on the process used to make it and the quality of the leaf used (it can also been seen in a honey, or red colour). The colour of the oil is no indication of quality.
Additional information - indicators and warnings for staff

As with all drugs cannabis is introduced into the prison environment in a variety of ways. In order to hide its smell, cannabis is commonly wrapped in air tight packaging, and can be concealed in a way which will try and preserve its odour and therefore detection.

Some previous concealments of cannabis in New Zealand prisons include:

Synthetic Cannabinoids

Drug Identification: Synthetic Cannabinoids

Introduction

Synthetic cannabinoids (cannabinoid analogues) are becoming increasingly popular in New Zealand. There are a variety of synthetic cannabinoids available in New Zealand with varied legal status. Some of the more common synthetic cannabinoids available include (but are not limited to): Aroma, Spice, Dream and Kronic.

Legal status

The legal status in New Zealand of the more commonly used synthetic cannabinoids is varied.

Some synthetic cannabinoids currently available have similar chemical structure to THC (tetrahydrocannabinol), the main psychoactive compound in cannabis plants. Accordingly they are controlled under the Misuse of Drugs Act 1975 as a cannabinoid analogue, thus making them a Class C controlled drug.

However, other synthetic cannabinoids have chemical structures different to THC but still trigger the same parts of the brain when ingested, therefore providing the user the same affects as if they were under the influence of cannabis. Due to having a chemical structure different to THC, these cannabinoids are not controlled, and therefore are legal.

The following table highlights which of the synthetic cannabinoids are controlled (illegal) and which are not controlled (legal). As mentioned the chemical structure of synthetic cannabinoids determines whether they are covered by the analogue interpretation in the Misuse of Drugs Act 1975:

<table>
<thead>
<tr>
<th>Controlled (Class C Controlled Drug)</th>
<th>Not Controlled (legal to possess, import, etc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CP-47, 497</td>
<td>JWH-015</td>
</tr>
<tr>
<td>HU-210</td>
<td>JWH-018</td>
</tr>
<tr>
<td></td>
<td>JWH-073</td>
</tr>
<tr>
<td></td>
<td>JWH-081</td>
</tr>
</tbody>
</table>

At the time of writing this report, current intelligence suggests that Spice, Dream, Aroma and Kronic contain JWH-018 and therefore are legal.

Prior to Spice and Dream containing JWH-018, they contained Class C analogues CP-47,497 and HU-210. It is important to recognise that the products themselves (Spice, Dream, Aroma and Kronic) are not controlled, rather it is the analogue that is used in them.

Dose and consumption

The dose can vary according to the user, but the usual dosage for smoking is similar to that of a typical cannabis joint on the street (approximately 0.4g).

Currently, it can be bought for approximately $20 per gram, or $50 for three grams from Head Shops.

Effects of use

When smoked or consumed, synthetic cannabinoids produce a similar high to cannabis, with some users reporting it has given them stronger effects than cannabis.
Drug identification

Similar to cannabis, synthetic cannabinoids have a similar herby / leafy appearance, and has been described as looking like potpourri. However, while the actual product may appear this way, the actual synthetic cannabinoid (e.g. JWH-018, etc) are identified as white powders on their own. Products such as Dream, Spice, Aroma and Kronic have merely been laced with the white chemical powder.

While it is described as having a "herb like," or incense smell, it does not smell like cannabis.

Packaging of Spice, Dream, Aroma and Kronic appear as the following:

<table>
<thead>
<tr>
<th>Spice</th>
<th>Dream</th>
<th>Aroma</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Kronic</th>
</tr>
</thead>
</table>

Additional information – indicators and warnings for staff

The synthetic cannabinoids and products noted above (Spice, Dream, Kronic and Aroma) are currently legal within the domestic market. However within the Prison environment these products are considered contraband and should be seized.

While there currently does not seem to be a "typical" user of these products on the domestic market, there are indications they are more sought after by "younger" users who may be experimenting, or as indicated by medical staff above, by those who are looking for what they believe is a "safer" version of cannabis.
GHB (gamma-hydroxybutyrate)

Drug identification: GHB

Introduction

GHB (gamma-hydroxybutyrate)\(^1\) is a clear, odourless salty tasting liquid or powder which produces sedating effects. GHB has two primary derivatives: GBL (gamma-butyrolactone) and 1,4 butanediol. GBL is a precursor chemical used to make GHB, and similar to 1,4 butanediol converts to GHB in the body. 1,4 butanediol is also a common industrial solvent used in the production of plastics.

Under The Misuse of Drugs Act 1975, GHB and its derivatives are classified as Class B controlled drugs.

Common street names / slang

GHB is most commonly referred to in New Zealand and internationally as “fantasy.”

Other known street names / slang for GHB include: Date rape drug, easy lay, ever clear, G, gamma 10, gamma OH, grievous bodily harm, great hormones at bedtime, Georgia home boy, Georgia home brew, natures quaalude, salty water, liquid E, liquid ecstasy, liquid X, scoop, water and GHB.\(^2\)

1,4 butanediol is also known as “Comma Four,” and “One Four B.”

Dose and consumption

A “standard” dose of GHB is a teaspoon or vial cap full (about 3-5ml). It is generally consumed by dissolving it into a flavoured liquid drink to mask the salty taste (e.g. sports drinks such as Powerade). It can be sold or concealed in eyedropper bottles, glass vials, mouthwash bottles or small squeeze bottles. A large dose of GHB can cause significant and dangerous sedative effects which can last for up to 12 hours.

Effects of use

The initial effects of GHB generally start within 5-15 minutes. The maximum effects are reached within 20-30 minutes of ingestion and can last up to 6 hours.

Physical and psychological effects of GHB vary depending on how much has been ingested. Doses of one gram or less produce alcohol like feelings of relaxation. Doses of one-two grams can include feelings of euphoria, reduced respiration and heart rate, and reduced inhibitions. Larger doses of two to four grams can cause significant interference with speech and motor coordination. Doses in excess of four grams can lead to a lack of consciousness and death.

GBH has historically been popular within the body building community due to its ability to stimulate the body’s production of growth hormones. In addition, due to its sedative and amnesic effects, GHB has been used in sexual assaults. Generally when this happens liquid GHB is added to the drink of the victim which can leads to feelings of severe intoxication or sleepiness. As victims are unconscious during the assaults, details about the offender often remain unknown.
Drug identification and additional Information

Given GHB in both liquid and powder form is odourless, it makes it hard to detect.


2 Ibid
LSD (Lysergide)

Drug identification: LSD

Introduction

LSD (also called lysergide or lysergic acid diethylamine)\(^1\) is a synthetic hallucinogenic drug derived from lysergic acid.

Under the Misuse of Drugs Act 1975, LSD is classified as a Class A controlled drug.

Common street names / slang

Some of the common street names / slang for LSD include: acid, trips, blotter, ticket, holidays, little squares / squares, lollies, and sheet.

Dose and consumption

One LSD tab, on average will contain about 50 micrograms per dose. LSD is almost always consumed orally (by placing a tab on the tongue), although there has been international reporting of LSD being consumed via a small drop into the eye ("conjunctival route").

Effects of use

The effects of LSD will vary from dose-to-dose and person-to-person. An individual’s mental state at the time of use, surroundings and dosage will all play a role in determining if it is a "good high" or "bad trip". Approximately 30-60 minutes after ingestion of LSD the mental effects will begin to occur. The effects peak in 3-5 hours and can wear off within 8-12 hours of ingestion (dose dependent).

![Image: LSD Tabs Can Be Marked with a Variety of Patterns (Source: erowid.org)](image)

As LSD is a hallucinogenic drug often a user will experience a distortion of senses, impaired judgment, vivid hallucinations, and a strong increase in the perception of sound and colour. The effects of LSD can also sometimes be negative for the user, including fear, anxiety and paranoia.

Drug identification

In its original form, LSD is a white powder that is both colourless and odourless. LSD can be used as a powder in tablets or capsules but is also water soluble and is most commonly dissolved into a liquid. Measured amounts of the liquid are often applied to squares of blotting paper / tickets (commonly called "tabs") but can also be soaked into items such as sugar cubes and gelatine. Tabs traditionally measure just over half a centimetre by half a centimetre.
Additional information - indicators and warnings for staff

Image: Example of a Sheet of LSD Tabs (Source: erowid.org)

Staff need to be aware of the risks when handling any suspected drugs. This is particularly relevant to LSD which is extremely potent and there may be a risk of unintentional exposure through skin absorption or inhalation. Even in very small doses, absorption of LSD could be dangerous. If absorption does occur, it is recommended to seek medical treatment immediately.

Magic Mushrooms

Drug identification: Magic Mushrooms

Introduction

"Magic mushrooms" (psilocybe) are mushrooms grown in the wild which consist of hallucinogenic properties (psilocybine) that are found in a number of species of mushrooms.

Under the Misuse of Drugs Act 1975, psilocybine is classified as a Class A controlled drug.

Common street names / slang

Common street names / slang for magic mushrooms include: mushrooms, magic mushrooms, mushies, shrooms, boomers, psilocybes, cubes, liberty caps and blue meanies.

Dose and consumption

Dry mushrooms - recreational doses range from 1-5 grams, depending on the species and individual strength of the specimens.

Wet mushrooms - doses will be approximately 10 times higher (10-50 grams). Similarly, because different species vary in size, the number of mushrooms per gram will also vary.

Magic mushrooms are most commonly eaten fresh after being picked. Alternatively they can be brewed in tea or soup.

Effects of use

Symptoms produced by eating fresh hallucinogenic mushrooms begin to occur within 15 to 30 minutes after ingestion (or from 5 to 10 minutes when prepared in the form of tea or soup). Symptoms persist for up to four to six hours after ingestion.

0-30 minutes - Slight nausea, giddiness (light-headed), abdominal discomfort, weakness, muscle aches and twitches, shivering, anxiety, restlessness, and a numbness of lips.

30-60 minutes - Visual effects (blurring, brighter colours, sharper outlines, longer afterimages, visual patterns with closed eyes). Increased hearing, yawning, sweating, facial flushing. Decreased concentration and attention slow thinking, feelings of unreality, depersonalization, dreamy state and tremulous speech.

60-120 minutes - Increased visual effects (coloured patterns and shapes, mostly with eyes closed). Wave-motion of viewed surfaces. Impaired distant perception. Euphoria, increased perception, and a slowed passage of time.

120-240 minutes - Waning and nearly complete resolution of above effects. Returning to normal within 4-12 hours. Other effects often include: decreased salivation and appetite; uncontrollable laughter; transient sexual feelings and synesthesias (i.e. `seeing' sounds).
Drug identification

There are a variety of species of magic mushrooms which grow wild in New Zealand. Some of these include:

<table>
<thead>
<tr>
<th>Image 1</th>
<th>Image 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psilocybe semilanceata by J.W. King</td>
<td>Psilocybe aucklandii by C.B. King</td>
</tr>
<tr>
<td>Image 3</td>
<td>Image 4</td>
</tr>
<tr>
<td>Amanita muscaria by J.W. King</td>
<td>Known as “blue meanies”</td>
</tr>
</tbody>
</table>

Additional information – indicators and warnings for staff

Magic mushrooms will be most prevalent between the damp months of May-August, which is considered the growing season in Outside of these months, availability is limited.

1 Information on “magic mushrooms” referenced and used with permission from National Drug Intelligence Bureau: Wellington, New Zealand.
Methamphetamine

Drug identification: Methamphetamine

Introduction

Under the Misuse of Drugs Act 1975, methamphetamine\(^1\) is a Class A drug. It is prevalent within the community, and is detected and seized within New Zealand prisons. In some cases, methamphetamine can be immediately addictive, depending on dosage and route of administration due to its effect on dopamine (the neurotransmitter primarily responsible for feelings of pleasure).

Common street names / slang

The most common term in New Zealand for methamphetamine is "P". This is short for "pure" and references the high quality of methamphetamine manufactured in New Zealand.

Some additional street names / slang for methamphetamine include: crank, crystal, glass, go, go fast, ice, meth, pep pills, shabu, speed and tweak.

Dose and consumption

Methamphetamine can be snorted, smoked, taken orally, or injected. Smoking is believed to be the most common method of consumption, followed by injection and then snorting. Methamphetamine is commonly smoked via glass pipe, where it is placed in the bowl of the pipe, a heat source is applied to the outside / underneath of the (pipe) bowl and the vapour is inhaled through the pipe stem.

In addition to being smoked via a pipe, methamphetamine can be placed on aluminium foil where the underside is heated by a lit candle. The vapour from the heated methamphetamine is inhaled through a straw or other tubular device. This is known as "chasing the dragon" or "foiling". When the heat source is removed, the methamphetamine quickly solidifies and can be reused.

It is estimated that approximately an 1/8 of a gram (.125g) is needed to produce a high for users in the beginning, and 1/4 of a gram (.25g) for regular users. One gram of methamphetamine of high purity can be enough for 10-25 hits.

Smoking and injecting can produce a "rush" within 7-15 seconds after ingestion. The intensity and effects are relative to dose and purity and can last 4-12 hours. One of the reasons methamphetamine is so addictive is because users quickly develop tolerance and larger doses are therefore required to achieve a high. This can lead to dependence and heavy / repeated use.

Effects of use

Methamphetamine is a stimulant drug that produces similar effects to those of cocaine (although the effects of methamphetamine last significantly longer). Overall, it relieves fatigue, reduces the need for sleep, increases energy levels and induces both a psychological and physical exhilaration.

Additional effects include: anxiety, aggressiveness, dilated pupils, dry mouth, euphoria, irritability, increased heart rate / body temperature, respiration and blood pressure, jaw clenching, reduced appetite, talkativeness, teeth grinding, paranoia, poor hygiene and violent behaviour.

Methamphetamine use can produce many common visible physical effects, including one commonly known as "meth mouth." This is the deterioration and decay of the users teeth caused by methamphetamine use (as shown in the image below\(^2\)). It creates a build up of acid on teeth from methamphetamine vapours when smoked, decreased saliva production, poor oral hygiene, the desire for sugary carbonated drinks, tooth grinding and jaw clenching.

Chronic methamphetamine users have noticeable physical visible changes to their bodies over a short period of time, including noticeable ageing to their faces (as shown in the two image to the right which highlights a difference of 2.5 years after methamphetamine use\(^3\)).
Chronic use can also lead to delusional, visual and auditory hallucinations and violent behaviour. Long-term high dosage users may experience episodes of psychosis where they feel that bugs are crawling underneath their skin, often referred to as “meth bugs.” Users may cause severe damage to themselves from obsessive scratching, or from trying to dig or cut the bugs out of their skin. This can lead to serious and permanent disfigurations (as depicted in the image below on the left). In addition, injecting methamphetamine users (and injectors of most illegal drugs) can develop what is referred to as “tracks” on their arms (image below on the right). “Tracks” are scars caused from injecting which often relates to the use of unsanitary equipment, leading to infected injection sites.

| Example of "meth bugs" | "Tracks" in the arms of a injecting user |

Withdrawal from methamphetamine can be very difficult due to its high degree of psychological addiction, and for chronic users withdrawal symptoms may occur almost as soon as the high wears off.

**Drug identification**

Methamphetamine is available in New Zealand in both a powder and crystal form (note: essentially powder is tiny crystals). Whether the methamphetamine is in a powder or crystal form, simply relates to how it has been manufactured and the drying process. Typically crystal methamphetamine is imported — local manufacture is not common, due to a loss of product in the refining / conversion process.

If the methamphetamine has dried and appears more “crystal” it can resemble broken pieces of ice or glass. Internationally, crystal methamphetamine / “ice” is believed to be one of the purist forms of methamphetamine. However, in New Zealand, methamphetamine is believed to be of such high quality and purity, that there is no perceived difference between the purity of “ice” and powder.

Methamphetamine can range from being a clear colour, to white and even a yellowish tinge. Depending on the manufacturing process used, methamphetamine can emit a chemical like smell when being consumed. The intensity of a chemical smell will depend on how well it was “washed” by the manufacturer, also if it has been cut with something it may emit a different odour.

In addition to powder and crystal form, methamphetamine has been identified in New Zealand as an ingredient in blended MDMA/ecstasy “mimic tablets,” and being sold in capsule form. In Asia (predominantly the Golden Triangle), methamphetamine is commonly sold in a tablet form where it is combined with caffeine called "yaba."
Additional information – indicators and warnings for staff

Methamphetamine affects all social groups in society, and does not discriminate based on age, sex or socio-economic group.

Methamphetamine is both manufactured in New Zealand via a variety of methods and is imported. The ingredients required to manufacture methamphetamine are readily available, and those with little or no knowledge of chemistry are able to manufacture the drug in a clandestine laboratory ("clan lab"). Due to the interactions of the chemicals, the manufacturing process can be incredibly volatile and dangerous and can lead to explosions and / or fires.

A typical abuse cycle of chronic methamphetamine users may be as follows:

1. Rush - Exhilaration felt when the drug is smoked or injected.
2. High - User feels continued stimulation following the rush. It can last 4-16 hours.
3. Binge - User continues the high by repeated use of meth each time the effects of the previous dose start to diminish. It is possible that the binge may continue without sleep, over a period of 3-15 days.
4. Tweaking - Occurs at the end of the binge cycle. Users may experience paranoia and depression and may exhibit aggressive behaviour. This is the period between the end of the binge and the onset of the crash, and may last up to 24 hours.

   *Note: This is the most dangerous stage of the cycle. Behaviour is unpredictable and there can be violent reactions to any situation which may be perceived by the user as threatening.

5.
6. Crash - After 3-15 days without sleep, the user will collapse from exhaustion, resulting in a deep sleep that can last one to three days.

Some previous concealments of methamphetamine in New Zealand prisons include:

![Methamphetamine in spine of a book](image1)
![Methamphetamine seized on prison grounds](image2)
![Methamphetamine seized from a visitor](image3)


2 [http://www.montanameth.org/](http://www.montanameth.org/)

3 [http://www.facesofmeth.us/](http://www.facesofmeth.us/)
Quetiapine

Drug identification: Quetiapine

Introduction

Quetiapine is a antipsychotic medicine used for the treatment of acute and chronic psychosis including schizophrenia, bipolar disorder, or depressive episodes associated with bipolar disorder. In New Zealand Quetiapine is a prescription drug under The Medicines Act 1981.

Common street names / slang

There are no current known street names / slang for Quetiapine or antipsychotics in New Zealand; however prescription medication can be referred to as “candy,” or “lollies.”

Internationally street names / slang for Quetiapine include: “Suzy-Q” or “Quell.”

Dose and consumption

Quetiapine is available in New Zealand under the brand Quetapel and Seroquel. Quetapel is available in 25mg (peach), 100mg (yellow), 200 & 300mg (white) doses. Seroquel is available in 25mg (peach), 100mg (yellow), 200 & 300mg (white) doses. In prison Quetiapine is administered as both Quetapel and Seroquel.

Legitimate consumption of Quetiapine includes taking a tablet orally or, if needed it can be dispensed from the pharmacist in liquid form. It is possible that prisoners will crush tablets to either smoke or inhale.

Effects of use

Quetiapine can affect mental alertness and most commonly can cause users to become drowsy and tired. For example, it is common for methamphetamine users to use antipsychotic drugs such as Quetiapine to “come down” and help them sleep (this is why the term “downer” is applied to these types of drugs).

Quetiapine can also cause dry mouth, dizziness, upset stomach, weight gain and abnormal dreams / nightmares.

Those who are taking Quetiapine who are not prescribed it or need it for therapeutic means put themselves at risk of having adverse reactions or even overdosing.

Additional information – indicators and warnings for staff

Consequently, it is important that staff are aware of any drug seeking behaviour, possible stand-overs, stockpiling or trading of this medication.
### Types of Quetiapine available in New Zealand

**Brand - SEROQUEL**


<table>
<thead>
<tr>
<th>Dosage</th>
<th>Description</th>
<th>Image</th>
</tr>
</thead>
<tbody>
<tr>
<td>25MG</td>
<td>Peach coloured, round, biconvex, film coated, SEROQUEL 25 engraved on one side and blank on the other, 6mm in diameter.</td>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td>100MG</td>
<td>Yellow coloured, round, biconvex, film coated, 8.5mm in diameter, SEROQUEL 100 engraved on one side and blank on the other.</td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
<tr>
<td>200MG</td>
<td>White coloured, round, biconvex, film coated, 11mm in diameter, SEROQUEL 200 engraved on one side and blank on the other.</td>
<td><img src="image3.png" alt="Image" /></td>
</tr>
<tr>
<td>200MG</td>
<td>White coloured, capsule shaped, film coated, 19mm x 7.62, SEROQUEL engraved on one side and 300 engraved on the other</td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
</tbody>
</table>

**Brand - QUETAPEL**


<table>
<thead>
<tr>
<th>Dosage</th>
<th>Description</th>
<th>Image</th>
</tr>
</thead>
<tbody>
<tr>
<td>25MG</td>
<td>Peach coloured, round, biconvex, film-coated tablets, 5mm in diameter and engraved Q on one side.</td>
<td><img src="image5.png" alt="Image" /></td>
</tr>
<tr>
<td>100MG</td>
<td>Yellow coloured, round, biconvex, film-coated tablets, 8.5mm in diameter and engraved Q over 100 on one side.</td>
<td>NO IMAGE AVAILABLE</td>
</tr>
<tr>
<td>200MG</td>
<td>White coloured, round, biconvex, film-coated tablets, 11mm in diameter and engraved Q over 200 on one side.</td>
<td>NO IMAGE AVAILABLE</td>
</tr>
<tr>
<td>300MG</td>
<td>White coloured, capsule-shaped (19.0mm x 7.5mm), film coated tablets, engraved Q breakline 300 on one side. The opposing side is plain except for the breakline.</td>
<td>NO IMAGE AVAILABLE</td>
</tr>
</tbody>
</table>

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

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

![The New Zealand Flag](image)

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 feely, 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.

![Diagram of flag being folded](image1)

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

![Diagram of flag being folded](image2)

3. Bring the ends together.

![Diagram of flag being folded](image3)

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

![Diagram of flag being folded](image4)

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

![Diagram of flag being bundled](image5)

**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.
Maori flag display protocol

Displaying the Maori 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 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 flagpoles, 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 Maori 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 Maori 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. They 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) 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
- Coronal 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's staff will appear in relates to enquiries (inquests) into deaths in custody.
- Prisoner property claims

Disputes Tribunal
- Criminal summary (and trials) jurisdiction - primarily relates to offences committed by prisoners in prisons.

District Court
- Serious misconduct resulting from employment investigations
- Criminal primarily relates to offences committed by prisoners in prison. Civil Jurisdictions - Judicial Reviews investigations into lawfulness of procedures

Employment Court

High Court

Supreme Court

Court of Appeal

Tribunals and Authorities

- ACC Appeal Authority
- Copyright Tribunal
- Customs Appeal Authority
- Deportation Review Authority
- Human Rights Review Tribunal
- Land Valuation Tribunal
- Liquor Licensing Authority
- Social Security Appeal Authority
- Taupou Local Fisheries Tribunal
- Taxation Review Authority
- Trans Tasman Occupations Tribunal
- Weatheright Homes and Tribunal
- Lawyers and Conveyance Disciplinary Tribunal

- Arbitration Supervisory Committee
- Criminal Justice Assistance Remuneration Scheme
- Student Allowance Appeal Authority
- Victims Special Claims Tribunal

District Courts - Youth, Summary, Family & Civil

No Right of Appeal

Court of Appeal

Maori Appellate Court

Maori Land Court

Coroners Court

Tribunals and Authorities

- Birdlings Flat Land Titles Commissioner
- Disputes Tribunal
- Immigration Advisers Complaints and Disciplinary Tribunal
- Motor vehicle Disputes Tribunal
- Second-hand Dealers and Pawnbrokers licensing Authority
- Tenancy Tribunal
- Weatheright Homes and Tribunals (<$200,000)

*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.
1. The Bench - this is where the judicial officer sits (e.g. Judge, or Coroner). The judicial officer may ask you questions.

2. The Court Clerk - this person provides administrative support to the judicial officer. This person administers the oath, affirmation, or declaration when you appear as a witness.

3. The Witness Box - this may be a special box that you step into or it may simply be a table.

4. This is the area of the Court or Tribunal where lawyers sit. The front left table (or the right hand side of the Judge) is reserved for the Crown Solicitor or Police Prosecution. The defence may sit on the opposite side or behind the Crown, or Police Prosecutor.

5. The Jury Box - this may appear in the room but will only be used for criminal trials.

6. Press Bench - this area is usually reserved for the press, but may also be used by probation officers, or other person(s) who provide assistance to the Court or Tribunal.

7. The Dock - this may be in the room but will only be used for criminal trials.

8. The Public Gallery - this area is available to the public, family, and other person(s) with an interest in the hearing.
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
- Request for exemption from CS policy or procedure

Resources
- Exemption Procedure Flow Diagram

Policies
- Report to AGM on Exemption Process

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

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

Initial Review of Non-compliance

1. 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.
2. 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:

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

3. 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:

<table>
<thead>
<tr>
<th>Type of procedures</th>
<th>Purpose</th>
<th>TOL*</th>
<th>MIT**</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeping Communities Safe</td>
<td>Procedures to manage prisoners safely and securely outside the wire - High risk due to proximity of prisoner to the public</td>
<td>Low</td>
<td>High</td>
<td>Exemption – Not to use waist restraints for moving High security prisoners between sites.</td>
</tr>
<tr>
<td>Safety of the Person(s)</td>
<td>Procedures designed to reduce risk of assault / self harm</td>
<td>Low</td>
<td>High</td>
<td>Exemption – to extend the time to complete immediate needs assessment from 4 hours to 8 hours</td>
</tr>
<tr>
<td>Security of the Prison</td>
<td>Procedures designed to stop escapes and reduce the entry on contraband</td>
<td>Low</td>
<td>High</td>
<td>Exemption – not to undertake night time perimeter checks.</td>
</tr>
<tr>
<td>General Entitlements</td>
<td>Legislative mandatory entitlements</td>
<td>No</td>
<td>N/A</td>
<td>Access to telephone, visits, property, library, and complaints process, etc.</td>
</tr>
<tr>
<td>Discretionary Entitlements</td>
<td>Discretionary – not mandatory</td>
<td>N/A</td>
<td>No</td>
<td>Optional activities – e.g. Whanau Days - not required to be provided</td>
</tr>
</tbody>
</table>

* 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.
To | The National Commissioner
---|---
Title | Decision on Request for Exemption from *insert POM reference* procedures

**Author Sign-off**

<table>
<thead>
<tr>
<th>Author</th>
<th>P(2)(a)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Director Quality and Performance</td>
</tr>
<tr>
<td>Signature</td>
<td>Extn 68708</td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

**Consultation**

- [x] Chief Custodial Officer
- [ ] [insert name and region] Regional Commissioner
- [ ] Legal Services *[delete if not applicable]*

1. The Prison Manager of *[insert name of prison]* has requested an exemption from POM *[insert POM reference]* procedures dated *[insert date]* [refer Attachment One].
2. The *[insert name and region]* Regional Commissioner supports the request.
3. The Chief Custodial Officer recommends that the request for exemption be
   - [ ] Declined
   - [ ] Referred to Legal Services
   - [ ] Approved
   The reasons for the Chief Custodial Officer recommendation is contained in Part C of the Request for Exemption from CS Policy or Procedure.
4. Legal Services have advised that *[Complete only if referred to legal]*

**Decision**

The National Commissioner has declined / approved *[delete one]* the request for exemption. *[delete following if request declined]*

- [ ] The exemption will lapse after a period of *[insert time exemption applies]*.
- [ ] The alternative procedures contained in part A of Attachment One will apply during the period the exemption applies, and / or
- [ ] The additional conditions recommended by the Chief Custodial Officer contained in part C of Attachment One will apply during the period the exemption applies.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
REQUEST FOR EXEMPTION FROM CS POLICY OR PROCEDURE

Part A – Prison Director’s Request

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

[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: ____________________________________________
Internal Memorandum
Prison Services

To: 9(2)(a)  
From: 9(2)(a)  
File Reference:  
Date: 28 October 2011

Subject: New Exemption Process

For your approval

Purpose
1 This memorandum seeks your approval for a new exemption process to manage those occasions where prisons require exemptions from national policy and procedures.

Background
2 A request was received from the Manager Quality, Business and Improvement (QBI) for Service Support to review the current exemption process, and to identify where these procedures could be improved.

3 Service Support reviewed the existing exemption process, forms, and resources. This review included reviewing the fifteen most recent requests for exemptions. The review identified that there were only three reasons for prisons requesting exemptions:
   o environmental reasons – physical impediment to complying
   o resource availability – staff or other resources
   o policy – compliance is either inefficient or in effective.

4 Service Support identified that an exemption request should only occur once the prison manager is satisfied that an alternative process will be more effective, or more efficient, than the national policy and procedures.

Development of New Exemption Procedures
5 The first stage of the development process was to map the preferred process (refer attachment one) and identify the key areas. The review and mapping process identified four key areas:
   o identification of the type of exemption
   o justification for an exemption (use of problem solving model)
   o risk mitigation (understanding type of procedures and the Department’s tolerance to the risks), and
   o the terms of exemption.

6 The second stage was to develop a process that incorporated these four key areas, and develop a tool to both manage the process, and ensure prison managers addressed these key areas. This resulted in the following:
- PS Policy and Procedure Exemption Procedures (refer attachment two), and
- Request for Exemption of Prison Service Policy and procedures (refer attachment three).

**Feedback from Prison Managers**

7. The feedback from the prison managers was very positive, with only three concerns raised.

8. The first concern related to there being no provision for exemptions to be approved immediately. It was determined that it was not necessary as the process is not time sensitive, and that any request received would be dealt with in appropriate time reflecting the urgency of each request.

9. The second concern related to prison managers implementing unsafe alternatives. This is a performance issue, and not a procedural issue. Unfortunately procedures cannot fully mitigate the risks associated with poor decisions. However this risk has been minimised due to each request being reviewed both at a regional and national level.

10. The final concern related to whether the QBI Manager should recommend, rather than direct prison managers to reconsider their options. Service Support accepts "recommend" is more appropriate and the drafts have been amended to reflect this.

11. The prison managers' feedback is Attachment Four to this memorandum.

**Review by Quality and Business Improvement Team**

12. The draft procedures and resources were forwarded to QBI business team to review and provide feedback.

13. QBI tested the draft procedures with a request for an exemption received from a prison, and were satisfied that the draft procedures and tools effectively managed the process. QBI raised a number of issues that have subsequently been addressed.

14. Service Support has also developed an electronic register modelled on the form, allowing QBI to simply cut and paste the relevant data. The register will also alert QBI staff of any request that is within four weeks of lapsing, allowing sufficient time for QBI to notify prison managers, and prison managers then to apply for an extension (if required) before the exemption lapsed.

**Recommendation**

15. It is recommended that you:

   Approve the new exemption procedures and related resources and direct they be published in the Custodial Practice Manual.

   Yes / No
<table>
<thead>
<tr>
<th>I support the process as outlined and consider it to be a very user friendly and practical tool. The only very minor issue I could see is whether the QBI Manager could &quot;direct&quot; a prison manager (as is written in the proposal) to consider alternative options, or whether they should rather &quot;recommend&quot; that the prison manager reconsiders?</th>
</tr>
</thead>
<tbody>
<tr>
<td>All good - The only thing is there does not appear to be any provision if there is something that needs to be exempt immediately</td>
</tr>
<tr>
<td>Looks a lot better than the last process. Seems a little strange, the flow chart suggests problem solving where alternatives are developed and implemented, (mitigation), if the issue could be mitigated why would we be requesting exemption. I would suggest that yes, identify and define the problem, gather information and develop alternatives, (options) are all good, however if no suitable alternative can be found move on. Taken literally the problem solving model in the flowchart may see someone implement an unsafe alternative</td>
</tr>
<tr>
<td>From our perspective it looks a good process - clearly outlined and easy to follow. Will be good to see it finalised.</td>
</tr>
<tr>
<td>No issue with any of the documentation. The process is clearly defined and makes sense, which is a miracle in itself</td>
</tr>
<tr>
<td>Nice and simple</td>
</tr>
<tr>
<td>The processes outlined are good in that there is an onus on the site and regional management team to explore alternatives prior to applying for an exemption. There are logical steps to be taken in deciding if an exemption is the best option. If an exemption is applied for there will be a consistent approach taken nationally. All sites will use the same processes and application model. The proposed PSOM amendment is well drafted and presented and the flowchart gives sites a good tool to explore any issue that may arise that presents as a difficult process to comply with, in essence it makes the site interrogate their</td>
</tr>
<tr>
<td>We have no issues with the process being proposed</td>
</tr>
<tr>
<td>Seems reasonable and practical in its approach</td>
</tr>
</tbody>
</table>
Right Track Information

- Introduction
- Stages of Change
- Right Track Framework
- Coaching and Practice Leadership
- Case management in prisons
- Working effectively with Maori
- 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 Maori 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. SCO’s 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 Handout 1 Denial—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.

<table>
<thead>
<tr>
<th>1. Unaware that a problem exists</th>
<th>2. Unaware of its impact on others</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. No intention of changing</td>
<td>4. Denying there is a problem</td>
</tr>
<tr>
<td>7. Underestimating the pros—not aware of doing it</td>
<td>8. Overestimating the cons—not aware of doing it</td>
</tr>
</tbody>
</table>

Tactics for denial
The C.O. 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 the tactics for dealing with precontemplative prisoners (not in any particular order).

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. 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?"

3. Draw out how the behaviour affects others (once you’ve found out)

   - "Is your family more important to you than drugs?"
   - "How does your drug use impact on your children?"

4. Don’t argue

   Ask the simple, rhetoric question and then leave, giving them time to think. Disengage if they start to debate.

5. 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."

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 toke on anything."
Right Track Handout 2 Contemplation—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.

1. Ambivalent, uses “Yes…but” statements
2. Starting to be aware of consequences
3. Starting to be aware of the impact on others
4. Showing fear/anxiety about the behaviour change
5. More open to information
6. Thinking “I want to be out of here”
7. Weighing up the pros and cons but still gives more weight to the cons
8. 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 the tactics for dealing with contemplative prisoners (not in any particular order).

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 tested I.D.U.”

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. Show that society supports positive behaviour, stress the positives

   “What happens to the guys who turn their lives around?”
   “It might be some work, but you keep those skills for life…”

7. Encourage them to learn from people who behave in healthy ways

   “Look at East, he seems to have turned his life 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?”

9. Use the decision grid (weigh up pros & cons, positives & negatives)

See Job Aid “The Decision Grid” (OMM.1.JA1) for an example of the layout of the form.
Right Track Handout 3 Preparation—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.

<table>
<thead>
<tr>
<th>1. Announcing they are going to change</th>
<th>2. Now taking small steps towards positive behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Actively gathering information on the topic</td>
<td>4. Making commitments and planning to change</td>
</tr>
<tr>
<td>5. Believing in their ability to change</td>
<td>6. Finding supportive people</td>
</tr>
<tr>
<td>7. Substituting negative for positive behaviours</td>
<td>8. Worried about failing</td>
</tr>
</tbody>
</table>

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 the tactics for dealing with contemplative prisoners (not in any particular order).

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."

9. Planning to change—use the decision grid

   See Job Aid “The Decision Grid” (OMM.1.JA1) for an example of the layout of the form.
**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.

<table>
<thead>
<tr>
<th>1. Open to help</th>
<th>2. Concerned with relapse</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Fighting the urge</td>
<td>4. Taking positive steps in several areas</td>
</tr>
<tr>
<td>5. Avoiding stressful or tempting situations</td>
<td>6. Learning ways to deal with stressful or tempting situations when in them</td>
</tr>
<tr>
<td>7. Enjoying short term rewards</td>
<td></td>
</tr>
</tbody>
</table>

**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 the tactics for dealing with prisoners in the action and maintenance stage (not in any particular order).

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."
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

Maori Practice Leaders

As Maori 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 Maori. To this end, staff with appropriate knowledge and credibility in Maori tikanga and kaupapa will be selected as Maori Practice Leaders at each site. They will support staff to develop or maintain their practice in Maori cultural concepts and principles, through coaching, training and advice. The role of Maori Practice Leaders is to support prisons staff and managers to work effectively with Maori offenders by:

• Facilitating ‘Working with Others’ and other training that supports staff to work effectively with Maori. ‘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 Maori (Maori world view) and Te Ao Hurihuri (modern world view)
• Participating in on-going coaching from the Maori 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 filed 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 practically 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 practically 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
**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.
- Understandable: Good casenotes contain enough information to ensure any reader understands the case.
- Professional: Good casenotes contain relevant information about the offender and their management that reflects the professionalism of Corrections staff.

- 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?
- 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 subtitle?
- 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.

Example Case Officer F delicacy
Spoke with Paul this morning. He was upset as his parole release address had fallen through. He appears disheveled with no address he feels is right going to the board and he will be stuck here. He cannot think of anywhere else he could stay.

Example Case Manager case
Paul needs a viable address or his application will be declined. Case Management need to be informed of the change and circumstances. An All Risk Assessment completed due to his eligible state and to ensure his safety.

Example Probation Officer casenote

Kia ora Wayne. It's Carol Golder from Community Probation. I'm ringing about your nephew Paul. We understand you are willing to have Paul live with you if he gets released on parole in 2 weeks. Can't visit you and your nephew and have a chat about what's involved and answer any questions you have?

Paul's address has just got out of hospital and needs to be looked after. Mum's got only one spare room so I can't stay there.

Ok, I'll give him a call. (ponent to contact form completed)

Phone call received from Case Manager Tony, advising that Paul has his proposed new release address with his Uncle Wayne at 87 Brown Street. Police, Tony has requested that I assess the suitability of this address.

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. If so we need to 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 NZPS informing them of the supported change.

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.
Working effectively with Maori

Objective

To provide you with information about working effectively with Maori offenders

Context

'To succeed overall we must succeed with Maori offenders'. As Maori 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 Maori. To this end, staff members with appropriate knowledge and credibility in Maori tikanga and kaupapa have been selected as Maori Practice Leaders. They will support staff to develop or maintain their practice in Maori 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 Maori offenders.

COs, SCOa, PCOs and Custodial Managers

You will achieve this by:

- Participating in training, discussions and/or coaching around working effectively with Maori 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 Maori prisoners and supporting them to change their offending behaviour. This could include:
  - Developing your own cultural responsiveness and Te Reo
  - Pronouncing Maori names and common words / phrases correctly
  - Establishing and maintaining relationships with Iwi and Community groups
  - Collaborating with external agencies to improve outcomes for offenders

Maori Practice Leaders

You will achieve this by:

- Facilitating ‘Working with Others’ and other training that supports staff to work effectively with Maori
- 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 Maori (Maori world view), the stages of change model and role of Maori Practice Leader
- Receiving on-going support from Maori Services team

Information

- Useful information on Maori cultural aspects and approaches, manaakitanga and whanaungatanga can be found on Corinnet 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:

- Cuts down on staff time/travel costs as training is delivered in short bursts onsite
- Brings a focused and flexible approach to skills development and provides information in easily-digestible chunks
- Is tailored to fit specific business/individual needs
- Avoids information overload
- 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. PCCs facilitate these sessions and may be supported by Go2 support people and/or Maori 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
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 el. 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 though right relationships.

The picture below shows the relationship between what prisoners want from the custodial staff.

![Right Relationships Diagram]


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
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**

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**Right Track Prisoner Stage of Change and Tactics notes**

1. **Readiness for Change / Stages of Change training**
2. **Amend prisoner notes if required (RT meeting may highlight this)**
3. **SCO summarise in an aggregate report for PCO**
4. **Interaction with Prisoners**
5. **Take to Right Track meeting for discussion**
6. **Observe behaviour/s; identify stage of change; identify target/s/tactics to use/used**
7. **Write file notes in IOMS**

**Roles and responsibilities**

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<th>Who</th>
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<td>CO, SCO, PCO</td>
<td>IOMS Right Track file note</td>
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<tr>
<td>Health Services, Employment, Case Managers, SCM</td>
<td>IOMS Case Unit file notes</td>
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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.

![Image of IOMS interface]

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.
Return of prisoner wrongfully released

- Reporting wrongful release
- Confirmation of wrongful release
- Time to return prison
- Service of Notice for prisoner to return to prison
- Arrest and Immediate return to prison

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. 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.

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.

Related Links

Legislation

Forms

- Notice to return to prison
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 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 _____ / _____ / _______

Last Updated: 03 Dec 2014
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: 88876584
- Staples Microfibre Glass Cloth Blue Re-Order Code: 19006790