



COMMONWEALTH OF VIRGINIA
Office of the State Inspector General

Michael C. Westfall, CPA
State Inspector General

P.O. Box 1151
Richmond, Virginia 23218

Telephone (804) 625-3255
www.osig.virginia.gov

December 23, 2025

The Honorable Glenn Youngkin
Governor of Virginia
P.O. Box 1475
Richmond, VA 23219

Members of the Virginia General Assembly
1000 Bank Street
Richmond, VA 23219

Dear Governor Youngkin and Members of the Virginia General Assembly,

We are pleased to submit the Fiscal Year 2025 Annual Corrections Ombudsman Report, which provides an account of the OSIG Corrections Ombudsman Unit activities from July 1, 2024, through June 30, 2025. This report is being submitted in accordance with *Code of Virginia* § 53.1-17.8 (A), “the Office [of the State Inspector General] shall produce an annual report to be made available to the public online and to be delivered to the Governor, the Attorney General, the Senate Committee on Rehabilitation and Social Services, the House Committee on Public Safety, the [Corrections Oversight] Committee, and the Director [of the Department of Corrections] by December 31 of each year. The report shall include:

1. A summary of the Office’s inspections and complaint investigations conducted that fiscal year, including the Office’s findings and recommendations and the Department responses and corrective actions;
2. A characterization of the conditions of confinement at each facility;
3. A summary of available educational and rehabilitative programming, drug and mental health treatment, and inmate jobs and vocational training at each facility;
4. A summary of visitation policies and procedures at each facility;
5. A summary of medical facilities and medical policies and procedures at each facility;
6. A summary of the lockdowns reviewed by the Office;

7. A summary of staffing at each facility;
8. A summary of physical or sexual assaults reviewed by the Office;
9. A summary of any inmate or staff deaths that occurred at each facility;
10. A summary of the Office's investigations, findings, and resolutions of any complaints submitted pursuant to § 53.1-17.7; and
11. Any recommendations to the General Assembly and the Department."

Please contact me with any questions at 804-625-3255 or michael.westfall@osig.virginia.gov.

Sincerely,



Michael C. Westfall, CPA
State Inspector General

cc: The Honorable John Littel, Chief of Staff to Governor Youngkin
Justin Vélez-Hagan, Deputy Chief of Staff to Governor Youngkin
Kate Stockhausen, Assistant Deputy Chief of Staff
Jason Miyares, Attorney General of Virginia
Senate Committee on Rehabilitation and Social Services
House Committee on Public Safety
Corrections Oversight Committee
Chadwick Dotson, Director, Virginia Department of Corrections
Dave Robinson, Chief Deputy Director, Virginia Department of Corrections
Division of Legislative Automated Systems § 30-34.15

Executive Summary

The Corrections Ombudsman has completed the following training and networking:

- Attended National Association for Civilian Oversight of Law Enforcement (NACOLE) conference in October 2024.
- Attended United States Ombudsman Association (USOA) conference in November of 2024.
- Attended Peer Learning Community for Corrections Ombudsman hosted by the University of Texas at Austin Prison and Jail Innovation Lab in May 2025.

The Corrections Ombudsman has conducted the following stakeholder meetings:

- Established monthly status update meetings with VADOC in March 2025.
- Presented unit updates to the Corrections Oversight Committee at each quarterly meeting in March and June 2025.
- Attended one meeting with an advocacy group.

The Ombudsman Unit has completed the following administrative items:

- Issued the first annual report on December 23, 2024.
- Created working policies and procedures, to include a state facility inspections tool.
- Hired and trained staff members.
- Created and implemented the statewide toll-free telephone number, website, and mailing address for the receipt of complaints and inquiries.
- Received verification from the VADOC that the inmate line was established and accessible for inmate use in each facility.

During fiscal year 2025, the ombudsman unit received 869 complaints representing complaints from or about 321 different inmates ranging from individual to systemic concerns:

- 500 complaints had allegations concerning non-covered issues with the top issues identified as concerns about discipline, requests for assistance with transfers or disagreements with transfers, and housing/Restorative Housing Unit (RHU) and Step-down statuses.
- 405 complaints had allegations concerning Denial/Violation of Rights.
- 372 complaints had allegations concerning Medical Healthcare (access, quality of care, timeliness).
- 370 complaints had allegations concerning the VADOC Administrative Remedies Process.

In addition to complaints within OSIG's jurisdiction, the ombudsman unit received 62 out-of-jurisdiction complaints, which were referred to other local or state agencies. The Ombudsman Unit closed eight complaints, and as of June 30, 2025, 311 complaints were awaiting the

Ombudsman's action to conclude on the case, and 550 complaints remained under preliminary review.

During this same time period, the Ombudsman Unit issued three inspection summary reports. In addition, the Unit completed nine facility inspections, which are currently pending VADOC's review and comment, or have since been issued.

The Ombudsman Unit prioritized one investigation at Red Onion State Prison. The report has since been issued.

The Ombudsman Unit is comprised of one full-time Corrections Ombudsman and five full-time Corrections Ombudsman Specialists. Bringing transparency and identifying areas of improvement in Virginia's corrections system is our collective responsibility and the Ombudsman Unit is committed to clearly and effectively communicating issues that require attention and proposing measurable solutions. We deliver objective, honest, transparent communications to positively impact the most people in the community we serve. We take these responsibilities seriously and understand the Ombudsman Unit's effectiveness is dependent on its reputation as independent and trustworthy. We thank you for supporting the Ombudsman Unit and our work to increase positive outcomes, and we remain optimistic that our work will empower others and make a difference.

Information contained within this report was obtained from VADOC's Research Department for fiscal year 2025, VADOC Operating Procedures, information from individual facility orientation handbooks/rules and regulations manuals, visitation brochures, implementation memorandums, and the Unit's inspection summary reports.

1. Summaries of Facility Inspections and Conditions:

Twelve facilities were inspected between January 2025 and June 2025.

I. Caroline Correctional Unit: Tier III Summary

- Security Level: Work Center; Inmate Population at Inspection: 88.
- Three four-foot fluorescent lights were non-functioning in housing pod B. This resulted in VADOC replacing the lights. Additionally, daily safety and sanitation checks will include observation of lights in dorms notifying appropriate staff and ensuring work orders are submitted timely.
- One inmate was not wearing appropriate gloves in the kitchen. This resulted in the inmate being provided appropriate gloves and being educated on wearing gloves, which is reinforced through required ServSafe training.

<i>Educational and Rehabilitative Programming</i>
Road to Success: 32 enrollments
Re-entry Planning: 20 enrollments
Making it on Supervision: 20 enrollments
Re-entry: Money Smart: 18 enrollments
Inside Out Dads: 10 enrollments
Adult Basic Education (ABE): 9 enrollments

<i>Inmate Job Assignments</i>
Food Service: 94
Agribusiness: 66
Housekeeping: 60
Special Assignment: 59
Buildings and Ground: 22
Virginia Department of Transportation (VDOT): 20
Education Aide: 7
Laundry: 3
Recreation: 1

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
0 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- Only four *adult* visitors and unlimited children are permitted to visit per week. Larger groups must be preapproved in advance by special visit requests to the Chief of Security.
- Visits are permitted on Saturdays, Sundays, and most state and federal holidays. Visiting hours are from 8:15 a.m. until 4:45 p.m. No visitors will be allowed entrance after 2:45 p.m. and the facility must be cleared of visitors by 4:45 p.m.
- If an inmate wishes to have any items sent home through visitation, he must notify the Personal Property Office by Wednesday, and the item will be taken to the front entry for visitor pick-up.
- Non-Contact Visits: Inmates losing privilege to have a contact visit may be granted a non-contact visit, which is only allowed with the approval of the Superintendent or Chief of Security. The inmate must submit a Facility Request to the Superintendent or Chief of Security by Thursday prior to the visit. The inmate will only be allowed a *one-hour* visit on a scheduled Wednesday during the hours of 9:00 a.m. through 10:00 a.m. or 10:00 a.m. through 11:00 a.m. (times may vary). If the visitor comes late they will only be able to visit for the remainder of the time slot allocated, *no exceptions*. No children under the age of 16 are allowed and it is the responsibility of the inmate to notify his visitors of the no-contact visiting arrangements.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- This facility's medical unit can complete labs, x-rays, and ultrasounds, but does not have an infirmary.
- The doctor is onsite one day a week.
- Dental services can be provided to one or two inmates each month at Beaumont Juvenile Correctional Center. A challenge to render dental services is recruiting dental staff; currently, expensive contractors are used due to challenges filling state positions.
- If mental health services are needed, a psychiatrist can respond to the facility (usually within 24 hours) from Haynesville Correctional Center.

C. Summary of Lockdowns:

In fiscal year 2025, there were three total lockdowns – all full, with an average duration of 3.3 days; two were scheduled and one was unscheduled.

D. Summary of Staffing

Turnover Rate: 21.73%

Vacancy Rate: 3.39%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were no physical or sexual assaults.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no inmate or staff deaths.

II. Central Virginia Correctional Unit #13: Tier III Summary

- Security Level: Work Center; Inmate Population at Inspection: 189.
- While overall lighting throughout the facility was appropriate, several four-foot fluorescent lights were non-functioning, which resulted in replacement.
- The apparent dust accumulation on the ceiling and ventilation system should be cleaned to prevent further buildup while awaiting the completion of the procurement process. As a result, on February 7, 2025, the facility's maintenance crew completed high-level cleaning to address the dust on the vents and ceilings, and routine high-level cleaning of the vents and ceilings is scheduled to take place monthly.
- The following facility repairs are recommended: replacing or securing missing and hanging ceiling tiles in the housing unit, addressing the appearance of mold-like substance, water pressure, removing the unutilized curtain rod and tripping hazard in the shower area, removing or securing loose wires in the housing dorms, removing the metal strap hanging in the laundry room, addressing the leak in the kitchen ceiling and ventilation system above where food is served, and improving drainage around the facility to prevent flooding in the basement. As a result, supplies to replace tiles were received and the project began on March 26, 2025. The facility conducted additional testing for Cladosporium/Mycelium in the shower areas. The A/B showers were iodized, which eliminated all spores. The area was then cleaned and sanitized with a powdered bleach and water solution. Water issues were resolved by replacing water valves (water temperature) and metering valves (water pressure). The unutilized curtain rod was removed and the tripping hazard in the shower area was eliminated by the replacement of the drain cover screws. The leak in the kitchen ceiling was repaired on March 10, 2025.
- Perimeter fencing was newly installed around the facility.

<i>Educational and Rehabilitative Programming</i>
Topical Seminars: 227 enrollments
Re-entry: Money Smart: 101 enrollments
Re-entry Planning: 87 enrollments
Road to Success: 52 enrollments
Adult Basic Education (ABE): 41 enrollments
Introduction to Computers: 31 enrollments
Partners in Parenting: 31 enrollments

Goal Friends Empowerment: 15 enrollments
Commercial Foods: 9 enrollments
Decision Points: 9 enrollments
Business Software Applications: 5 enrollments
Economics and Personal Finance: 4 enrollments
AVS Business Software Applications: 1 enrollment

<i>Inmate Job Assignments</i>
Special Assignment: 408
Food Service: 170
Housekeeping: 87
Virginia Correctional Enterprises (VCE): 62
Buildings and Ground: 24
Laundry: 7
Education Aide: 5

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Mental Health Toolbox: 297 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- Visiting days generally take place on Saturdays, Sundays, and on state holidays and visiting hours will begin at 8:00 a.m. and terminate at 5:30 p.m. Each inmate is provided with a minimum of one two hour visit per seven-day period.
- Only one visit per weekend will be allowed. Each visitation period will be for two hours. This will be strictly enforced to maintain the visitation schedule throughout the day.
- Only three visitors per inmate are allowed; this includes adults and any children.
- Adult and minor visitors will be subject to a search of their person, belongings, and vehicles by electronic scanning and detection devices, pat-down frisk searches, and contraband detection canines to enter the facility for visitation.

Video Visitation Rules and Regulations: Adherence to Conduct and Dress Code

- All adult visitors must have a valid, government issued picture identification card to participate. When registering to visit, the visitor must register using their legal name.
- It is the responsibility of the inmate to coordinate with their family and friends at the best time to set a video visitation appointment. Inmates are not excused from work or school to attend a video visit. Home internet video visitors must be logged into GTL system 15 minutes prior to the visit starting.

- Visits are for the exact time slots as scheduled. Fees will not be refunded for late arrivals or missed visits.
- If the inmate must use the restroom, the visit will be terminated.
- All visitors and inmates are required to always conduct themselves in a reasonable fashion. Both the inmate and the visitor will be held responsible for inappropriate behavior during a video visit.
- Visitors and inmates must remain seated throughout the entire visit and visitors may not lie down during the visit. Visitors are required to be in a family-friendly area.
- Visitors are prohibited from participating in a video visit while driving a car.
- Any visitor suspected to be under the influence of alcohol or drugs will have their visit terminated.
- Visitors are prohibited from using any portable electronic device during visitation other than the device connecting the visit. No other form of technology can be present during the visit.
- Only four visitors are allowed to visit at any time. One visitor must be over 18 and the parent or legal guardian of any minor visitor(s). All people participating in the video visit must be pre-registered to participate during the visit. Someone entering the room that is not pre-registered should not sit down and begin participating in the visit.
- Both the inmate and the visitor are responsible for any inappropriate behaviors during a visit, and both are subject to being suspended from participating in video visitation. Video visitation will be suspended for a minimum of 12 months, and some violations are subject to enhanced sanctions up to and including a permanent ban on use of the system.
- Security staff may terminate a video visit when an inmate and/or the visitor violates the video visit rules and regulations and any effort by a visitor or inmate to circumvent any visiting regulation may result in denial of future visits.

Non-Contact Visits

- These visits are only allowed with the approval of the Superintendent or Chief of Security, and the inmate must submit a Facility Request to the Superintendent or Chief of Security by the *Thursday* prior to the visit.
- The inmate will only be allowed a *one-hour* visit on a scheduled Wednesday during the hours of 9:00 a.m. through 10:00 a.m. or 10:00 a.m. through 11:00 a.m. (times may vary).
- If the visitor comes late they will only be able to visit for the remainder of the time slot allocated, *no exceptions*. No children under the age of 16 are allowed and it is the responsibility of the inmate to notify his visitors of the no-contact visiting arrangements.

B. Medical Facilities and Medical Policy and Procedures: OP 701, 720, 730 series

- A doctor is on site twice a week, a nurse practitioner is on site twice a week, and a nurse is on site 24 hours a day, seven days a week.
- Dental services are available twice a week and a dentist was on site on January 31, 2025.

C. Summary of Lockdowns

In fiscal year 2025, there were three total lockdowns – one partial and two full, with an average duration of one day; two were scheduled and one was unscheduled.

D. Summary of Staffing

Turnover Rate: 25.08%

Vacancy Rate: 14.94%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were no serious assaults on inmates or staff, and one unsubstantiated sexual assault allegation involving an inmate.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no inmate or staff deaths.

III. Beaumont Correctional Center: Tier III Summary

- Security Level: Level III Medium Security; Inmate Population at Inspection: 179.
- In a small day room, there was an uncovered electrical box, exposing what appeared to be live wiring and a work order was submitted.
- Showers in the pods were operational with consistent water pressure and temperature, and sinks, water fountains, and toilets were functioning properly without leaks.
- The facility's use of battery-operated power washers for cleaning shower areas was recognized as a contributing factor to the cleanliness and absence of mold or mildew; however, the high-pressure setting had caused paint on the shower walls to peel. As a result, VADOC leadership indicated a plan to release a memo to all facilities addressing appropriate power-washing equipment.
- It was recommended the facility reinstall or replace the missing shower partition and develop a systematic plan to identify and replace non-working lights, survey the inmate population in Housing Unit C and D to determine if the reported elevated cell temperatures are widespread and assess whether a Heating, Ventilation, and Air Conditioning (HVAC) evaluation is warranted. This resulted in the facility replacing the missing shower partition and non-working lights. The facility implemented a plan to ensure lighting checks are conducted regularly and work orders submitted timely. The Warden also distributed a memo to facility staff advising all lights must be turned on when anyone is touring/visiting the area. The VADOC acknowledged an HVAC

system evaluation is ongoing with a plan to replace the Building Automated System. Pace Collaborative Engineer Group completed a final walk through May 12, 2025, and a final engineering plan is expected to be submitted in July 2025.

- Phones and kiosks in both housing units were operational.
- Education, programs, and services listed on the VADOC's website did not accurately reflect those currently offered at the facility and it was recommended to develop a process for routinely reviewing and updating public website content to ensure accurate representation of current programs and services at each facility. As a result, the facility submitted an email to the Digital Experience and Engagement Request Hub requesting the list of programs and services be updated on the public website. The VADOC will advise all facilities to conduct a review of the public website and submit updates as necessary.

<i>Educational and Rehabilitative Programming</i>
Veteran's Support Group: 43 enrollments
S.A. Recovery Route: 24 enrollments
Victim Impact: Listen and Learn: 22 enrollments
Re-entry Planning: 21 enrollments
Re-entry: Money Smart: 11 enrollments
Building Maintenance Repairer: 11 enrollments
Aggression Alternative Skills: 10 enrollments
Decision Points: 9 enrollments
Plumber- Construction: 8 enrollments
Anger Management- SAMHSA: 8 enrollments
HVAC Services- Installer: 1 enrollment

<i>Inmate Job Assignments</i>
Virginia Correctional Enterprises (VCE): 161
Special Assignments: 50
Food Service: 44
Capital Construction: 41
Housekeeping: 27
Education Aide: 2
Laundry: 1

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Art Program: 17 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- The visitation schedule is on Saturday, Sunday, and all recognized state and/or federal holidays, from 8:00 a.m. to 4:45 p.m., and the length of face-to-face visits is two hours.
- Visits are scheduled in two-hour blocks, and all approved visitors must schedule their visit through GTL.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- Medical and mental health services are available upon request. Inmates should send request forms to the department to be scheduled to be seen in accordance with OP 720.1 or 730.2.
- Dental services are available in accordance with OP 720.6, Dental Services. Dental services should be addressed using an Inmate Request form and sent to Dental.

C. Summary of Lockdowns

In fiscal year 2025, there were four total lockdowns – four full, with an average duration of 1.8 days; four were scheduled.

D. Summary of Staffing

Turnover Rate: 26.51%

Vacancy Rate: 19.28%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were no serious assaults on inmates or staff; there was one un-substantiated and one unfounded sexual assault allegations involving an inmate.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no inmate or staff deaths.

IV. State Farm Correctional Center: Tier III Summary

- Security Level: Level II Medium-Low Security; Inmate Population at Inspection: 670.
- There were health and safety concerns in the shower and housing areas, with issues related to ventilation and the possible mold-like substance found in housing unit six. As a result, Hayes Microbial Consulting conducted a mold test on March 17, 2025, finding some common types of molds (none of it “black mold”), which was treated as prescribed. Ceiling tiles and shower curtains were replaced throughout the facility.

- Dust accumulation in the ventilation system should be cleaned on a preventative maintenance schedule to address further buildup and improve internal air quality and efficiency of HVAC systems. Additional facility repairs needed: replacing or securing missing or hanging ceiling tiles in the housing units, replacing broken toilet seat lids, replacing short or torn shower curtains in the shower/bathroom area to provide a higher level of functionality and privacy to inmates. As a result, the facility implemented a cleaning and maintenance schedule that addressed dust accumulation in the ventilation system and concerns with the showers, specifically, vents will be cleaned and vacuumed, and showers will be power washed on a weekly basis (in addition to the daily cleaning). The broken toilet seat lids were replaced.
- Staff reported many items had been entered into the internal work order system and have been outstanding for many weeks.
- Many plumbing issues were observed throughout the facility including leaking sinks and toilets in the housing areas. As a result, plumbing repairs took place on April 1, 2025, and on May 8, 2025. The repairs included: leaking sinks, toilets, and the dishwasher. Additionally, ongoing preventative maintenance is conducted weekly on sinks and toilets.
- Several four-foot fluorescent tube lights were non-functioning in housing unit one, the dining area, and kitchen area. As a result, facility staff conducted a light check and replaced lights throughout the facility as necessary.
- The facility is in the process of initiating a total roof replacement in the kitchen due to the age and condition.
- The facility dishwasher and multiple kitchen sinks had leaks that resulted in ponding throughout the kitchen area. As a result, the dishwasher gaskets were replaced, and a heat booster was installed.
- The facility had multiple open corrective actions from their most recent Department of Health Food Establishment Inspection; one specific item was the dishwasher that required a new gasket seal on the front door and a heat booster to adequately sanitize the dishes to a required temperature.
- The inmate dining area was missing, and broken plexiglass light covers and two broken windows and was referred to the Warden for repair to ensure safety of staff and inmates. This resulted in a special order being placed for the broken plexiglass light covers and new plexiglass windows were installed on May 14, 2025.
- In RHU, a memorandum to the inmate population regarding the inmate grievance hotline availability and accessibility along with instructions to access was posted on a door.
- The RHU will be completing a renovation project to increase the size of the window view of each cell door to improve inmate safety and well-being.

<i>Educational and Rehabilitative Programming</i>
Topical Seminars: 393 enrollments
Making it on Supervision: 244 enrollments
Intensive Re-entry Program: Phase 2: 211 enrollments
Re-entry Resource and Employment Fair: 121 enrollments
S.A. Recovery Route: 120 enrollments
Re-entry: Money Smart: 117 enrollments
S.A. CBISAU: 92 enrollments
Thinking for a Change: 90 enrollments
S.A. CBISA: 88 enrollments
Re-entry Planning: 75 enrollments
Inside Out Dads: 70 enrollments
Decision Points: 65 enrollments
Veteran's Support Group: 56 enrollments
Revitalization Training: 53 enrollments
Ready to Work: 39 enrollments
Anger Management: SAMHSA- 38 enrollments
Plumbing: 35 enrollments
Construction Industry: 33 enrollments
Adult Basic Education (ABE): 25 enrollments
Introduction to Personal Wellness Concepts: 16 enrollments
Aggression Alternative Skills: 15 enrollments
Early Humanities: 13 enrollments
College Composition I: 11 enrollments
Building Maintenance Repairer: 9 enrollments
PREPS: 9 enrollments
Principles of Psychology: 7 enrollments
VADOC Tutor Training Certification: 4 enrollments
Horticulture: Greenhouse/Nursery: 4 enrollments
Fundamental Reasoning: 1 enrollment
Principles of Sociology: 1 enrollment

<i>Inmate Job Assignments</i>
Special Assignment: 518
Housekeeping: 310
Food Service: 165
DCE Student: 86
Agribusiness: 85
Recreation: 61

Education Aide: 22
Buildings and Ground: 16
Laundry: 7
Virginia Correctional Enterprises (VCE): 6

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Art Program: 32 completed, enrolled, and/or removed statuses
Trauma Resolution I: 28 completed, enrolled, and/or removed statuses
Healing Through Words: 8 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- Each inmate will be allowed a maximum of three individuals during the actual visit. An infant (one year or younger) will not count as an individual in this instance if the inmate wishes to receive more than three individuals at any one time; inmate must receive prior approval, in writing, from Institutional Programs Manager.
- Inmates housed in RHU will be offered video visitation on Wednesdays from 9:00 a.m. to 11:00 a.m. and is scheduled through Major's Secretary. Inmates on prehearing detention or disciplinary segregation will be excluded from a visit.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- A doctor is on site every day and a registered nurse is on site 24 hours a day, seven days a week.
- Dental services are available every day.
- Medical and dental x-ray and ultrasound services are available on site.
- If an inmate requests a sick visit, they can be seen the next day.
- This facility coordinates and transports inmates to their respective appointments outside of the facility.
- This facility is designated as a 24-hour nursing facility.
- Inmates must take their I.D. card with them when they go to the medical department. Inmates will not receive medicine/insulin or medical care without their I.D. card.
- If an inmate misses their appointment, they will have to sign up again for the next Sick Call Day and start the process over again.
- If an inmate has a work assignment or is out of the building for any reason, it is the inmate's responsibility to notify the proper staff that they have a medical appointment.

- Over-the-counter medications are available through the Commissary. Any loose medications will result in a disciplinary offense of 122 A: Possession of Unauthorized or unprescribed drugs.
- All medical emergencies will initially be reported to the building officer or other available staff members who will notify the Shift commander and the Medical Department. Medical is to be notified in the event of an emergency. Staff will follow the applicable procedures or guidelines to address the medical emergency.
- Self-Med Pill Call begins at 12:00 p.m. and ends when the dining hall closes for the lunch meal daily. Inmates must report to the pill line prior to going to chow.

C. Summary of Lockdowns

In fiscal year 2025, there were 10 total lockdowns – five partial and five full, with an average duration of 3.1 days; five were scheduled and five were unscheduled.

D. Summary of Staffing

Turnover Rate: 26.19%

Vacancy Rate: 24.90%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were nine serious assaults on inmates; there were two substantiated sexual assault allegations involving an inmate.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were two inmate suicides.

V. Lawrenceville Correctional Center: Tier III Summary

- Security Level: Level III Medium Security; Inmate Population at Inspection: 728.
- VADOC took control of this facility in August 2024.
- This facility is undergoing a multi-million-dollar renovation project across the entire facility and housing units 30, 40, and 50 were temporarily closed due to ongoing renovations. As a result of this project, all housing units that are currently occupied are scheduled for renovation. Once southside buildings are completed, the entire population will be moved into the newly renovated buildings and work will begin on the northside buildings.
- Cells were equipped with an intercom, though some intercoms in the non-renovated units were non-functional due to the age of the facility. The Warden indicated these would be replaced as renovations progressed. The renovation project includes fixing lighting fixtures, showers and lighting, and replacing the locking mechanisms and intercoms inside multiple cells and on the doors; new metal sliding doors will replace the wooden doors in all housing units.

- This facility is the Department's first Virginia Model facility, a new, incentivized approach to prison operations that is strategically designed to foster a culture of accountability, personal investment, and community by aligning meaningful incentives with consistent, effective sanctions.
- Inmates have numerous opportunities to engage in work details, activities, and programming.
- Five showers were found to be non-functional and in poor condition in the non-renovated units, with rust, chipped paint, and damaged shower curtains. As a result, an improved cleaning plan has been implemented for the showers, which includes weekly power washing.
- Sidewalks needed repair and repaving. As a result, the sidewalks were repaired and repaved.
- Ceiling tiles in the dining area needed repair and replacement. As a result, new tiles were installed in the inmate dining areas.
- It was recommended to test the mold-like substance found in housing unit 80 where the washer and dryer were stationed. As a result, no mold was detected where the washer and dryer were stationed.
- Fire extinguisher in the control room was missing the annotation of a monthly inspection and a fire extinguisher in the Recreation Supervisor's office was also missing the inspection.
- One sink in the kitchen was constantly running and leaking.
- Inmates are provided with operational phones and tablets to stay in contact with family and friends.

<i>Educational and Rehabilitative Programming</i>
Topical Seminars: 204 enrollments
Veteran's Support Group: 195 enrollments
Adult Basic Education (ABE): 188 enrollments
Victim Impact: Listen and Learn: 127 enrollments
Anger Management- SAMHSA: 46 enrollments
Carpentry: 37 enrollments
Electricity: 35 enrollments
Introduction to Computers: 32 enrollments
Green HVAC Commercial Maintenance and Repairs: 25 enrollments
Re-entry Planning: 23 enrollments
S.A. Recovery Route: 21 enrollments
Custodial Maintenance/Sanitation: 16 enrollments
Aggression Alternative Skills: 16 enrollments
Horticulture: Greenhouse/Nursery: 14 enrollments

Masonry Level I: 13 enrollments
Masonry Level II: 12 enrollments
Plumbing: 10 enrollments
S.A. CBISAU: 10 enrollments
PREPS: 9 enrollments
Thinking for a Change: 8 enrollments
Decision Points: 7 enrollments
Re-entry: Money Smart: 5 enrollments
Ready to Work: 4 enrollments
Business Software Applications: 3 enrollments
Making it on Supervision: 3 enrollments
Masonry: 1 enrollment

<i>Inmate Job Assignments</i>
Housekeeping: 842
Building and Grounds: 454
Special Assignment: 255
Food Service: 230
Education Aide: 164
Laundry: 28
Recreation: 26
DCE Student: 20
Agribusiness: 4

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Community Activities: 61 completed, enrolled, and/or removed statuses
Re-entry Cognitive Process Group: 4 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- Visitation for general population inmates is on Friday, Saturday, and Sundays, and all recognized state holidays. GP visiting hours are from 8:00 a.m. to 4:45 p.m., except on Fridays when visits are offered from 9:00 a.m. to 11:00 a.m., 1:00 p.m. to 3:00 p.m., and 6:30 p.m. to 8:30 p.m. Each inmate is provided with a minimum of two hours for their scheduled visit. Each inmate is allowed one visit per weekend. A maximum of three visitors (any combination of adults, minors, and/or infants) will be permitted to visit.

- Inmates housed in off-site hospital beds are not allowed to receive visitors without prior written approval of the Facility Unit Head or Administrative Duty Officer in their absence. Such visits will be considered for immediate family members and in life threatening conditions only.
- Non-contact visits are conducted on Thursdays only from 8:30 a.m. to 1:30 p.m. The visits are a maximum of one hour and visits must be requested at least three days in advance. The Unit Head or Administrative Duty Officer shall approve before a visit can be scheduled.
- In the event a visitor cannot clear the body scanner, a video visit may be offered instead.
- Special visits with immediate family will only be considered for a special need or exceptional circumstance such as family members who have unexpectedly traveled long distances (200 miles or more) or when an inmate's death is imminent. Special visits for immediate family members will be scheduled during normal visiting days only. Special visits during normal working hours on VADOC business days are only available in the event of the inmate's imminent death.

Video Visitation

Visitors may use their home internet or go to a Video Visitation Center to participate in video visitation sessions. Family and friends may purchase a 20-minute visit for \$2.50 or a 50-minute visit for \$6.00. The fees are subject to change. Video visits are by appointment only and video visitation information is posted in each housing unit and on the VADOC website.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- The medical department at this facility includes a nurse practitioner (NP), a dentist, a physical therapist (PT), and several nursing staff. The NP, dentist and PT are on site five days a week.
- Inmates can submit medical request forms to receive care for any health issues, and nursing staff are available around the clock.
- In case of serious medical needs, inmates are transported to a nearby hospital for further treatment.
- The facility has five housing cells designed to temporarily house inmates experiencing mental health or medical emergencies.
- Pill Call and Self-Meds are on a set schedule.
- If an inmate is sick, inmates submit a request to Medical.

C. Summary of Lockdowns

In fiscal year 2025, there three total lockdowns – three full, with an average duration of 5.7 days; three were scheduled.

D. Summary of Staffing

Turnover Rate: 47.58%

Vacancy Rate: 39.90%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were no serious assaults on inmates or staff; there were two sexual assault allegations involving inmates under investigation.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were four inmate deaths – one respiratory and three pending causes of death.

VI. St. Brides Correctional Center: Tier III Summary

- Security Level: Level II Medium Security; Inmate Population at Inspection: 1,169.
- All toilets and showers were operational with consistent water pressure and temperature.
- All phones within the inspected housing units were confirmed to be operational.
- The medical department hosts a mass clinic in the gym once a month to provide inmate population immunizations.
- St. Brides is the second largest trade school for the VADOC. Inmates have numerous opportunities to engage in educational services, activities, and programming.
- The facility assists inmates with finding a job prior to their release to ensure there is employment waiting for them in various areas that match their vocational certificates.
- The facility implemented a “Resource Clerk” system where two to four designated inmate spokespersons, along with four additional inmates as helpers, assist with pod forms, streamlining the complaint process and reducing staff involvement. The grievance coordinator reviews the answered grievances to ensure inmates receive an appropriate answer that addresses their complaint. Currently, inmates place their grievances in the U.S. Postal Service mailbox instead of the grievance mailbox, located by the dining hall. The Unit made a recommendation to paint the grievance box a different color to differentiate from the U.S. Postal Service mailbox. As a result, the facility reported they painted the grievance mailbox a different color from the United States Postal Service mailbox.
- Inmates are provided with operational phones and tablets to stay in contact with family and friends.
- The Unit made a recommendation to develop a process to routinely review and dispose of any expired food items. As a result, the facility adopted a “First In, First Out” method for managing food storage, which prioritizes using older items before

the newer ones. The Food Service Department conducts daily inspections, discarding any expired food items.

- The Unit made a recommendation to conduct a deep clean of showers in the medical unit. As a result, the showers in the Medical Unit were deep cleaned; however, only one shower is being utilized in the Medical Unit, and it is deep cleaned daily.

<i>Educational and Rehabilitative Programming</i>
Topical Seminars: 1,079 enrollments
Intensive Re-entry Program: Phase 2: 645 enrollments
Making it on Supervision: 333 enrollments
Re-entry Resource and Employment Fair: 251 enrollments
S.A. Recovery Route: 204 enrollments
Adult Basic Education (ABE): 175 enrollments
Re-entry Planning: 140 enrollments
Re-entry: Money Smart: 139 enrollments
Ready to Work: 118 enrollments
S.A. CBISAU: 53 enrollments
HVAC/Sheet Metal: 41 enrollments
Thinking for a Change: 35 enrollments
Carpentry: 33 enrollments
Electricity: 32 enrollments
Decision Points: 32 enrollments
Automotive Service and Technology: 31 enrollments
Drafting/CAD: 30 enrollments
Inside Out Dads: 29 enrollments
S.A. CBISA: 29 enrollments
Auto Body Repair: 25 enrollments
Graphic Comm and Print Prod.: 24 enrollments
Humanities: Blockbusters and Best Sellers: 22 enrollments
Intro to Business: 19 enrollments
PREPS: 14 enrollments
Reading Enables All Learners (R.E.A.L.): 3 enrollments
AVS Drafting/CAD: 3 enrollments
Electrician: 2 enrollments
Computer Aided Drafter: 1 enrollment
Lithographer: 1 enrollment
AVS Autobody Repair: 1 enrollment
AVS Electricity: 1 enrollment
AVS Graphic Comm and Print Prod.: 1 enrollment

<i>Inmate Job Assignments</i>
Special Assignment: 1,056
Housekeeping: 654
DCE Student: 472
Food Service: 348
Education Aide: 79
Buildings and Ground: 40
Laundry: 15
Recreation: 12

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming and Participation</i>
Re-entry Cognitive Process Group: 37 completed, enrolled and/or removed statuses
SOAP v3: 35 completed, enrolled, and/or removed statuses
Anger Management (Advanced): 18 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- Visitors will not be permitted to visit an inmate newly received into the VADOC for the first 60 days of the inmate's assignment to a Reception Center.
- Only those adult visitors listed on the inmate's Visiting List and approved by the Central Visitation Unit are authorized to visit the inmate.
- Minors will not be approved to visit with an inmate who has a current or prior conviction requiring registration in the Sex Offender and Crimes against Minors Registry until the inmate requests an exemption and is approved for visitation with a minor by the Sex Offender Visitation Committee.
- Only the inmate's biological, legally adopted, or stepchildren will be considered for visitation with an inmate convicted of a sexual offense.
- GP inmates visitation is on Saturday, Sunday, and all recognized state holidays. Visiting hours are from 8:30 a.m. to 3:00 p.m.; visitors are not processed to enter the institution for inmate visitation after 2:30 p.m. Each inmate is provided with a maximum of two hours per visit. Visitors must register and request to visit through GTL's VisManager system and each inmate may have a maximum of three visitors at one time to include infant, toddler, or child.
- Inmates assigned to RHU are limited to one non-contact visit per week for a maximum of one hour unless approved otherwise in writing by the Facility Unit Head. Visitation will be held on Wednesdays from 8:00 to 2:00 p.m.
- Special Status Inmates, inmates housed in the infirmary, an institution medical observation bed, in a mental health residential, or an acute care bed may receive visits

if approved by the Facility Unit Head in writing. The location, length, and circumstances of the visit are determined on a case-by-case basis.

- Inmates housed in off-site hospital beds are not allowed to receive visitors without prior written approval of the Facility Unit Head or Administrative Duty Officer in their absence. Such visits will be considered for immediate family members and in life threatening conditions only.
- If the inmate declines the visit, all visitor(s) will be notified, and they will not be permitted to visit unless there is legal authority such as a Court order to compel the inmate to visit.
- Visitors are only allowed to visit the inmate they signed in to visit.
- Inmates and their visitors are closely monitored to ensure that contraband is not passed, and that inappropriate behavior does not occur. An inmate and/or their visitor may be assigned to a specific seat at the table and/or assigned to sit at a specific table.
- Each special visit requires prior authorization by Assistant Warden and requests should be submitted at least two weeks in advance.

Non-Contact Visitation (In Institution)

Non-contact visitation for general population inmates violating the provisions of OP 861.1, Inmate Discipline, will be held on Wednesdays 8:00 a.m. to 2:00 p.m.

Appointments must be made through GTL's VisManager system. Visitation is limited to three adult immediate family members.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- The facility's medical department includes a doctor, nurse practitioner, dentist and dental hygienists, Health Service Administrator (HSA), and nursing staff consisting of LPN and RNs. The doctor, NP, and dentist are on-site five days a week.
- The dentist is available to provide support at Indian Creek Correctional Center when needed. A medical request form must be completed for all non-emergency dental problems. Emergency dental problems need to be reported to the Housing Unit's officer who will contact the medical department.
- Physical therapy is provided Monday through Friday and the VADOC contracted provider is also shared with Indian Creek Correctional Center.
- This facility has three exam rooms for inmates to assess their medical concerns. There was an X-ray, ultrasound, and a fiber scan machine available to inmates.
- The medical department has five cells designed to temporarily house inmates experiencing mental health or medical emergencies and a medical observation room with several bunks.
- All medical complaints reported to the HSA are also communicated to Warden.

- Medical staff reported there is an average of 20 to 25 sick calls each day and when an inmate has a serious medical need, they are taken to a nearby hospital for additional care.
- Inmates who fail to report to Medical when instructed or scheduled may be charged under the provisions of OP 861.1.
- The medical department hosts a mass clinic in the gym once a month to provide inmate population immunizations.
- Inmates may request an appointment with Mental Health services by sending an inmate request form addressed to the Psychology Department. The request should be complete and specify the nature of the problem; failure to indicate the nature of the problem may result in the request for services being delayed or sent back for more information.
- Mental Health services are available on an outpatient basis. This includes a psychiatrist who provides scheduled services for Psychiatric Telemed via Polycom on a weekly basis.
- There is no in-patient treatment at this facility, if an inmate requires in-patient setting, the inmate will be considered for transfer to an appropriate facility. These transfers are considered when there is evidence of a serious and diagnosed mental disorder in a critical or acute stage. These transfers are subject to approval by the receiving Mental Health Unit and Central Classification in Richmond. If transferred for in-patient treatment, inmate will, likely, be returned to the sending institution after treatment is complete.
- Medications will be given at mealtimes only and inmates must first receive their medication at the pill window before they get their food. Inmates who have not picked up medications by the time the window closes will be considered to have refused their medication.
- Sick calls are conducted from 9:00 a.m. to 11:00 a.m. and 1:00 p.m. to 2:00 p.m. Monday through Saturday. Medical forms are picked up daily by the nursing staff. RHU request forms should be directly handed to the nurse during medical rounds.
- Emergency medical requests should be reported to the Building Supervisor who will contact the Medical Department. The Medical Department will determine if an inmate needs to be seen or if they should be referred to regular sick call days.

C. Summary of Lockdowns

In fiscal year 2025, there were 17 total lockdowns – 12 partial and five full, with an average duration of 3.2 days; 10 were scheduled and seven were unscheduled.

D. Summary of Staffing

Turnover Rate: 49.34%

Vacancy Rate: 23.24%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there was one serious assault on an inmate and three serious assaults on staff; there were three unfounded and two unsubstantiated sexual assault allegations involving inmates.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff or inmate deaths.

VII. Wise Correctional Unit: Tier III Summary

- Security Level: Level I/Field Unit; Inmate Population at Inspection: 75.
- The facility features five hydroponic greenhouses that enable year-round vegetable cultivation regardless of external weather conditions and operates a tilapia greenhouse, where fish are hatched and raised by inmate farm crews through an aquaponic system, which integrates fish farming with plant cultivation for efficient resource use. The agriculture products harvested on-site are used to supply this facility and surrounding correctional facilities, significantly reducing food procurement costs and enhancing sustainability.
- Neither housing unit was equipped with centralized air conditioning. The Unit recommended the facility explore the feasibility of installing centralized air conditioning throughout the housing units to reduce the number of fans that accumulate dust and debris and occupy space within the housing units. As a result, the facility is actively assessing the feasibility of installing centralized air conditioning in the housing areas, balancing inmate comfort with operational efficiency and cost considerations.
- The Unit recommended the facility develop a recurring schedule for cleaning, maintaining, and inspecting the fans in the housing units. As a result, the facility implemented a routine maintenance schedule for industrial fans in the housing units to prevent the buildup of dust and debris.
- Flushing multiple toilets simultaneously occasionally resulted in incomplete flushes.
- The Unit recommended the facility replace broken light fixtures and missing light covers in the kitchen to maintain safety standards. As a result, VADOC is pursuing replacement options to meet safety expectations.
- The Unit recommended the facility repair or replace a loose saloon door leading to the shower areas to improve safety and reduce the risk of slips, trips, and falls. As a result, the facility repaired the saloon door.

<i>Educational and Rehabilitative Programming</i>
Re-entry Planning: 24 enrollments
Decision Points: 20 enrollments
Re-entry: Money Smart: 14 enrollments

Adult Basic Education (ABE): 13 enrollments
Welding: 11 enrollments
S.A. Recovery Route: 8 enrollments

<i>Inmate Job Assignments</i>
Special Assignments: 81
VDOT: 52
Food Service: 45
Agribusiness: 30
Housekeeping: 27
Building and Grounds: 12
Education Aide: 2
Recreation: 2
Laundry: 1
DCE Student: 1

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
0 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- Inmates must submit a list of no more than 10 visitors (not to include minors). This list is updated in January and July of each year. All visitors must have submitted a Visitor Application and received approval before being able to visit an inmate.
- All inmates in GP are eligible for in-person and video visits unless a suspension or termination has been completed. There is no limit to the number of video visits an inmate may receive.
- The total number of visitors allowed to visit each inmate at one time is three people (including minors, but not children two years and under). A minimum of one visitor must be over 18 and the parent or legal guardian of any minor visitor(s). All people participating in the visit must be pre-registered to participate during the visit.
- The number of visits each inmate may receive each visiting day is one and currently restricted to one visit per weekend.
- There is no limit to the total number of hours inmates can visit per month according to security level 1 status; however current guidelines specify that only one visit per weekend will be allowed.
- Visitation must be scheduled online, and each visitation period will be for two hours; this is strictly enforced to maintain the visitation schedule throughout the day.

Visitation will run from 8:00 a.m. to 4:30 p.m., including 30 minutes to sanitize and disinfect after each visiting period.

- Non-contact visitation is available if the visitor is denied access to the institution for any reason. The visit would be limited to the two-hour window that is scheduled.
- All special visits must be approved by the Facility Unit Head or designee.

Video Visitation

Video visitation will be provided by ViaPath in the inmate dorms and is available seven days a week from 6:00 a.m. until 9:00 p.m. Inmate visitors are responsible for scheduling the visits and inmates are responsible for ensuring visitors do not schedule a visit during work or programming times.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- Medical staff is available 24 hours per day; however, on May 12, 2025, medical services were not available 24 hours a day; nurses worked rotating shifts between 6:00 a.m. and 4:00 p.m. A medical doctor is available one day a week on Tuesdays. Inmates may access medical and dental services at Red Onion State Prison (ROSP). To see the doctor, you must first be seen on sick call to be evaluated by the Unit Nurse.
- All inmates who feel they have a medical, dental, or mental health emergency will be assessed by a Medical Professional. In an emergency, inmates should contact a Dorm or Front Gate Officer or other available staff member to have them contact the Unit Nurse for assessment.
- A dentist is not available at this facility; however, an inmate may request to be placed on the Dental List through the Unit Nurse. Dental requests are scheduled on a priority of need basis. Inmates may access dental services at ROSP.
- Eye appointments are scheduled by the Unit Nurse as needed.
- Mental Health staff are not available at this facility; however, inmates may request to be evaluated by Mental Health by informing assigned Counselor or the Unit Nurse of symptoms. A call will be placed to the first available Mental Health professional with symptoms discussed. It is the sole discretion of the Mental Health staff and Unit Staff to determine if an appointment is necessary.
- Sick calls and medication refills can be requested by submitting an inmate request into the box outside of the medical department or through the inmate mail process. Sick call and medication pickup can be requested by signing the clipboard outside of the medical department. Sick calls and medication pickup are performed daily between 9:00 a.m. and 10:00 a.m. and again between 3:30 p.m. and 5:00 p.m.
- If an inmate needs copies of any part of his medical record, he needs to submit a request in writing to the Unit Nurse. Inmates will be charged ten cents per page.

- Over-the-Counter medications are available in the Commissary and Unit Medical does not dispense. It is the inmate's responsibility to keep needed items for their day-to-day health in their property.

C. Summary of Lockdowns

In fiscal year 2025, there were zero lockdowns.

D. Summary of Staffing

Turnover Rate: 14.12%

Vacancy Rate: 7.41%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were no physical or sexual assaults.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff or inmate deaths.

VIII. Keen Mountain Correctional Center: Tier III Summary

- Security Level: Level IV Maximum & Level II Minimum Security; Inmate Population at Inspection: 1,099.
- Elevator in Housing Unit C was non-functional and awaiting repair parts and no signage indicating the elevator was out of service. As a result, signage protocols have been updated to ensure that "Out of Service" notices are clearly posted on non-functional equipment, including elevators.
- Two control booth windows were observed to be shattered but remained intact. As a result, the damaged control booth windows were scheduled for replacement.
- Multiple non-functioning showers across Housing Units A, B, and C and two were actively undergoing repair. A few showers had black mildew-like substances in the grout and two showed broken or missing tiles. All showers exhibited a buildup of white soap residue; one shower was out of service pending repair. Four sinks had either the hot or cold-water button inoperable. As a result, to improve sanitation and maintenance, a recurring inspection schedule was implemented for all showers, and a reserve supply of tiles and grout has been secured to expedite repairs.
- Except for one phone in housing unit A-2 all other phones and kiosks in Housing units A, B, and C were fully operational. Staff reported work orders had been submitted the week before. One inmate reported that a telephone intermittently malfunctioned due to loose wiring in the receiver and staff promptly submitted a work order for repair. All telephones, kiosks, and video visitation within Housing Unit D were fully operational.

- Despite the presence of several large fans, the inspection team noted the temperature in the laundry area was 91 degrees F, when the outside temperature was 71 degrees F. OSIG recommended the facility develop and implement strategies to lower ambient temperatures in the laundry area, such as installing roof insulation and reflective roofing, adding awnings or sunshades to sun-exposed windows and openings, and incorporating indoor plants or vertical green walls where feasible to enhance natural cooling. As a result, VADOC is evaluating strategies to reduce ambient temperatures in the laundry area, including improved ventilation and insulation options.
- Floor drains in both inmate dining halls, and the kitchen area appeared to contain accumulations of food debris and dirt, and gnats were observed around one drain in the preparation area; one window in the inmate dining hall was cracked and held together with tape; several lightbulbs in both inmate dining halls were non-functioning. As a result, floor drains in the kitchen and dining areas are now subject to routine cleaning and pest control measures have been enhanced to address the presence of gnats. Additionally, non-functioning bulbs in the dining halls have been replaced, and the facility established a monthly inspection schedule.
- One outdoor recreation area was unavailable due to the fence being repaired.
- Standing water was observed in the housing unit basements and the Unit recommended the facility implement a mitigation plan to prevent recurrence. As a result, the facility indicated the source of the standing water in the housing unit basements is under investigation and mitigation efforts will follow based on the findings.
- Staff indicated using a commercial shipping vendor to send inmate property rather than transporting it with the inmate during transfer has led to an increase in inmate complaints about delays in receiving their property.
- The facility uses a housing unit representative system, where a designated inmate was responsible for requesting forms for processing. Staff reported the most common complaints and grievances were related to food portions, medical services, and dental services. Emergency grievance forms are required to be submitted to staff for immediate processing. Recommend entering all non-emergency grievances or non-grievable grievances into VaCORIS for better record keeping and to improve the VADOC administrative remedies process.

<i>Educational and Rehabilitative Programming</i>
Adult Basic Education (ABE): 191 enrollments
Re-entry Resource and Employment Fair: 127 enrollments
Re-entry Planning: 126 enrollments
Re-entry: Money Smart: 124 enrollments
PREPS: 105 enrollments
Victim Impact: Listen and Learn: 69 enrollments

Revive!: 69 enrollments
Veteran's Support Group: 59 enrollments
S.A. Recovery Route: 47 enrollments
Thinking for a Change: 45 enrollments
S.A. CIBSA: 36 enrollments
S.A. CIBSAU: 35 enrollments
Masonry: Level I: 29 enrollments
Decision Points: 29 enrollments
Custodial Maintenance/Sanitation: 25 enrollments
Ready to Work: 23 enrollments
Anger Management: SAMHSA- 14 enrollments
Masonry: Level II: 11 enrollments
Electricity: 11 enrollments
Inside Out Dads: 10 enrollments
Reading Enables All Learners (R.E.A.L.): 5 enrollments

<i>Inmate Job Assignments</i>
Housekeeping: 602
DCE Student: 524
Food Service: 236
Education Aide: 106
Special Assignment: 61
Laundry: 40
Buildings and Ground: 32
Recreation: 20
Agribusiness: 7

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Mental Health Toolbox: 133 completed, enrolled, and/or removed status
Cognitive, Creative, and Social Skills Building: 13 completed, enrolled, and/or removed statuses
Co-Occurring Disorders Mental Health Group: 23 completed, enrolled, and/or removed statuses

A. Visitation Policy and Procedures: OP 851.1

- GP visiting hours are from 8:00 a.m. to 3:00 p.m. on Saturday, Sunday, and all official state holidays. Each inmate is provided with a minimum of one two hour visit per seven-day period.
- Inmates assigned to RHU are limited to one non-contact visit per week for a maximum of one hour unless approved otherwise in writing by the Facility Unit Head. Visiting times are 8:30 a.m. to 3:00 p.m. on Saturday and Sunday, and all recognized state holidays. One visit per week for one-hour non-contact with no more than five visitors. No visitor is permitted entry after 2:30 p.m.
- STAR Program inmate visitation is from 9:00 a.m. to 1:30 p.m. on Wednesday.
- Inmates housed in the infirmary, an institution medical observation bed, in a mental health residential, or an acute care bed may receive visits if approved by the Facility Unit Head in writing. The location, length, and circumstances of the visit are determined on a case-by-case basis.
- Protective Custody (PC) inmate visitation is conducted on Wednesdays.
- The Deputy Director for Institutions has granted the Facility Unit Head the authority to restrict and grant visiting privileges as incentives for appropriate inmate behaviors at designated institutions and/or for specialized populations. Visitation for inmates in Security Level S, Secure Diversionary Treatment Program, etc. is institution specific.
- Inmates classified as Security Level S will be limited to non-contact visits, except for contact visits with their attorney provided the attorney has a current attorney-client relationship with the inmate. Contact visits will be approved at the request of the attorney only.
- Non-contact visitation is available during normal visitation hours.
- Requests for special visits will be submitted in writing to the Warden or Assistant Warden by the requesting inmate. Special visits with immediate family will only be considered for a special need or exceptional circumstance such as family members who have unexpectedly traveled long distances (500 miles or more) or when an inmate's death is imminent. Institutional staff will contact the Central Visitation Unit (CVU) and notify them of their approval for a special visit and the visitor must not be allowed to enter for visitation until the criminal record check conducted by CVU is complete.

Video Visitation

Video visits are scheduled on Saturdays and Sundays from 9:00 a.m. to 3:00 p.m. through Assisting Families of Inmates (AFOI). Visitor Center locations are available in Norfolk, Roanoke, Alexandria, Petersburg, and Richmond, Virginia. Video visitation costs are \$15 for 30 minutes and \$30 for 60 minutes. Inmates who have been charge free for six months qualify for participation in Video Visitation, including RHU and STAR inmates.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- Medical services are provided 24 hours a day, seven days a week. All inmates, including those in RHU, may request health services daily, Monday through Friday.
- No security or administrative staff should approve or disapprove requests for health care.
- The medical unit consisted of a triage area, examination room, observation unit, pharmacy, and dental area. The observation unit consisted of four beds and two isolation cells.
- Nurses are assigned to each of the housing units and conduct sick call Monday through Friday in the units.
- Blood sugar testing, diabetic medications, and other regularly prescribed medications are administered in the housing units.
- A NP is available Monday through Thursday and telemedicine appointments are conducted up to three times per week.
- An optometrist visits the facility once per month.
- Dental services are supported by a regional dentist who is on site twice a week; a dental hygienist is present daily. Inmates requesting dental services must submit an informal request form to the institutional dentist. Requests will be considered by priority based on their dental classification.
- Sick call procedures during lockdown will be addressed by notifying the nurse during morning pill call. Sick call rounds in RHU and Steps to Achieve Reintegration (STAR) pods are held simultaneously with morning pill calls. Inmates in RHU and PC pods are visited twice a day by a health care provider; the presence of a health care provider in RHU and the PC pods is announced and recorded. Medical staff conduct pill calls three times a day in the housing units.
- Medication for inmates in the RHU will be dispensed by medical staff at the inmate's cell door.
- Inmates with diabetes that require fasting blood sugar checks will be seen in the housing units between 5:00 a.m. and 6:00 a.m. by the night shift nurse. Routine blood sugar checks for non-insulin dependent diabetics will be offered for inmates upon request or by doctor's orders.
- The normal schedule for blood pressure checks will be inmates from A-Building and C-4 pod on Saturday and B-Building inmates on Sunday. Routine blood pressure checks will also be provided to RHU and STAR pod inmates on Saturday.
- Mental Health services are available to inmates who submit a request via an Informal Request Form to the institutional psychologists.
- Inmates can write a request form for the Qualified Mental Health Professionals to express concerns, and this can be anonymous.

C. Summary of Lockdowns

In fiscal year 2025, there were zero total lockdowns.

D. Summary of Staffing

Turnover Rate: 27.98%

Vacancy Rate: 6.18%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were five serious assaults on inmates and no serious assaults on staff; there were four unfounded, one unsubstantiated, and three active investigations of sexual assault allegations involving inmates.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were two inmate deaths – one cardiovascular and one pending cause of death.

IX. Pocahontas State Correctional Center: Tier II Summary- Pending DOC's Comment

- Security Level: Level III Medium & Level IV Maximum Security; Inmate Population at Inspection: 829.
- Housing Units A1, A2, and A3 trash and debris on the floor, flickering or non-working ceiling lights, black stains above showers, and one shower lacking hot water and several non-working showers. The Unit recommended the facility train staff and inmates on the use of chemicals specifically formulated to remove the black substance observed on shower ceilings in the housing units and consider hiring a professional remediation firm.
- Large commercial fan in Housing Unit C3 to mitigate the warmer temperatures in the area.
- Another non-functional shower and one shower lacking hot water in Housing Unit D3. The Unit recommended the facility increase the number of Americans with Disabilities (ADA) compliant showers to accommodate inmates with disabilities or assistive devices in compliance with ADA specifications.
- A storm that morning had caused a power outage affecting the inmate telephones, rendering them inoperable on May 14, 2025. Facility staff contacted GTL but had to wait for technicians to arrive onsite for repairs.
- Two cool down rooms had trash in the cells, and the toilet basin had not been cleaned. It was also discovered there was no running water in the sinks in the cool down rooms. Other areas where trash was not properly disposed of or less than sanitary were the housing units along with shower areas, intake area, and property room. The Unit recommended cool down rooms be cleaned after each use to prevent the spread

of germs and maintain sanitary conditions as well as repair and provide acceptable water functions throughout housing units.

- Two trays of turkey ham with an expiration date of May 13, 2025, was removed from the freezer area and disposed of by staff. The Unit recommended Food Service Management develop a system for food service employees to ensure expiration dates marked on all perishable food items in storage and freezer areas are continuously reviewed to prevent health hazards.
- Storage closet overly cluttered, which impeded access to a fire extinguisher and potentially presented a fire hazard.
- Food traps in the kitchen floor drains were clogged and unclear. The Unit recommended the facility create a schedule to clean and clear food particles and debris from drainage systems in the kitchen preparation area and ensure security screws are replaced in all drains and are secured to remain free of contraband. Additionally, a recommendation was made to caulk and grout all areas lacking in the kitchen and dining areas.
- Property room was disheveled and unorganized with multiple open boxes filled with property awaiting to be removed from the facility. There was one property officer on the date of inspection, but facility indicated two officers were assigned to the property unit. The Unit recommended the inmate property room be cleaned and organized for a more efficient work area and to reduce the number of complaints and grievances related to property.
- Not all complaints were entered into VADOC's database, for example, written complaints that were incomplete and verbal complaints. Inmates deemed to be abusing the grievance process may be placed on a limitation list restricting them to two complaints and two grievances weekly for a 90-day period. Written notice is provided to inmates when restrictions are imposed. The facility does not have a formal follow-up system to ensure staff respond to written complaints timely; if a response is not received within 15 days, inmates are permitted to file a grievance regarding the lack of response and move through the process. The Unit recommended the facility install additional grievance boxes in inmate accessible locations to improve access for submitting complaints.

<i>Educational and Rehabilitative Programming</i>
Re-entry Planning: 242 enrollments
PREPS: 151 enrollments
High Sec. Intensive Re-entry- Phase 2: 149 enrollments
Re-entry: Money Smart: 126 enrollments
Adult Basic Education (ABE): 124 enrollments
Thinking for a Change: 124 enrollments
Making it on Supervision: 123 enrollments

Victim Impact: Listen and Learn: 116 enrollments
Decision Points: 111 enrollments
Re-entry Resource and Employment Fair: 104 enrollments
S.A. Recovery Route: 68 enrollments
Revitalization Training: 66 enrollments
Veteran's Support Group: 54 enrollments
S.A. CIBSAU: 49 enrollments
Inside Out Dads: 35 enrollments
Drafting/CAD: 26 enrollments
Floor Covering: 25 enrollments
S.A. CBISA: 19 enrollments
Anger Management- SAMHSA: 14 enrollments
Computer Literacy: 12 enrollments
Plumbing: 12 enrollments
Building Maintenance/Repair: 10 enrollments
Motorcycle Repair: 9 enrollments
AVS Drafting/CAD: 3 enrollments
Aggression Alternative Skills: 3 enrollments
Reading Enables All Learners (R.E.A.L.): 2 enrollments
Ready to Work: 2 enrollments
Baker: 1 enrollment
Pipefitting: 1 enrollment

<i>Inmate Job Assignments</i>
Housekeeping: 761
Special Assignment: 558
Food Service: 463
DCE Student: 253
VCE: 108
Recreation: 87
Education Aide: 46
Laundry: 43
Buildings and Ground: 14

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Sex Offender Awareness (SOAP) v3: 13 completed, enrolled, and/or removed status
Peer Recovery Specialist Training: 4 completed, enrolled, and/or removed status
Anger Management (Advanced) Anger Management: 3 completed, enrolled, and/or removed status
Coping with Stress: 2 completed, enrolled, and/or removed status
Empowering the Hero Within: 1 completed, enrolled, and/or removed status

A. Visitation Policy and Procedures: OP 851.1

- All inmates will be strip searched prior to a contact visit. After the strip search, inmates will be required to change into a state-issued jumpsuit, undergarments, a pair of state issued socks, and state-issued canvas shoes.
- Inmates who need to use the restroom during visitation shall be processed from the visiting room but will not be returned to the housing unit to access the restroom. Inmates will be required to exit the visiting room where they will be strip searched prior to and after use of the restroom. The inmate will be allowed to return to the visitation area after the strip search has been completed. Inmates will only be permitted to exit one time during the visit.

Video Visitation

- Inmates must meet eligibility requirements to be considered for Home Internet Video Visitation and Video Visitation Center visits.
- Inmates in general population that meet criteria may have unlimited access per day/week. Access for inmates assigned to non-general population housing is based on the inmate's internal status.
- The visitor is responsible for registering an account and scheduling the remote video visit; video visitation is handled by a third-party company that schedules visits, receives payments, and issues refunds.
- If the inmate must use the restroom, the visit will be terminated.
- Both the inmate and the visitor are responsible for any inappropriate behavior during a visit, and both are subject to being suspended from participating in video visitation. Security staff have the option to give you warnings before termination of the visit, but no warning is required.
- Video visits are recorded, monitored, and problematic behavior will be addressed.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- Inmates in General Population will submit a request for "sick call" by utilizing the Written Request Form and submitting into the medical mailbox on the way to morning chow Monday through Friday. Inmates will be scheduled on the Master Pass to be seen for sick calls. Requests received on Monday will be scheduled for Tuesday.

Requests received on Thursday will be scheduled for Friday. Requests received on Friday will be scheduled for Monday. Daily sick call appointments averaged between 20 and 30 inmates per day, with efforts made to provide prompt medical attention.

- The medical department is staffed by 16 full-time employees including RNs, LPNs, contract nurses, two part-time nurses, a physician present three days weekly, a full-time dentist on site five days a week, and a visiting eye doctor on site once monthly. The facility has a dietician available via phone consultation and a mobile imaging service contract allowed for X-rays to be conducted on site. The Unit recommended the facility or dentist define and clearly state the criteria for necessitating emergency dental care; this can be documented in a brochure or poster in the housing units.
- The medical suite comprised of a nurses' station, multiple examination rooms, four medical observation beds, two negative pressure isolation cells, and two surveillance camera monitored cells used as overflow for the RHU.
- For inmates in RHU, they submit their request to the nurse making morning rounds and the inmate will be seen by Medical in RHU.
- Mental Health services are available to all inmates at this facility. Psychological and psychiatric services are provided free of charge. The Mental Health Department monitors "at risk" inmates who have serious mental illnesses and provides crisis management services. Any staff may refer an inmate to the Mental Health Department if they have a specific concern about the inmate's mental health or behavior.
- The psychiatric consultant provides services to the facility for a limited number of hours each week. When an inmate is prescribed medication by the psychiatric consultant, the inmate is expected to take the medication on a regular basis. Inmates should not cease taking medication unless directed to do so by medical staff.
- Discharge planning services are available to inmates who may require mental health services upon their release to the community.

C. Summary of Lockdowns

In fiscal year 2025, there were 14 total lockdowns – nine partial and five full, with an average duration of 7.4 days; four were scheduled and 10 were unscheduled.

D. Summary of Staffing

Turnover Rate: 22.91%

Vacancy Rate: 8.70%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there was one serious assault on an inmate and two serious assaults on staff; there were six unfounded and one unsubstantiated allegation of sexual assault involving inmates.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were two inmate deaths – two pending causes of death.

X. Bland Correctional Center: Tier II Summary: Pending DOC's Comment

- Security Level: Field Unit/Level I Low & Level II Medium-Low Security; Inmate Population at Inspection: 598.
- Accumulation of dust on air vents and duct system in trailer housing units living areas and bathrooms. The Unit recommended the facility implement regular cleaning schedules for both dusting and vent cleaning throughout the facility.
- On May 15, 2025, one housing unit was on lockdown for a contraband search, so all phone, JPay, and video visitation kiosks and communication were deactivated and not validated during the inspection.
- Many inmates were observed to be utilizing individual fans purchased from the commissary for additional temperature control.
- One shower head in Housing Unit 2, Top-North was not functioning and two showers in Housing Unit 3, South Building had no water and were not functional.
- Housing units 2, Bottom and Housing Unit 4 relied on mechanical ventilation for temperature control and airflow. Many inmates reported extreme temperatures during summer months. Recommend facility conduct a feasibility study to introduce HVAC or other heating/cooling mechanism in the large housing units to optimize indoor temperature control and enhance overall comfort of inmates and staff.
- No paper towels were present in the bathrooms in Housing Unit 2 but were addressed and corrected on site.
- Dark colored mildew-like substances were observed in the grout of the tile in some of the housing unit bathrooms.
- Many shower lights were either burned out or dim.
- Outdoor recreation areas were observed to need deep cleaning due to the accumulation of bird droppings.
- One washing machine was out of service and two mouse traps were observed on the floor. In the laundry area, two inmate restrooms and one staff restroom did not have warm or hot water.
- The Unit recommended the facility develop a systematic plan to clean windows and repair or replace broken windowpanes on a reoccurring schedule.
- Dining hall air vents had dust accumulation, some windows were damaged, and there were many four-foot light bulbs that were either out or dim with multiple plastic covers missing from the lighting fixtures. The Unit recommended the facility develop a systemic plan to identify and replace non-working lights.
- In the kitchen, various pipes were found to be leaking and taped/wrapped up. One inmate was found to be handling food without gloves.

- Multiple expired food items from 2022 and 2023 were found in an outdoor freezer and staff were notified on site. The Unit recommended the facility follow policy on food rotation and disposal and routinely monitored and inspected.
- One fan in the weight room was making an excessive noise and needed repair; staff indicated a work order had been submitted.
- Inmate property was mailed separately from the previous facility and typically arrived several days after the inmate's arrival; inmates are present when incoming property is opened and inventoried.
- The Unit recommended implementation of a deep cleaning schedule for all showers, regular inspection schedules for shower functionality and damage.

<i>Educational and Rehabilitative Programming</i>
Topical Seminars: 329 enrollments
Re-entry Resource and Employment Fair: 228 enrollments
Making it on Supervision: 128 enrollments
Adult Basic Education (ABE): 124 enrollments
Intensive Re-entry Program: Phase 2: 113 enrollments
Revitalization Training: 65 enrollments
S.A. Recovery Route: 64 enrollments
Computer Literacy: 48 enrollments
PREPS: 42 enrollments
S.A. CBISA: 39 enrollments
Re-entry: Money Smart: 39 enrollments
Veteran's Support Group: 36 enrollments
Decision Points: 32 enrollments
Ready to Work: 32 enrollments
S.A. CBISAU: 26 enrollments
Inside Out Dads: 22 enrollments
Thinking for a Change: 21 enrollments
Introduction to Computers: 16 enrollments
Victim Impact: Listen and Learn: 13 enrollments
Small Engine Repair: 11 enrollments
Farm Worker: 9 enrollments
Business Software Applications: 9 enrollments
Electrician Maintenance (any industry): 8 enrollments
Masonry- Level I: 8 enrollments
Dog Training: 7 enrollments
Masonry- Level II: 6 enrollments
Teacher's Assistant: 5 enrollments

Cook (Hotel and Restaurant): 4 enrollments
AVS Business Software Appl.: 4 enrollments
Commercial Foods: 3 enrollments
Reading Enables All Learners (R.E.A.L.): 2 enrollments
Building Maintenance Repairer: 2 enrollments
Carpenter- Construction: 2 enrollments
Plumber- Construction: 2 enrollments
Custodial Technician: 2 enrollments
Wastewater Treatment Plant Oper: 1 enrollment
HVAC Service- Installer: 1 enrollment

<i>Inmate Job Assignments</i>
Special Assignment: 388
DCE Student: 287
Buildings and Ground: 285
Food Service: 151
Agribusiness: 148
Housekeeping: 103
Education Aide: 44
Laundry: 18
Recreation: 9

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Anger Management (Advanced) Anger Management: 23 completed, enrolled, and/or removed status
Grief and Loss Issues: 14 completed, enrolled, and/or removed status
Mindful Moments: 11 completed, enrolled, and/or removed status
Distress Tolerance Skills Group: 11 completed, enrolled, and/or removed status
Co-Occurring Disorders Mental Health Group: 6 completed, enrolled, and/or removed status

A. Visitation Policy and Procedures: OP 851.1

- Face-to-Face visits are a contact visit conducted in the visiting room that requires inmate visitors to schedule a visit through the GTL website.
- Expanded Video Visits is a video visit conducted in the Treatment Department on a video screen. The visitor must register and schedule a visit through the GTL system and then notify the inmate. Inmates in RHU who qualify can receive one video visit

per week for up to 50 minutes. Inmates in General Population who qualify can receive multiple visits seven days a week. Each visit can last up to 50 minutes. Expanded Video Visitation hours are Monday through Sunday 7:00 a.m. to 9:00 p.m. including state holidays. For a 20-minute visit the cost is \$4.00 and a 50-minute visit costs \$10.00.

- AFOI Video Visits is a video visit where inmate families can go to areas in Richmond to sit in front of a video monitor to have a video visit with inmates. There is a cost for the visitor of \$15.00 for 30 minutes or \$30.00 for an hour for the video conference. The inmate needs to send a Facility Request to their Counselor or the Treatment Program Secretary for a complete packet of forms and instructions.
- Special/Extended Visits require prior authorization by Assistant Warden or their designee. Travel distance of 500 miles – one direction.
- GP visiting hours are from 8:00 a.m. to 4:45 p.m. Each inmate is provided with a minimum of one two hour visit per seven-day period.
- Staff will conduct strip searches of inmates prior to and after visiting.
- Inmates who need to use the restroom during visitation at Security Level 2 and above institutions will be required to exit the visiting room and be escorted to a separate location where they will be strip searched prior to and after use of the restroom.
- Inmates assigned to RHU are limited to one non-contact visit per week for a maximum of one hour unless approved otherwise in writing by the Facility Unit Head. RHU visiting day is Wednesday.
- Video visits are authorized for all inmates housed on RHU and Alternative-GP status once per week.
- Adult visitors who decline to provide a valid government picture identification card will not be allowed a visit.
- Visitors who wear scarves or veils as a face covering for religious reasons must move and when necessary, remove their covering to allow for proper identification.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- Inmates must present their identification card before being provided with health care services, including being given medication.
- Medical Services include routine and emergency medical services to inmates and services like medical, nursing, dental, and nutritional services. Nursing coverage is provided 24 hours a day. A NP is on site every Tuesday and Wednesday and a contract physician offers on site services up to three times every two weeks and is available by phone 24 hours a day, seven days a week. A state dentist provides dental coverage one or two days per week, while a dental assistant and dental hygienist are assigned to the facility. A contract optometrist is also available.
- Inmates may request medical or mental health services by utilizing the inmate Request Form process. Doctor calls are completed on Tuesday each week.

- On May 15, 2025, five inmates were observed in the waiting room for scheduled medical appointments.
- Questions concerning medical services should be directed to the Medical Department via Facility Request.
- Pill Call occurs morning and evening and is separated by kitchen workers, inmates with diabetes, and general population. Nursing staff will not conduct treatments, consultations, or entertain requests during pill calls.
- Self-Meds are distributed from 9:00 a.m. to 10:30 a.m. (five-minute movement) and each of the four buildings on Monday, Wednesday, Friday, and Saturday: Trailers and Outside Workers on Sunday.
- Medical staff make daily rounds to inmates housed in RHU.
- Mental Health services include a cool down room designated to support individuals managing heightened emotions or stress. Access to the room may be initiated either by the inmate or through a staff referral. Inmates may remain in the space for up to four hours, during which they can engage in calming and therapeutic activities intended to promote emotional regulation.

C. Summary of Lockdowns

In fiscal year 2025, there were eight total lockdowns – seven partial and one full, with an average duration of 8.5 days; seven were scheduled and one was unscheduled.

D. Summary of Staffing

Turnover Rate: 17.05%

Vacancy Rate: 4.23%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were no physical or sexual assaults; there was one unfounded allegation of sexual assault involving an inmate.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were two inmate deaths – one stroke and one pending cause of death.

XI. Coffeewood Correctional Center: Tier III Summary: Pending DOC's Comment

- Security Level: Level II Medium-Low Security; Inmate Population at Inspection: 963.
- Several showers were broken, or missing tiles and the showerheads required cleaning. In one shower water was observed leaking from a light fixture; staff contacted buildings and grounds to address the issue. Additionally, two water fountains and one urinal were not functioning. The Unit recommended the facility confirm work orders

have been submitted and ensure repairs are completed as well as inspect all housing unit showers, identify and repair missing or broken shower tiles, and clean or replace showerheads as needed.

- In Housing Units 4A and 5A there were signs of current or previous ceiling leaks. The Unit recommended the facility to inspect roofs for leaks and complete necessary repairs as well as inspect for any internal water damage or mold growth due to leaks.
- Several housing units contained old, unused wiring or cable running through ceiling rafters. The Unit recommended the facility identify and remove all unnecessary wiring and cables located in the housing unit rafters.
- One JPay kiosk functioned intermittently. The Unit recommended the facility follow up with the JPay kiosk vendor to ensure the identified unit is repaired and operational.
- Some fly and ant traps were full at the time of inspection, but no signs of live pests or rodents were observed.
- Several sanitation and maintenance concerns were observed in the kitchen to include: a floor drain clogged resulting in standing water, dirty floors which required deep cleaning, insulation and one pipe was torn and hanging loose, with previous attempts to repair having failed, one sink faucet leaked continuously, and there was ice buildup in the freezer.

<i>Educational and Rehabilitative Programming</i>
Making it on Supervision: 435 enrollments
Topical Seminars: 336 enrollments
Citizenship: 242 enrollments
Intensive Re-entry Program: Phase 2: 231 enrollments
Ready to Work: 207 enrollments
Adult Basic Education (ABE): 131 enrollments
Revitalization Training: 120 enrollments
S.A. Recovery Route: 119 enrollments
Re-entry: Money Smart: 115 enrollments
Veteran's Support Group: 74 enrollments
S.A. CBISAU: 67 enrollments
Decision Points: 62 enrollments
Victim Impact: Listen and Learn: 62 enrollments
Inside Out Dads: 51 enrollments
Re-entry Planning: 50 enrollments
Thinking for a Change: 38 enrollments
PREPS: 38 enrollments
Anger Management- SAMHSA: 35 enrollments
Floor Covering: 32 enrollments

S.A. CBISA: 31 enrollments
Entrepreneurship- How to Start: 28 enrollments
Aggression Alternative Skills: 22 enrollments
Welding: 16 enrollments
Small Engine Repair: 15 enrollments
Reading Enables All Learners (R.E.A.L.): 5 enrollments
General Biology II: 1 enrollment
Small Business Management: 1 enrollment

<i>Inmate Job Assignments</i>
Special Assignment: 553
Housekeeping: 277
DCE Student: 188
Food Service: 137
VCE: 102
Education Aide: 97
Buildings and Ground: 71
Recreation: 21
Laundry: 7

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
Mental Health Toolbox: 248 completed, enrolled, and/or removed status
SOAP v3: 84 completed, enrolled, and/or removed status
Coping with Stress: 29 completed, enrolled, and/or removed status
Seeking Safety Mental Health: 13 completed, enrolled, and/or removed status
House(s) of Healing: 10 completed, enrolled, and/or removed status
Therapeutic Support Group: 10 completed, enrolled, and/or removed status
Mind Over Mood Group: 9 completed, enrolled, and/or removed status
Co-Occurring Disorders Mental Health Group: 8 completed, enrolled, and/or removed status

A. Visitation Policy and Procedures: OP 851.1

- Video visitation is available through internet connection. Visitors may request a video visit from GTL and visits may be scheduled on an iPhone or iPad but not conducted via an iPhone or iPad.
- Inmates with any conviction requiring registration in the Sex Offender and Crimes against Minors Registry will not be permitted video visitation.

- Violation of visitation rules may result in immediate termination of the video visit.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- Inmates can request an appointment with Mental Health Clinician by submitting a request form to mental health services. Preferences for specific Mental Health and Wellness personnel are reviewed but are not guaranteed.
- Inmates may not request services/evaluations for the purpose of recommendation for parole, institutional, or housing assignment, or any modification of routine and usual institutional procedure.
- The medical unit contained a four-bed infirmary, two reverse isolation cells, a doctor's office, a laboratory, and a cool down room.
- Inmates who submit a sick call request are seen within 24 hours.
- Vision care is provided quarterly by an eye doctor.
- A full-time dentist was on site five days a week and the facility also contracts with JetDental on a quarterly basis to expand dental care services.

C. Summary of Lockdowns

In fiscal year 2025, there were five total lockdowns – one partial and four full, with an average duration of 4.4 days; four were scheduled and one was unscheduled.

D. Summary of Staffing

Turnover Rate: 33.91%

Vacancy Rate: 13.92%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were five serious assaults on inmates and one serious assault on staff; there were no sexual assaults.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were five inmate deaths – one cancer and four pending causes of death.

XII. Buckingham Correctional Center- Tier II Summary: Pending DOC's Comment

- Security Level: Level III Medium Security; Inmate Population at Inspection: 1,066.
- Temperatures in housing units ranged from 85 degrees to 92 degrees and were not equipped with climate-controlled HVAC systems. On June 25, 2025, the outdoor temperature was 99 degrees, and the humidity was estimated at 60%. The Unit recommended the facility complete air conditioning repairs, install ceiling mounted industrial fans in the housing units for air circulation in cells, conduct a feasibility study and proposal to install Heating, Ventilation, and Air Conditioning (HVAC)

- systems in housing units, consider installing a heat safety monitoring system for accurate indoor temperature and humidity monitoring for housing units and general living areas to optimize temperatures, and initiate a heat-related pathology policy which outlines procedures for indoor temperature monitoring and the relocation of at-risk inmates to cooler areas to safeguard the health and safety of inmates and staff.
- Inmates who purchased a second fan reported additional fans were confiscated due to conflict with policy. The Unit recommended the facility maintain a list of inmates on Heat Alert Medications which will ensure the safe and effective use of Heat Alert Medications and take special precautions to prevent heat related illness in patients prescribed medications; all staff should be trained in relation to this policy.
 - Inoperable showers in several housing units, prompting work orders. The Unit recommended the facility repair the broken showers in housing units.
 - A black substance was leaking from the gym ceiling that discolored a wall. Air was warm despite industrial fans throughout the space. The Unit recommended the facility collect and analyze samples of black substances from the gym ceiling and walls for potential mold identification in addition to training staff and inmates on the use of chemicals formulated to remove the black substance on gym walls.
 - Multiple ceiling leaks in classrooms of J-building with water being collected in trash cans and buckets placed throughout affected areas. The Unit recommended the facility complete roof repair assessments on the large gymnasium and in Housing Unit J.

<i>Educational and Rehabilitative Programming</i>
S.A. CBISAU: 141 enrollments
Adult Basic Education (ABE): 118 enrollments
Re-entry: Money Start: 77 enrollments
Re-entry Planning: 72 enrollments
Veteran's Support Group: 51 enrollments
S.A. Recovery Route: 48 enrollments
The Art of Film: 36 enrollments
S.A. CBISA: 35 enrollments
Inside Out Dads: 28 enrollments
Victim Impact: Listen and Learn: 28 enrollments
Thinking for a Change: 26 enrollments
Plumbing: 24 enrollments
Principles of Macroeconomics: 20 enrollments
Ethics: 20 enrollments
Building Maintenance Repairer: 20 enrollments
Electricity: 20 enrollments
Commercial Foods: 19 enrollments

Electrician Maintenance (any industry): 17 enrollments
Intro to Theatre: 16 enrollments
College Composition I: 15 enrollments
College Success Skills: 15 enrollments
Intro to Chemistry (Lecture): 15 enrollments
Intro to Chemistry (Lab): 15 enrollments
American Literature: 14 enrollments
Social Problems: 14 enrollments
Aggression Alternative Skills: 11 enrollments
Plumber- Construction: 9 enrollments
Art Appreciation: 8 enrollments
Foundations in Business: 8 enrollments
Entrepreneurship I: 7 enrollments
AVS Plumbing: 7 enrollments
Reading Enables All Learners (R.E.A.L.): 1 enrollment
Introduction to Business: 1 enrollment
Dog Training: 1 enrollment

<i>Inmate Job Assignments</i>
Housekeeping: 688
Special Assignment: 243
DCE Student: 186
Food Service: 120
VCE: 91
Laundry: 69
Education Aide: 68
Recreation: 51
Buildings and Ground: 30

Note: An inmate can have multiple job assignments during a year, so if an inmate held multiple job assignments, he is counted multiple times.

<i>Mental Health Programming Participation</i>
SOAP v3: 1 completed, enrolled, and/or removed status
Community Activities: 11 completed, enrolled, and/or removed status

A. Visitation Policy and Procedures: OP 851.1

- GP inmate visitation is on Saturday, Sunday, and all recognized state holidays. Visiting hours are from 8:00 a.m. to 4:45 p.m. and visitors are not processed to enter the institution for visitation after 3:30 p.m. Each inmate is provided with a two-hour

period on each visitation the visitor schedules through GTL. There is no allocation system for inmates to receive visits; however, inmates are only permitted one visit each Monday through Sunday week.

- RHU inmates are limited to one non-contact visit per week for a maximum of one hour unless approved otherwise in writing by the Facility Unit Head.
- AFOI Video Visitation Program: Only adult and minor visitors approved by CVU may participate in the visit. Centers provide visitors who do not have the necessary technology for home internet video visitation and visitors who want to video visit with an inmate not authorized for home internet video visitation with the opportunity to video visit at any institution. Once approved, AFOI will contact the visitor to confirm the information provided, as well as the date and time of the video visit.
- At-home internet video visits are not permitted for registered Sex Offenders and inmates potentially required to register for a sexual offense on the Sex Offender and Crimes against Minors registry. These visits are permitted daily from 7:00 a.m. until 8:50 p.m., with the last scheduled visit at 8:30 p.m.
- Home Internet Video Visitation provides visitors with the opportunity for visitation with eligible inmates at any VADOC institution from the comfort of home using their personal electronic devices. Visitors are not required to be a pre-approved visitor through the CVU to participate in a video visit from home. These visits are by appointment only and can be conducted on the visitor's desktop, laptop, tablet, and android smartphones, iOS platform devices are not compatible for internet video visits.
- Implementation Memorandum: 12 tables are available for visitation, one for each inmate's visit. Only four chairs per table are permitted and the inmate is to sit in the chair designated by staff.
- If a visitor is unable to clear the security screening process, the visitor will be offered a non-contact video visit for a maximum of 55 minutes in lieu of a contact visit.
- Strip searches will be conducted (only on adults) if the visitor requests it and the request must be audio/video recorded, and the appropriate documentation must be completed. Supervisors' body worn cameras will be used to record all verbal requests for strip search, but the strip search itself will not be recorded.
- Inmates will be notified in advance of face-to-face visits prior to visitation.
- On each day of visitation, the shift commander must print a Visitation Schedule for that day and provide staff at each visitation staging area with a copy of the scheduled visits.
- Extended visits are not permitted currently.
- The shift commander/operations supervisor will consult with the Admission and Discharge Officer (ADO) prior to canceling a visit. The ADO will be required to contact the Facility Unit Head/Assistant Facility Unit Head prior to any visit being

canceled. After consultation with the ADO, Regional staff must be notified prior to the cancelation of any visit.

- Special visits may not be approved for weekends or state holidays and are limited to one per quarter for each inmate. Special visits may be approved for visitors whose one-way travel distance is more than 500 miles.

B. Medical Facilities and Medical Policy and Procedures: OPs 701, 720, 730 series

- If an inmate is sick they submit a request to Medical.
- Pill Call and Self-Meds are on a set schedule.
- If an inmate does not have an appointment, a trip pass is required.
- Mental Health services are available.
- The facility's infirmary has five beds and one observation room.
- According to nursing staff, inmates who submit sick call requests are seen within 24 hours. Nurses are assigned to each of the housing units and conduct sick call access for inmates submitting non-emergency medical requests, Monday through Friday in the housing units.
- Blood sugar testing, diabetic medications, and other regularly prescribed medications are administered in the housing units.
- A full-time doctor is available Tuesday through Friday, a NP is available Monday through Thursday and is supplemented with an hourly doctor as well.
- Telemedicine appointments are also available for inmates.
- Two dental hygienists and a dentist are available for dental services.

C. Summary of Lockdowns

In fiscal year 2025, there were seven total lockdowns – two partial and five full, with an average duration of 18.7 days; three were scheduled and four were unscheduled.

D. Summary of Staffing

Turnover Rate: 29.46%

Vacancy Rate: 25.42%

E. Summary of Physical or Sexual Assaults

In fiscal year 2025, there were four serious assaults on inmates and no serious assaults on staff; there were two unfounded, seven unsubstantiated, and four substantiated allegations of sexual assault involving inmates.

F. Summary of Inmate or Staff Deaths

In fiscal year 2025, there were no staff deaths; there were three inmate deaths – one suicide and two pending causes of death.

2. Facility Investigation Highlights: Findings of Fact, Conclusions, and Recommendations

Two investigations were in the process of being conducted during fiscal year 2025. As of the date of this report, both investigation reports were issued.

3. Recommendations for the General Assembly:

- Additional staffing to support the Ombudsman in the areas of administration, intake, fieldwork, systemic monitoring, and community engagement, as noted in the Long-Term Strategic Plan issued to the Governor and General Assembly on August 28, 2025.
- Provide funding for OSIG and VADOC to leverage technology and offer a secure way to implement and utilize Artificial Intelligence (AI) to assist in a reduction of paper mail and assist with tracking and triaging complaints received via email, web submissions, and voice messages.