

**GREEN** = particularly relevant materials; **RED** = specific info relevant to case; **PURPLE** = maybe relevant or somewhat relevant

## ICE HEALTH SERVICE CORPS (IHSC) INDEX

TITLE of MATERIALS	IHSC DIRECTIVE # or OTHER CLASSIFICATION	EFFECTIVE DATE	SUMMARY of CONTENTS
DHS Directive Medical Quality Management	DHS Directive # 248-01-001	9/10/12	Medical recordkeeping, credentialing process for providers, procedural guidelines for addressing med mal, definitions of terms such as 'sentinel event' (essentially, when a healthcare provider negligently injures a patient). DHS facilities must report sentinel events to the Office of the Inspector General. DHS committee identifies performance indicators for monitoring to ensure quality health care standards in its facilities. Sets standards for how the quality of healthcare services is measured in its facilities.
DHS Language Access Plan Feb 28, 2012	DHS Guide	2/28/2012	Outlines policy for ensuring meaningful access to DHS services by people with "limited English proficiency." Required by Executive Order 13166 (issued in 2000). 'Meaningful access' is weighed against 'undue burden' upon the 'fundamental mission of the agency.' This may require DHS facilities to provide interpretive or non-English services. Establishes policy re: provision of language services. Factors considered in assessing meaningful access: # of LEP people encountered, frequency of contact with them, nature/importance of the program, and cost.
DIHS Interim RN Guidelines (2008)	DIHS Guide	Nov-2008	Division of Immigration Health Services <b>GUIDEBOOK FOR MEDICAL PRACTITIONERS</b> -- defines medical events. <b>Outlines policy re: tx plan for anxiety, chickenpox, hunger strike, and countless other conditions.</b>
DIHS Pediatric RN Guidelines (Nov 2008)	DIHS Guide	Nov-2008	<b>GUIDEBOOK FOR MEDICAL PRACTITIONERS</b> -- defines medical events and outlines according policy for caring for children.
ERO Identification & Monitoring of Pregnant Detainees Aug 15, 2016	ICE Memo (Enforcement and Removal Operations)	8/15/2016	ICE policy re: treatment and monitoring of pregnant detainees. Described as a complement to IHSC policies.
ICE IHSC Emergency Contraception Decision Guide	Misc.		Decision chart: when to administer Plan B upon request
ICE Policy No 11067.1 identification of Detainees With Serious Mental Disorders or Conditions May 7, 2014	Policy #: 11067.1 FEA #: 306-112-002b	5/7/2014	Memo: ICE responsible for preliminary comp evals (to aid EOIR, prevent incompetent individuals from representing themselves in removal proceedings). Outlines policy for determining competency.
IHSC Access to Training for IHSC Personnel	IHSC Guide	3/25/2016	Optional and mandatory continuing ed for IHSC employees
IHSC All Hazards Emergency Preparedness and Response Guide	IHSC Guide	12/30/2016	Outlines procedure for medical personnel to continue operations amid various kinds of crises. Hunger strikes included on this list.
IHSC Availability of Health Care Case Completion Guide	IHSC Guide	3/18/2016	Supplement to IHSC Directive # 03-31 (ERO # 11852.1), <b>Availability of Health Care</b> . Guide explaining concepts, assigning responsibilities, and detailing procedures for determining the availability of health care in various countries to which detainees are returned.
IHSC Behavioral Health Services Guide	IHSC Guide	3/25/2016	Supplement to IHSC Directive # 07-02 (ERO #11806.3), <b>Behavioral Health Services (Overview)</b> . Guide explaining concepts, assigning responsibilities, and detailing procedures for provision of basic behavioral health services to detainees.
IHSC Bloodborne Pathogens and Other Potentially Infectious Materials Guide	IHSC Guide	10/9/15	Supplement to IHSC Directive # 05-02, <b>Occupational Health</b> . Explains concepts, assigns responsibilities, and details procedures for the prevention and control of exposures to blood and other potentially infectious materials in the health care setting.
IHSC Clinic Administration Guide	IHSC Guide	3/24/2016	Supplement to IHSC Operations Memo # 16-010, <b>Clinic Administration</b> . This guide explains concepts, assigns responsibilities, and details procedures for organization and management of IHSC staffed healthcare clinics. <b>Basic overview of notification requirements in the event of serious illness, death, or suicide attempt.</b> Details required administrative procedures for staff (ex. shift rotations; medical equipment maint: etc.)
IHSC Continuous Quality Improvement Activities Guide	IHSC Guide	3/25/2016	Outlines risk mgmt programs and quality assurance of patient care. This directive applies to contractors at ICE facilities. <b>Federal contractors are responsible for the mgmt and discipline of their employees supporting IHSC.</b> Supplement to IHSC Directive # 11-02 (ERO # 11834.1), <b>Continuous Quality Improvement / Program</b> . Also references IHSC Root Cause Analysis Guide and Directive # 11-06, Timeframe to Submit Medical Incident Reports.
IHSC Detainee Health Education Patient Coordinator Handbook	IHSC Guide	3/24/2016	Guide re: Patient Education Program. One staff member at each facility is given title of "Patient Education Coordinator."
IHSC Emergency Contraception Guide	IHSC Guide	10/30/2015	Guide for procedure re: emergency contraception for female detainees. Supplement to IHSC Directive # 04-01, <b>Emergency Contraception</b> .

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IHSC Emergency Contraception Informed Consent Form	IHSC Form		IHSC Form 925. Consent form for female detainees receiving emergency contraception
IHSC Environmental Health Guide	IHSC Guide	3/24/2016	Policy re: pest control; hazmat; food service health and hygiene; cleaning and decontamination; clinic inspections; privacy and recordkeeping; etc.
IHSC Facility Orientation Checklist	IHSC Form		Checklist for new hires
IHSC Health Operations Unit Guide	IHSC Guide	4/15/2017	Establishes hierarchy of staff; enumerates job duties for each job title. Each facility must have a written plan for delivery of 24-hour emergency health care.
IHSC Incident Reporting Document	IHSC Form		Form to be filled out on occasion of any incident. For internal use ONLY. Not to be included in detainee's file. To be sent to DHS for review. Incidents include, but are not limited to: injury; slip & falls; bloodborne exposure; adverse drug reaction; medication; escape; suicide attempt; etc.
IHSC Infectious Disease Public Health Actions Guide Isolation & Mgmt of Detainees Exposed to Infectious Organisms	IHSC Guide	12/30/2016	Outlines procedure to follow in the event of exposure or possible exposure to infectious disease. Delineates responsibilities according to staff job title. Recommendations for quarantine.
IHSC Infectious Disease Public Health Mgmt Guide Hepatitis	IHSC Guide	12/30/2016	Supplement to IHSC Directive # 05-06, <b>Infectious Disease Public Health Actions</b> . <b>Outlines procedures and management regarding the different forms of hepatitis.</b>
IHSC Medication Administration Guide	IHSC Guide	3/13/2015	Procedure for administering meds. Distinguishes between varieties of meds which must be administered under supervision (at clinic), those which may be issued through the pill line, and those which may be considered to have keep-on-person status.
IHSC Mid Level Provider Orientation and Competency Assessment	IHSC Form		To be completed upon hire and then annually by medical staff.
IHSC National Formulary FY17	IHSC Guide	Last updated 8/1/2016	<b>List of medications that may be prescribed at IHSC facilities. Generics permitted and even required (with A rating).</b>
IHSC Operations Memorandum Clinical Pharmacist Collaborative Practice Guide	OM 16-026	3/2/2016	Guide re: pharmacist qualifications, outcome reporting procedures, etc.
IHSC Operations Memorandum Intra System Transfer Process of Detainees Residents in Continuous ICE Custody	OM 16-009	3/1/2017 (previous effective date 3/28/2016)	Dictates procedure re: transferring detainees from one facility to the next.
IHSC Operations Memorandum Investigation of Detainee Complaints and Grievances	OM 16-016	3/24/2016	Outlines procedure re: medical case management as relating to investigations of detainee <b>complaints &amp; grievances</b> . <b>Medical grievances are addressed by the local facility. Complaints go higher up the chain of command to DHS, ICE, ERO, IHSC, or another branch.</b>
IHSC Operations Memorandum Medical Restraint and Therapeutic Seclusion Administrative Segregation	OM 16-024	3/24/2016	Guidelines re: <b>when appropriate to utilize emergency medical physical restraint against a detainee AND when to use ad-seg for detainees with mental health condition who pose immediate and serious threat to self or others due to MH condition.</b>
IHSC Operations Memorandum MedPAR and Medical Claims Submission, Processing, and Payment Procedures	OM 15-005	7/8/2015	Procedure for internal requests for approval of surgeries and other offsite medical procedures. When this policy conflicts with contractor policy, contractor policy governs.
IHSC Operations Memorandum Mental Health Case Management Unit	OM 16-019	3/24/2016	Segregation reporting for detainees with MH issues and medical problems. Krome Transitional Unit available for MALES ONLY -- acts as a middle option between seg and gen pop for individuals with MH issues who are not acute enough for inpatient tx. <b>Memo also briefly addresses appropriate measures for overseeing hunger strikers.</b>
IHSC Operations Memorandum Mid Level Provider Peer Review	OM 16-023	3/25/2016	Guidelines re: how to conduct peer reviews of mid level providers for ICE / IHSC. This includes nurse practitioners and physician assistants.
IHSC Operations Memorandum Mortality Review	OM 16-007	3/18/2016	Procedure for investigating conditions of clinical care provided after a death occurs. Used to determine whether policy should change based on some kind of failure to provide adequate care. <b>Psychological Autopsy may be required, wherein a staffer reconstructs a suicide victim's life in order to emphasize factors which may have led to or contributed to the suicide.</b>
IHSC Operations Memorandum Nurse Peer Review	OM 16-028	3/30/2016	Outlines procedure for peer reviewing all nursing staff at ICE / IHSC facilities

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IHSC Operations Memorandum Off Site Medical Care Monitoring & Case Management	OM 16-015	3/24/2016	How to proceed when an ICE detainee is housed somewhere other than an ICE contract facility in order to receive medical tx
IHSC Operations Memorandum Significant Self Harm and Suicide Prevention and Intervention	OM 16-002 (version 2)	3/28/2016	Policies and procedures to prevent self-harm, including suicide. Provides definitions relating to suicidal or self-harming behavior. Screening for these behaviors is an ongoing process.
IHSC Personal Protective Equipment Program Guide	IHSC Guide	10/9/2015	Procedures for minimizing employee hazards. Create safe work environment for health staff.
IHSC Pharmaceutical Services and Medication Management Guide	IHSC Guide	3/25/2016	Policies for facility pharmacists: i.e. filling Rx's, keeping records, pharmacist qualifications, etc.
IHSC Physician Peer Review Guide	IHSC Guide	4/14/2015	Overview of peer review process for staff physicians.
IHSC Policy Abnormal Involuntary Movement Scale	OM 15-009	10/1/2015	Sets out policy and procedure for formally assessing detainees who have been prescribed anti-psychotics to ID symptoms that may indicate tardive dyskinesia. TD is a neurological disorder usually arising from long-term use of anti-psychotics and is characterized by involuntary, repetitive body movements.
IHSC Policy Access to Care Sick Call	IHSC Directive # 03-02 ERO Directive # 11736.3	3/25/2016	Outlines policy & procedure for <b>detainee access to health care services while in ICE custody. Sick call</b> provides such access to all detainees. <b>Detailed procedures can be located within IHSC Sick Call Guide. All sick calls should be recorded in detainee's med file.</b>
IHSC Policy Advance Directives, Do Not Resuscitate and Terminal Illness	IHSC Directive # 02-01 ERO Directive # 11720.3	3/28/2016	Lays out guidelines for managing end-of-life care according to the detainee's wishes (wills, proxies, DNR orders, etc.).
IHSC Policy All Hazards Emergency Preparedness and Response	IHSC Directive # 03-05 ERO Directive # 11739.2	3/11/2016	Guidelines for emergency response in ICE facilities. Provides standards for assessing the severity / urgency of a detainee's injury.
IHSC Policy Alternate Workplace and Alternate Work Schedules	IHSC Directive # 01-01 ERO Directive # 11707.2	10/1/2016	Guidelines for working remotely, including 'Telework.'
IHSC Policy Appropriate Housing Placement for Complex Placement (Medical Case Mgmt Unit)	OM 16-014	3/24/2016	<b>Where to place detainees with complex medical or MH needs and how to decide.</b> Medical Case Management Unit ( <b>MCMU</b> ) is the body overseeing medical detention standards. Also assists with alternative placement.
IHSC Policy Availability of Health Care	IHSC Directive # 03-31 ERO Directive # 11852.2	3/18/2016	Policy re: determining availability of health care in countries to which detainees are being deported.
IHSC Policy Behavioral Health Services (Overview)	IHSC Directive # 07-02 ERO Directive # 11806.3	3/25/2016	Policy re: provision of behavioral health services from providers in ICE facilities. Describes the <b>types of services available and the limits of those services</b> . A properly trained med staff member must conduct comprehensive med intake screening within 14 days of detainee's arrival at facility. A behavioral health eval, once recommended, must take place within 72 hrs of the referral. Guidelines re: implementation of tele-psych visits (psych specialist interacting remotely). Guidelines for forced administration of psychotropic meds -- only permissible in the event of a "psychiatric emergency" with risk of harm to self or others and all less-restrictive options have been exercised without success. Tx and education for <b>substance abuse / addiction</b> . Identifying detainees at <b>'high risk' of sexual victimization</b> . See IHSC Directive # 03-01, <i>Sexual or Physical Assault, Abuse or Neglect</i> for guidelines re: handling detainees who are vics of S/A. <b>Weekly evaluations of segregated individuals required</b> . Identifies <b>monitoring reqs for detainees with chronic mental illness</b> .
IHSC Policy Care of Chronic Conditions	IHSC Directive # 03-03 ERO Directive # 11737.3	3/25/2016	Policy re: provision of medical services for detainees with chronic medical conditions. IHSC Medical Director or designated physician establishes and approves clinical protocols on an annual basis, consistent with nat'l clinical practice guidelines. Chronic patients should be placed on a medical program that will reduce symptoms. <b>Tx should be issued in a timely manner to ensure stability</b> . (Chronic conditions include, but are not limited to: HIV, hypertension, diabetes, seizure disorder, chronic mental illness).
IHSC Policy Clinic Administration	OM 16-010	3/24/2016	Addresses organizational and medical oversight, clinic operations, and staff responsibilities in medical facilities
IHSC Policy Clinical Management Structure and Staff Roles	IHSC Directive # 01-09 ERO Directive # 11709.1	3/25/2016	Chain of command; staff hierarchy / roles.
IHSC Policy Clinical Nursing Guidelines	OM 16-027	3/28/2016	Standards required of nurses contracting to work at ICE facilities

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IHSC Policy Clinical Practice Guidelines for Chronic Care Conditions	IHSC Directive # 03-04 ERO Directive # 11735.1	3/24/2016	Policy and procedure to follow in establishing guidelines for tx of chronic care conditions. Health assessments for individuals with such conditions should accord with recommendations of nationally recognized organizations and/or with IHSC personnel's medical/clinical expertise. Resources to be used for this purpose are identified specifically based on the particular condition (ex. asthma, depression, diabetes, etc.).
IHSC Policy Consent for Treatment	IHSC Directive # 02-07 ERO Directive # 11726.2	3/4/2016	Procedure re: obtaining detainee's consent prior to administration of health care services
IHSC Policy Continuous Quality Improvement Activities	IHSC Directive #11-02 ERO Directive # 11834.2	3/25/2016	How should ICE evaluate its own performance in providing health care services to detainees to ensure its practices remain up to standards?
IHSC Policy Dental Services	IHSC Directive # 09-01 ERO Directive # 11825.2	3/4/2016	Scope of dental services made available to detainees; qualifications / training of practitioners. Routine care can begin after 6 mos net detention (accounting for transfers) and must be initiated before 12 mos. <b>Urgent care: use sick call -- detainees should be treated to relieve pain, treat acute infection, or help correct caloric intake. Routine care: comprehensive exam, necessary radiographs, tx plan for other routine svcs that can be provided as time and resources allow (ex. cleanings, amalgam restorations, composite resin restorations, and extractions). Offsite care: Should be referred offsite when IHSC cannot provide the required</b>
IHSC Policy Dental Sharps and Instrument Control	IHSC Directive # 09-03 ERO Directive # 11759.3	6/1/2017	Procedures for ensuring control and inventory of all sharps and instruments in dental facilities
IHSC Policy Detainee Health Education	OM 16-021	3/24/2016	Created handouts in multiple languages on a variety of health-related topics. Within 12 hrs of arrival at facility, health care providers should educate detainees re: access to health svcs, how sick calls work, etc. They should also educate detainees re: health concerns specific to the individual on the occasion of a med visit. All health education should be documented in detainee's electronic health record.
IHSC Policy Detainees with Substance Dependence or Abuse	IHSC Directive # 03-13 ERO Directive # 11747.2	3/4/2016	Policy re: tx and management of detainees with suspected substance use issues. Detox or withdrawal should be monitored by a med professional. Severe cases should be removed to an offsite medical facility.
IHSC Policy Dress Code	IHSC Directive # 01-26 ERO Directive # 11770.2	7/2/2015	Public Health Service officers and clinic staff uniforms follow guidelines set by the Surgeon General.
IHSC Policy Emergency Contraception	IHSC Directive # 04-01 ERO Directive # 11771.2	3/24/2016	Two kinds of emergency contraceptives should be made available 24 hrs a day to female detainees and should be administered upon request under the appropriate conditions.
IHSC Policy Environmental Health	IHSC Directive # 05-04 ERO Directive # 11779.1	3/24/2016	Policy on environmental health management in ICE facilities. Health services administrator (HSA) oversees env'tl health factors including med waste mgmt, radiation safety, <b>hygiene in clinic and food service areas, and maintaining airborne infection isolation everywhere. All local, state, and federal regulations must be followed.</b>
IHSC Policy Forced Emergency Psychotropic Medication	OM 16-025	3/11/2016	Forced administration of psychotropic meds appropriate when detainee poses threat to self or others b/c of medical or mental illness. (And when other less burdensome alternatives have been attempted and failed?). It can be issued without consent ONLY to prevent harm. Emergency administration may NOT be used simply to control behavior or as a disciplinary measure.
IHSC Policy Forensic Mental Health Evaluations	IHSC Directive # 07-03 ERO Directive # 11807.2	3/4/2016	Procedures for obtaining forensic psych evals and providing Post Order Custody Reviews (POCRs) for especially dangerous detainees identified as not qualified for release due to their MH condition. All forensic evals are conducted by a non-ICE affiliate -- a certified behavioral health provider. This often is done with the purpose of determining competency for legal purposes.
IHSC Policy Gender Dysphoria and Transgender Detainees	IHSC Directive # 03-25 ERO Directive # 11759.3	3/24/2016.*	Policy re: mgmt of detainee issues relating to gender dysphoria. Transgender detainees must have physical exam within 2 business days of intake (as opposed to the usual 14). Behavioral health provider must also perform MH eval within this time. Med provider also must advise the Transgender Classification and Care Committee regarding a suitable housing assignment. Transgender detainees are defined by self-identification and/or by previous med records indicating such. MP can be required to administer hormone therapy. Same-sex chaperones must accompany detainees to all med exams of genitalia, breasts, and perineum. Presence of chaperone must be documented in med records. <b>Trans detainees must be placed into protective custody for a max of 72 hrs (excluding holidays and weekends) to allow the committee to meet and recommend housing placement.</b>

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IHSC Policy Gender Dysphoria and Transgender Detainees	IHSC Directive # 03-25 ERO Directive # 11759.3	3/15/2017 *	<b>Redacted from this updated version:</b> "Federal contractors are responsible for the management and discipline of its employees supporting IHSC." <b>Changes to health care:</b> Instead of providing health care and medication based on "community standards," the MP and BHP determine whether tx for gender dysphoria is "clinically indicated." MP no longer required to advise the committee on a suitable housing assignment. <b>Changes to housing and protective custody:</b> Facilities adopting the <i>Transgender Care Memorandum ICE Detention Facility Contract Modification for Transgender Care</i> , transgender detainees can be placed in protective custody for the period of time specified in the contract to allow for housing accommodations to be made. (This used to be a max of 72 hrs.)
IHSC Policy Grievance System (Medical)	IHSC Directive # 01-05 ERO Directive # 11704.2	1/7/2014 (annually reviewed 3/21/2016; no changes)	Policy and procedure for investigating and addressing medical complaints and grievances. <b>All facilities must provide a system for detainees to file informal, formal, and emergency grievances relating to medical care AND provide for timely responses.</b> Facilities are required to keep a grievance log.
IHSC Policy Guidance for Tuberculosis Screening and Chest Radiography in IHSC Facilities	OM 17-001	6/21/2017	TB screening required as a part of intake physical exam.
IHSC Policy Health Assessment	IHSC Directive # 03-07 ERO Directive # 11741.4	3/4/2016	Intake health screening must be conducted within 14 days of arrival by a mid-level provider, physician, or sometimes specially-trained RNs. Expedited screenings required under certain circumstances.
IHSC Policy Health Evaluations of Detainees in Special Management Units	IHSC Directive # 03-06 ERO Directive # 11740.2	3/24/2016	Procedure for administering health care evals for detainees housed in a Special Management Unit (SMU) -- segregation. Daily screening rounds / check-ins required. Weekly behavioral health rounds required. A med provider may recommend ad-seg for medical reasons.
IHSC Policy Hunger Strikes	IHSC Directive # 03-24 ERO Directive # 11758.1	4/29/2014	How to identify, care, and manage hunger strikers. Anyone observed to not be eating for >72 hrs is classified a hunger striker (when no medical explanation for it). Regular check-ins; must regularly notate housing recommendations. No forced medical tx for hunger strikers unless there is a court order. Must sign form denoting refusal of med tx. IHSC field personnel must follow procedures in Nat'l Detention Standards. <b>If condition deteriorating despite efforts to encourage food/fluid intake, and the clinical director determines threat to life or long-term health, force feeding may be considered.</b>
IHSC Policy IHSC Awards Program	IHSC Directive # 01-34 ERO Directive # 11861.2	7/9/2014 (annual rw 3/21/2016; no changes)	Internal system for recognizing employees on basis of merit or excellence in contributing to IHSC's "efficiency and effectiveness"
IHSC Policy IHSC Office of Communications	IHSC Directive # 01-06 ERO Directive # 11705.1	11/10/2015	See the IOC Guide. This policy replaces OM 15-006 (from 6/25/2015)
IHSC Policy IHSC Service Remaining Requirements	IHSC Directive # 01-08 ERO Directive # 11707.2	10/1/2016	Service Remaining Requirements apply to U.S. Public Health Service (PHS) Commissioned Corps officers. Employments contracts.
IHSC Policy IHSC Use of Social Media	IHSC Directive # 01-22 ERO Directive # 11766.2	1/13/2015	Social media' includes email; definition ever-evolving. Use only for work purposes -- not illegal or personal uses.
IHSC Policy Infectious Disease Public Health Actions	IHSC Directive # 05-06 ERO Directive # 11781.1	12/30/2016	Procedures for prevent or mitigate infectious disease transmission. <b>Detainees may be segregated for the duration of infectiousness as a measure to protect against transmisson.</b>
IHSC Policy Intake Screening and Intake Reviews	IHSC Directive # 03-10 ERO Directive # 11744.2	3/28/2016	Medical health professionals conduct intake screenings of new detainees. Almost always a nurse. Face-to-face encounter. Transient detainee exception: Present for 12 hrs or less and have no contact with gen pop -- only a pre-screen is required. Nurses are to screen detainees in their primary language. Interpreter (not another detainee) to be used if nurse does not speak the language. Intakes should be done in privacy. Nurses must conduct intake screenings within 12 hrs of arrival (unless transient detainee).
IHSC Policy Krome Transitional Unit Administrative and Clinical Services	IHSC Directive # 07-08 ERO Directive # 11802.2	6/1/2013 (annual rw 3/21/2016; no changes)	Protocol for providing care for detainees in Krome Transitional Units. KTUs are MH units for detainees with sub-acute or chronic MH conditions who cannot be placed in gen pop but are not severe enough to require acute inpatient hospitalization.

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IHSC Policy Krome Transitional Unit Scope of Care, Referrals and Admission	IHSC Directive # 07-09 ERO Directive # 11803.2	3/13/2015	To qualify for KTU, a detainee must be diagnosed w/ a psych disorder pursuant to DSM V and current ICD 9 and/or experiencing active psychiatric symptoms that are currently impairing his daily functioning. <b>MUST BE MALE.</b> No females or transgender individuals admitted to KTU (unless identify as male and have male genitalia).
IHSC Policy Laboratory Services	IHSC Directive # 10-01 ERO Directive # 11819.3	3/11/2016	Policy & procedure re: lab services supporting health care screening, diagnosis, tx, and mgmt of detained individuals.
IHSC Policy Leave	IHSC Directive # 01-33 ERO Directive # 11860.1	7/8/2014	Policy re: employee leave
IHSC Policy LOP Approval Process	IHSC Directive # 11-07 ERO Directive # 11759.3	3/20/2017	LOPs (Local Operating Procedures) are requests from a local facility to implement a facility-specific policy or procedure that is not universally practiced among all ICE facilities. Must be approved by the Policy Administrator (nat'l level).
IHSC Policy Medical Administration	IHSC Directive # 03-16 ERO Directive # 11750.2	3/25/2016	Protocol for administering medicine to detainees. Health care providers may prescribe, fill, administer, and dispense meds to detainees. <b>Rx's will be prescribed only where clinically indicated, and will be delivered in a timely fashion. The clinical director determines the specific prescribing practices for each facility.</b>
IHSC Policy Medical Education and Development	IHSC Directive # 01-04 ERO Directive # 11703.1	3/25/2016	Procedures for designing and accessing training within IHSC. Continuing ed for medical staff at IHSC facilities.
IHSC Policy Medical Escorts	IHSC Directive # 01-17 ERO Directive # 11716.2	12/8/2014 (annual rvw 3/21/2016; no changes)	Policy re: provision of medical escorts while detainee is in transit (ex. during flight or ground operations) to provide necessary medical care and basic life support.
IHSC Policy Medical Housing Units	IHSC Directive # 03-17 ERO Directive # 11751.4	3/25/2016	Policy re: tx for and care of detainees in MHUs. MHUs operate 24/7. Clinical director or designee supervises and oversees care in the MHU. Some med facilities maintain life support equipment. Facility-specific Local Operating Procedures are reviewed/approved by Regional Health Services Administrator (RHSA) and Medical Quality Management Unit (MQMU) prior to implementation. Admission to MHU must be documented according to level of care (1-3 where 3 is most severe). <b>Physical health levels and MH levels are defined in this policy.</b>
IHSC Policy Medical Psychiatric Alert	IHSC Directive # 03-12 ERO Directive # 11746.1	2/9/2015 (annual rvw 3/21/2016; no changes)	Med/Psych Alert Form (Form IHSC-834) is used to inform ICE Field Office Director or designee of detainees' conditions in the event that such a detainee need be removed, released, or transferred. Also used when a detainee needs medical escort.
IHSC Policy Medical Quality Management Unit	IHSC Directive # 11-01 ERO Directive # 11833.2	3/25/2016	The role of the MQMU is to ensure compliance with medical service standards under state law, federal law, and nat'l policies. This document breaks down job responsibilities by staff title.
IHSC Policy Medical Restraint and Therapeutic Seclusion Administrative Segregation	OM 16-024	3/24/2016	Protocol for use of emergency medical physical restraint and appropriate <b>use of "therapeutic seclusion" or administrative segregation for tx of detainees with a MH condition who pose a serious and immediate threat of harm to self or others due to a MH condition. 'Seclusion' is used with the purpose of reducing stimulation. "Therapeutic seclusion" (ad-seg) is considered LESS RESTRICTIVE than physical restraints. Prior to employing restraints, less restrictive methods are attempted when possible</b>
IHSC Policy Nutrition and Therapeutic Diets	IHSC Directive # 03-14 ERO Directive # 11748.3	3/11/2016	Policy for providing detainees with adequate nutrition / therapeutic diet management. ALL detainees receive a balanced and nutritious diet (included detainees in seg). Special diets provided to accommodate certain chronic or temporary med / dental / psych conditions. A properly certified diet specialist should review menus at least once every 6 mos.
IHSC Policy Occupational Health	IHSC Directive # 05-02 ERO Directive # 11777.1	11/20/2015	Policy re: workplace safety for ICE or contract employees; OSHA recording reqs, etc.
IHSC Policy Official Internal IHSC Employee Newsletter	IHSC Directive # 01-13 ERO Directive # 11712.1	1/1/2016	Policy re: the publication of the internal IHSC employee newsletter, <b>Communicator, published on a quarterly basis. All staff receive a copy. Used as a "morale booster" by acknowledging employee performance.</b>
IHSC Policy Open Door Policy	IHSC Directive # 01-21 ERO Directive # 11765.2	12/1/2015	Employees have a right to seek advice and counsel from their supervisors. Every supervisor has an open-door policy.
IHSC Policy Orientation for New IHSC HQ Ees	IHSC Directive # 01-19 ERO Directive # 11718.2	3/24/2016	Lays out policy for orientation of new employees working at IHSC HQ in Washington DC.
IHSC Policy Patient Escorts	IHSC Directive # 03-26 ERO Directive # 11760.1	3/24/2016	Procedures for escorting med patients within ICE facilities as well as offsite.

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IHSC Policy Pharmaceutical Services and Medication Management	IHSC Directive # 09-02 ERO Directive # 11826.3	3/25/2016	IHSC pharmacies and pharmacists comply with ICE detention standards as well as federal regulations and statutes. Policy re: ensuring such compliance and providing cost effective drug and Rx supply mgmt plan. <b>Also, procedures re: prescribing and administering Rx's.</b>
IHSC Policy Physician Peer Review	IHSC Directive # 01-11 ERO Directive # 11710.3	3/25/2016	Goal of physician reports: to reduce morbidity and mortality within IHSC and encourage adequate performance. Initial review at 6 mos and then annual review thereafter.
IHSC Policy Pre Screening	IHSC Directive # 03-08 ERO Directive # 11742.2	3/21/2016	Health care providers conduct a pre-screening asap for new arrivals. This occurs <b>before the fuller intake screening, which is itself to take place within 12 hrs of arrival.</b> 4 'priority' levels are used to distinguish new arrivals at time of pre-screening (Priority 1 = most urgent; Priority 2 = requires timely care; No Priority = no identified med conditions requiring follow-up; and Priority LB = language barrier, interpreter svcs required).
IHSC Policy Public Health, Safety, and Preparedness Administration	IHSC Directive # 05-01 ERO Directive # 11776.1	1/31/2017	There is an IHSC Public Health, Safety, and Preparedness Unit (PHSP Unit) at IHSC HQ. This group provides guidance for how IHSC clinics ought to protect all the people who have contact with their facilities according to relevant laws, regulations, and standards. The PHSP Unit focuses on infectious disease management / containment, safety and security, occupational health, environmental health, and general hazard or disaster response.
IHSC Policy Refusal of Treatment	IHSC Directive # 02-08 ERO Directive # 11727.3	3/25/2016	Policy: Detainees have the right to refuse medical tx at any time while in ICE custody. Sign refusal form.
IHSC Policy Research Involving Human Subjects	IHSC Directive # 02-09 ERO Directive # 11728	5/3/2012 (annual rrw 3/21/2016; no changes)	Policy and procedure re: the review and approval of human subject research. Research must be pre-approved. Research which seeks data irrelevant to the functioning of ICE operations will not be approved (ex. cosmetic testing; medical testing; etc.).
IHSC Policy Safety and Security	IHSC Directive # 05-05 ERO Directive # 11780.1	3/24/2016	General policy re: safety of med clinics in ICE facilities. Site-specific safety management plans. Weekly safety inspections of medical clinics must be conducted.
IHSC Policy Serious Mental Disorders or Conditions	IHSC Directive # 07-05 ERO Directive #	4/15/2016	Policy re: monitoring detainees with serious MH conditions. IHSC provides <b>"timely and appropriate care to all detainees in need of mental health treatment."</b> Detainees with serious mental disorders are monitored by the Behavioral Health Unit (BHU) at IHSC HQ. The Behavioral Health Provider at the detainee's facility is to send weekly reports regarding his or her status. <u>Criteria for "serious" MH issue: see 4-1 on p.2</u>
IHSC Policy Sexual Harassment Prevention and Awareness	IHSC Directive # 01-20 ERO Directive # 11719.2	12/1/2015	Policies for preventing sexual harassment among facility staff. (Unclear, but it seems detainees are included in the protected group of targeted individuals i.e. 'any person within the workplace')
IHSC Policy Sexual or Physical Assault, Abuse and or Neglect	IHSC Directive # 03-01 ERO Directive # 11738.3	3/28/2016	Policy re: detecting and treating detainees who have been abused. <b>Staff are responsible for reporting suspected instances of s/a to med staff at all times (as well as reporting detainees suspected of being at high risk of victimization).</b>
IHSC Policy Significant Detainee Illness	IHSC Directive # 03-32 ERO Directive # 11853.3	12/1/2015	Protocol for managing detainees with significant illnesses while in ICE custody. <b>'Significant illness,' defined: Any serious or potentially life-threatening illness, injury, or impairment that may involve inpatient care in a hospital or other extended care facility, periods of incapacity due to the illness, or an illness that has continuity of care needs requiring significant coordination with external partners.</b>
IHSC Policy Significant Event Notification and Significant Medical Case Reporting	IHSC Directive # 01-25 ERO Directive # 11769.2	3/4/2016	Policy outlining reporting reqs on occasions of significant medical events. Internal ICE system called SEN (Significant Event Notification) is used to report major events to ICE HQ in a timely manner. Medical events that qualify as 'significant events' include, but are not limited to: suicide attempts; serious injury; med or psych emergency; abuse/neglect; hunger strike; hospital admission and discharge; death; sexual assault.
IHSC Policy Significant Self Harm and Suicide Prevention	OM 16-002 (version 2)	3/28/2016	This memo supersedes IHSC Directive # 07-04, <b>Significant Self-Harm and Suicide Prevention and Intervention</b> . Screening for suicidal ideation is a process that continues throughout the duration of custody of a detainee. See p.1-2 for definitions related to detainee risk status.

TITLE of MATERIALS	IHSC DIRECTIVE # or OTHER CLASSIFICATION	EFFECTIVE DATE	SUMMARY of CONTENTS
IHSC Policy SIPC	IHSC Directive # 05-01 ERO Directive # 11776.2	3/21/2014	IHSC maintains a <u>Safety, Infection Prevention, and Control Program (SIPC)</u> for protecting the health of people working, visiting, or being treated in IHSC clinics. Ensures compliance with relevant laws, regulations, and standards.
IHSC Policy Special Needs Patients	IHSC Directive # 03-11 ERO Directive # 11745.2	3/24/2016	Policy re: providing medical care for special needs patients detained at ICE facilities. Special needs patients may require close medical supervision or multidisciplinary care. <b>'Special Needs,' defined: a detainee's physical and/or mental condition requires different accommodations or arrangements than those provided for other detainees in the same facility.</b> Ex. detainees in an acute emotional crisis, demonstrate maladaptive behaviors, developmentally disabled, mentally ill, physically disabled, chronically ill, acutely ill, or chemically dependent.
IHSC Policy Staff Responsibilities Related to Current Official Guidance in Their AOR	IHSC Directive # 01-03 ERO Directive # 11701.2	12/1/2015	Staff at ICE facilities are responsible for staying up-to-date on facility policies, especially those relating specifically to their particular job description.
IHSC Policy Timeframe for Submitting Medical Incident Reports	IHSC Directive # 11-06 ERO Directive # 11838.2	3/25/2016	The central Medical Quality Management Unit (MQMU) offers a system for facility staff to report adverse and 'near-miss' clinical events in a voluntary, non-punitive forum where patient safety is impacted.
IHSC Policy Workplace Harassment Prevention and Awareness	IHSC Directive # 01-24 ERO Directive # 11768.2	12/1/2015	Policy: Employees should avoid creating a hostile work environment.
IHSC Public Health Actions for the Mgmt of Ecto Parasites in IHSC Staffed Medical Clinics	IHSC Guide	3/24/2016	Guidance re: public health actions to take for managing commonly encountered ectoparasite infestations seen in ICE facilities (namely scabies and lice).
IHSC Public Health Actions for the Mgmt of Varicella & Herpes Zoster in IHSC Staffed Medical Clinics	IHSC Guide	3/24/2016	Supplement to IHSC Directive # 05-06, <i>Infectious Disease Public Health Actions</i> . <b>Varicella (chicken pox):</b> Infectious period -- 1-2 days before rash appears up through the time when all lesions are crusted over (usually 4-7 days after rash onset). Vaccination is the best way to prevent the disease.
IHSC Respiratory Protection Program Guide	IHSC Guide	10/9/2015	Supplement to IHSC Directive # 05-02, <i>Occupational Health</i> . Guidelines focusing on reducing employee exposure to airborne hazards.
IHSC Root Cause Analysis Guide	IHSC Guide	3/25/2016	Supplement to IHSC Directives # 11-02, <i>Quality Improvement and Risk Management</i> , and # 11-06, <i>Time Frame for Submitting Medical Incident Reports</i> . Root Cause Analysis (RCA) is used to identify what, how, and why an adverse or sentinel medical event occurred.
IHSC Safety and Security Guide	IHSC Guide	3/24/2016	Supplement to IHSC Directive # 05-05, <i>Safety and Security</i> . Guidelines for med staff to implement the safety and security programs required by the directive. Site-specific safety management plans.
IHSC Sick Call Process	IHSC Guide	3/25/2016	Supplement to IHSC Directive # 03-02, <i>Sick Call</i> . All detainees are to have unrestricted access to make a face-to-face sick call during a designated time in the morning on a daily basis. Facilities with a bed count of >1001 should use 4-5 RNs for sick call. Detainees in seg have opportunity for face-to-face sick call during daily seg rounds.
IHSC Significant Event Notification Guide	IHSC Guide	1/9/2015	Supplement to IHSC Directive # 01-25, <i>Significant Event Notification</i> . This guide provides procedures to follow in order to comply with the Significant Event Notification (SEN) reporting requirements.
IHSC Training PPT Risk Assessment Assessing for Suicide	IHSC Guide / Powerpoint	?	Powerpoint slides: "Assessing for Suicide." Employs a mnemonic device: "HELPER." Historical factors. Environmental factors. Lethality of suicidal thoughts / behavior. Psychological factors. Evaluation of suicide risk potential. Reporting your findings.
IHSC Training PPT Suicide Prevention	IHSC Guide / Powerpoint	?	Powerpoint slides: "Guidelines for Screening, Referring, Intervening & Reporting." Basic educational info provided to employees re: suicide, generally.
Public Health Actions for the Management of Influenza	IHSC Guide	3/24/2016	Supplement to IHSC Directive # 05-06, <i>Infectious Disease Public Health Actions</i> . Recommended actions for controlling and limiting the spread of influenza in ICE facilities. Staff should place infected detainees in a single room or cell when possible.