

Minnesota Department of Corrections

Division Directive: 303.101 **Title:** Kites/Communication
Issue Date: 5/7/13
Effective Date: 5/21/13

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

SUPERSESION: Policy 303.100, “Kites/Communication,” 5/1/07.

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”](#)