

A GUIDE FOR CORRECTIONAL OFFICERS

INCREASE COMPLIANCE WITH STATE JAIL STANDARDS,
REDUCE INMATE COMPLAINTS, AND RUN
A MORE DEFENSIBLE JAIL

2025



GUARDIAN RFID
WARRIOR TECHNOLOGY



WELCOME, OFFICER!

As you may know, your jail is typically the second most litigated entity in your county – only behind the school district. So, to help you prepare for your first year on the job, we've created this guide to help you optimize three key areas of jail operations and inmate management. Regardless of your facility's size – whether it's 50 or 5,000 beds – these areas emphasize compliance with jail standards, reducing inmate complaints, and running the most defensible jail.

This guide is based on over 300 years of combined corrections experience at GUARDIAN RFID, as well as over 150,000 correctional officers in over 45 states relying on our software every day to more effectively manage compliance within their respective state's jail standards.

In short, this guide can help your team avoid allegations of deliberate indifference – while optimizing, modernizing, and driving world-class outcomes. Our goal is to model how jails of any size, budget, or situation – no matter how unlikely or improbable your circumstances may feel – can achieve operational excellence.

Let's get started.



In this guide, we're going to focus on three things:

- 1. Building or Reevaluating Policies and Practices** that align with or exceed State Jail Standards.
- 2. Creating Sustainable and Achievable Systems** to reduce inmate complaints and lawsuits, optimizing your time to focus on law enforcement matters.
- 3. Maximizing Your Facility's Defensibility** to help you and the team C.Y.A.



POLICIES AND PRACTICES TO ADDRESS YOUR STATE'S JAIL STANDARDS

First and foremost, as a correctional officer, you'll want to be fair, firm, and consistent in your jail's operations, in the treatment of its inmates, and the execution of its Mission.

Observation and documentation will get you and your facility out of litigation.

You've probably heard the phrase, If you didn't log it, it didn't happen. The problem isn't the unfamiliarity with this phrase, but whether it has been consistently enforced and ingrained in your jail's culture.



"The biggest problems that we've had with trying to keep record on paper and pencil particularly, is things getting lost fairly often."

OFFICER HUNT Faulkner County, AR

Let's get more specific.

- How is the staff logging jail rounds?
- When staff are logging observation checks on administrative segregation inmates, are they "pencil whipping"?
- How similar is the description of the past 20 checks?
- Are paper logs logged with uncanny punctuality, such as every 10, 20, 30, and 60 minutes without fail?

Any simple observable pattern is indicative of a bigger problem, especially when it comes to defensibility. Inmates can, and will, exploit any predictable patterns of behavior.

Every jail, prison, and juvenile detention facility must perform security rounds or observation checks on inmates at least every 15, 30, or 60 minutes. Yet over 90% of correctional officers begin their rounds at generally the same time, every time. With no exceptions.

Start Date 11/20/20 Time Hour (Military) 17 Minute(s) 55 Suicide ☐ ALERT ☐ WATCH Select only ONE

Hour (Military)	Minute(s)	Observations/Comments	Staff's Initials
10	08	Juvenile standing in cell. Appears safe and secure.	DDV
10	18	Juvenile standing in cell. Appears safe and secure.	DDV
10	27	Juvenile standing in cell. Appears safe and secure.	DDV
10	37	Juvenile standing in cell. Appears safe and secure.	DDV
10	47	Juvenile sitting on bunk. Appears safe and secure.	DDV
10	58	Juvenile sitting on bunk. Appears safe and secure.	DDV
11	08	Juvenile sitting on bunk. Appears safe and secure.	DDV
11	18	Juvenile sitting on bunk. Appears safe and secure.	DDV
11	27	Juvenile sitting on bunk. Appears safe and secure.	DDV
11	37	Juvenile eating lunch. Appears safe and secure.	DDV
11	47	Juvenile eating lunch. Appears safe and secure.	DDV
11	57	Juvenile lying on bunk. Appears safe and secure.	DDV
12	06	Juvenile lying on bunk. Appears safe and secure.	DDV
12	15	Juvenile lying on bunk. Appears safe and secure.	DDV
12	25	Juvenile lying on bunk. Appears safe and secure.	DDV
12	35	Juvenile lying on bunk. Appears safe and secure.	DDV
12	45	Juvenile lying on bunk. Appears safe and secure.	DDV
12	54	Juvenile lying on bunk. Appears safe and secure.	DDV
13	03	Juvenile sitting on bunk. Appears safe and secure.	DDV
13	13	Juvenile sitting on bunk. Appears safe and secure.	DDV
13	23	Juvenile sitting on bunk. Appears safe and secure.	DDV
13	32	Juvenile sitting on bunk. Appears safe and secure.	DDV
13	42	Juvenile sitting on bunk. Appears safe and secure.	DDV



When patterns are predictable, the number of incidents like contraband being smuggled and passed, inmates being assaulted, and self-harm are more likely to occur. This is because as soon as inmates know your pattern, they will alter their actions and behaviors, creating a window of opportunity for these dangerous situations.

"We were one of the first in the nation to get GUARDIAN [RFID] and, once we got it, it really saved us a lot of time and paperwork. We were just elated to get it."

COMMS. SUP. MARILYN STAYNER Worth County, IA

Command Cloud, our officer experience platform (OXF), can identify, break down, and prevent pencil whipping and predictable patterns of behavior. Here's how:

- Jails using Command Cloud equip their staff with purpose-built Android devices called SPARTANs. Each SPARTAN runs a mobile app that displays a series of digital clocks showing how much time remains between rounds, along with audible and visual alerts. It also allows staff to log specific observations on high-risk offenders quickly and accurately.
- If staff log a late check, they can be required to log a late check justification, using tools like talk-to-text. Supervisors can review and verify any late check justifications from anywhere. This feature is highly valued by jail inspectors because it empowers the staff to maximize their compliance requirements.





If a picture is worth 1,000 words, a video is worth 1,000,000.

Your facility's narrative of an event will be questioned by the media and court of public opinion. It will be wrongly presumed that a mistake was made or that the staff committed a crime. To defend against this, it will need reliable digital evidence. With Command Cloud, staff can capture digital evidence anywhere in your jail at the point of responsibility – including inside cells during shakedowns or extractions.



Since nearly 50% of all inmate populations consist of individuals with active substance abuse issues, their need for drug court programs is essential to their recovery.

At the Bingham County Jail in Blackfoot, ID, interest in the drug court program was high. However, deputies use GUARDIAN RFID to regularly record inmate behavior, both positive and negative. If an inmate acted out while in custody, jail deputies would pull this video, which would impact an inmate's ability to participate in drug rehabilitation programs. With digital video evidence, you have unequivocal proof.

Digital evidence, such as video capturing, strengthens your facility's narrative in incident reports to remove any potential doubt. In this respect, your team is always working proactively versus being caught unprepared in a media maelstrom when negative events may occur.



"GUARDIAN RFID is pretty much my digital logbook. Anything from a photo that needs to be taken, security rounds, logging meals, logging rec, when an inmate's out of their cell and they're going to court or to a doctor's appointment, that's what we use to log them in or out of their cell. Instead of having a pen and paper, I have my SPARTAN handheld device..."

SGT. MELISSA DODSON St. Mary's County, MD



"The inmates are always complaining that they didn't get something. And now with GUARDIAN RFID, I can pull inmate specific information for their whole incarceration and have it all at my fingertips at the website in a few minutes."

C.O. BECKY BENNETT Wharton County, TX

REDUCING INMATE COMPLAINTS AND PREVENTING LAWSUITS

Inmate Meals

Consider an approach adopted by Congressman Troy Nehls when he was Sheriff of Fort Bend County, TX: "If you wouldn't eat it, don't serve it." After observing meals being passed to inmates in his jail, which he said he couldn't describe – let alone imagine eating himself, he requested his jail administrator to work with the jail's food provider to radicalize the menu. Sheriff Nehls only wanted to see menu items that staff would be willing to eat, like hot dogs and hamburgers, despite the increase in food costs.

Facilities should be smart about where to spend money and where to save it. If meal quality can be improved within their budget, they should do it.

Some best practices include:

1. Collect as Much Inmate Data as Possible:

Document whether an inmate accepted or declined a meal to prevent inmate complaints or grievances. The more data that can be provided about the inmate and overall situation, the more defensible your facility. Lawsuits can arise due to not providing and documenting meals in general, not providing the appropriate special diet (diabetic, religious meal, etc.), and/or not properly documenting meal refusals.

2. Document Meal Refusals:

When an inmate refuses a meal, staff must document the reasoning. For example, if the hot meal is served ice cold, this becomes an issue that should be taken up with the food vendor.

3. Capture Necessary Evidence:

Agencies may also require video footage of any refusal or a photo of the tray so the agency captures the exact tray the inmate is refusing.

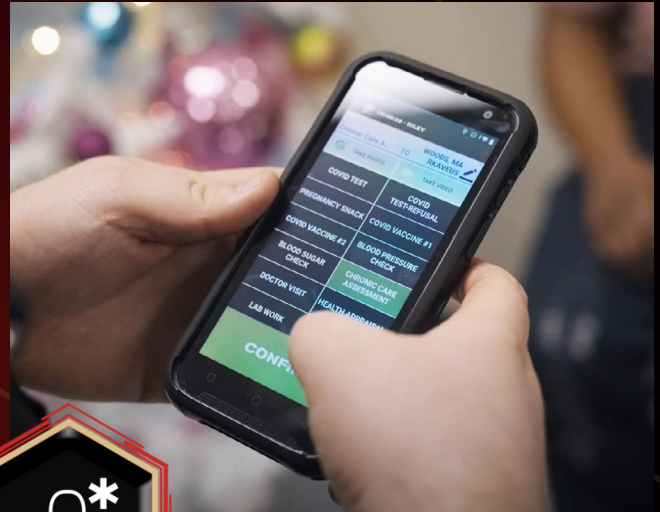


Medical Access

Medical is necessary, and the cost of medical bills at Medicare rates is significantly cheaper than the costs of a lawsuit.

Allegations from inmates about the lack of or denial of medical access are among the most litigious areas of inmate management. As emphasized throughout this guide, the staff must have a clear policy and consistent expectations for rigorously documenting medical access – both when it's offered and whether an inmate accepts or declines the offer.

A huge portion of your jail population will have mental health issues. So, it's important to work closely with your jail's mental health providers. If they are not meeting your facility's needs, it's worth the investment to either supplement your resources or make a change. You don't want suicides.



Supplies Issued

Lawsuits can arise if there is no documentation that hygiene or other supplies are offered and refused. Most policies include language that officers must document when inmates accept or refuse these supplies. Whether an inmate receives toilet paper or certified legal mail, it's important to document the offering.

With Command Cloud, inmates can digitally sign to verify acceptance of any item. You can also track items such as razors, clippers, and cleaning supplies – which can be potential weapons and objects of convenience and self-harm.

"GUARDIAN RFID has all of the options that we could ever need in the jail and we can update those as needed. You have Well-being Checks, you have Headcounts, Meals, Meds, Supply - everything in your pocket, ready to go if you need it."

C.O. CASSIDY VANDERHOVEN
Pennington County, MN

MAXIMIZE DEFENSIBILITY
AND HELP YOUR TEAM C.Y.A.

Medication Administration

On average, 60% of inmate populations in facilities that use GUARDIAN RFID require prescribed medication or request over-the-counter medication during scheduled medication passes.

This high demand for medication management underscores the importance of meticulous documentation to ensure staff remain compliant with facility healthcare policies. Failing to maintain accurate records of medication administration increases the risk of litigation and allegations of deliberate indifference. In fact, the most common type of inmate lawsuit involves claims of inadequate medical care, even surpassing claims of excessive force or denial of religious practices.

Command Cloud helps you document when prescription medications and over-the-counter (OTC) medications are offered to inmates. It also documents whether the inmate accepted or refused the medications. All interactions are digitally recorded, including inmate signatures that verify the med pass.



COMMAND CLOUD

CM Alerts (Off)

Riedmueller, Chris

Home

Activity Stream

Observations

Movements

Meals

Recreation

Supply

Special Status

Population

Tasks

Headcount

Reports

Keep Separate

Back to All Reports List

21

All Module Report

All Module Report

Module Name

Date & Time

Media

Inmate

Officer Name

Scan Type

Details

Headcount	2024-06-13 08:19:37		ALONSO, LUIS P# 20141799	RIEDMUELLER, CHRIS	ID Scan	Status: Accounted Scan Location: Laundry Root Location: Guardian Correctional OC
Movements	2024-06-13 07:00:11		ALONSO, LUIS P# 20141799	RIEDMUELLER, CHRIS	ID Scan	Starting Location: A 01 Ending Location: Laundry
Movements	2024-06-12 20:47:32		ALONSO, LUIS P# 20141799	RIEDMUELLER, CHRIS	No Scan	Starting Location: Church Ending Location: A 01
Movements	2024-06-11 12:17:05		ALONSO, LUIS P# 20141799	RIEDMUELLER, CHRIS	ID Scan	Starting Location: A 01 Ending Location: Church

"I look at GUARDIAN RFID as the best tool in the toolbox to manage a jail."

EXECUTIVE DIRECTOR CHRIS VILLINES

Association of Arkansas Counties

Records Retention and Retrieval

Lawsuits can arise months or years after an incident occurs, making it difficult to store and retrieve records at a moment's notice. This causes concern about losing videos/photos, etc. after an extended amount of time.

Command Cloud securely stores your data, including all digital evidence (videos and photos), indefinitely. You can easily access any record you need in seconds, by date, inmate, activity type, and more.

7

"...I can pull it up and see where I'm late, what I've missed. Anything that's not getting done I can address immediately instead of weeks down the line, at ever how long it takes to go through paper."

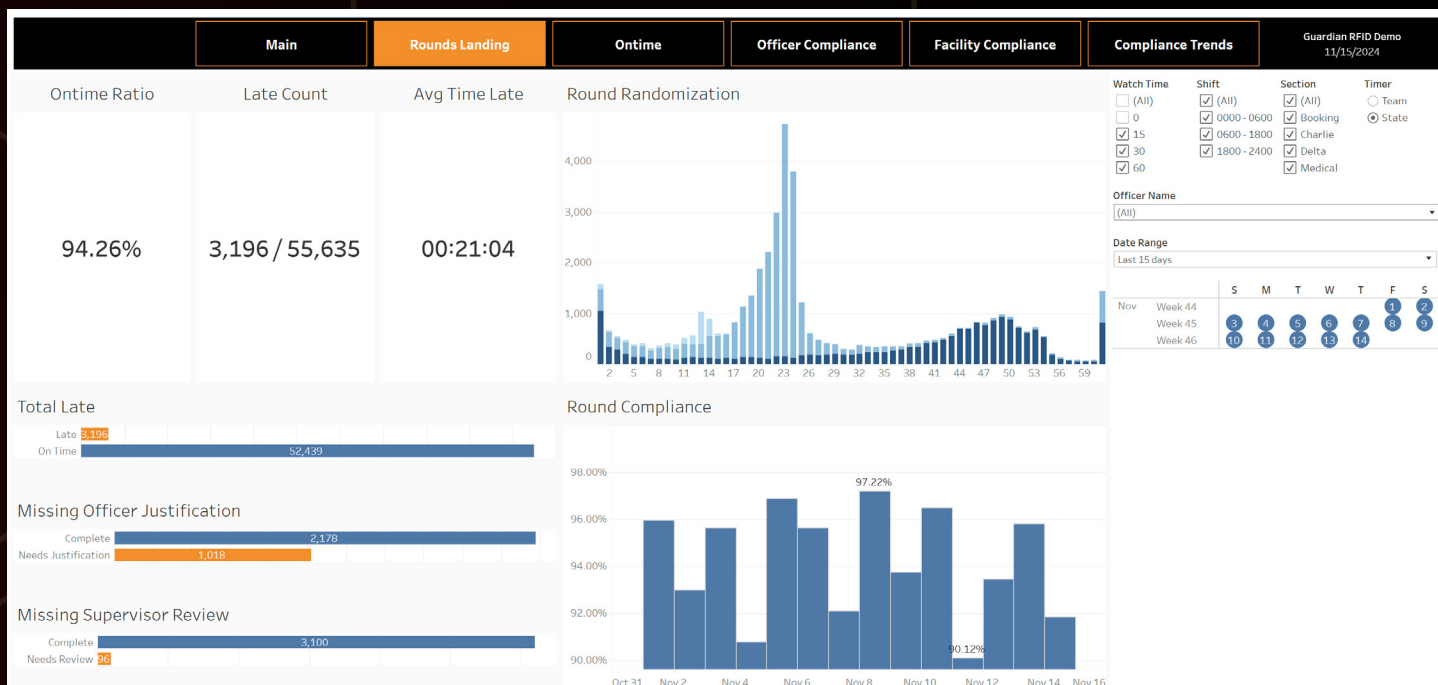
LT. KARL ROHDE Smith County, TX

TRUST, BUT VERIFY, WITH VISUAL ANALYTICS

Some of the best-performing jails in the country use their facility's policies, rigorous attention to detail – such as their documentation procedures – and tools like business intelligence to measure and improve their performance.

Operational Intelligence is the business intelligence layer of Command Cloud, our visual analytics platform that empowers you and your team to visualize, understand, and act on data insights.

From a leadership perspective, several key business intelligence dashboards can help your team from day one, including Round Compliance, Late Check Justifications, and Supervisor Reviews. Sheriffs and administrators can also use Headcount dashboards to identify bottlenecks that may be impacting headcount completion.



IN SUMMARY

We hope this guide has provided valuable, new strategies to optimize jail operations and inmate management, focusing on compliance, reducing complaints, and enhancing defensibility to protect you and your teammates.

Achieving 100% is possible. By getting regular updates from your leaders while maintaining a clear vision and setting high expectations, you can help transform any agency from good to world-class – regardless of size or budget ability.

Excellence is a choice.

■ Documentation is Crucial to Your Success:

Accurate observations and detailed documentation are critical to avoiding litigation and preventing predictable patterns that inmates can exploit. Digital evidence, such as videos and images, should be used to substantiate what happened and when.

■ Use Proven Technology:

Command Cloud streamlines inmate management by embedding policies and expectations into daily operations, and digitizes processes to ensure compliance with your state's jail standards. With powerful business intelligence tools, it provides real-time insights into your facility's performance, helping you quickly identify strengths and uncover opportunities for improvement.

■ Benefits of RFID + Cloud:

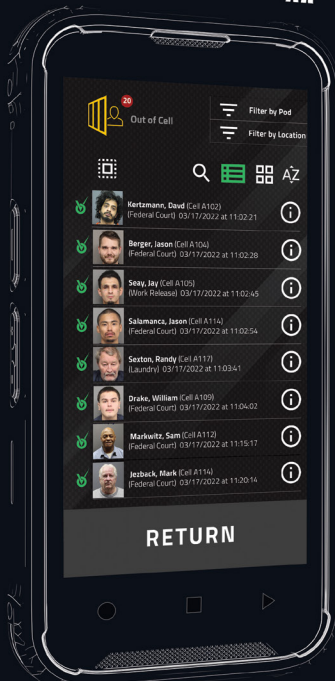
RFID technology eliminates the risk of falsified logs and provides digital evidence to support staff accounts, improving defensibility over paper logs, as well as auto-identification technologies such as barcodes and QR codes. With Cloud technology, such as Command Cloud, your facility can ensure secure access to your jail anytime and anywhere.



"As a member of the administration for the Buffalo County Sheriff's Office, we do feel comfortable and rest easy at night knowing that our staff are using the GUARDIAN RFID platform and that the information that's going in is good information so that when we need it later on down the road, we know that it can't be altered or edited in any way and it is a true representation of what our staff did during an inmate's time here."

CHIEF DEPUTY DAN SCHLEUSENER
Buffalo County, NE

MOBILE COMMANDXR™



MISSION COMMAND™





"GUARDIAN RFID is a fantastic tool for maintaining the safety in a jail. We can log behaviors in a matter of seconds."

C.O. BECKY BENNETT
Wharton County, TX



"The GUARDIAN RFID system has allowed our staff to become more efficient by being able to document in real-time."

J.A. DAVE CASANOVA
Pennington County, MN



"I think the GUARDIAN [RFID] system, with the SPARTANS and the analytics, is a great system to improve your facility."

DIRECTOR CHAD WICKER
Tate County, MS



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ABOUT GUARDIAN RFID

GUARDIAN RFID is the most powerful, widely deployed, and trusted inmate tracking system in the world. We drive the strongest, data-driven compliance and accreditation outcomes, we maximize accountability, and we modernize the correctional officer to achieve more.

Visit guardianrfid.com to learn more or visit our YouTube channel at youtube.com/guardianrfid for tons of free content.

Success Stories:

Want to know more? Watch our YouTube™ Success Story Playlist to see how we've impacted and transformed jails and agencies from around the country.



2021
2022
2023
2024





COMMAND|CLOUD[®]

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MOBILE COMMAND XR[™]

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FREE DEMO?**
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