

PAMUNKEY REGIONAL JAIL



ANNUAL REPORT 2009/2010



Putting the pieces together...

...to make a difference

This cover was printed on 28 pound, acid-free, color copy paper. The final cover image was selected from several submissions, and was designed by William Fowler, the Support Services Sergeant of the Pamunkey Regional Jail.

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PAMUNKEY REGIONAL JAIL

2010 ANNUAL REPORT

A message from Superintendent James C. Willett, CJM, CCM:

I am pleased to present Pamunkey Regional Jail's 2010 Annual Report. The past year has been a trying one for localities throughout the Commonwealth of Virginia, and for the Pamunkey Regional Jail this has been no exception.

I would like to take this opportunity to thank the Jail Authority Board Members for all the leadership and support they provided this past year. In addition, I'd also like to express my appreciation to Hanover County, Caroline County, the Town of Ashland, the Courts and Sheriff's Offices of Hanover and Caroline Counties, and the Administration and Police Department of the Town of Ashland for their unwavering support of our efforts. It is their constant support, without which, our success would not have been possible.

When I was appointed Superintendent several years ago, I came into the position knowing what challenges the jail faced, and as we progressed through the first few years, all of us were well aware that the good times would not last forever. And from any perspective, these are tough times for government agencies, just as they are tough times for businesses and families. While no one fully anticipated the extent of the downturn in the economy, at the jail, we were very cautious – both in estimating the revenues we expected as well as in recommending expenditures that were within our means and would help us realize our vision.

So how is the jail doing during these times? The answer is that our very conservative approach to budgeting and our emphasis on tight management have kept the Pamunkey Regional Jail in a relatively steady position. However, there is no getting around the fact that for the medium term we have to continue our practices of sound fiscal management and utilizing a belt tightening approach if we are to keep the facility healthy over the long term.

With that said, I am a firm believer that tough times make for great opportunities to make hard decisions that will serve us well when times get better. That is the approach I have been taking as the jail's Superintendent.

It brings me great pride to see the officers and staff of the jail step up to fully address the issues that we face. As you read this report, I trust you will agree that the Pamunkey Regional Jail is squarely meeting our challenges head on, and laying the groundwork for our future success.

Sincerely,

Colonel James C. Willett, CJM, CCM
Superintendent

Vision, Mission, & Core Values

Vision Statement

It is the vision of the Pamunkey Regional Jail to be an organization that has a strong value system that recognizes the inherent worth of all human beings, respects and recognizes the needs of the community, and holds the belief that, if they choose, offenders can change their lives.

Mission Statement

The Pamunkey Regional Jail shall provide the highest level of safety and security for our community. We shall strive to exceed national correctional standards while continuously providing exceptional services and resources for the community, law enforcement, and the judicial system. Through integrity, dedication, and teamwork, we shall provide an environment of professional development that promotes respect, cooperation, and ethical excellence.

Core Values

- Safety – Operate in a safe and efficient manner, for yourself, your team, the facility and the community
- Service – Cultivate excellent relationships with our member localities, and our community
- Respect – Treat all individuals with consideration and thoughtfulness
- Integrity – Demonstrate positive values in the way you act and the way you insist others behave
- Initiative – Always ready, willing, and able to pull together to face new challenges
- Innovation – Adapt to change; work with it, not against it
- Knowledge – Commit to enhancing job knowledge through training & experience

Facility Overview

The Pamunkey Regional Jail is comprised of 127,000 square feet, containing 14 housing units and a total housing capacity of 435 inmates. In addition to the housing units, the jail has a medical infirmary, administrative section, central control section, general library, law library, kitchen, barbershop, laundry and separate training rooms for staff and inmates.

The housing unit design of the jail provides one female unit, which is divided into 3 sections. This allows for separate housing for protective custody, administrative segregation, disciplinary problem inmates, new committals, and female work release inmates in addition to the general population female inmates. In addition to the general population units for the male inmates, there is also a designated housing unit for special management inmates. This housing unit allows inmates to be housed separately for purposes of protective custody, administrative segregation and disciplinary status.

The Pamunkey Regional Jail's medical infirmary has 2 examination rooms, a dental laboratory and 6 individual cells for inmates who require special medical attention. Two of the cells are designed to house inmates with highly contagious conditions.

The operational design of the jail is state-of-the-art. It has numerous electronic systems throughout the facility, including an *Inter-Office Communications Link*, a computerized *Digital Optical Fingerprint Capture Machine (Cross Match Live Scan System)*, and a computerized *Video Imaging System* for booking, tracking and release of inmates and a sophisticated Computer Network System.

All doors throughout Pamunkey Regional Jail have electronic locks and are controlled and operated by an Officer assigned to Central Control. This officer controls access to all areas of the jail via cameras and intercoms. It is impossible for a person to enter or move throughout the facility without the knowledge of the officer in Central Control.

The Annual Report highlights various employees from every department. These talented individuals, highlighted on the sectional dividers throughout this document, contribute on a daily basis to the overall success of the Pamunkey Regional Jail.

Administration



Kim Hicks is the highlighted employee for the Administration Section. Kim has over 27 years combined experience in the Human Resources, Payroll and Accounting fields. She began her career with Hanover County in 1988 with the Hanover Sheriff's Office as an Accounting Clerk. She then joined the Pamunkey Regional Jail upon its opening in 1997 as a Fiscal Service Manager. After a few years of handling the fiscal portion as well as the payroll, her duties became that of the Personnel Analyst in 2000. She then went on to spend three years with the Hanover County Human Resources office in 2003, learning every aspect of the benefit administration provided by Hanover County. Kim is the sole Benefits Administrator for the jail and now acts as liaison between Hanover County Human Resources and Pamunkey Regional Jail. She also sits on many different committees, trying to provide the best overall benefits for Jail employees.

Kim was instrumental in the creation of the Online Applicant System for the jail, as well as starting new physical fitness exam programs for all employees.

Kim is consistently helping employees with their current benefits as well as thinking of the future retirements & paperwork to make it an easy process for everyone, as she strives to improve every aspect of the benefit administration to make it an easier, less complex process.

Administration Division

Colonel J. C. Willett, CJM, CCM
Superintendent

Major M. A. Bennett, CJM, CCM
Deputy Superintendent

Administrative Personnel

F. Keith Spicer, CPA, Accounting Manager
Amy Bennett, LIDS Technician
Cindy Dykes, Executive Secretary
Kim Hicks, Personnel Analyst
Shannon Kusterer, Account Clerk III
Nancy Roberts, Accountant
Kevin Texter, Information Technology

Maintenance Personnel

Officer T. Tyree, Maintenance Supervisor
Officer P. Duke, Maintenance Officer
Officer J. Agostino, Maintenance Officer

Personnel

The Pamunkey Regional Jail Personnel Department consists of an Accounting Manager, a Personnel Analyst, an Accountant, and an Account Clerk III. This department is responsible for the recruitment, screening, and hiring of all Pamunkey Regional Jail staff. To accomplish this, they schedule interviews and polygraph examinations, perform background investigations, monitor and correct applicant testing, make employment offers and conduct new employee orientations.

The Accounting Manager oversees the daily operations of the Personnel Department by supervising and assisting each with their various responsibilities. Specific functions of this department include, maintaining accurate records of each employees personnel file, Workman's Compensation records and Employee of the Quarter/Year appointments. In addition, the department is responsible for processing performance evaluations for the entire staff and processing semi-monthly payroll. This includes overtime, leave balances, merit and benchmark increases, internal postings, promotions/demotions, and new hire/separation paperwork. There are also various position status and personnel update sheets that are accurately maintained each month. In addition, the department is responsible for other functions such as billings, accounts payable, budgeting and financial reporting and analysis. This includes the monthly billings of inmates housed for various jurisdictions, processing of payments, and preparation of the Jail's annual budget and comprehensive annual financial report.

The Career Development Program that was developed in previous years has been a success. At the present time, there are three officers at the Officer First Class level and two officers at the Senior Officer level.

Personnel (Continued)

The Personnel Analyst serves as a liaison for Hanover County in the administration of health plans, benefits packages and payroll information entry. This involves keeping staff aware of any changes in the Family and Medical Leave Act, the Americans with Disabilities Act, Unemployment Compensation Laws and all Labor and Employment Laws applicable to the operation of this facility. In addition, the Personnel Analyst enters and deletes any payroll information required, executes conditional offers of employment and performs extensive orientations for new hires. The orientation includes a review of the benefits offered and the opportunity to enroll in the many benefits offered by the jail. The Personnel Analyst is also responsible for updating and revising the jail's web based applicant tracking system.

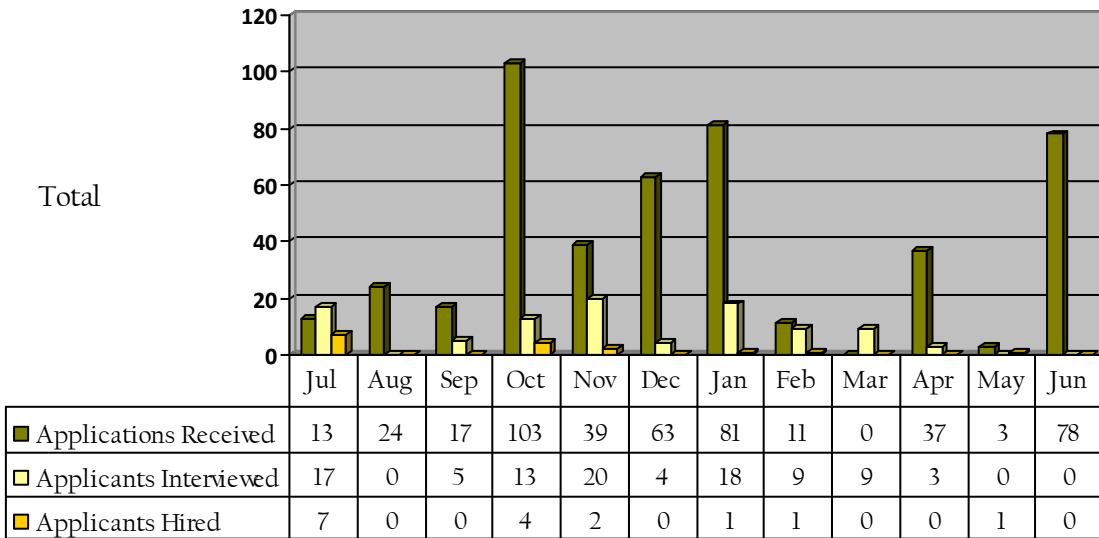
The Pamunkey Regional Jail staff participated in two Christmas charity projects for 2009. They helped by donating items for Operation Shoebox, a program to support needy children in Caroline County as well as holding our own "Adopt-A-Family", a way to provide gifts and support to three (3) families in Ashland, Hanover and Caroline Counties.

The jail has also been a supporter of the Law Enforcement Torch Run to benefit the Virginia Special Olympics. This past year staff raised money by assisting with fund raising events at Richmond Harley Davidson. The Jail also hosted a raffle to benefit the Virginia Special Olympics.

These events were a great way to bring out the best in our staff and to have positive interaction with the community they serve.

In addition, each spring the Pamunkey Regional Jail holds an Officer Appreciation week to thank our employees for their hard work and dedication.

Application Statistics



Systems Administration

The computerized system here at Pamunkey Regional Jail is monitored and maintained by the Systems Administration Department, which ensures the safety and security of all employees, visitors and inmates who enter the facility.

This department is also responsible for the maintenance of the Simplex touch-screen security control system. The facility doors, locks, cameras, and intercoms are controlled by this touch screen system, which helps to track the movement of all inmates incarcerated in the facility. The implementation of Digital Video Recorders (DVR's) allowed this department to record the daily activities of the inmates, and eliminated the use of VCR's. The Systems Engineer is responsible for maintaining the staff and inmate phone system and is the person to contact regarding technology issues dealing with the facility.



Maintenance Department

The goal of the Maintenance Department is to provide a safe, secure and comfortable environment for all visitors, staff, and inmates. Their duties include involved troubleshooting and complex maintenance work on building and kitchen equipment, conduct facility inspections and maintain a preventive Maintenance Program. This is done with minimal outside support from contractors. The department monitors and controls all chemicals and equipment used for daily housekeeping throughout the facility, including our laundry area. The Maintenance Department ensures that all Federal, State, and Local regulations are adhered to for ACA and DOC regulations.

The department's staff consists of a Maintenance Supervisor and two Maintenance Officers. The three officers are on duty five days a week, with at least one staff member on-call for emergencies at all times. The Maintenance Officers are certified Corrections Officers. Their certifications allow the Maintenance staff to assist other departments when they are short staffed, or additional assistance is needed to maintain facility safety.



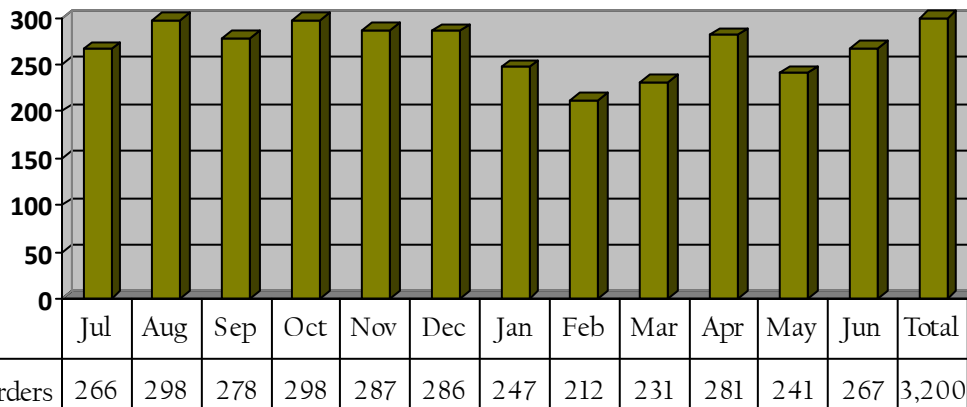
Maintenance Department (Continued)

The Maintenance Department has had a very productive year. As the graph will show, they have received over 3,200 work orders and maintained 100% completion with no backlogs. This year a new freezer was installed in the kitchen. All the work was done in-house, eliminating any need for outside contractors. In addition, a tilt skillet was also installed. The cost for the skillet was \$375.00, saving the facility over \$6000.00 if purchased new. Again, staff completed all the wiring and propane hookups. We are fortunate to have such a skilled team to handle most any building related situation here at the Jail. This is all done in compliance with State, Local and Federal building safety codes.

The Maintenance Department will embark upon new challenges and seek innovative ways to continuously maintain the facility equipment. The department continues to receive 100% score from our ACA inspection team, while maintaining a proactive approach to this facility.

The Maintenance Department completed 3,200 work orders this fiscal year. As the facility continues to age, the Maintenance Department continues to increase its efforts to stay ahead of the rising challenge.

Work Orders Processed



■ Number of Work Orders	266	298	278	298	287	286	247	212	231	281	241	267	3,200
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Security



Officer Christopher Spangler is the highlighted employee for the Security section. He joined the U.S. Army on July 13, 2004 and completed his basic training and infantry school in Fort Benning, GA. After graduating basic training, Officer Spangler went to Fort Campbell, KY in November, 2005 where he prepared to go to Iraq. Officer Spangler was deployed for one and a half years. After returning home, Officer Spangler was honorably discharged from the service. He then began seeking employment in the security field.

Officer Spangler began his career here at Pamunkey Regional Jail on July 16, 2009. Right from the start Officer Spangler took off in a full sprint showing everyone he had the zeal, determination, and dedication to do this job. Officer Spangler continues to exemplify the qualities of an outstanding officer. Prior to attending the academy, Officer Spangler completed his on-the-job training enthusiastically and adjusted very quickly to the jail environment. While attending the Rappahannock Regional Criminal Justice Academy, Officer Spangler was presented with three awards. He received the Charles E. Murray award, an award for Physical Fitness, and an award for Top Overall. This feat has never been accomplished before by an officer from Pamunkey Regional Jail. Officer Spangler is a role model to newly hired officers. Officer Spangler is a young, energetic, highly motivated officer who has leadership qualities. Officer Spangler has been nominated for Employee of the Quarter and sets the example for others to follow. Officer Spangler is currently continuing his education to attain his career goals in Law Enforcement.

Security Division

Captain M. A. Claveau
Security Division Commander

Security Personnel

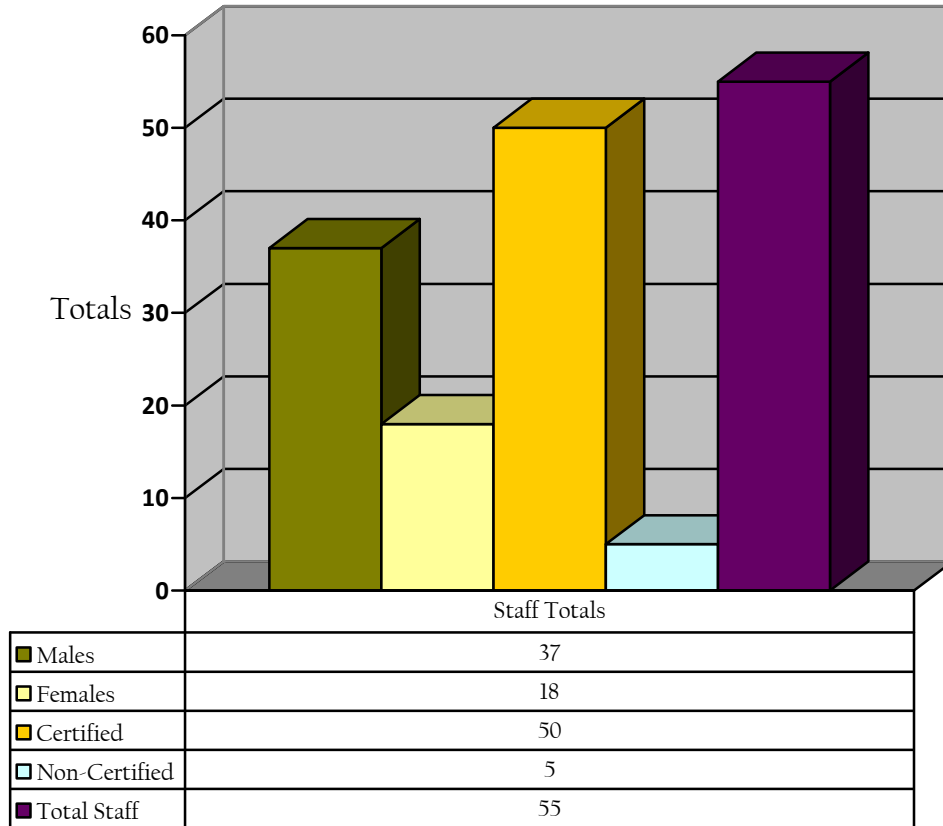
Lieutenant S. Cook	Lieutenant R. Aldrich	Lieutenant W. Cordeiro	Lieutenant R. Gill
SGT. H. Hochfelder	Sergeant C. Boyle	Sergeant B. Hughes	Sergeant A. Brown
Officer J. Allen	Officer D. Banks	Officer M. Bigger	Officer J. Armstrong
Officer M. Brooks	Officer M. Bunch	Officer D. Carter	Officer F. Bacon
Officer D. Brown	Officer E. Emelianov	Officer J. Creps	Officer Z. Hulet
Officer A. Davis	Officer S. Gray	Officer M. Devaughn	Officer S. Joseph
Officer X. Glover	Officer T. Gurses	Officer J. Edwards	Officer G. MacDougall
Officer J. Gray	Officer T. Jefferson	Officer M. Gooch	Officer H. Overton
Officer S. Haag	Officer L. Johnson	Officer T. Hackett	Officer P. Parrish
Officer J. Hughes	Officer J. Lowry	Officer K. Nye	Officer N. Pence
Officer D. Kyser	Officer D. Mines	Officer J. Peterson	Officer C. Spangler
Officer C. Leonard	Officer L. Johnson	Officer M. Pidgeon	Officer S. Tweat
Officer M. McCauley	Officer B. Pleasants	Officer S. Queensberry	Officer J. Walton
Officer J. Moody	Officer D. Ratcliffe	Officer D. Snead	Officer P. Ware
Officer J. Nino	Officer C. Uerz	Officer J. Stainker	Officer J. Winfree
Officer B. Roots	Officer B. Walton	Officer S. Wert	

Security

The security division is responsible for the health, safety, security and welfare of the inmates incarcerated at the Pamunkey Regional Jail. We are the police officers of this internal community. It is our mission to ensure public safety by keeping those individuals incarcerated under law separate from society and protecting those incarcerated from each other. We have 14 housing units, holding an average of 430 inmates. The security division manages this community with 8 officers assigned to units, 2 officers patrolling units, 1 sergeant, and 1 Lieutenant supervising the security team. The Day shift Teams consists of 14 officers, 1 Sergeant and 1 Lieutenant. The Night Shifts maintain 13 officers with 1 Sergeant and 1 Lieutenant. There are 4 teams operating on 12 hour shifts from 0600-1800 hrs and 1800-0600 hrs. Each team reports 30 minutes prior to the start of the shift for a formal briefing and training period. The rotation schedule of the shifts is a motivating factor for the staff. We currently have 37 male officers and 18 female officers. Our staffing at this time is 55 officers with an authorized strength of 58 officers. Currently we have 50 officers that are certified and 5 awaiting certification through the academy. We currently have 3 Officers scheduled to attend the August 2010 academy. Our number of certified officers is up from the previous year. I believe this is due to the down turn in the economy, which has personnel staying with their current employment longer. This is a first time record for the facility since opening in 1998. The increase in certified officers and experience level is seen in the control of the facility.

Security (Continued)

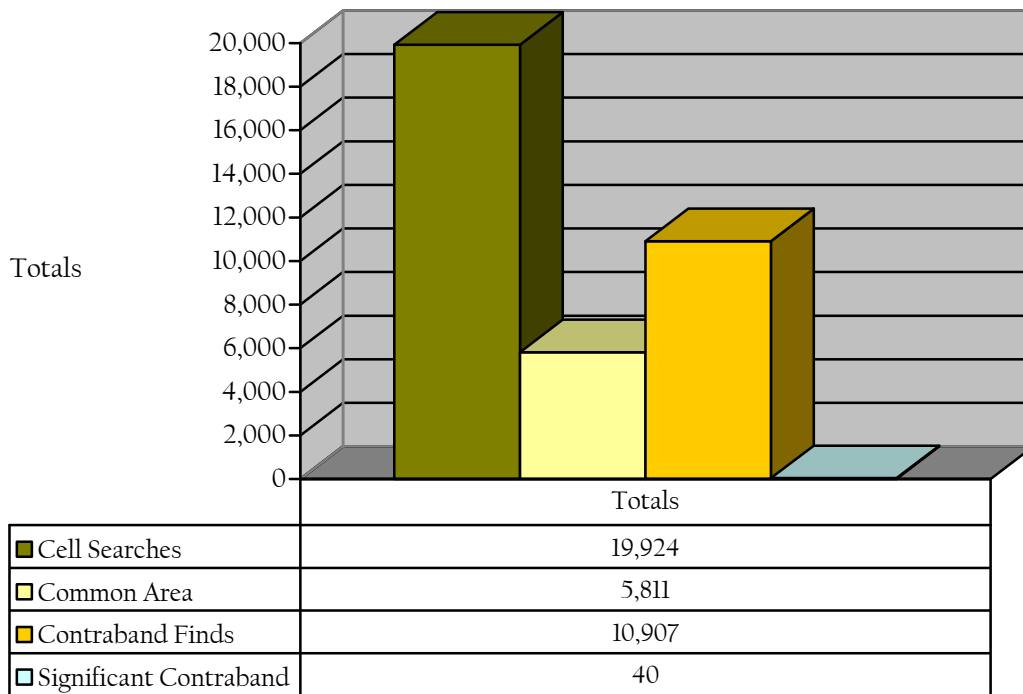
Breakdown of Staff



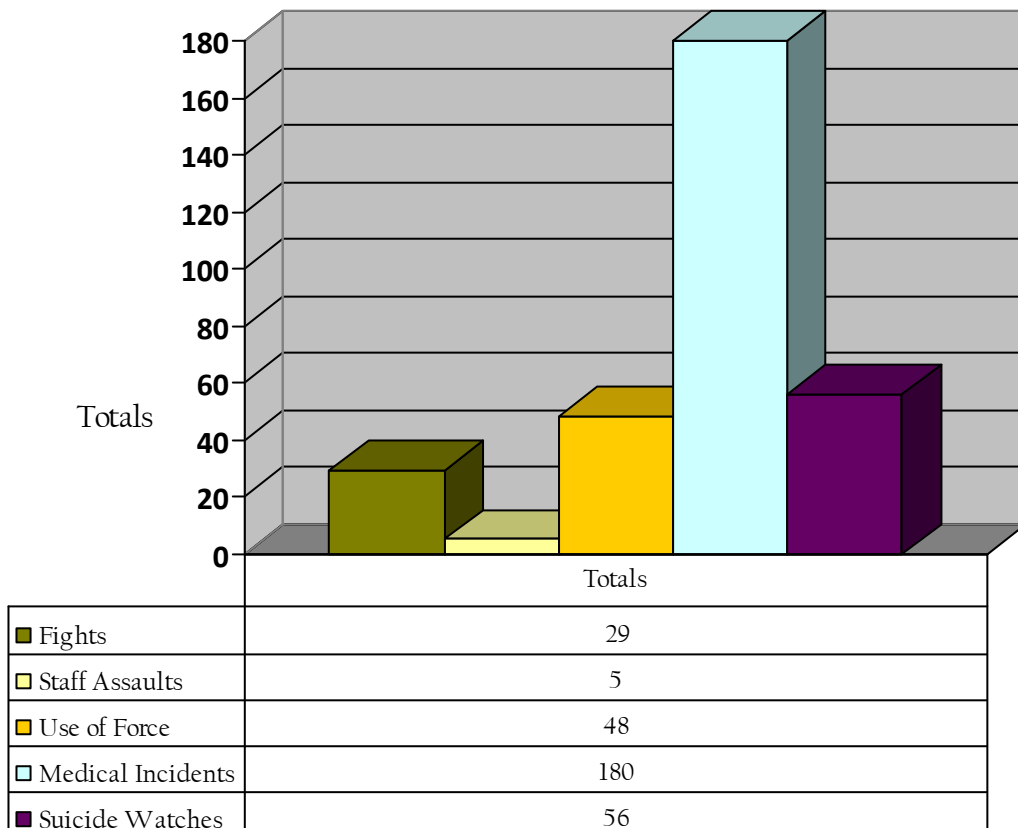
Performing security duties involves continuous searching, controlling, policing, guiding and providing structure to the unstructured. During the fiscal year 2009-2010, the officers of the Pamunkey Regional Jail successfully conducted 19,924 cell searches (increase of 3,048), and 5,811 common area searches (increase of 40). Of these searches, 10,907 netted Nuisance contraband items (increase of 1,272). These searches also netted 40 significant contraband items such as drugs, lighters, cigarettes, etc. In the policing of the units, there were 29 fights (inmate on inmate) (Exact same as last year), 5 assaults on staff members (1 less than last year), 48 uses of force (15 more than last year), and 180 recorded medical incidents (an increase of 29 from last year). We had initiated 56 suicide watches during this year (9 more than last year), with 0 successful attempts by inmates. We experienced a decrease in the number of fights and assaults on staff. Uses of force and medical incidents increased in comparison to last year. We have had a very successful year with 0 major disturbances and/or forced escapes.

Security (Continued)

Searches



Incident Statistics



Emergency Response Team



The Pamunkey Regional Jail Emergency Response Team had another very successful year. The team has taken on 4 new members which brings the team numbers up to; 11 members which include 2 team leaders, a commander, and an assistant commander. The team continues to maintain its 96 hours of training a year. This has definitely allowed every team member to learn and become very proficient with all of the necessary skills to safely handle any High Risk inmate or emergency situation. Each of our training sessions is extremely intense and physically challenging. We train with specialty equipment that includes Specialty Impact Munitions, Pepper Ball System, Electronic Capture Shield, Electronic Batons, Flash bangs, Stinger grenades, and Oleoresin Capsicum (O.C).

The Emergency Response Team trains for transporting High Risk inmates, conducting cell extractions, and quelling major disturbances in the safest manor possible. In 2009 – 2010 the ERT Team was prepared to conduct High Risk transports outside of the facility; however, none were necessary this period. The team trains to eliminate any possible threat of escape or assassination of the inmate. The team was also responsible for conducting several forced cell extractions where no injury resulted to either staff or the inmate. Every cell extraction has the potential to be an extremely dangerous situation depending on the level of the inmate's aggression and cell condition. In many situations the inmate will either flood their cell or throw soapy water on the floor to try and prevent the team from making a safe entry.

With the use of our specialty equipment (i.e. Electronic Capture Shield, Electronic Baton, Pepper Ball System, O.C.) the Emergency Response Team trains for these situations and has developed special tactics to minimize the risk to both staff and the inmate. Through hard work and being proactive, the facility has been fortunate and not had a major disturbance. Although we have not experienced any type of riot situation to date, the Emergency Response Team trains and prepares in case an emergency should arise.

Support Services



Officer Sherry Hubbard is the highlighted employee for the Support Services Section. Officer Hubbard was raised in Richmond City and is a graduate of George Wythe High School. After graduating, she attended J. Sergeant Reynolds where she majored in Computer Operations. In search of adventure and wanting to accomplish something more, Sherry enlisted in the United States Air Force where she served for four years. Upon completing her service, still feeling a need for order and discipline, Sherry began her career in corrections working for the Richmond Sheriff's Office. She would serve as a Deputy Sheriff for the next eleven years in both the jail and the lock up. It was during this time that Officer Hubbard, compelled by a sense of duty, enlisted in the Air Force Reserve and Air National Guard adding an additional nineteen years to her previous years of service. After working briefly for the University of Richmond Sherry applied with the Pamunkey Regional Jail and was hired in 2001.

Since beginning her career at the jail, Officer Hubbard has served in several capacities, including Security, Programs Officer, and Visitation. Officer Hubbard has proven to be one of the most dependable Officers at the jail, this is evident in the fact that in her nine years of service Officer Hubbard has only called out sick once. As a credit to her dedication, Officer Hubbard has received Sworn Officer of the Quarter twice, most recently being the second quarter of 2010.

Officer Hubbard has a courteous demeanor as well as a professional and positive attitude which makes her an asset in her duties as Visitation Officer and a role model for other staff.

Support Services

Captain M. N. White
Support Services Division Commander

Support Services Personnel

Lt. N. Webel, Internal Affairs

S. Nino, Food Service Supervisor
T. Faniel, Food Service Assistant
J. Farmer, Food Service Assistant
B. Branch, Food Service Assistant
V. Devkota, Food Service Assistant
T. Hardy, Food Service Assistant

Sergeant W. Fowler, Training
Officer K. Terrell, Training
Officer I. Hamn, Programs
Officer L. Shelton, Work Release
Officer S. Hubbard, Visitation
Officer K. Morris-Harvey Visitation
Officer M. Reinhart, Mailroom

Sergeant K. Hurd, Standards
Officer T. White, Standards

Inmate Programs

The Pamunkey Regional Jail continues to offer a variety of programs and services to inmates who wish to seek help or further educate themselves. The Programs Department continuously seeks new programs and services to provide for the inmate population as well as concentrate on improving existing programs.

Through partnerships with the Gospel Jail Ministry, Hanover County Department of Adult Education, Department of Special Education, Hanover County Public Library, and the Hanover Community Services Board, a varied curriculum of programs are offered to help resolve problems and seek additional education.

The Programs Officer oversees the daily operation and coordination of all programs, serves as the liaison for the Bureau of Immigrations and Customs Enforcement detainees, and provides notary services.



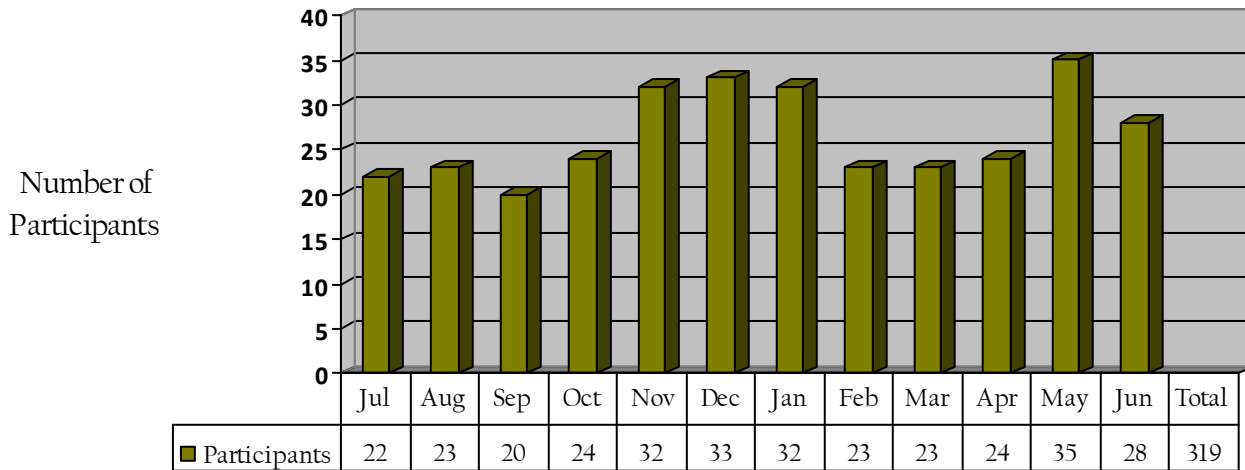
Inmate Programs (Continued)

G.E.D. Preparation / Career Readiness Certificate

The Programs Department continues to offer several different programs to inmates who wish to further their education. The GED program is aimed at providing inmates with basic reading, writing, and math skills, and prepares inmates for obtaining their GED. GED testing is conducted here at the facility through the Hanover Adult Education Center. During their enrollment, inmates are expected to attend daily classes in lecture format, complete educational programs on the computer, self-study and complete instructor issued homework. During the last year, 319 inmates participated in the program and 7 obtained their GED.

The Career Readiness Certificate is an assessment based program in which inmates undergo testing related to reading, applied math, and locating information through the Work-Keys skills assessment system. Inmates can earn a Bronze, Silver, or Gold level certificate based on their test performance in each subject area. This is a valuable certificate for inmates when they are released because it helps potential employers determine if the recipient possesses the skills needed to effectively perform the job. In 2009/2010 the jail had 21 inmates complete and receive the Career Readiness Certificate.

Education Participation



Computer Training

Computer training classes are offered on a weekly basis teaching skills levels from beginner to intermediate. Inmates who are classified as beginners learn keyboarding skills through individualized software and assistance from the instructor. Inmates who are classified on the intermediate level work on assignments such as resume writing, graphics, and various other assignments provided by the instructor.

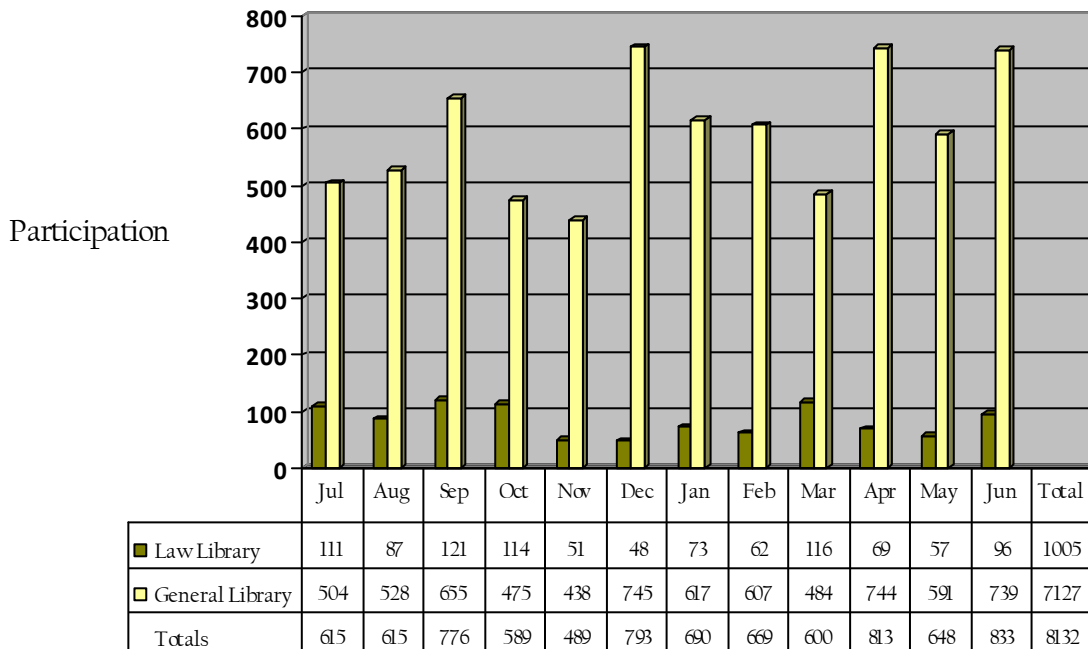
Inmate Programs (Continued)

Library Services

Law library services are provided to the inmate population who wish to research legal matters pertaining to their case. The law library contains State and Federal law books and related legal materials. Inmates being held for the Department of Homeland Security are provided with specific research material. This fiscal year, the law library was utilized **1005** times.

Inmates are offered general library services weekly, this fiscal year the library was utilized **7127** times. The library contains over 3,000 books and is updated on a frequent basis. A wide selection of topics ranging from suspense novels to romance novels are offered and books in Spanish, Chinese, and French are available for non-English speakers. Newspapers such as USA Today are distributed daily and magazines such as Newsweek, Essence, Rolling Stone, and First are available weekly. Total combined inmate usage of both the law library and the regular library was **8132**.

Library Usage



Inmate Programs (Continued)

Special Education

Any inmate between the ages of 18-22 with special educational needs who wish to further their education is placed in this state mandated program. A state certified, full-time teacher works with participating inmate students on an individual basis or in a classroom setting. 165 inmates were assessed with special educational needs and 24 actively participated during the school year.

Offender Aid and Restoration (O.A.R.) Services

OAR provides pre-release services to inmates at Pamunkey Regional Jail such as Alcoholic Anonymous/Narcotic Anonymous, Productive Citizenship, and employment assistance. Three days per week an onsite counselor meets in a group setting or individually with inmates to assist with locating transportation, housing resources, and job readiness in preparation for inmates return as a responsible member of the community.

Life Skills Programs

Throughout the year on a rotating basis, O.A.R. offers a variety of different programs. Inmates participate in group sessions which last about 8-10 weeks and receive a certificate upon completion of the program. Programs such as Anger Management help inmates deal with emotional issues and Productive Citizenship helps to prepare inmates for their release back into the community.

Religious Services

Chaplain services are provided on a daily basis at Pamunkey Regional Jail by the Gospel Jail Ministry. Members of all denominations are provided with support and religious materials. Bible study groups are held weekly inside the units and church services are conducted on Saturdays. Muslim services are also offered for inmates who practice that denomination. Affiliated pastors of many other denominations are also available to inmates who seek spiritual guidance.

Clerical Services Program

Pamunkey Regional Jail offers clerical services such as notarizing, photocopying of legal material, and providing applications/legal forms to all inmates.

Inmate Programs (Continued)

Money Management

Money Management is based on the MoneySmart course and has been adapted to fit the jail environment. This course is designed to help participants develop their understanding of and comfort with financial concepts and help them make better financial decisions in their daily lives. Topics covered include basic banking, budgeting, types of credit and the credit rating system, risks of using non-mainstream financial services (i.e. payday loans, rent-to-own, and check cashing), predatory lending, how to protect yourself from fraud, ID theft, and insurance. Lessons are augmented with instructor lecture, worksheets, group activities, class discussion, and guest speakers.

English as a Second Language (E.S.L.) Programs

The E.S.L (English as a Second or other Language) program at Pamunkey Regional Jail is a five-level English course for non-native English speakers. During 2009/2010, 62 inmates attended the course, which ranges from literacy to high intermediate classes which are designed to develop listening, comprehension, speaking, reading, and writing skills for adult learners. All components of the program, which are systematic problem-posing, also use interactive and communicative approaches that are based on real-life situations to teach vocabulary, pronunciation, and grammar. A broad range of relevant themes such as life stages, personal growth, goal setting, working, personal finances, family living, leisure activities, and community participation are introduced to students on an individual level and appropriate format.

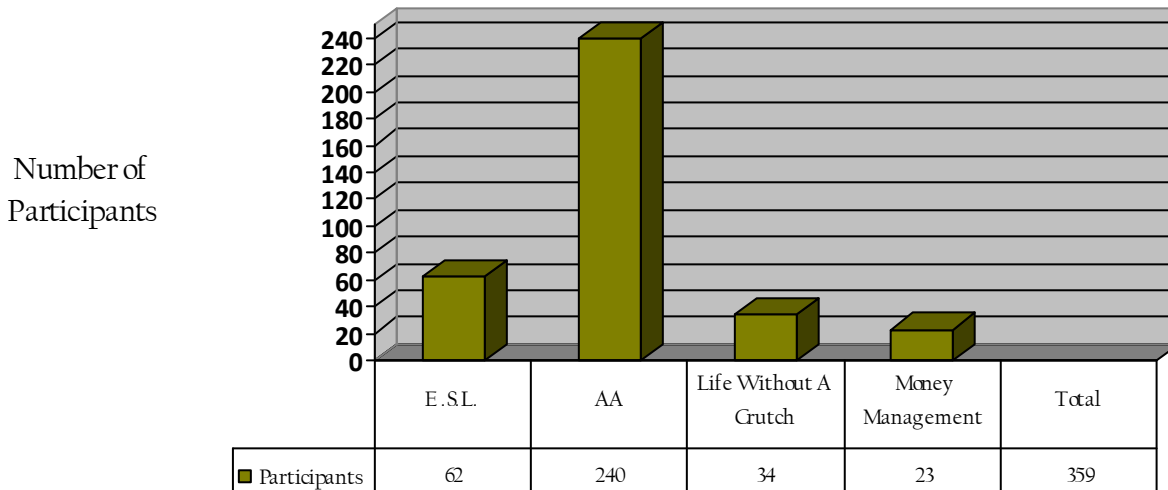


Inmate Programs (Continued)

Substance Abuse Programs

All inmates incarcerated at Pamunkey Regional Jail are eligible to participate in the substance abuse program. This program is designed to provide education and support to inmates with drug and/or alcohol addictions. Alcoholics Anonymous is a self-help support group offered twice a week with 240 inmates participating this fiscal year. Life without a Crutch is a structured, 10-week cycle program that assists participants in taking the first step towards recovery. During this fiscal year, 34 inmates successfully completed the program. All of the facilitators for these groups have counseling experience and/or specific training. Total inmate participation in group programs was 359 for this fiscal year.

Group Participation



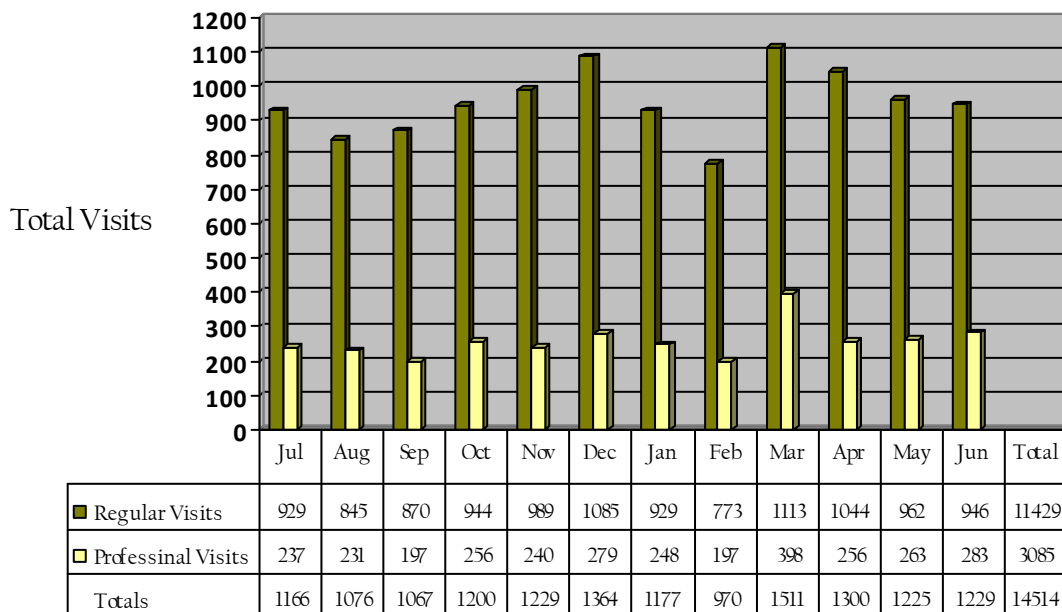
Inmate Visitation

Pamunkey Regional Jail encourages each inmate to maintain contact with their family and friends through bi-weekly visits. Visitation is allowed Monday through Friday, and is scheduled one week in advance by the inmate. Although an inmate can schedule two visits per week, they can only have one visit per day. The visits can last from thirty minutes to an hour depending on the visitor's living distance from the facility.

Pamunkey Regional Jail does not allow "contact visits" between family and friends. All visits are held in specialized areas which has a glass divider between the inmate and the visitor. Only attorneys and law enforcement personnel are allowed direct contact visits with inmates. Attorney visits have to be scheduled with the visitation officer and are held in rooms that provide attorney-client privacy, which is required by law.

During the period of July 1, 2009 thru June 30, 2010, there were **14,514** visitors recorded at our facility. Of those visits, **11,429** were visits from family and friends and **3,085** were from attorneys.

Visitation Conducted

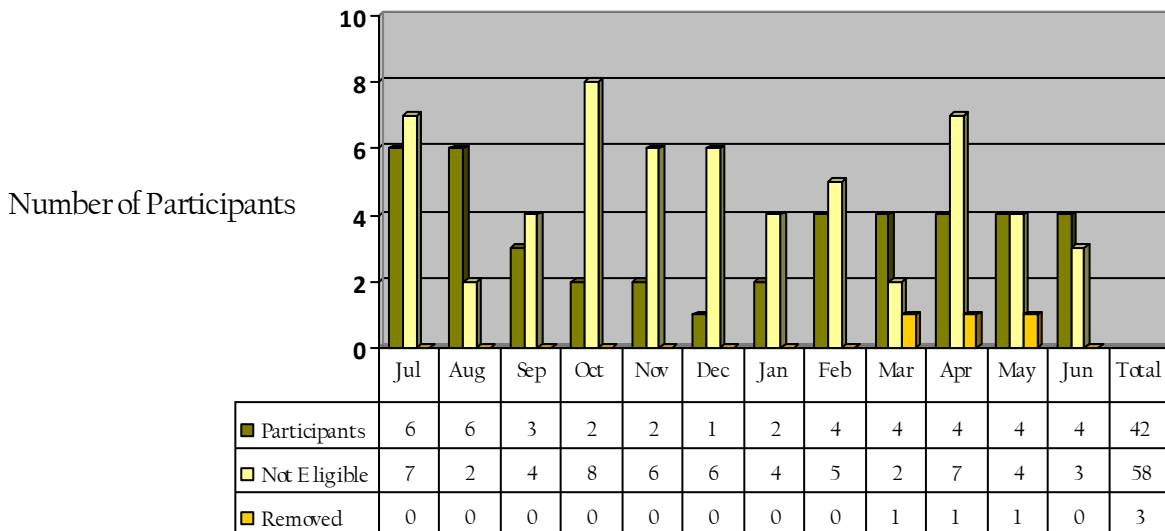


Work Release

The Pamunkey Regional Jail offers a wide array of programs to offenders housed within the facility. An example of these programs is the Inmate Work Release Program. The facility has designated two (2) housing units for offenders placed on the Work Release program. Housing Unit 'B' has the capability of housing up to sixteen (16) male participants, and Housing Unit 'J' has the ability to house up to eight (8) female participants. Before an offender is placed on the program they are thoroughly screened for eligibility. The Work Release Officer checks the offender's current sentence and the severity of the charges, and forwards his/her findings through the chain of command for approval. If the offender has been declared eligible for the program a check of their criminal history, a drug screening, and full time employment verification is conducted prior to entrance into the program.

The goal of the Work Release program is to prepare inmates for their release back into the community and helps to reinforce and maintain good work habits. During this fiscal year, **42** inmates participated in the Work Release program. The facility collected a total of **\$18,931** from inmates participating in the program to help offset the costs of their incarceration. Also during this fiscal year there were **58** inmates who applied for Work Release but were deemed ineligible for the program based on their criminal history and the severity of their charges. During 2009/2010 only **3** inmates were removed from the program for disciplinary violations.

Work Release Participation



Work Force

The Pamunkey Regional Jail has a sixteen-bed (16) unit designated and approved for inmates who wish to work on public property owned, leased or operated by the county. These minimum-security inmates maintain the facility grounds and provide assistance on special jail projects.

The jail entered into a cooperative agreement with Hanover County, which allows county employees to pick up inmates who wish to work and learn valuable skills, which can be applied in the job market upon release. During the period of July 1, 2009 through June 30, 2010, 11,316 man-hours were provided to Hanover County by Work Force inmates. Using an agreed upon rate of \$7.00 per hour, these inmates saved the County \$79,212 in labor costs.



Training

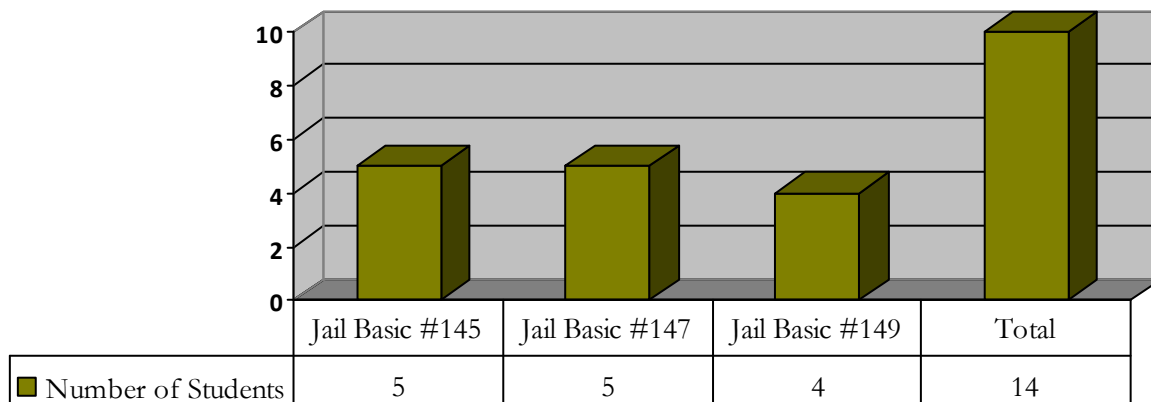
The Training Department is operated under the supervision of the training officer and the training Sergeant. The training department is responsible for scheduling and conducting classes that benefit the facility staff and ensure compliance with DCJS and ACA requirements.

New employees are placed in an extensive “on-the-job-training” (OJT) program which is broken into two phases. The first phase of the program requires each new officer to complete forty (40) hours of training which is conducted through classroom lecture and simulated exercises under the guidance of DCJS certified instructors. The second phase consists of actual on post “real world training” in which the new officer first “shadows” an experienced Field Training Officer (FTO) and then operates the unit under the supervision of the FTO. This training takes approximately 45-60 days to complete and is highly beneficial not only to the new officers but also to the experienced staff and the inmates in the facility as it produces a more competent and consistent officer. The OJT/FTO program is supplemental to the 460 hours of academy training new staff will undergo in their first year of employment. During Fiscal Year 2009/2010, 14 officers attended and graduated the Jail Basic Academy.

Certified staff are required to complete 24 DCJS hours every two years and 40 ACA hours yearly. The Training Department ensures this is completed by scheduling and conducting in-service training. To accomplish this, the Training Department first looks at the needs of the facility and then develops and performs revisions to lesson plans to ensure up to date information is taught to the staff. Through our partnership with the Rappahannock Regional Criminal Justice Academy specialized training is provided to staff as needed. This year, with the continuing use of roll call training, our staff has exceeded both the DCJS and ACA hour requirements for training.

The Training Department also ensures that civilian staff, having regular or daily contact with inmates, receives forty (40) hours of training yearly. This year the civilian training program was continued consisting of self study courses and classroom training which allows for greater flexibility to deal with the varying civilian schedules.

Number of Staff Sent to Academy



Training (Continued)

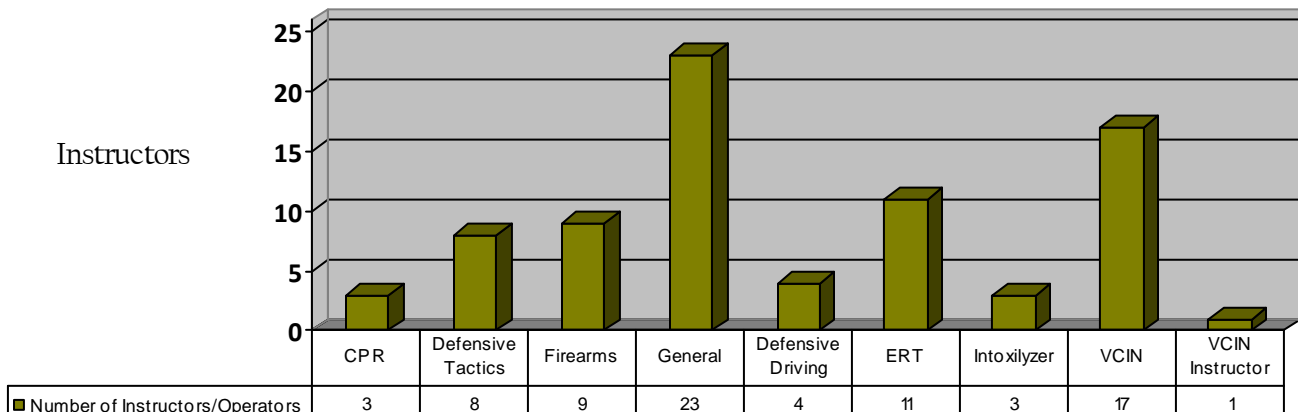
In addition to providing instruction, the Training Department is a source of information for the jail staff. Through the availability of a library of videos and books, staff has the opportunity to further their knowledge beyond the scheduled topics of instruction. The Training Department maintains communication with the American Correctional Association, the Virginia Department of Corrections, the Virginia Department of Criminal Justice Services, and the National Institute of Corrections and has a mutually beneficial training relationship with the Henrico County Sheriffs Office, Chesterfield County Sheriffs Office, the Rappahannock Regional Jail, and the United States Special Operations Group which allows for a greater scope of training for our staff.

Effective instructors play a vital roll to the Training Department; the department benefits from its 23 General Instructors, 9 Firearms Instructors, 8 Defensive Tactics Instructors, 3 American Red Cross Certified First Aid / CPR Instructors, and 1 VCIN Instructor. The certification of 1 new General Instructor, and 2 new Firearms Instructors has helped ensure that the Training Department maintains its pool of certified instructors.

To assist in effective facility operations the Training Department has ensured the continued certification of 3 Intoxilyzer operators, 17 VCIN operators and has monitored a minimum of 8 hours a month of training for our II member Emergency Response Team (ERT). The ERT has received specialized training in the areas of firearms, less-than-lethal munitions, defensive tactics, cell extractions, and emergency response.

Over the next year the Training Department will continue to provide up to date training using state of the art equipment. Realistic training will be completed using firearms training simulation and role playing scenarios which will allow the officers to experience “real life” situations.

Number of Instructors/Operators



Accreditation

The Pamunkey Regional Jail is audited on a yearly basis by the Virginia Department of Corrections, the Bureau of Immigration and Customs Enforcement and the United States Marshal Service to ensure the staff receives proper training, the facility is secure and clean and the inmates are treated fairly.

Since the opening of this facility in March, 1998, we have received 100% compliance on these yearly audits.

In June, 2001, in an attempt to reach a higher level of excellence, the Pamunkey Regional Jail entered into a contract with the American Correctional Association to obtain its jail accreditation. This accreditation process involved a complete overhaul of the policy and procedure manual to meet or exceed the standards set forth by the American Correctional Association and the Correctional Accreditation Managers Association. These standards address services, programs, security, and operations essential to effective correctional management. Through accreditation, an agency is able to maintain a balance between protecting the public and providing an environment that safeguards the life, health, and safety of staff and offenders. After a rigorous eighteen months of development and information gathering, Pamunkey Regional Jail received a 96.8% rating on its first ACA accreditation in 2003.

The challenge would be to continue to maintain or exceed the initial accreditation score by raising the bar to provide services to the community and to the offenders that exceeded what was expected by the standards.

The Pamunkey Regional Jail rose to the challenge when it received a 99.7% on its re-accreditation in 2005.

In January, 2009 the jail completed the American Correctional Association 4th Edition Performance Based Standards & Outcome Measures and again received a re-accreditation score of 99.7%. This process involved 62 mandatory expected practices and 322 non-mandatory expected practices for a total of 384.

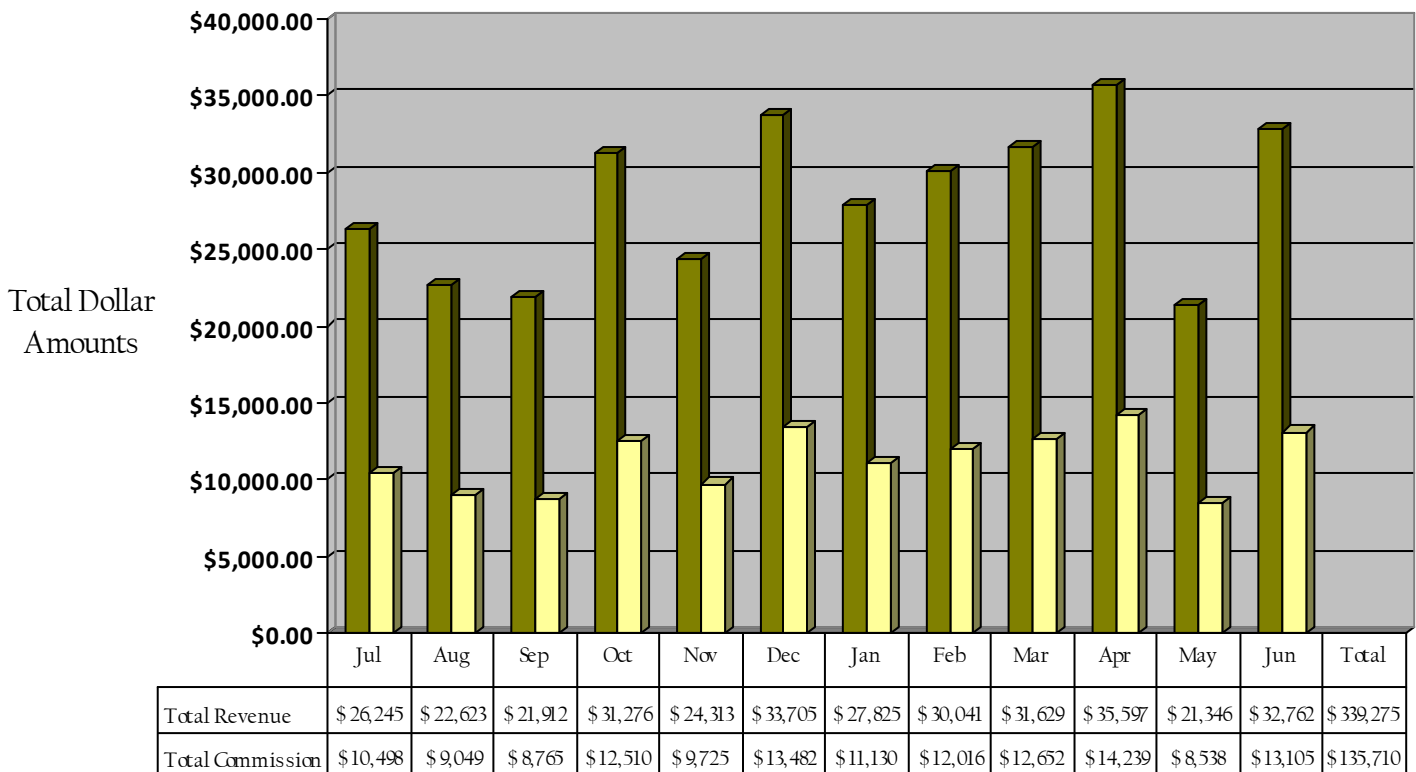
There are 102 jail and detention facilities in the State of Virginia. Of the 102 facilities, only 10 are currently fully accredited by the American Correctional Association. Pamunkey Regional Jail is proud to be on that list of selective facilities.



Commissary

During the 2009-2010 fiscal year, Keefe Commissary provided all commissary services to the inmate population. When inmates are booked into the facility, any cash they have in their possession is taken by the booking officer and deposited into an account to be used during the inmate's incarceration. Once a week, inmates are allowed to purchase items from the jail commissary such as personal hygiene necessities, snacks, and clothing. All jail services such as medical appointments, haircuts, and notary signatures are also deducted weekly from the inmate's account. A safe deposit box is located in the visitation lobby so that family and friends may deposit money orders for inmates to use when purchasing commissary. The revenue generated from the sale of commissary is used to purchase items such as books, computers, and recreational equipment that benefit the inmate population. During the 2009-2010 fiscal year, \$339,275 Total Revenue and \$135,710 Total Commission was collected.

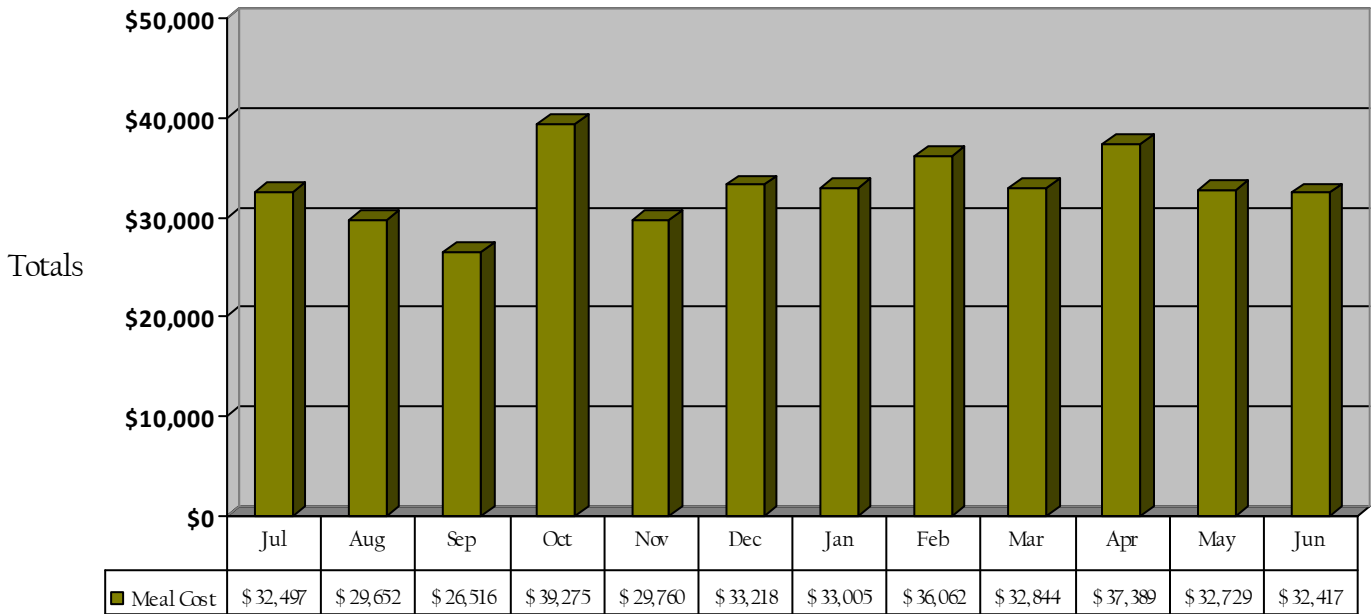
Commissary Sales



Food Service Department

On a daily basis, the Food Service Department prepares all inmate meals. 2009-2010 represents the first full fiscal year that all food service operations were run internally by the jail. Formerly, these duties were performed by an outside contractor. All meals are prepared according to the guidelines set forth by the National Academy of Science and a registered dietician. Inmate meals are also monitored by the American Correctional Association to ensure they remain compliant with the daily guidelines. The Hanover Health Department routinely inspects the kitchen, all kitchen equipment, and storage areas on a semi-annual basis to ensure that the facility meets or exceeds all standards set forth by the health department.

Cost of Meals

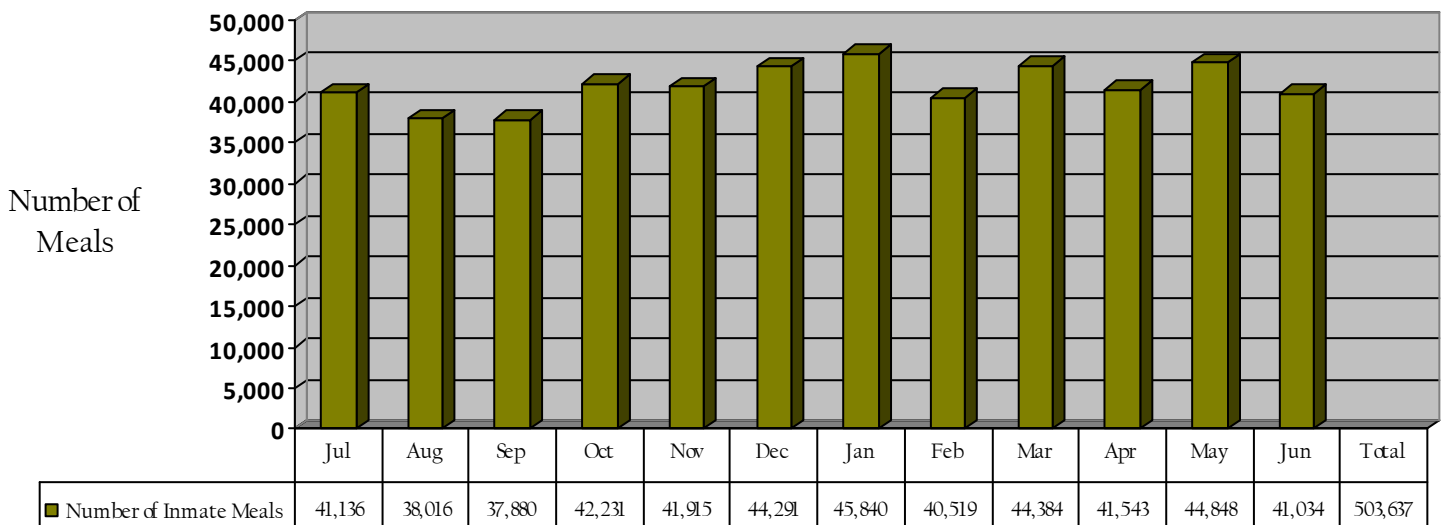


Food Service Department (Continued)

During the 2009-2010 fiscal year, the Food Service Department prepared **503,637** inmate meals. On a quarterly basis, the inmate menu is reviewed and approved by the Superintendent in order to ensure that the inmate meal menu meets or exceeds nutritional guidelines.

Under the guidance of the Food Service Director and her assistants, inmates volunteer to work in the kitchen because they earn good time credit for every month of work, which can reduce their overall sentence. Working in the kitchen also gives inmates the opportunity to learn skills such as cooking and proper cleaning techniques.

Meals Prepared



Operations



Sergeant Ronnie Dority is the highlighted employee of the Operations Section. He has over 25 years of leadership experience dealing with diverse audiences from his former career in the United States Army. Sergeant Dority retired from the Army and started working at the Pamunkey Regional Jail on June 16, 2006. During his first year as an officer, Dority quickly distinguished himself as a confident, knowledgeable corrections officer. Dority easily learned how to supervise all of the housing units. He became known for his dependability, and the ability to learn and progress. Officer Dority was transferred to Intake in August of 2006, where he again established himself as a highly proficient officer. He was soon promoted to the rank of sergeant and transferred to Security on July 1, 2008. On September 20, 2008, Sergeant Dority was transferred back to Operations as an Intake Supervisor.

Sergeant Dority has trained and mentored officers on both the night and day Intake shifts and has increased the quality and efficiency of all the shifts he has supervised. Sergeant Dority communicates well with his staff and the general public and has proven to have the knowledge, ability, skills, to excel in any area of the jail.

Operations Division

Captain K. D. Hopkins
Operations Division Commander

Operations Personnel

Lieutenant L. B. Pryor

Intake

Sergeant R. Dority	Sergeant W. Brown	Sergeant A. Garthaffner	Sergeant R. Hanner
Officer J. Allen	Officer P. Brooks	Officer M. Berumez	Officer J. Carlino
Officer C. Lanier	Officer G. Johnson	Officer J. Farmer	Officer A. Shields

Records & Classification

Sergeant T. Waddy
Officer M. Grant, Records
Officer A. Henley, Classification
Officer N. Stith, Classification
Amy Bennett, LIDS Technician

Transportation / Property

Sergeant M. Gambill
Officer B. Burgess, Transportation
Officer T. Berry, Transportation
Officer T. Eckert, Transportation
Officer T. Green, Transportation
Officer S. Fleischer, Transportation
Officer D. Crenshaw, Transportation

Transportation

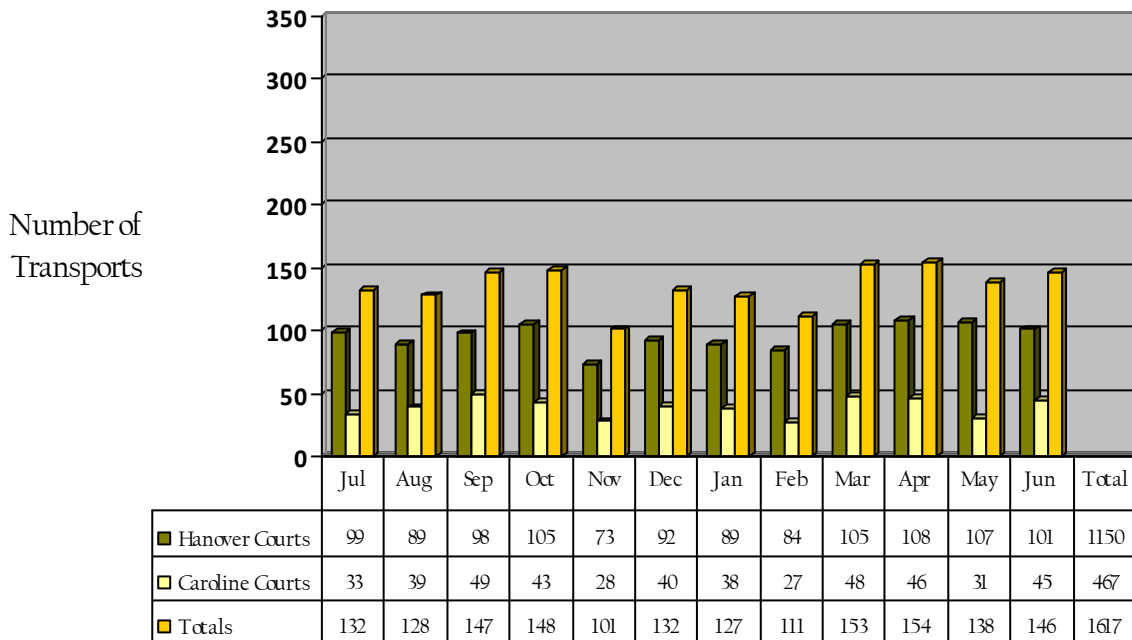
The Transportation Section of the Pamunkey Regional Jail consists of 1 (one) Sergeant, and 6 (six) Officers. The Transportation Section provides safe and secure transportation of inmates to and from the Hanover and Caroline County courts, the Virginia Department of Corrections (D.O.C), the United States Marshals Office (U.S.M.), Bureau of Immigration and Customs Enforcement (B.I.C.E.) facilities, local and regional jails, and medical facilities i.e. Memorial Regional Medical Center, and Medical College of Virginia / V.C.U. Medical Center as deemed necessary.

The primary goal of the Transportation Section is to provide safe and secure transportation to and from the aforementioned facilities. Personnel assigned to the Transportation Section receive specialized training in the use of firearms, defensive tactics, personal searches, high-risk transports and personal / public protection.

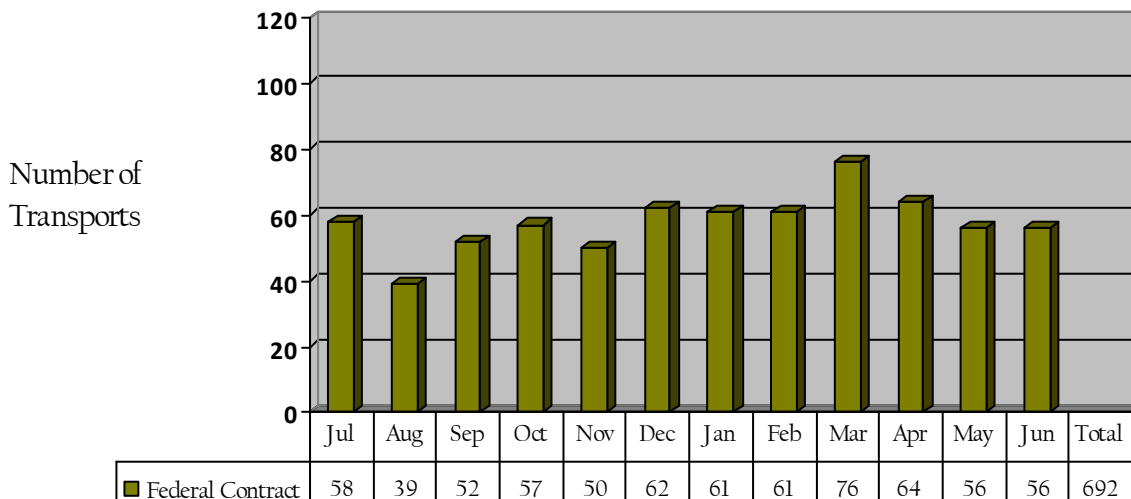
Transportation (Continued)

During this fiscal year the Transportation Section completed 1,150 transports to Hanover and 467 to Caroline for a total of 1,617 transports to local courts. Also conducted were 692 transports to Federal Court for the U.S. Marshals, 169 Medical Transports, 30 Department of Corrections turnovers, and 57 transports to various other agencies, for a grand total of 2,565 transports conducted without incident.

Transports for Local Agencies

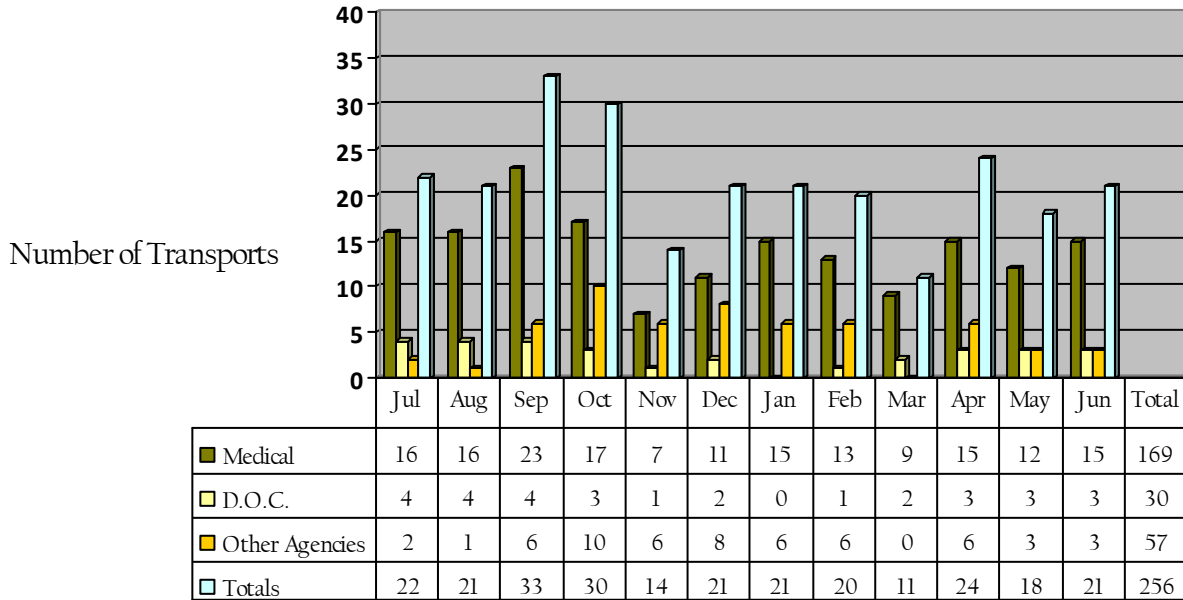


Transports for Contract Agencies



Transportation (Continued)

Transports for Medical, DOC, and Other Agencies



Intake/Booking

The Intake Process is the foundation for the prisoner's incarceration. The process begins when a subject is accepted into the Pamunkey Regional Jail. The Intake Officers review and ensure all committal documents are accurate prior to accepting custody from the arresting officer. Once custody has been accepted, the intake officers conduct a pat down search for weapons or contraband, collect the personal property of the individual being incarcerated, and inventory the property. The officers then generate a computer record on the individual by entering all pertinent charges, personal information, medical history, identifying scars, marks or tattoo's.

The Intake Officers are responsible for fingerprinting each person arrested. Fingerprints are transferred electronically via the Cross Match Fingerprint capture station to the Virginia State Police Department for processing. The Cross Match fingerprint machine enables the Intake Officer to retrieve clearer and more accurate fingerprints. If the individual has an outstanding warrant, the State Police will notify Pamunkey Regional Jail within minutes of receiving the fingerprint cards so the appropriate action can be taken. Another advantage is the capability to store fingerprints of all individuals printed. This is a tremendous help to local law enforcement agencies who are conducting investigations and may need fingerprints of a certain individual.

Initial intake is the most critical time of incarceration and requires the Officers to be professional at all times to ensure the safety of newly committed individuals. It is during this time an individual who may have thoughts of suicide or self-mutilation will act. The Intake Officers must be able to spot potential hazards and act immediately. During this fiscal year, the Intake Officers booked in 6,655 and released 6,633 individuals without serious incident to officer or inmate. A total of 13,288 inmates were processed by intake in this fiscal year.



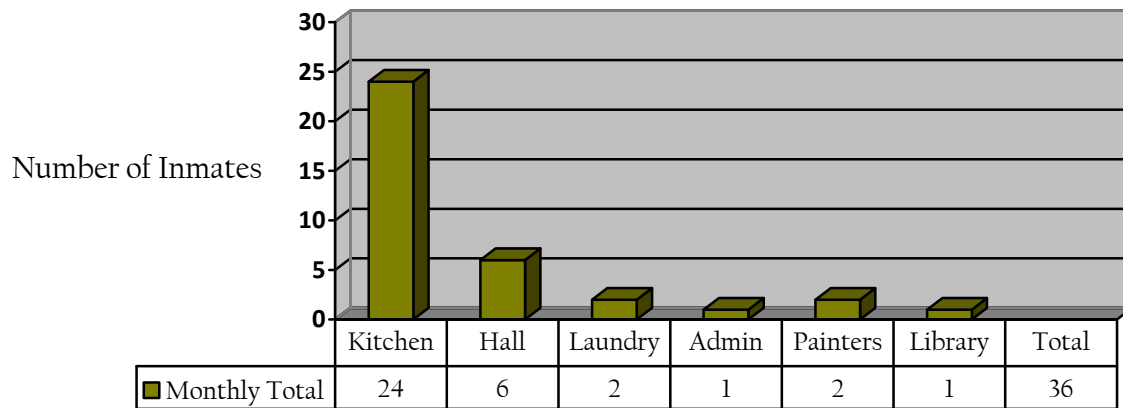
Classification

The primary goal of the Classification Section is to assign each new inmate to a custody level based on their current charges, criminal history, and medical condition. Once classified, inmates are placed either in Minimum, Medium, or Maximum custody.

Before moving an inmate into general population, the Classification Officer is responsible for ensuring that all inmates have been tested and cleared of having tuberculosis. Once the inmate has been cleared by our medical department, the Classification Officer then determines where inmates will be housed based on an interview conducted within the first 72 hours of the inmate's arrival at the facility. Every sixty (60) days, inmates are re-classified to determine if their custody level can be changed to a higher or lower level.

The Classification Section also works closely with Security and Support Services to provide inmate workers within the facility. Inmate workers are responsible for maintaining cleanliness throughout the facility in accordance with guidelines established by the Department of Corrections and the American Correctional Association. Inmate workers are placed in their positions based on feedback provided by security and various other departments, as well as their previous work experience. During the 2009-2010 fiscal year, there were a total of 36 inmate workers assigned on a monthly basis throughout the facility.

In-House Inmate Workers



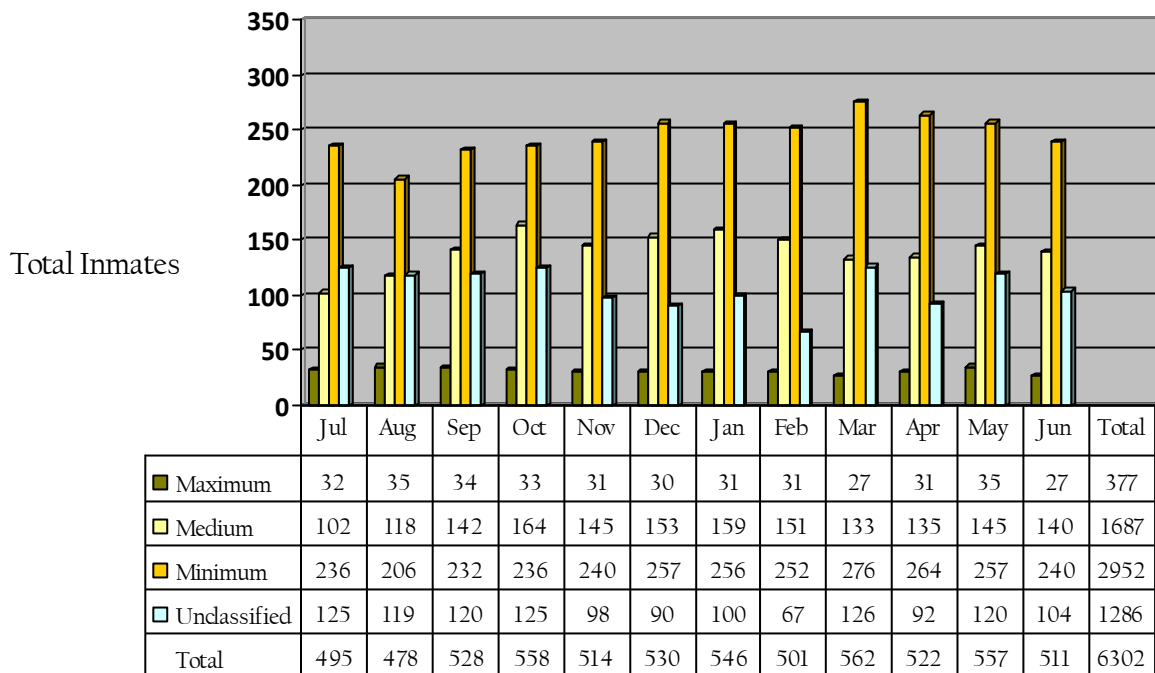
Classification (Continued)

The Pamunkey Regional Jail classifies inmates based on three separate custody levels. Inmates who have committed non-violent offenses are placed in the least restrictive level, which is minimum custody. Inmates who have violent criminal histories and are currently incarcerated on violent offenses will be placed in the most restrictive level, which is maximum custody. Only inmates who are classified at the minimum or medium level of custody are eligible to become workers. The criminal history of the inmate will determine if they can become a worker inside or outside of the facility. Custody levels are determined by using a point scale system developed by The National Institute of Corrections. This system has proven to be widely successful in the classifying of inmates.

Pamunkey Regional Jail has policies and procedures in place to determine whether an inmate with behavioral, medical, or mental health issues has needs that are to be addressed. After the initial interview has been completed by the classification and medical staff, housing of each individual is determined based upon their recommendations. Inmates who could possibly be dysfunctional in general population because of medical or mental health issues are placed in protective custody. These inmates are closely monitored by the security staff and receive weekly assessments by the classification and medical staff to ensure their safety and determine if they may become eligible to be housed in general population.

This past fiscal year from the period of July 1, 2009 thru June 30, 2010, **5,016** inmates were classified. Of that number of inmates classified, **2,952** were minimum custody, **1,687** were medium custody, and **377** were maximum custody. There was also an additional **1,286** inmates processed into the facility but were not classified because they were released on bond, court order, or transferred to another jurisdiction.

Classification Statistics By Level Of Security



Records

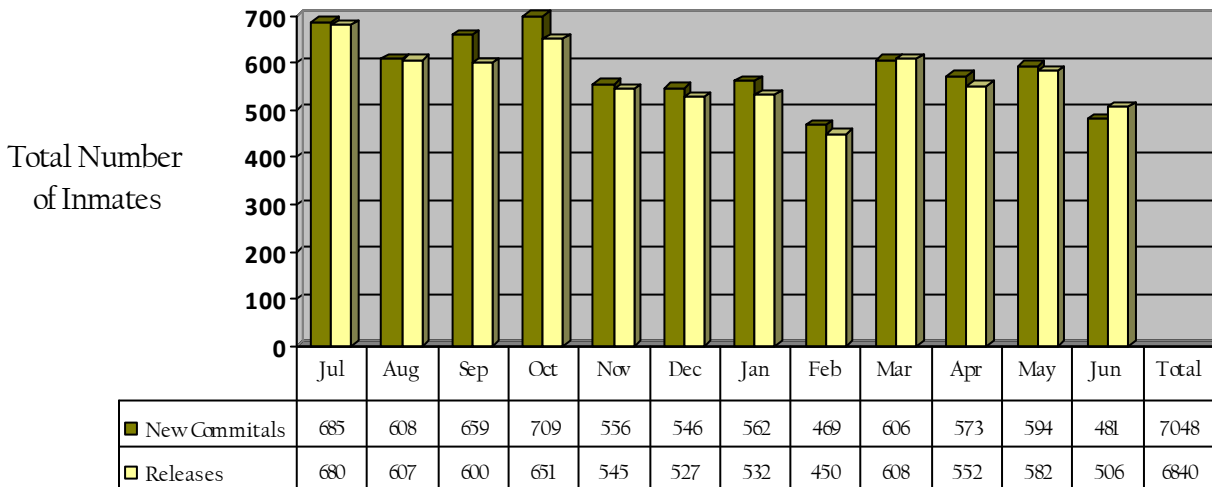
One of the most important sections in the jail is the Records Department. This department is responsible for entering all dispositions received from the courts, which determines if an inmate is eligible for release. The Records Department ensures that all court appointments are documented in the jail's computer system which ensures the inmate is present in the appropriate court on the correct date and time. This section of the facility also works closely with surrounding jurisdictions to make sure transport orders are received for court appearances and time for credit spent at other facilities is calculated during time computation.

The Records Department also reviews all booking information on newly committed inmates to ensure all charge and bond information is correct and that all necessary paperwork is in the folder before an inmate is released from the facility. This past fiscal year between the months of July 1, 2009 thru June 30, 2010, the Records Department processed 13,888 inmate folders. Of those folders, 7,048 were new committals into the facility, and 6,840 were inmates released from the facility.

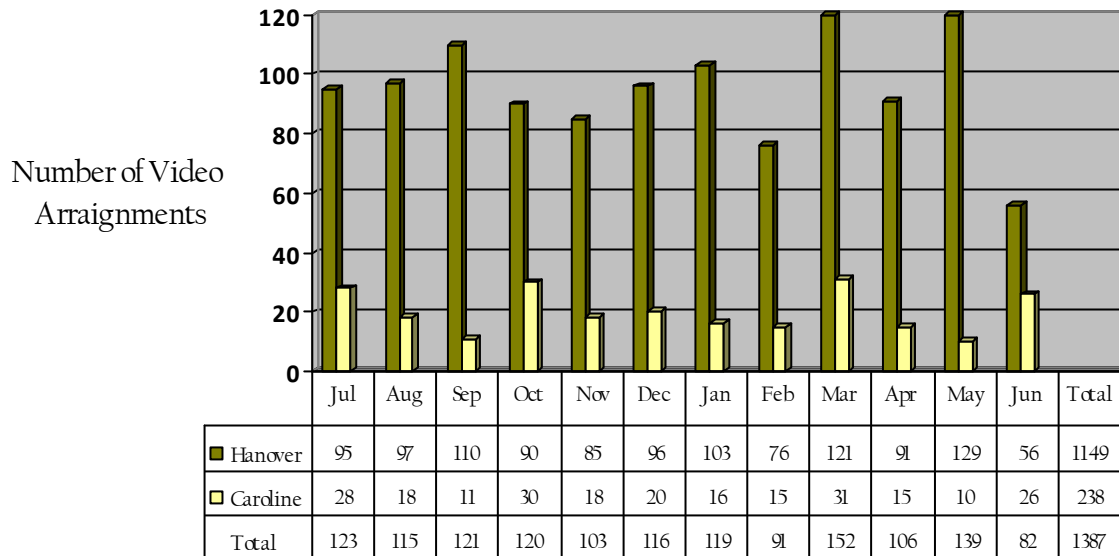


Records (Continued)

Inmate Files Processed



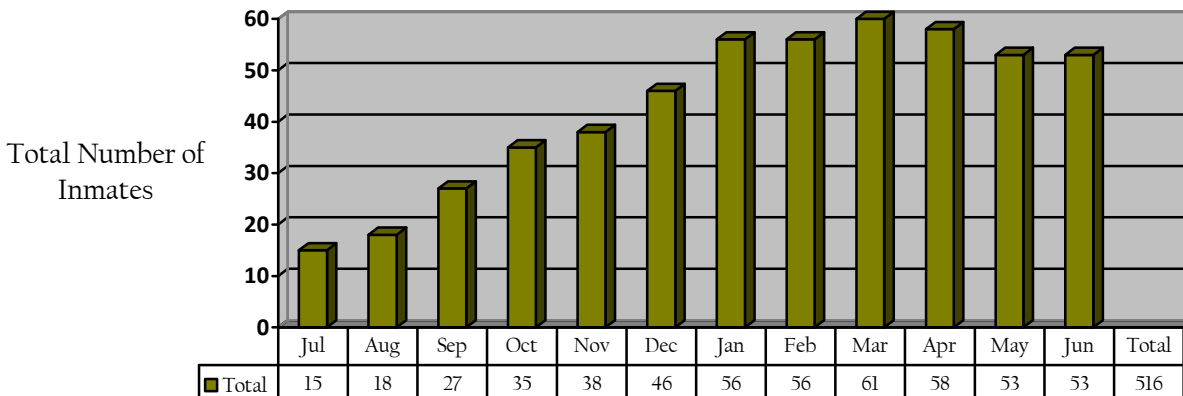
Video Arraignments Conducted



Video arraignments are monitored by the Records Department Monday thru Friday for inmates who are not required to be physically present in court. During the arraignment, the judge reviews the facts of the case and determines if the individual is eligible for bond. Video arraignments are conducted with Hanover and Caroline County Courts, INS, and other jurisdictions that have the appropriate equipment. This past fiscal year there were a total of 1,387 video arraignments conducted on behalf of the Hanover and Caroline courts.

Records (Continued)

Department of Corrections Out of Compliance Inmates



The Records Department is also responsible for keeping track of inmates who serve their time on the weekends. A “weekender” is someone who serves their incarceration Friday thru Sunday because of a work or school schedule. The Records Department keeps track of the days served so that the inmate is released on the correct day and time. Working closely with the Department of Corrections is crucial to the Records Department because it ensures that inmates are transferred to a state correctional facility in a timely manner based on the length of an inmate’s sentence and the severity of their charges. Inmates who remain at the facility sixty (60) days after being sentenced by the courts are considered to be “Out of Compliance”. This past fiscal year, there were **516** inmates housed here at Pamunkey Regional Jail in an “Out of Compliance” status.

Records (Continued)

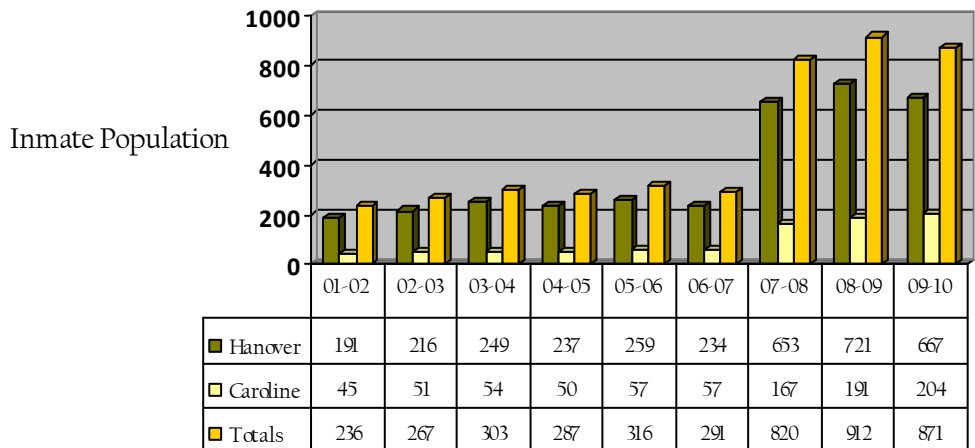
Local Inmate Data System (LIDS)

The primary goal of the LIDS Technician is to input and maintain inmate records on a daily basis ensuring accuracy and integrity of data. Each inmate record is reviewed to ensure the correct inmate admission, release and court data is submitted accurately to the State Compensation Board of Virginia. Per Diem payments are paid to the facility based on the information uploaded to the state on a daily basis.

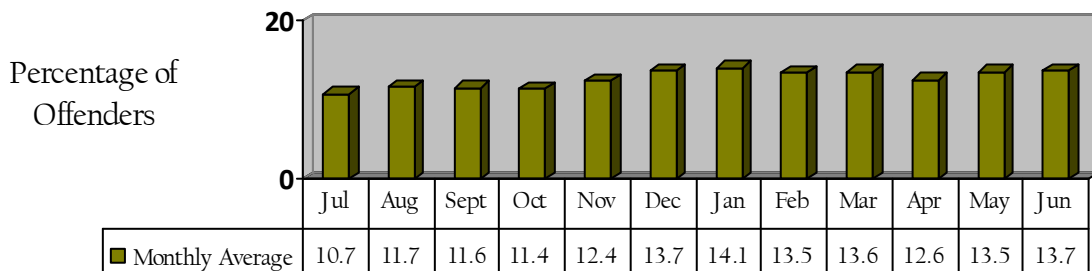
Once a month, the LIDS Technician is responsible for reconciling all jail time served days for each locality that Pamunkey Regional Jail serves. Once any inconsistencies and errors are corrected, the total number of day are certified and approved in LIDS and submitted to the Compensation Board for approval.

Every two years, the jail is audited by the State Compensation Board to ensure the facility is in compliance with the guidelines established by the Compensation Board.

Inmates Housed for Localities



Average Length of Stay



Medical



Emergency Medical Technician, Kerry Wheeler, is the highlighted employee for the Medical section. Kerry joined the medical department in September of 2005. Kerry's love for EMS leads him to running Rescue in his off duty hours. Kerry is a hard working, reliable employee who adapts to the many challenges and demands of correctional nursing. Kerry was recently awarded as the civilian employee of the quarter. Kerry also enjoys playing golf, traveling, football and lifting weights during his pastime.

Medical Department

Sherry Wilson, R.N.
Director of Nursing

Medical Personnel

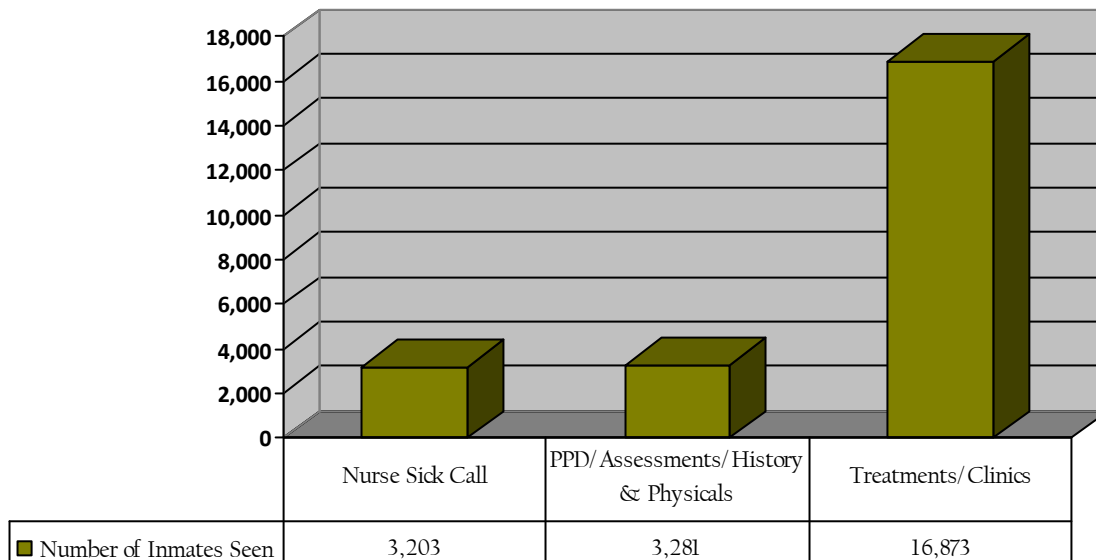
Chuck Bise, L.P.N.
Karen Dvorak, E.M.T.
Ruth Krebbs, Secretary
Susan Napier, E.M.T.
Jeanne Moore, E.M.T.
Jeffery Pitts, E.M.T.
Officer H. Watts, Medical Officer
Kerry Wheeler, E.M.T.
Melissa Workman, E.M.T.

Medical

The Medical Department's primary mission is to provide quality health care to all inmates. Our services include not only general health care but also dental care and mental healthcare services. The Medical Department consists of one (1) Registered Nurse, two (1) Licensed Practical Nurses, three (4) Emergency Medical Technicians, two (2) Paramedics, a Medical Secretary and a Medical Officer.

Daily operations include three (3) pill calls, sick calls, wound treatment clinics, blood pressure checks, and blood sugar checks as well as any emergencies that may occur. A Chronic Care Clinic is held on a monthly basis. The Medical Department also coordinates with local hospitals and clinics making arrangements for inmates to go to outside medical resources when their problems require treatments beyond the scope of the department's practice.

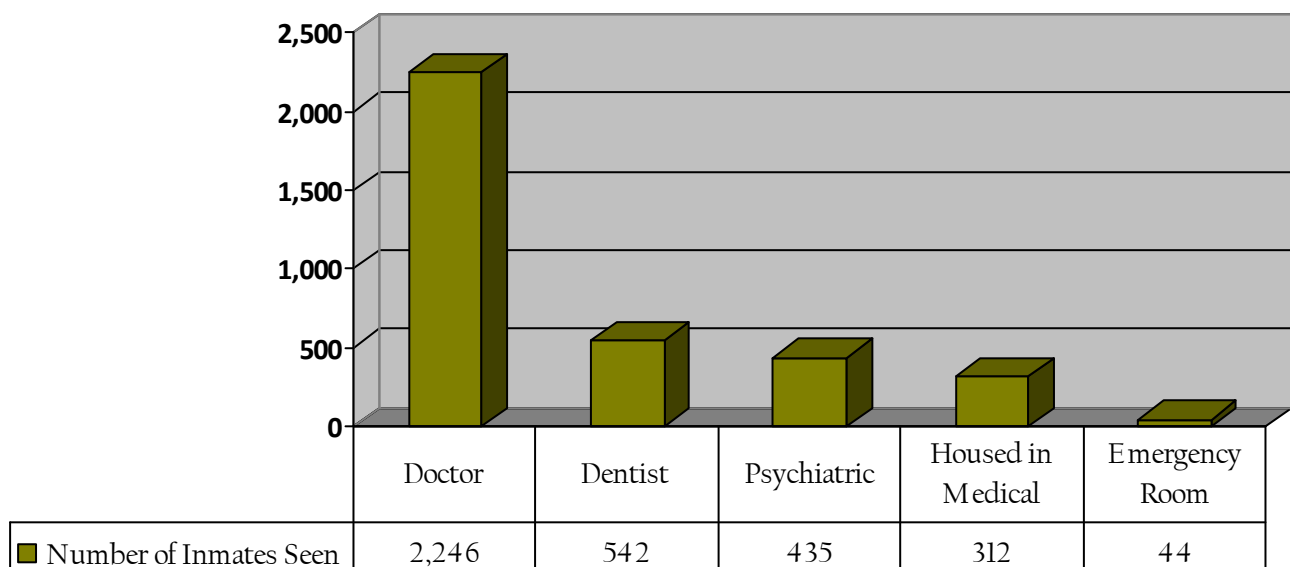
Treatments Received



Medical Department (Continued)

The demands of the Medical Department have grown significantly over the past year. The number of sick call visits totaled 3,203. In addition, 3,281 PPD's / Assessments / History & Physicals were performed, as well as 16,873 treatments. We are seeing an ever-increasing inmate population with chronic health problems. In order to answer this demand we conduct Chronic Care Clinics on a monthly basis providing continual assessments, education, and support to those with such issues as Infectious Disease, Asthma, Seizures, Hypertension, Diabetes, and Psychiatric illness. Dr. Clifton Sheets and Physician's Assistant Peter Ober have seen over 2,246 inmates within the last year in regards to a wide array of illnesses. Once seen by the doctor a plan of care is put in place which includes maintaining medication compliance, follow up care, and proper education.

Referrals for Further Treatment

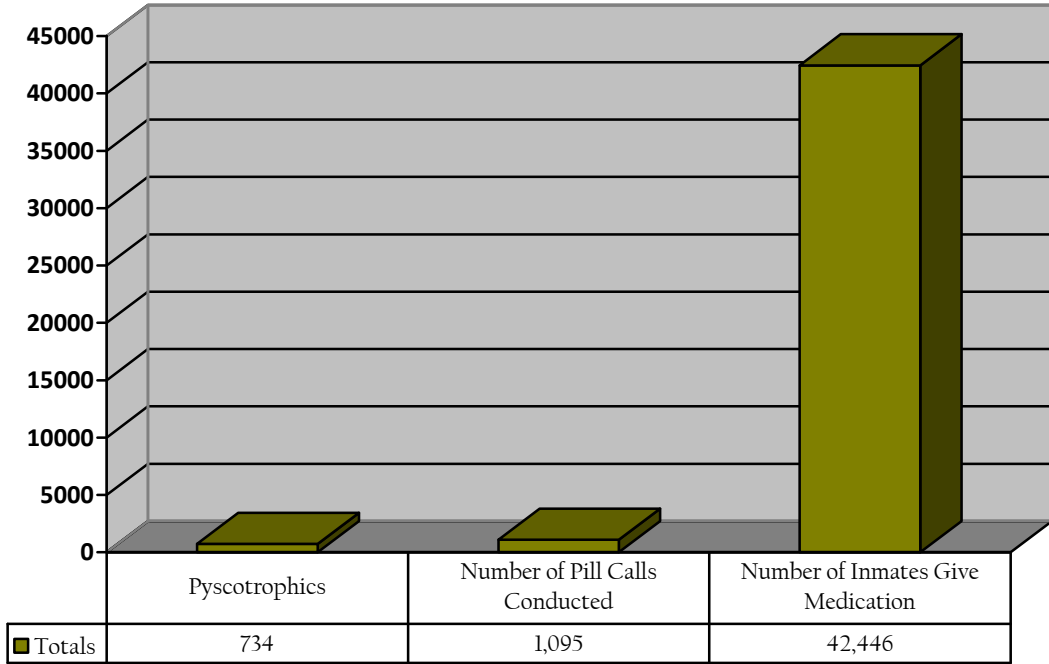


Upon the approval from the Superintendent and Dr. Sheets, the Medical Department offers a “Keep on Person” (KOP) medication program allowing responsible inmates with minor health problems to keep medications with them in their cells and take them on their own as needed. During the period of July 1, 2009 thru June 30, 2010, 42,446 doses of medication were dispensed, either through Pill Call or the KOP program. We hope that giving the inmate a little responsibility for their own healthcare will increase the likelihood of medication compliance once they are released.

The Medical Department continues to be a demanding, fast paced environment. The success of the department is a result of the dedicated teamwork of our skilled medical staff. The department sets very high goals and standards to provide the highest quality of medical care to our inmate population.

Medical Department (Continued)

Medication



Employee Recognition



The Pamunkey Regional Jail strives to recognize officers who have received special recognition for achievements, not only in jail operations, but also in various off-site activities.

This year, the facility continues to recognize the employees of the year, and those that have made the facility shine in the community. The following employees have demonstrated dedication to excellence, and true professionalism, reflecting greatly on the facility.

The facility commends these individuals for their accomplishments, and is certain they will continue to strive for excellence.

Civilian Employee of the Year



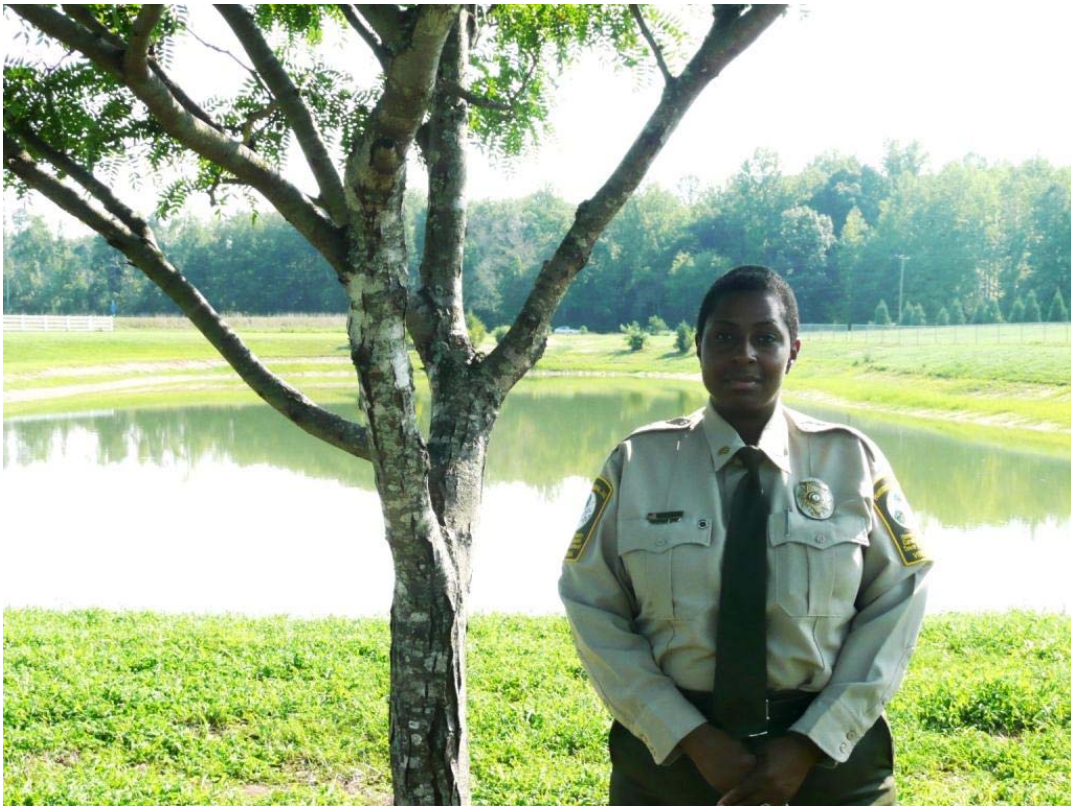
Mrs. Susan Nino
Food Service Director

Mrs. Susan Nino began her career in the Food Service Industry in 1982 working for a national chain. After she worked as a crew member for a year, she joined the management team, and worked her way up to District Supervisor. At that time, Mrs. Nino oversaw 9 restaurant locations, and maintained excellent operational standards for both herself and her employees.

In 1997, she expanded her responsibilities by becoming a General Manager for Burger King (BK) while also becoming a parent. During this time, she continued her outstanding work ethics, to include being recognized nationally as the General Manager of the only BK restaurant to achieve the “Outstanding Speed of Service” award two years in a row. In March of 2009, Mrs. Nino made a career change and became the Food Service Director for Pamunkey Regional Jail when operations were taken over internally from a contractor, bringing with her over 27 years of experience.

Since beginning her tenure as the facility Food Service Director, she has been instrumental in cost reductions without sacrificing quality, and managed the successful implementation of a food service management software program that tracks ingredient quantities on hand, prices, and menus, which allows for planning and analysis. Mrs. Nino is ServSafe certified and is actively working on ensuring our food service department is up to the standards and integrity that Pamunkey Regional Jail is known to achieve. For her efforts, Mrs. Susan Nino was awarded the Pamunkey Regional Jail Civilian of the Year for 2009.

Sworn Administrative Employee of the Year



Officer Kira Terrell

Officer Kira Terrell was raised in Caroline County where she graduated from Caroline County High School. After graduating from high school, she worked as a cosmetologist for several years. Wanting to better herself and find a stable career, Kira attended ECPI Technical College where she received an Associate of Applied Science Degree with a minor in Medical Technology Administration. Kira applied her newly acquired knowledge and skills to a job working for MCV physicians. However not being satisfied with the work and wanting to be closer to home, she chose to change her career path and applied with the Pamunkey Regional Jail.

Since beginning her career at the jail Officer Terrell has served in several positions including security officer, records officer, classification officer, and training officer. Additionally Officer Terrell has received certification as both a General Instructor by DCJS and a First Aid/CPR Instructor by the American Red Cross. Serving in these capacities has given Officer Terrell a well rounded skill set which serves her well. Because of this, Officer Terrell received Sworn Officer of the Quarter twice during the second half of 2009. Through the first half of 2010, Officer Terrell has put her skill set to use while serving as Acting Sergeant in Support Services.

Looking to the future Officer Terrell has the knowledge, skills, and abilities to excel in any capacity at the jail. She is an asset to the facility, a role model to staff, and her enthusiasm and positive outlook is apparent in everything she does.

Sworn Security Employee of the Year



Sergeant Brian Hughes

Sergeant Brian Hughes started his career with Pamunkey Regional Jail on August 16, 2003. He is currently the Night Shift A Security Sergeant. Sergeant Hughes does an outstanding job training and developing his officers for long and successful careers.

Since coming to Pamunkey Regional Jail, Sergeant Hughes has strived for nothing but excellence. He has excellent leadership skills and is always more than willing to do whatever he can to complete the mission. He is currently the Commander of the facility's Emergency Response Team and volunteers his personal time off to help train and build stronger officers. Sergeant Hughes was selected for the Employee of the Quarter Award in the fourth quarter of 2009. With his outstanding work performance and dedication to the facility, he was selected to be the 2009 Sworn Security Employee of the Year.

Virginia Association of Regional Jails 2010 Pistol Tournament



Team Members: Capt. M. Claveau, Sgt. B. Hughes, Sgt. A. Garthaffner, Ofc. J. Farmer, Ofc. S. Queensberry, Ofc. J. Stalker, Ofc. J. Edwards, and Ofc. M. McCauley

The Pamunkey Regional jail has participated in the Virginia Association of Regional Jail's (VARJ) annual pistol tournament for 6 years. At this competition, regional jails from all over Virginia compete with each other and demonstrate their firearm training and skills. Since PRJ has begun competing in this event, we have managed to place/win in 50% or more of the competing classes. In 2010, we showed that we will remain a force to be watched.

The competition offers four classes of competition: Master, A, B and C Classes. This year, Officer J. Edwards from PRJ, took First Place in A class, earning one of the four firearms available. In Addition to this, Sgt. A. Garthaffner took First Place in the Master's Class, earning himself a pistol.

The class winners were as follows:

Master Class: Sgt. A. Garthaffner- 1st Place, Sgt. B. Hughes – 2nd Place
Class A: Officer J. Edwards – 1st Place
Class C: Officer S. Queensberry – 3rd Place.

This event, in conjunction with the conference, allows officers and staff from all over the state to come together and share information and experience. In addition, there are training classes offered as well as lectures on the newest products to the industry. PRJ has benefitted greatly from this event as well as developed a respected reputation.