DEPARTMENT OF CORRECTIONS

Policy Number:	**303.101**
Title:	**Kites/Communication**
Effective Date:	**6/16/20**

PURPOSE: To provide a process for communication between staff and offenders/residents. All staff and offenders/residents are encouraged to communicate, verbally or in writing, in an effort to promptly resolve concerns/issues.

APPLICABILITY: All department facilities

DEFINITIONS:
Kite forms or kites – a printed form issued by the department that offenders use to communicate with staff (not for use to communicate with other offenders). Kite form A is used for general inquiries. Kite form B is used for health services, behavioral health, and treatment inquiries.

PROCEDURES:

A. Offenders must follow the chain of command and contact only one staff member at a time. Staff may return multiple kites to different staff regarding the same issue. Offenders should allow five working days, not including weekends or holidays, prior to writing the next staff in the chain of command. As kites work through the chain of command, copies of previous kite responses must be attached to show previous attempts to resolve a question or problem. Offenders must follow the directions stated on the Offender Kite form (attached). Whenever possible, staff should respond to kites within five working days from receipt of the kite.

B Offenders communicate with health services via the Health Services Offender Kite form (attached). All health services kites must be put into the locked boxes designated for health services kites. They must not be sent through the facility mail system.

C. Charges incurred for copies of kites are retained in the finance unit.

D. Reasonable accommodations are made for offenders who have a disability that interferes with communication, or who are unable to speak or read the English language.

E. An offender who abuses the kite system by sending excessive kites or by sending inappropriate, threating, or harassing kites may be placed on kite management until the behavior stops. The facility executive team decides when kite management is appropriate for an offender. The facility designee reviews all of the offender's kites for appropriate content. Once the facility designee has reviewed and determined a kite is appropriate in nature, the kite is forwarded to the intended destination.

F. Staff must fully and legibly date all kites.

G. Kite forms are available to offenders in their assigned living units.

INTERNAL CONTROLS:

A. Kite forms are available to offenders in their assigned living units.

B. Charges incurred for copied kites are retained in the finance unit.

ACA STANDARDS: 4-4016, 1-ABC-1A-15, 2-CO-1A-18

REFERENCES: Minn. Stat. § 243.56
Policy 300.100, "Offender/Resident Accounts"

REPLACES: Policy 303.101, "Kites/Communication," 6/5/18.
All facility policies, memos, or other communications whether verbal, written, or transmitted by electronic means, regarding this topic.

ATTACHMENTS: Offender Kite form (303.101A)
Health Services Offender Kite form (303.101B)

APPROVALS:
Deputy Commissioner, Facility Services
Deputy Commissioner, Community Services
Assistant Commissioner, Operations Support
Assistant Commissioner, Criminal Justice Policy, Research, and Performance