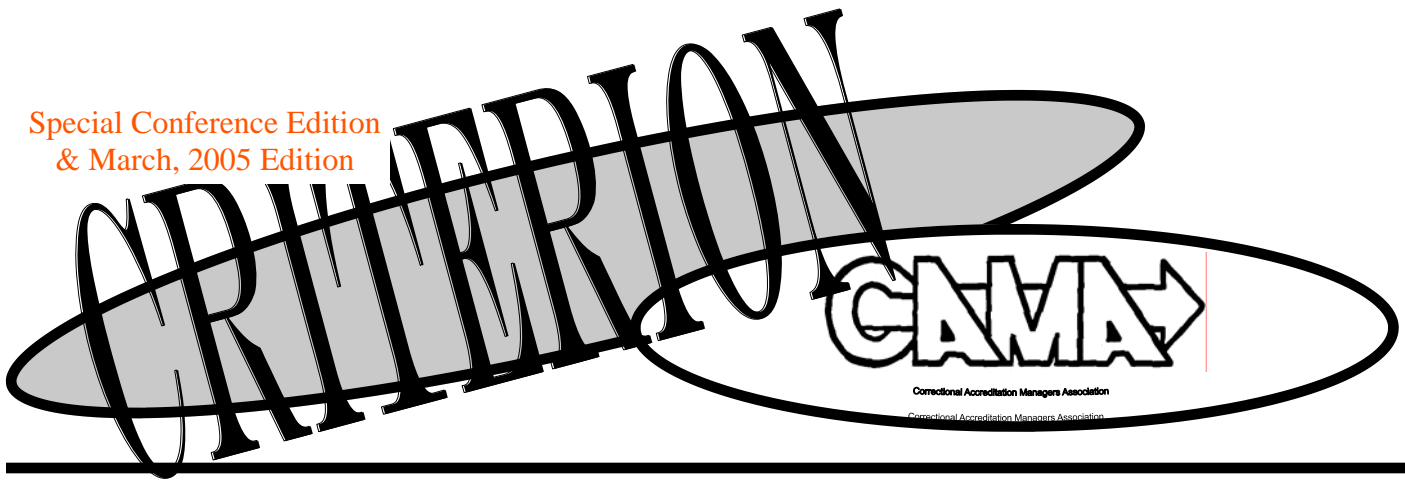


Special Conference Edition
& March, 2005 Edition



CAMA is coming!
CAMA is coming!



Relive the
Ride in 2005!

Join us in Boston
for the
18th Annual CAMA Training Conference
April 23-26, 2005

***NOTE: Panel Hearings to be held the 22nd & 23rd!
Conference Kick-Off is Saturday, the 23rd!***

Hosted by the Massachusetts Department of Correction

Registration Fee: \$110.00

Hotel Rate: \$139 per night + tax

Seaport Hotel at the World Trade Center
Boston, Massachusetts

Call the hotel directly for reservations
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Be sure to visit www.bostonusa.com to see why
Boston is such a great place to visit!



Seaport Hotel at the World Trade Center Boston, MA

Room Rate: \$139.00 + tax per night

Room Reservations to be made directly with the
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www.seaporthotel.com
1-877-SEAPORT



CERTIFICATION EXAMS

Robert B. Levison, Ph.D. of ACA will be offering professional certification exams on Sunday during the CAMA Conference. Interested candidates should sign up with Bob.

Bob will also be providing a workshop on the Certification program and its benefits. (See Pages 6 & 7 regarding this program.)

Quality

Countless, unseen details are often the only difference between mediocre and magnificent.

AUDITOR REFRESHER TRAINING

Available at the
CAMA Conference in
Boston, MA.
April 24, 2005



Daily Training Workshops

Workshop Title

Becoming A Successful Auditor
Mental Health
Becoming a Certified Correctional Professional
Preparing Welcome Books for Auditors
Managing Female Offenders
Accreditation 101
Auditor Refresher Training
Performance Based Standards
Standards Creation, Deletion and Revisions
Emergency Response to Terrorism
Discretionary Compliance *(See Page 4)*
Developing & Designing Youth Service
NIC Regionalization
ACA Outcome Measures: What They Are, What They
Mean & How You Should Use Them
Vulnerability Assessments
Accreditation Folder Preparation
Qualified Immunity
LEEDS
Security, Innovations & Technology
Teambuilding/Conflict Resolutions
Food Service Standards
Prison Rape Elimination Act
Security Equipment & Standards

Instructor

Robert Conley
Dr. James Carter
Bob Levinson, Ph.D.
Scott Renshaw & Kelly Smith
Sue Moitozo
Joe Rion & Clare Armstrong
ACA
Julie Riley
CAMA
William Sturgeon, NIC Consultant
David Bogard, Commissioner CAC
Heidi Pihl-Buckley
Riley/Glazier, NIC Regional Directors
Lannette Linthicum, M.D. &
Robert Hofacre, R.N.
Alex Fox
Scott Renshaw
Jurgen Kerns
Mark Samios, Director, Portion Pac
Alex Fox
John Shuford
Chris Gendreau
Robert Dumond
Dave Brouillette

CAMA
is alive
in
2005!
Join us in
Boston!





Fourth Annual Welcome Book Contest

Welcome Books will be evaluated on the basis of the information's value, creativity and effort. The winning entry will be announced at this year's CAMA Conference in Boston, Massachusetts. The winning entry will give a free membership for one year to the submitter.

Welcome Books may be submitted to the following address:

Nancy Agoglia, Executive Assistant
Policy Development & Compliance Unit
Massachusetts Department of Correction
50 Maple Street, Suite 3
Milford, MA 01757-3698

OR

You may bring the books with you to submit in person.

For further information, please contact Scott Renshaw at srenshaw@twcnny.rr.com or Kelly Smith at fsmithjr@twcnny.rr.com

Accreditation Manager of the Year

CAMA loves to celebrate excellence and success. Our awards, the annual conferences, the Criterion, and contests are ways to draw attention to achievement. Annually, one outstanding member is recognized as the Accreditation Manager of the Year. This award considers the candidates leadership and commitment along with achievements. Please send nominations for this award by April 1, 2005 to:

Dora Gorey, Deputy Assistant Secretary
LA Dept. of Public Safety and Corrections
Office of Youth Development
PO Box 94304 504 Mayflower Street
Baton Rouge, LA 70802-9304
Phone: 225-342-6001 Fax: 225-342-4113
Email: dwheat@oyd01.corrections.state.la

Discretionary Compliance: An Innovative Process of Addressing Repetitive Plans of Action

Instructed by David Bogard, Commissioner CAC

"Working collaboratively with representatives from the Association of State Correctional Administrators, the Commission on Accreditation for Corrections has adopted a major change to the accreditation process. Referred to as the "Discretionary Standards Option", the process allows facilities engaged in the accreditation program to selectively choose which nonmandatory standards (expected practices) to not comply with and not be required to submit plans of action. Up to two percent of applicable nonmandatory standards may be designated as discretionary. Participants will hear firsthand the reasons for the change, the established guidelines and the anticipated impact upon the process." Plan to attend this session!

Linda J. Allen Memorial Scholarship

This scholarship was named in honor of the late Linda J. Allen of South Carolina, one of CAMA's earliest members and supporters. The CAMA Board established this scholarship in January, 1990. The Linda J. Allen Memorial Scholarship is used to help defray expenses for an accreditation manager to attend the annual CAMA Conference. The scholarship award is based on the following criteria:

- Applicant's financial need
- Applicant's background and experience in the accreditation process
- How this will benefit the applicant and their facility or agency.

Many jurisdictions are experiencing budget cuts that have a direct impact on funding for travel and training; therefore, the spirit of this year's Linda J. Allen Memorial Scholarship will play an important part in providing an opportunity for an accreditation manager to attend this year's conference.

Please submit your nominations by April 1, 2005 to the scholarship chairperson at the following address:

Joe Rion, Deputy Warden of Security
Northpoint Training Center
PO Box 479
Burgin, Kentucky 40310
Phone: 859-239-7012 ext. 202
Fax: 859-239-7001
Email: Joe.Rion@mail.state.ky.us



TENTATIVE CONFERENCE ITINERARY

Friday, April 22, 2005
ACA Panel Hearings

Saturday, April 23, 2005
ACA Panel Hearings
Evening Welcoming Reception with Speakers
Commissioner Kathleen M. Dennehy and
Sheriff Robert J. Garvey, Hampshire County

Sunday, April 24, 2005
Vendors Visitation
CAMA Opening Session &
ACA Awards Luncheon with Keynote Speaker, Sheriff Andrea Cabral,
a newly elected Sheriff in Suffolk County, Massachusetts

Monday, April 25, 2005
Annual CAMA Luncheon with
Welcoming Speaker, Mayor of Boston, Thomas M. Menino and
Keynote Speaker, Secretary Edward J. Flynn, Executive Office of Public Safety
Vendors Reception & Exhibits

Tuesday, April 26, 2005
CAMA Business Meeting
Closing Session

BECOME A MEMBER OF CORRECTION'S ELITE

More than four years ago, the American Correctional Association (ACA) created the only certification program for corrections employees – the Corrections Certification Program (CCP). The program was developed for a number of reasons, among them to increase the public's awareness of corrections as a profession. Now - like accountants, engineers, lawyers, teachers etc., - correctional employees can earn a professional credential.

Becoming a Certified Corrections Professional documents that an individual has mastered particular knowledge and skills associated with corrections. It identifies the individual as one who chosen corrections as a career and who aspires to grow to his/her fullest potential. Individuals who become involved in the certification process set a high standard of performance for themselves and for others to emulate.

Currently, ACA certifies individuals in four categories:

Certified Correctional Executive (CCE) — individuals at the highest level in corrections who oversee the development and implementation of policies and procedures (secretaries, commissioners, superintendents and their deputies)

Certified Correctional Manager (CCM) — staff who manage major units or programs, who contribute to the development of policies and procedures, and have authority over supervisory staff (program chief, department head, chief psychologist etc.)

Certified Correctional Supervisor (CCS) — individuals who work with both staff and inmates and are responsible for implementing agency procedures and supervising personnel (caseworkers, correctional supervisors, teachers etc.)

Certified Correctional Officers (CCO) — “line” personnel who work directly with offenders (correctional officer, corporal, sergeant etc.)

In order to qualify, you must be employed full time in corrections for at least one year (two for CCE's) in the appropriate occupational group, have a satisfactory or better performance evaluation, present a favorable recommendation from your immediate supervisor, agree to uphold ACA's Code of Ethics, and pass a 200 item multiple choice examination.

Successful candidates receive a Certificate of Certification, are entitled to place the appropriate honorific after their name (CCE, CCM, CCS, CCO), and have a congratulatory letter sent to their immediate supervisor. Being certified also allows the wearing of a certification lapel pin. A newsletter entitled **CCP Pager** is sent to all certified personnel.



Although successful completion of the certification exam cannot guarantee a promotion, attaining certification demonstrates a commitment to the corrections profession and to being the best you can be. ACA has received feedback from a number of individuals who firmly believe that certification was a factor in their upward movement

If you are interested in taking the examination – and becoming a member of “corrections elite”- you can do so at the upcoming CAMA Conference in Boston, Massachusetts on Sunday, April 24, 2005. In order to participate, contact ACA at (301) 918 -1876 or (301) 918-1864 to obtain an information packet and application. Applications must be submitted at least 15 days before the examination.

It's up to you! Since time is needed to prepare for the exam, don't delay! ACA staff can answer any questions that you might have about the process. They are available and ready to take your call at the numbers listed above.

Folder Preparation Guidelines
By Scott Renshaw
Continued from November, 2004 Edition

HELPFUL TIPS

Here are a few helpful tips where paying attention to detail not only adds to the professional look of your folder, but makes it easier for those who peruse it. First, make sure that all documentation that is placed inside the folder is:

- ✓ Legible – sloppy paperwork is inexcusable.
- ✓ One sided – double-sided copies are frustrating to handle in a folder.
- ✓ On 8 ½” x 11” paper – Legal-size documents can be reduced to letter size and still be readable. If legal-sized papers are used, do not fold the paper to make it fit in the folder. Be sure to use legal-size folders.
- ✓ Clean and clear – Darkened, stained, torn, and crumpled copies are some of the often-mentioned complaints.
- ✓ Facing the same way. Charts, graphs, maps, etc., which are copied in “landscape” format should all face in the same direction.
- ✓ Copied only. No originals should be used.
- ✓ Hole punched at the top of the page in a way that the holes do not obscure any text. (An aside to using the two-hole punch. Rarely do two people use the same hole punch or punch the holes in the same way. When one person does all the hole punching or the same hole punch is used, the look of the folder is greatly improved. This “attention to detail” can pay dividends to the overall appearance of your files.)

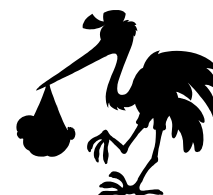
Second, when highlighting material you want the auditor to read, use only yellow, non-fluorescent, non-scented highlighters. One auditor commented that she literally felt nauseated after spending two days reviewing folders highlighted in green with a lime scent. And another commented on having a headache after reviewing folders with multi-colored highlighting. This is not how you make a good impression on auditors. Just keep the highlighting simple. Yellow, non-fluorescent highlighters are easy on the eyes, copy well, and don’t smell. Last, and not to belabor the highlighting, highlight only what you want the auditor to read that proves the standard. And when the entire document, policy, or manual is needed, highlight only the date, title, and complete sections that show compliance with the standard.

Continued on Page 10

*The secret of success is constancy to
purpose. - Benjamin Franklin*

Personal column

**Congratulations to Linda Miller and Cathy Fontenot
who have delivered healthy babies!**



**Congratulations to Gail Zeek who recently retired from
the NYS Department of Corrections.**

CAMA Executive Board Meeting Minutes- Phoenix, Arizona- August 9, 2005

Attendees: Michelle Van Dusen, MI; Susan Renshaw, NY; Amy Fairbanks, MI; Joe Marchese, NY; Jo Glazier, NY; Jennifer Stohr, OH; Jason Kovnesky; Sue Relihan, CO; John Dowell, DE; Tom Harzoy, NY; Julie Riley, OH; Bobby Lumpkin, TX; Pam Ploughe, CO; Shatima Powe, NC; David Haasenritter, Washington, DC; Theresa Grenier, KS; Angela Arabie, LA; Scott Renshaw, NY; Joe Rion, KY; Michael Jewell; Michael Wynne, LA; Nitza Figueroa, Puerto Rico; Maria de los Colon, FL; Michelle Jorden, FL; Dora Gorey, LA.; Linda Thomas, Washington D.C.

President Dora Gorey called the meeting to order at 3:00 p.m. and welcomed all CAMA members and invited all to introduce themselves.

President Gorey discussed the Standards Committee meeting she attended and explained what standards were approved and which were tabled for discussion at a later date.

The meeting minutes from the Chicago ACA Conference were unanimously accepted.

Treasurer Angela Arabie reported that the remaining balance CAMA's account is \$50,229.45. The checking account balance is \$1,610.35 and the savings account balance is \$48,619.10.

New CAMA Brochure - Julie Riley discussed and distributed several versions of the proposed CAMA brochure. The group selected brochure #4, which is a different version of the original brochure. She offered to arrange to have print 500 brochures printed for the upcoming CAMA conference in Boston.

Letters to Accreditation Managers – A copy of a letter that Scott Renshaw had distributed to Accreditation Managers in his region was distributed. Others were encouraged to follow his lead as this is an excellent example of how to reach out to our membership.

Boston Update/ CAMA Conference - Dave Nolan reported that the Seaport Hotel at the World Trade Center has been selected for the sponsor hotel. The conference is scheduled in Boston April 22-26, 2005. The current room rate is \$139.00 per night. There are expected to be approximately 600 participants. The overflow hotel is the Embassy Suites Hotel at Logan Airport. There are currently 16 workshops that are being scheduled and coordinated by the Massachusetts Department of Correction. The Department of Corrections is also setting up tours of local correctional facilities. The Boston Red Sox will be in town during the conference. The CAMA registration forms were distributed to all members who were in attendance. Continuing Education Units (CEU's) may be also be offered if arrangements can be made with ACA in time.

CAMA Conference 2006 - Indianapolis, Indiana - The 2006 CAMA conference will be held in Indianapolis. The Marriott Downtown has agreed to a rate of \$89.00. This group discussed possibly raising the registration fee since the negotiated hotel price was low. However, some members expressed concern since many of the CAMA members pay their registration fees and travel out of their own pocket. The subject was tabled and President Gorey explained that the Executive Committee would discuss this issue after the meeting. A continental breakfast will be served in Indianapolis as it was in Louisiana.

2005- ACA Planning Committee - CAMA Executive Board Members Dave Haasenritter and Linda Thomas currently serve on the 2005 ACA Planning Committee. Mr. Haasenritter explained that the Planning Committee is in need of Moderators and Evaluators for all workshops. Julie Riley volunteered to attend the Planning Committee meeting in Phoenix as a representative of CAMA. President Gorey, Julie Riley and Pam Ploughe volunteered to assist with workshops as needed for CAMA sponsorship in Baltimore.

Linda J. Allen Scholarship- Elaine Davis will place information in the Criterion regarding the Linda. J. Allen Scholarship. President Gorey explained that the scholarship needs to be better publicized. The Committee only received two nominations.

Accreditation Managers - President Gorey explained that the Regional Directors need to reach out to their assigned territories to recruit Accreditation Managers to join CAMA. Julie Riley distributed an "Agency Accreditation Manager Listing." The contact person is the liaison for the agency, not an individual institution. The committee discussed that all groups need to be represented, not only adult or juvenile facilities.

Continued on Page 9

CAMA Executive Board Meeting Minutes- Phoenix, Arizona- August 9, 2005 Continued

American Correctional Association (ACA) Field Advisory Committee - It was originally believed that this committee had been abolished. President Gorey was advised by ACA Deputy Executive Director Jeff Washington that ACA President Gwenn Chunn will assemble the committee when she believes input is needed for specific issues/topics.

Training for Auditors - CAMA should work with ACA to assist with the training of accreditation managers. CAMA should also assist with the training of ACA Auditors. The American Correctional Association is considering permitting individual states to conduct their own auditor refresher training. Ohio recently completed this task after plans were submitted and approved from ACA.

Welcome Packet Update - Scott Renshaw, Michelle Van Dusen and Jo Glazier volunteered to re-write the CAMA welcome packet.

Membership Dues- There was a discussion regarding whether or not the CAMA yearly dues should be raised from the current fee of \$15.00. This issue will be addressed in the CAMA strategic plan for the next five years. Dave Haasenritter made a motion to table this discussion. Jason Kovnesky seconded the motion.

CAMA Strategic Planning Committee - Sue Relihan, Dave Haasenritter, Julie Riley, Mike Jewell, Jason Kovnesky, Joe Rion, and Michelle Van Dusen volunteered to serve on the CAMA Strategic Planning Committee. Joe Marchese volunteered to serve as the Coordinator. President Gorey stated that Clare Armstrong-Seward would also serve on the committee. All volunteers will meet at the upcoming CAMA meeting in either Boston or Baltimore. President Gorey explained that she has not located a mission or vision statement for CAMA. Jo Glazier made a motion for President Gorey to appoint a committee. Dave Haasenritter seconded the motion. The group also discussed possibly paying a portion of Joe Marchese's hotel bill since he will have to extend his stay at the conference to facilitate the group. Julie Riley made the motion for CAMA to pay a portion of Joe Marchese's hotel bill. Scott Renshaw seconded the motion.

New Business

Standards Committee - Joe Rion volunteered to write an update for the Criterion regarding the recent Standards Committee meeting held in Phoenix and all updates. If a facility receives a 95 percent on non-mandatory standards, they do not have to submit a plan of action. The standards missed cannot significantly effect the operation of the facility. This change will be in effect by the Baltimore summer conference.

Old Business

CAMA T-shirts - Theresa Grenier and Dave Haasenritter displayed two CAMA golf shirts. It was decided at the meeting that CAMA would buy the shirts in bulk and that the color would be Babini Blue. Julie Riley noted that the CAMA logo is a similar color. Scott Renshaw stated that he would place a picture of the shirt in the CAMA welcome packet. The Executive Committee will meet to discuss who will store and ship CAMA golf shirts. All CAMA Executive members will receive one CAMA/Executive Member golf shirt.

Committees

Membership- President Gorey, President-Elect Joe Rion, and Executive Director Clare Armstrong-Seward will serve on the committee.

Standards - President Gorey asked for volunteers to work with Clare Armstrong-Seward to review comments and compile them into one document for submission to the ACA Standards Committee. Julie Riley stated that accreditation managers should not serve in this role. The following will serve on the CAMA Standards Committee: Dora Gorey, Chair; Adult Institutions, Joe Rion, Jails- Sue Relihan, CO; Adult Probation and Parole, Jo Glazier; Clare Armstrong-Seward, Exec. Director, Dave Hassenritter, ACI; Jails; Corrections and Parole Boards.

Constitution and By-Laws - President Dora Gorey discussed her previous e-mail to the Executive Committee (and the handouts) for one major update of the constitution and by-laws. The consensus of the attendees was that this was the best way to proceed. President Gorey will have the remainder of the revisions ready for review and approval at the Boston conference.

Accreditation Manual - Clare Armstrong-Seward and Amy Fairbanks are currently working on this document. Pam Plough, Theresa Grenier, Julie Riley and Dave Haasenritter also volunteered to assist with separate sections of the accreditation manual.

CAMA Executive Board Meeting Minutes- Phoenix, Arizona- August 9, 2005 Continued

Conference Manual - President Gorey has been working on this project for the past two years. Michelle Van Dusen volunteered to assist.

Criterion - Elaine Davis will approve all articles if the information is informative to all CAMA members. She will provide a cut off date for all submitted articles. Julie Riley stated that Ohio inmates could complete the graphics as part of a community service project. She added that Ohio could design the brochure but not print them without a fee. Julie Riley will provide Elaine Davis with an updated list of all accreditation liaisons for the website.

CAMA Website - President Gorey stated that the website is excellent and CAMA has come a long way. The volunteers continue to do a tremendous job.

Open Discussion - Mike Jewell, Shelby County Sheriffs Department, stated that he has a need for standards training within his facilities. The group discussed this request.

The meeting was adjourned at 5:10 p.m. The Executive Committee met immediately after the meeting.

Minutes submitted by:

Linda S. Thomas, CAMA Secretary
Detention and Deportation Officer
U.S. Immigration and Customs Enforcement
U.S. Department of Homeland Security
Washington, DC



Folder Preparation Guidelines

Continued from Page 7

SECONDARY DOCUMENTATION

When compiling the secondary documentation (documentation that is proving your standard) the following list of suggestions will help ensure a complete, accurate, and professional looking folder.

1. Be sure that all forms that are included in the folder are completely and accurately filled out, i.e. names, signatures, dates, no gaps in inventories, etc.
2. For standards requiring inspections where deficiencies are noted, there must be an administrative response to those deficiencies within a reasonable timeframe of the inspection, i.e. 30 to 60 days.
3. For standards requiring inmate health information as documentation, be sure to redact the inmate's name and department identification number because medical confidentiality is imperative.
4. For standards requiring employee information as documentation, be sure to redact the Social Security numbers. It is best to err on the side of caution and good judgment when it comes to employee personal information.
5. When using logbook pages for documentation, read the entire page carefully to ensure it is a good sample. Check for information that is complete, accurate, and doesn't contradict another standard. A good example here is when the standard calls for security rounds to made within a 30-minute period at irregular intervals, be sure that is what's being documented in the standard.
6. Those standards with a "laundry list" (bulleted items) should have documentation in the order of the list with each bullet answered or proven and easily referenced.

Continued on Page 11

Nothing can stop the man with the right mental attitude from achieving his goal.

7. Auditors love pictures in the folders that help them identify, clarify, and simplify their inspections. When placing pictures in the folders, use 35 mm or digital photos (Polaroids fade over time and are bulky) with no extraneous material showing such as the imprinted date and time, or anything that will distract from what you are trying to show.
8. Standards requiring square footage and inmate ratios (toilets, sinks, etc.) should be accurately calculated by individual unit and made clear and simple.
9. A brief comment needs to be stated on the left side of the folder if a larger document is not contained in the folder but is applicable to the standard/expected practice. The document must be readily accessible to the audit team during the folder review.

THREE YEARS OF SECONDARY DOCUMENTATION

For standards that require practice (and some practice may be implied) there must be three years worth of documentation in the folder and each year should be separated by tabs for every year since last audit. Occasionally a practice is not available for a particular year. When this happens, simply state in the folder that the practice is not available, but be prepared to explain to the auditors why it's not available.

Use different weeks, months, and quarters for each of the years a sample is needed to prove the standard. Doing this shows the auditor that you can provide good documentation consistently over a varied time frame. Some examples include:

If the standard asks for a "daily" sample (e.g. supervisor patrols of inmate living areas) put in five or seven consecutive days depending on the workweek.

If the standard asks for a "weekly" sample (e.g. weekly food service area inspection), put in four consecutive weeks for that year:

EX: Jan. 7, 14, 21, 28, 2004
Mar. 3, 10, 17, 24, 2005
July 5, 12, 17, 19, 2006

If the standard asks for a "monthly" sample (e.g. meetings of department heads), use a different month for each year:

EX: May 2004
June 2005
July 2006

If the standard asks for a "quarterly" sample (e.g. evacuation procedure drills), use a different quarter for each year:

EX: July—Sept. 2004
Jan.—March 2005
Apr.—June 2006

By documenting practices in this fashion, auditors can quickly verify that the facility is complying with the standard and thereby decreasing the chances of requesting additional proof.

SELF-EVALUATION

For not applicable and noncompliance folders, type the detailed reason for such on the standard compliance checklist under self-evaluation. For example, state the noncompliant square footage for plant standards.

Do not over-document. Document only what the standard requires. Remember, auditors have only an average of three to five minutes to read each folder. An overstuffed folder is not auditor friendly and signals a red flag that maybe something is not right.

Additionally, each year a folder is reviewed, it's always a good idea to review the preceding year's secondary documentation. New insights and past oversights can be revealed through constant review.

Continued on Page 13

Sustainable Solutions™

Then, Now and Always.



Today's environmental "green" concerns offer a unique opportunity for sales and profits. PortionPac has been the leader in this field for over 40 years. Every product, not just a special line, features effective cleaning formulations and the following major environmental benefits.

ECOLOGICAL PACKAGING REDUCES DISPOSAL COST AND LANDFILL SPACE Minimal polyethylene packaging replaces drums, pails and rigid plastic containers. Saves energy used to manufacture, ship, warehouse and distribute bulky metal and plastic containers, while reducing both disposal cost and landfill space by over 90%.



MAXIMUM CONCENTRATES SAVE ENERGY PortionPac was the first company to market maximum concentrated formulations. Instead of ready-to-use detergents or traditional 20 to 1 dilution ratios, PortionPac formulations were 256 to 1 – over 10 times more concentrated. This dramatic change delivers direct energy and fuel savings in manufacturing, shipping and distribution.

PORTION CONTROL IMPROVES PERFORMANCE AND REDUCES WASTE Pre-measured system helps custodians accurately dilute detergents. Ensures that only the proper amounts of detergent are used and eventually disposed of in the waste stream.

FORMULATIONS FOR HEALTH AND ENVIRONMENTAL RESPONSIBILITY Health and safety considerations have always directed the development of our formulations. These issues are not limited to a few products or a special "line" but to every PortionPac product.

Which would you rather ship, store and dispose?



FEWER PRODUCTS SIMPLIFY PURCHASING AND IMPROVE PRODUCTIVITY Only two or three PortionPac products are needed for 85% of most daily cleaning programs. Over-bought and over-used chemicals hurt your cleaning program and negatively impact the environment.

PROFESSIONALISM AND EDUCATION Every sustainability program starts with the people who use it. PortionPac is dedicated to the education and recognition of Janitorial Workers. PortionPac introduced the first audio-visual programs in our industry along with key concepts such as "Preventive Housekeeping", "The Clean Syndrome", and the Janus Custodial Recognition Program.



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Jack Welch, former CEO of GE, said that to “plagiarize is legitimate....The operating assumption today is that someone, somewhere has a better idea.” It’s acceptable and encouraged to draw the best ideas from people who work the closest with the accreditation process. A free flow of ideas that eliminates the boundaries between the various agencies will develop fresh perspectives in all that we do. Remember, the quality of the idea does not depend on its altitude in the organization, an idea can be found from any source. Be determined to raise the bar of excellence by talking to others and exchanging ideas. After all, isn’t that what ACA and CAMA are all about?

Article Submitted by: Scott A. Renshaw, CCS

Lieutenant Renshaw has worked for the New York State Department of Correctional Services for 22 years and is currently the midnight Shift Commander at Gouverneur Correctional Facility. Recently elected as the Northeast Regional Director for CAMA. A.S. Degree in Criminal Justice and B.S. Degree in Business Administration

WELCOME BOOK GUIDELINES

A first impression is a lasting impression. A terrific method of presenting a positive impact for your audits is through the use of a Welcome Book. A Welcome Book is a manual, brochure, or any format of materials provided to auditors before the audit begins. It is designed to introduce your agency, institution, or office to the auditors while providing valuable information to the reader.

Although a Welcome Book is not a mandatory requirement, it is a wonderful opportunity to sell your workplace. Boast! Celebrate! Tell the auditor about your facility’s terrific attributes. The Welcome Book should be unique to your institution. As a result, there is no one set format intended to fit all needs. Below are some ideas for you to consider in developing a Welcome Book. However, the key to a successful book is your creativity and recognition of items and issues particular to your operations.

Personnel

You are nervous about meeting the auditors. Auditors are nervous too. So introduce yourself and key personnel to the auditors in advance. Some forms of introduction include:

- The number of employees in your facility to include a breakdown of: full-time, part-time, contract, administrative, program, maintenance/support, & security staff.
- The provision of an organizational chart is helpful
- Brief biographies of key personnel and executive teams
- Pictures of staff so auditors can learn to associate names and faces
- A full list of personnel and staff titles to ensure names and titles noted in the report are correct

Welcome Book Guidelines, Continued

Remember, you are meeting one to three auditors who in turn are meeting hundreds of new people. Any information you provide to ease discomfort or confusion is valued.

Physical Plant

Tell the auditors about your facility. Some things to include may be:

- Describing and providing the dates of any renovations
- Describing the design and rated capacity of the facility
- Providing the square footage of living areas and day rooms
- Describing bathroom facilities and other physical plant details
- Describing the physical layout or providing an agency site map
- Providing information about the number of buildings and housing units
- Including facts about the ages of the buildings, the provision of heating, water, and sewage treatment along with other information useful for the audit team’s report.

Housing

Provide a detailed description of the inmate living areas to include:

- Number of living units
- Description of housing units
- Number of beds in dormitories
- Number of beds in segregation
- Square footage for housing areas
- Ratio for toilets, wash basins, and showers
- Arrangements (levels, tiers, dormitories, etc.)
- Each units name or number and number of cells/rooms and occupancy

Continued on Page 14

Welcome Book Guidelines, Continued from Page 13

Plant Security

The physical plant needs protection. Information should include:

- Towers
- Fence design
- Mobile patrols
- A description of the perimeter
- Type of alarm system: microwave, touch, e-field, etc.
- Breaches: sally ports, walkways, etc. and how they are protected
- Explain tracking or monitoring systems or special security procedures
- Facility/staff communication that may include methods of disseminating information to staff and inmates; communication system for security and administrative staff for the exchange of critical and/or emergency information.

Security Services

Provide some information relating to the internal security aspects of the facility:


- Provide count times
- Description of tool control
- Pre-assignment training (if any)
- Identify shift times and pre-shift briefing procedures
- Description of weapons, chemical agents, and special equipment, storage, control, usage, and training

Be sensitive to security concerns when developing your Welcome Book. There is no need to compromise security with the provision of too much detail.

Fire and Safety

Explain the assets of your fire and safety program.

- What kinds of personal alarms are used?
- What is the response time for the fire brigade?
- What does the fire suppression and protection system consist of?
- What are the locations, distances, and information on local responders?
- Provide a summary of fire/smoke detection systems currently in place.
- Identify the jurisdictional authority for inspections and how often they occur.



Be sure to visit our web site:
www.corrections.com/cama

Welcome Book Guidelines, Continued

Population and Clients

- Provide the age range of the population
- What is the caseload of your organization
- Provide a count on the first day of the audit
- Explain the type of inmate or patient you handle
- What is the maximum capacity compared to your design capacity
- Include the security levels of those supervised and the number in each
- State the average length of stay or time under supervision (YY/MM/DD)
- Information about educational levels, ethnic backgrounds and similar types of information is useful too

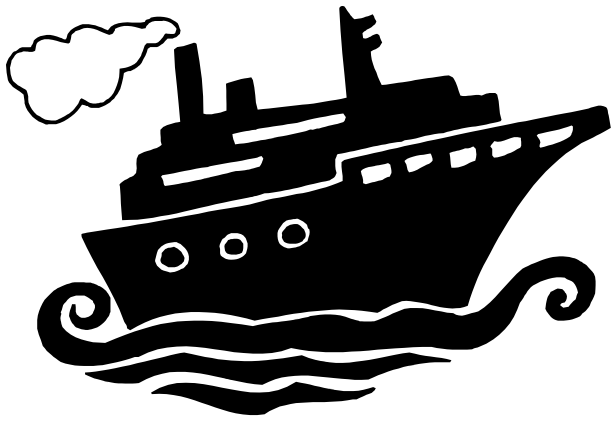
Support Services

Provide descriptions of the following:

- Laundry operations
- Maintenance services
- Storehouse operations
- Caustic and toxic substances control
- Financial services and how all these services are accessed
- Medical services including; description of medical/dental services, security coverage, sick-call procedures, infirmary/hospital availability, and mental health services.
- Food services including; meal schedules, preparation of food (by facility, contract, or centrally), special diets, dining room capacity, satellite meal process, recording of food temperatures, etc.

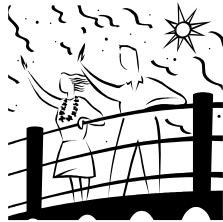
Great leaders are almost always great simplifiers, who can cut through the argument, debate and doubt, to offer a solution everybody can understand.

Author Unknown



CAMA Conference in Boston Social Agenda

Boston Harbor Evening Cruise



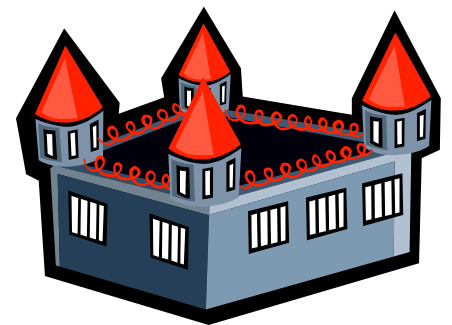
Fenway Park Tour —
home of the Boston
Red Sox,
2004 World Series
Champions!



PLUS

Boston has many other exciting highlights: museums, theatre, shopping, sightseeing tours, and historical attractions. The hotel offers shuttle service to South Station, which is one of Boston's transportation hubs, serving subway, commuter train and bus routes.

Facility tours
M.C.I. Cedar Junction
and
Bay State Correctional Center



DON'T FORGET —

- ✓ **Register TODAY for the CAMA Conference in Boston, Massachusetts**
- ✓ **Send Nominations for the Linda J. Allen Scholarship**
 - ✓ **Send or bring Welcome Books**
- ✓ **Send Nominations for Accreditation Manager of the Year**
 - ✓ **Sign up for Certification exams**

CAMA Regional Directors

Western Region

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Northeast Region

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Webmaster

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Correctional Accreditation Managers Association
 18th Annual Training Conference
 Hosted by the Massachusetts Department of Correction
CAMA Conference 2005
April 23-26

Seaport Hotel at the World Trade Center Boston • 1-877-SEAPORT • www.seaporthotel.com
 Overflow Hotel • Embassy Suites Hotel at Logan Airport • 617-567-5000 • www.embassysuitesboston.com

Advanced Registration must be postmarked by April 1, 2005

Please call to reserve rooms with the hotel before April 1, 2005 and *identify your affiliation with the MA DOC/CAMA in order to receive the conference rate.*

\$139 + tax for single or double.

Parking: 24 hrs - \$24.00

Name _____	Title _____
Agency _____	Facility _____
Work Address _____	City/State/Zip _____
Day Phone # _____ Fax # _____	Email _____

I do ___ do not ___ want my registration information given to other organizations for potential future contact.

3-day (full registration) for members	\$110.00	\$ _____
3-day (full registration) for non-members	\$125.00	\$ _____
Late Registration (after 4/1/05)	\$135.00	\$ _____
1-day Registration	\$ 60.00	\$ _____

TOTAL \$ _____

(Optional Purchases)

Auxiliary Registration	\$ 60.00	\$ _____
Conference T-Shirt (S, M, L, XL, XXL) adult sizes please circle one	\$ 10.00	\$ _____

Total enclosed \$ _____

No refunds 30 days prior to conference date.

*Auxiliary Registration is available to a spouse or family member. This will allow them access to all activities. (Inclusive of training sessions, two luncheons, and social event.)

ENCLOSED IS: ___ Check made payable to CAMA of Massachusetts
 ___ Money Order
 ___ Agency to pay registration (please provide contact person, phone number and billing address)

Please mail registration form to: Nancy Agoglia, Executive Assistant
 Massachusetts Department of Correction
 Policy Development & Compliance Unit
 50 Maple Street, Suite 3
 Milford, MA 01757-3698
 Conference Hotline: 508-422-3337 Fax #: 508-422-3420

You will receive confirmation by email when your payment has been received.
 If email is not available, you will be notified by telephone.

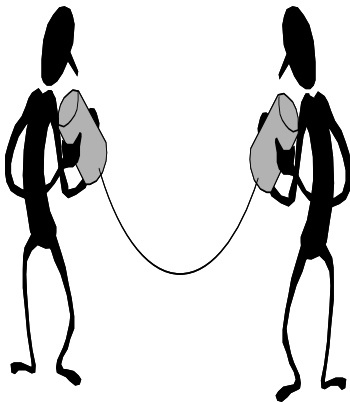
Refer to the hotel web site for information on ground transportation to/from Logan Airport.
 Please notify us ahead of time if you have any dietary restrictions.

**Correctional Accreditation Managers
Association**

191 Liberty Street
Arcade, NY 14009

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Fax: 585-591-2000 ext. 3299
Email: faedavis@earthlink.net

We're on the
web! Visit us
at
www.corrections.com/cama



*Stay in touch
with us. CAMA
is your
organization
and we need to
hear your ideas
and concerns.*

STAY IN TOUCH WITH YOUR OFFICERS

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Regional Directors

See Page 8 for Regional Directors' List