

Grievance #: (b)(6), (b)(7)(C)

Profile Photo:
Profile Photo

Resident Info

Name: (b)(6), (b)(7)(C)
 Booking Number: (b)(6), (b)(7)(C), (b)(7)(K)
 Nationality: HN
 Submitted Date: 02/10/23 21:36
 Submitted from Location/Room: CNA01/Dorm 3C
 Current Location/Room: CNA01/Dorm 3C
 Facility: Mesa Verde ICE Processing Center CA

Audit Photo:
Audit Photo

Form Info

Category: GEO
 Form: Medical - Bad Service

Grievance Info

Grievance ID #:
 Status: CLOSED by (b)(6), (b)(7)(C)
 Facility Deadline: 02/15/23 23:59
 Grievance Level: 1
 Resident can reply: Yes
 Disposition @ 1: Unfounded

Details:

Bad medical service once more.

Details:

Statement of Grievance:

As I stayed on my medical request on how I don't understand why I have to ask for my medication dermatologist prescribe for me regarding a rash on my face that's been getting worse by the day.

Medicals response inform me on how they've received no notes from my outside visit in seeing a specialist in hope to receive the proper medical treatment. That was five days ago! And yet no action is taking place. What's the point of seeing a specialist (dermatologist) if yet medical neglects my medication. My rash is beginning to spread all through my face each and every day. And I still have to wait for medication to be order? For notes to arrive? Violation of Human rights!

No no no! This is a constant problem I've been having with medical this past months since they neglected multiple fractures on my right hand that's left me to heal improper. My hand will never be the same due to the lack of medical treatment. And now medical wishes to do the same for my face? A violation of Human rights! This is America! We stand with honor! Integrity! Righteousness! And Loyalty! Reason why I'm lighting with all my might to make America my home!

Please respect your duties with all due respect.

Relief Sought:

For medical to stop neglecting medication.

To please help me get the proper medical treatment!

In helping me with receiving my medication dermatologist prescribe for me.

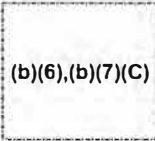
And for GEO & ICE to speak with medical regarding these constant problems we've been having when it comes to our medical treatments but more importantly when it comes to our medications!

Please! Thank you!

DATE/TIME	USER	ACTION	DETAILS
02/15/23 11:07	(b)(6), (b)(7)(C)	Start Response	You were informed on 02/09/23 @ 14:34, that our providers cannot move forward with any treatment plans from outside specialists without the appropriate medical notes. As we have explained to you numerous times, we have absolutely no control over our outside providers, including how quickly they transcribe medical encounter notes and send them to us. With that being said, your notes have been faxed to us on 2/15/23 and you will be seen by our provider, at which time he will start you on the treatment plan from the dermatologist.
02/15/23 11:07		Changed Status	From 'Open' to 'Closed'
02/15/23 11:07		Changed Disposition	Changed the disposition value for level 1 from to Unfounded
02/10/23 21:36		Submitted New	Bad medical service once more.

Grievance # (b)(6), (b)(7)(C)

Profile Photo:



Audit Photo:
Audit Photo

Resident Info

Name: (b)(6), (b)(7)(C)
 Booking Number: [REDACTED]
 Nationality: MX
 Submitted Date: 02/01/23 22:51
 Submitted from Location/Room: CNA01/Dorm 3C
 Current Location/Room: CNA01/Dorm 3C
 Facility: Mesa Verde ICE Processing Center CA

Form Info

Category: GEO
 Form: Safety or Sanitation

Grievance Info

Grievance ID #: [REDACTED]
 Status: CLOSED by [REDACTED]
 Facility Deadline: 02/16/23 23:59
 Grievance Level: 3
 Resident can reply: No
 Disposition @ 1: Unfounded
 Disposition @ 2: Unfounded
 Disposition @ 3: Unfounded

Details:

Very Low standard of safety and sanitation in west/right side restrooms

Details:

Statement of Grievance:

On 1-31-23 approx. 9:25 am c-dorm I myself witness the very poor quality of cleaning in the west/right side restrooms, small amount of chemical was poured on the the 5 shower head floors, one minute of scrubbing the floors, no cleaning of swalls or drapes in the showers were conducted. toilet stall floors were poorly mopped leaving left over toothpaste on the floors, toilet bowls were never scrubbed nor any kind of cleaning was conducted, we've been dealing with a foul smell in the west/right side restroom for over 2 weeks. seeing this poor quality of cleaning while I myself was conducting my hygienic necessities was disappointing, I notified Lt. [REDACTED] that I see why staff clean the restrooms in less than 10 minutes Lt. [REDACTED] was also notified of the left over toothpaste on the floors that staff failed to clean, these are violations of pbnds 1.2 environmental health and safety. These restrooms having a foul smell as well being improperly cleaned is putting our health at risk from catching some kind of infection. I myself have suffered from athletes feet from the poor quality of cleaning from staff in alpha dorm, now that I'm in charlie I see that these patterns haven't changed.

Relief Sought:

- Provide the high standard of cleaning per pbnds
- Scrubbed all toilet bowls, shower floors, toilet floors, clean all bathroom/shower walls, curtains
- Stop the halt fast way of cleaning in charlie dorms restrooms
- Stop taking illusionist pictures that don't really capture the detail filth in our restrooms.
- Get rid of the foul smell in our restrooms
- don't respond to this grievance by mocking by telling us to do cleaning ourselves for pbnds only requires us to clean our immediate area
- Provide safety and sanitation training to all officers in this facility

DATE/TI	ME	USER	ACTION	DETAILS
02/15/23 11:06		(b)(6), (b)(7)(C)	Staff Response	Upon review, previous officers timely attempted to address your inquiry which required no further action (s) of this level.
02/15/23 11:06		[REDACTED]	Changed Status	From 'Open' to 'Closed'
02/15/23 11:06		[REDACTED]	Changed Disposition	Changed the disposition value for level 3 from to Unfounded
02/11/23 11:15		(b)(6), (b)(7)(C)	Escalated	(b)(6), (b)(7)(C) has escalated the grievance on 02/11/2023 11:15 -03:00 Response: -Your response fails to acknowledged that 10 min. Cleaning of restrooms for the maximum capacity of a 100 detainees completely fails to provide the adequate sanitation in our restrooms. -staff conducted this fast poor quality of cleaning while I was using the restroom. -I [REDACTED] aware of this poor quality of cleaning for he does it himself. -Lt. [REDACTED] was informed and witness himself of the dirty toilets and floors that contained left over tooth paste that staff failed to clean, this is the results of 10 min cleaning. I've been dealing with rashes on my back in which I had to be treated by medical Multiple detainees have been suffering from these same rashes. Refer to video footage on time being spent on restroom cleaning by staff
02/11/23 11:15			Changed Status	From Closed to Open due to Appeal
02/11/23 11:15			Changed Level	Level changed from 2 to 3 due to Appeal

DATE/TIME	USER	ACTION	DETAILS
	(b)(6),(b)(7)(C)		Created in the housing unit. Department needs to start in person. Different supervisors oversee the cleaning providing for more objectivity. They have not witnessed any action that would jeopardize your health. We provide shower sandals so that detainees are not standing directly on the shower floor. We also provide cleansers, soap, and sanitizer. should you feel the detainee using the shower, phone, toilet, etc. prior to you is unhealthy these tools are provided so that you can have control over your own health.
02/06/23 13:24	(b)(6),(b)(7)(C)	Changed Status	From 'Open' to 'Closed'
02/06/23 13:10		Changed Disposition	Changed the disposition value for level 2 from to Unfounded
02/05/23 12:11		Escalated	(b)(6),(b)(7)(C) has escalated the grievance on 02/05/2023 12:11 08:00 Response: Your response clearly demonstrates the lack of integrity from this facility for ERO prr has been neglected since the beginning of this pandemic. If this administration complied with ponds 1 2 (1) standard that protects detainees, from injury and illness by maintaining high facility standards of cleanliness and sanitation (H)(1) facility cleanliness and sanitation shall be maintained at the highest level. There would be no need for you to respond in an inappropriate manner by telling us to do the cleaning ourselves. Your low standard of cleaning proves that were not in good hands in the care of this administration, your response shows that there is no concern for the health and safety of the detainee population from this facility. Take responsibility and take the appropriate action to change the low standard of cleaning within charlie dorm, stop these bias responses that deny violations. This is a calling for a separate agency to conduct any investigation as well as the response to our grievances. You serve no protection to the detainee population by not acknowledging our health and safety concerns
02/05/23 12:11		Changed Status	From Closed to Open due to Appeal
02/05/23 12:11		Changed Level	Level changed from 1 to 2 due to Appeal
02/04/23 17:23	(b)(6),(b)(7)(C)	Staff Response	Mesa Verde Staff comply with all elements of the Pasadena Response Requirements in regards to how it should effectively sanitize high touch and frequented areas. If you are unhappy with the level of sanitation being conducted twice daily by officers there are cleaning supplies left in the housing unit and restrooms areas to use at your convenience.
02/04/23 17:23	(b)(6),(b)(7)(C)	Changed Status	From 'Open' to 'Closed'
02/04/23 17:20		Changed Disposition	Changed the disposition value for level 1 from to Unfounded
02/01/23 22:51		Submitted New	Very Low standard of safety and sanitation in west/right side restrooms