AUTHORITY: Minn. Stat. §243.56

PURPOSE: To provide a process for communication between staff and offenders.

APPLICABILITY: Minnesota Department of Corrections (DOC); all department facilities

DIRECTIVE: All staff and offenders are encouraged to communicate, verbally or in writing, in an effort to promptly resolve concerns/issues. Offenders incarcerated in adult facilities must address staff verbally and in writing by the staff’s title or Mr./Ms. and the staff's last name. Kites are the communication process that offenders must utilize for general requests, questions, and informal resolution to concerns.

DEFINITIONS:
Offender Kite form (attached) or kites - a printed form issued by the department that offenders use to communicate with staff (not for use to communicate with other offenders). A kite form can be used to request appointments, information, programming, or to informally resolve an issue.

PROCEDURES:
A. Kites: offenders communicate with staff via kites to informally resolve issues. Offenders must follow the chain of command and contact only one staff at a time. 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. Whenever possible, staff will respond to kites within five working days from receipt of the kite.

B. Accommodations: reasonable accommodation will be made for offenders who are disabled in a manner that interferes with communication, or who are unable to speak or read the English language.

REVIEW: Annually

REFERENCES: ACA Standards 4-4016, 1-ABC-1A-15, 2-CO-1A-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)

/s/
Assistant Commissioner, Facility Services

Security Instructions
303.101LL, “Translation Service”