

**From:** [REDACTED]  
**To:**

**Sent:** Thu May 27 17:40:00 2010

**Subject:** RE: Immeidate Attention - New ICE Requirements

I appreciate everyone's quick reaction to our request for information. After completing our call with ICE officials, CCA has agreed upon completing the following items within the next 30 days. Please pull your teams together no later than tomorrow morning to start a plan for implementation. I will be forwarding a second list for the balance of the items that we agreed to, but will have a longer period of time to execute against. You may share the below list with your local ICE officials so that they are informed as to what we have been asked to accomplish.

Please feel free to contact me directly if you have any questions or concerns.

"Thank you for your time over the past few days as CCA and ICE have worked together to understand how we can best address current concerns and move forward to quickly implement facility modifications to the specifications and satisfaction of ICE. In follow up to our recent telephone conference, CCA has committed to implementing the below items to ICE's satisfaction within 30 days from the date of this e-mail:

- Increase availability of legal supplies and postage to indigent detainees for legal correspondence.
- Add research resources at the law libraries.
- Play the "Know Your Rights" legal orientation video in each housing unit every day (not in lieu of in person legal programs but in addition to them).
- Eliminate lock downs and lights out for appropriate classification levels (non-criminal Level 1's in facilities where non-criminal Level 1's can be separated into a discreet housing unit)
- Reduce the frequency of and, as reasonable, wholly eliminate pat down searches (non-criminal Level 1's in facilities where non-criminal Level 1's can be separated into a discreet housing unit).
- Soften the look for the facility with hanging plants, flower baskets, new paint colors, different bedding and furniture, wall graphics and framed pictures on the walls, and enhance the aesthetics of the living areas (CCA will begin the softening within 30 days in those areas of the facilities housing non-criminal Level 1s).
- Expand programming for detainees to include movie nights, bingo, arts and crafts, dance, walk and exercise classes, health and welfare classes, basic cooking classes, tutoring and self-paced computer training on portable computer stations (CCA will begin program expansion within 30 days).
- Provide celebrations of special occasions and allowing a detainee to receive outside, packaged food for celebrations.
- Offer continental breakfasts that are completely self serve on holidays and weekends (CCA will begin implementation of this program within 30 days in those facilities that currently have a dining hall).

- Provide fresh carrot sticks and celery or other vegetables in a bar format (CCA will begin implementation of this program within 30 days in those facilities that currently have a dining hall).
- Provide self-serve beverage bars (CCA will begin implementation of this program within 30 days in those facilities that currently have a dining hall).
- Offer water and tea in the housing areas at all times.
- Provide a unit manger so detainees have someone available to talk to and to solve problems in the facility other than the immediate guard.
- Increase training unique to each facility so staff are aware of the nature and needs of the population of each facility (CCA will develop the lesson plan and begin roll out within 30 days).
- Survey community-based immigration advocacy groups and immigration attorneys for suggestions that may improve communication and ease of access.
- Designate an employee at each facility for consular access issues to improve consular access. "

**From** [REDACTED]  
**Sent:** Thursday, May 27, 2010 2:38 PM  
**To:**

**Subject:** Immeidate Attention - New ICE Requirements  
**Importance:** High

Below, please find a list of facility modifications which we will discuss at our upcoming meeting at 2:45 pm.

In addition [to the policy reforms], CCA will provide the following no-cost improvements at each of those nine facilities. [Elizabeth; Eloy; Florence; Houston; Laredo; Hall County; San Diego; Stewart; Hutto]

- Allow visitors to come for as long as they like during a 12-hour period each day and on weekends.
- Increase availability of legal supplies and postage to indigent detainees for legal correspondence.
- Add research resources at the law libraries.
- Play the "Know Your Rights" legal orientation video in each housing unit every day (not in lieu of in person legal programs but in addition to them).
- Increase contact visitation space for legal counsel.
- Design and provide an area at each facility for contact visitation.
- Allow free movement within the institution for detainees of appropriate classification levels.
- Allow detainees of appropriate classification levels to wear their own clothing, within reasonable limitation, and providing non-penal clothing for detainees to wear.
- Eliminate lock downs and lights out for appropriate classification levels
- Reduce the frequency of and, as reasonable, wholly eliminate pat down searches
- Provide more normalized common areas.

- Soften the look for the facility with hanging plants, flower baskets, new paint colors, different bedding and furniture, wall graphics and framed pictures on the walls, and enhance the aesthetics of the living areas.
  - Expand programming for detainees to include movie nights, bingo, arts and crafts, dance, walk and exercise classes, health and welfare classes, basic cooking classes, tutoring and self-paced computer training on portable computer stations.
  - Provide celebrations of special occasions and allowing a detainee to receive outside, packaged food for celebrations and while visiting with family and friends.
  - Increase the number of phones and unmonitored lines for attorney calls.
  - Design new menus with greater variety and reduce repetition of food
  - Offer continental breakfasts that are completely self serve on holidays and weekends.
  - Provide fresh carrot sticks and celery or other vegetables in a bar format.
  - Provide self-serve beverage bars.
  - Offer water and tea in the housing areas at all times.
  - Provide a unit manger so detainees have someone available to talk to and to solve problems in the facility other than the immediate guard.
  - Increase training unique to each facility so staff are aware of the nature and needs of the population of each facility.
  - Survey community-based immigration advocacy groups and immigration attorneys for suggestions that may improve communication and ease of access.
  - Designate an employee at each facility for consular access issues to improve consular access.
  - Ensure third party legal education programs are made available at all ICE sites.
  - Provide four hours or more hours of recreation in a natural setting, allowing for robust aerobic exercise.
  - Provide email access for detainees, as is currently provided at Hutto.
  - Provide internet-based free phone service.
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