



**DEPARTMENT OF CORRECTIONS  
Institutions**



<b>Title:</b>	<b>Conflict Management</b>	<b>DOC Policy: 40.1.12</b>
<b>Effective:</b>	<b>8/18/23</b>	<b>Supersedes: 02/10/21</b>
<b>Applicability:</b>	<b>All Employees, Volunteers and Contractors</b>	
<b>Directives Cross-Reference:</b>	<b>Rules: 291-105 Prohibited Conduct</b> <b>Policies: 20.1.3 Code of Conduct</b>	
<b>Attachments:</b>	<b>AIC Conflict Report (CD1473)</b> <b>Notice of Employee/Client Relationship (CD1472)</b> <b>Conflict Management Decision Tree</b>	

**I. PURPOSE**

The purpose of this policy is to maintain an information system that monitors and controls the identification and separation of conflicts for those AICs who pose a serious threat to other AICs, employees, or contractors within Department of Corrections facilities.

**II. DEFINITIONS**

- A.** Adult in Custody (AIC): Any person under the supervision of the Department of Corrections who is not on parole, probation, or post-prison supervision status.
- B.** AIC Conflict: AIC-to-AIC conflicts may include but are not limited to:
  1. Documented serious threat to personal safety;
  2. Documented history of assault with a weapon;
  3. Documented history of serious injury requiring medical attention;
  4. Documented serious incident in a county jail;
  5. A victim of a verifiable crime that occurred in the community;
  6. Documentation showing the AIC provided testimony against another AIC in court or provided information to law enforcement authorities;

7. Documented security threat/racial tension; or
  8. Married or registered domestic partners
- C. Confidential Informant: Any person, other than a DOC or OCE employee, contractor, or volunteer who provides verifiable, credible information to staff on issues that could affect the safety or security of another person, institution, or facility and who has been designated as a confidential informant.
  - D. Conflict Approver: An employee designated by the functional unit manager who approves verified conflicts that require physical separation from staff or other AICs and enters the information in the Correctional Information System conflict screen.
  - E. Conflict Investigator: An employee designated by the functional unit manager who investigates all reported conflicts that require physical separation from staff or other AICs. The conflict investigator will forward verifiable documentation by submitting the appropriate conflict form to the conflict approver.
  - F. Conflict Review Committee: A committee chaired by a representative from the Office of Population Management and comprised of the Chief of Security, an Assistant Superintendent of Security or Security Manager on a rotating schedule and labor representation, who are responsible for reviewing requests for staff-AIC conflicts submitted by institution conflict approvers. Conflict Review Committee can be contacted via email at [staff-aiiconflicts@doc.state.or.us](mailto:staff-aiiconflicts@doc.state.or.us)
  - G. Correctional Information System (CIS) W/W Relationship Screen: A program within the Correctional Information System (CIS) that is used to record and monitor AIC conflict concerns.
  - H. Critical Associates: AICs that are considered co-conspirators involved in a documented incident that, if housed together, would create a serious management concern within a DOC facility.
  - I. DOC Contractor: Any person under contractual arrangement to provide services to the department.
  - J. DOC Employee: Any person employed full-time, part-time or under temporary appointment of DOC.
  - K. DOC Volunteer: Any approved person who donates their time and effort to enhance the activities and programs of the department (includes practicum students and interns).
  - L. Oregon Corrections Enterprises (OCE) Contractor: Any person under contractual agreement to provide services to OCE; any person employed by private or public sector agencies who is serving under OCE-sanctioned assignment to provide services or support to OCE programs.

- M. Oregon Corrections Enterprises (OCE) Employee:** Any person employed full-time or part-time, or under temporary appointment by OCE.
- N. Separation Level:** AIC conflict management by separation of complexes, housing unit, work assignments, medical areas, or DOC facilities.
- O. Staff Conflict:** Staff-to-AIC conflicts that rise to the level that would prohibit the employee's ability to perform the duties of their job, or the situation presents a serious threat to the safety of the AIC and/or the employee. These may include, but are not limited to a:
1. DOC/OCE employee, volunteer or contractor who is a known relative or close personal acquaintance;
  2. Victim of a verifiable crime;
  3. Recipient of a documented serious threat to their personal safety; or
  4. Victim of a serious physical injury requiring medical attention, including the use of a weapon by an AIC.

Examples of conflicts which **may** meet criteria:

- Employee's child was the victim of a targeted crime in the community
- Incarcerated sibling of employee
- Employee or close family member is victim of a person to person crime with injury or threat of injury

Examples of conflicts which **may not** meet criteria:

- AIC and employee went to the same high school
- Employee was the victim of a property crime
- AIC knows personal information about employee
- AIC assaults employee during the process of a cell extraction or while working special housing (employee wasn't targeted, AIC would have acted in that manner regardless of who was present)

### **III. POLICY**

#### **A. Responsibility and Management**

1. Oversight: The Office of Population Management will provide oversight of the AIC conflict management system.
  - a. The Office of Population Management will notify institutions when conflicts are outside the established timeframes. The information will be dispersed to the appropriate

conflict approvers.

- b. The Office of Population Management and Operations Division will establish consistent guidelines and coordinate with the Professional Development Unit (PDU) to develop training for DOC or OCE employees and contractors on the conflict policy and procedures.
2. The Office of Population Management will conduct ongoing review of the Conflict Management System within the Correctional Information System (CIS) W/W Relationship Screen.
  3. The Office of Population Management will assist institutions on transfer requests for AICs who need housing assignments, but due to validated conflicts have difficult placement concerns.
  4. If an institution level conflict (staff-to-AIC or AIC-to-AIC) is validated but the AIC is in need of a program or service that is provided at the affected facility, the conflict separation will be managed operationally by facility administration after consultation with the employee and the labor union.

#### **B. Procedures - Intake Center**

1. The Intake Operations Supervisor or designee will conduct an initial intake security review for potential or previously approved conflicts on all AICs who are admitted to the Department of Corrections.
2. All AICs will receive a copy of the Intake AIC Handbook that describes the procedure for AICs to follow when reporting a potential conflict to a DOC or OCE employee.
3. All AICs will be informed during the Intake Admissions/Orientation class that if they have a conflict with another AIC, they shall provide documentation or assist DOC employees in obtaining documentation that verifies their conflict meets the criteria.
4. All conflicts generated at the Intake Center will be referred to the Intake Operations Supervisor or designee, who will be responsible for investigating the validity of the conflict, and if necessary, interview the AIC and the conflicting AIC party to determine if a conflict exists based upon the conflict criteria.

#### **C. Procedures - Conflict Process or Relationship Notification**

1. Conflict Identification:
  - a. If a DOC or OCE employee or contractor becomes aware of a potential AIC-to-AIC

conflict, they shall promptly communicate the conflict in writing to the functional unit manager or designee using the AIC Conflict Report form (CD1473), inclusive of all supporting documentation.

- b. If a DOC or OCE employee or contractor becomes aware of a potential staff-to-AIC conflict or a relationship, as per DOC Policy 20.1.3, Code of Conduct, they shall promptly communicate the relationship and/or conflict in writing to the Assistant Superintendent of Security or designee using the Notice of Employee/Client Relationship/Conflict Request form (CD1472), inclusive of all supporting documentation. Approval by the functional unit manager or designee is required prior to conflict validation.
- c. For staff-to-AIC conflicts, the conflict should raise to the level that it would prohibit the employee's ability to perform the duties of their job, or the situation presents a serious threat to the safety of the AIC and/or staff member.

## 2. Conflict Documentation:

- a. The conflict investigator will be responsible for investigating the validity of AIC-to-AIC and staff-to-AIC conflicts when reported.
- b. Within **30 calendar days** of a reported conflict, the conflict investigator will investigate all submitted conflicts and forward them to the conflict approver. The conflict investigator will interview the AIC and the conflicting AIC party to see if a conflict exists based upon the conflict criteria.
- c. All conflicts shall require specific documentation to be valid. Self-reported AIC information is not sufficient without further verification. If the information appears to be valid, the conflict documentation will be forwarded to the conflict approver. All supporting documentation shall be attached. Documentation will consist of, but not limited to:
  - CD1472, Notice of Employee/Client Relationship
  - CD1473, AIC Conflict Report form
  - Misconduct reports/Hearings Officer Findings of Fact (cite the specific incident)
  - Unusual Incident Reports
  - District Attorney's documents
  - Confidential reliable informants
  - Law enforcement reports/database
  - Indictments and/or judgment orders

## 3. Conflict Approval:

- a. The conflict approver will review all the information submitted for validation.
  - b. Within seven calendar days, all valid conflicts shall be approved outlining the reasons and level of separation needed to manage the AIC conflict. The reasons for a decision to approve or deny a conflict request shall be documented to demonstrate that the request was carefully considered. Recording of information shall include all applicable documents, numbers, dates, and details outlining the conflict verification.
  - c. If a staff-to-AIC conflict is determined to be appropriate by the institution conflict approver, notification will be sent to the Conflict Review Committee via the Office of Population Management at [staff-aicconflicts@doc.state.or.us](mailto:staff-aicconflicts@doc.state.or.us) for review and approval by the Conflict Review Committee. The Conflict Review Committee Chair or designee will notify of committee decision, enter the conflict into CISW/W Relationships Screen , return a copy of documentation to the conflict approver for placement in the employee file, and retain a copy of the documentation.
  - d. Upon investigation of AIC-to-AIC conflicts, the conflict approver will enter both validated and those that do not meet criteria into CISW/W Relationships Screen.
  - e. The conflict approver may request additional information, if the conflict investigator's information is insufficient for validation.
4. Conflict Review:
- a. The conflict approver will review the conflicts during the normal course of operations, and upon the conflict review date.
  - b. If a previously approved AIC-to-AIC conflict no longer meets the criteria, the conflict approver will discontinue the conflict and specify the reason for discontinuing.
  - c. If a previously approved staff-to-AIC conflict no longer meets the criteria, a request needs to be filed with the Conflict Review Committee via the Office of Population Management. Requests should be sent to [staff-aicconflicts@doc.state.or.us](mailto:staff-aicconflicts@doc.state.or.us)
  - d. If a previously approved staff-to-AIC conflict still meets criteria beyond the review due date, a request needs to be filed with the Conflict Review Committee via the Office of Population Management. Requests should be sent to [staff-aicconflicts@doc.state.or.us](mailto:staff-aicconflicts@doc.state.or.us)
  - e. All approved conflicts will be recorded in the Corrections Information System conflict screens.
5. Appeal of a Staff-to-AIC Conflict Denial: If at any point the conflict is denied, an appeal with additional information can be submitted to the Conflict Review Committee using the designated email address.

**D. Record Documentation**

1. The AIC Conflict Report form (CD1473) and supporting documentation will be placed in the AICs institution working file under the assignment record in section two.
2. The staff-to-AIC conflict report form (CD1472) and supporting documentation will be placed in the affected employee’s DOC personnel file.

**IV. IMPLEMENTATION**

This policy will be adopted immediately without further modification.

Certified: signature on file  
Julie Vaughn, Rules Coordinator

Approved: signature on file  
Heidi Steward, Acting Director