

## **Report (10)**

# **Report on the unannounced Visit to the Jau Rehabilitation & Reformation Center (JRRC)**

**15-22 November 2015**

## Table of Content

<b>Executive Summary .....</b>	<b>2</b>
<b>Section 1</b>	
<b>Background and Methods .....</b>	<b>7</b>
<b>Section 2</b>	
<b>Basic Data and Statistics.....</b>	<b>13</b>
<b>Section 3</b>	
<b>Treatment and Conditions.....</b>	<b>18</b>
<b>Section 4</b>	
<b>Individual Rights .....</b>	<b>35</b>
<b>Section 5</b>	
<b>Healthcare .....</b>	<b>39</b>
<b>Section 6</b>	
<b>Recommendations .....</b>	<b>45</b>
<b>Section 7</b>	
<b>Appendices .....</b>	
<b>References.....</b>	<b>46</b>
<b>Principles and Standards. ....</b>	<b>47</b>
<b>Copy of MOI Response to JRRC Report .....</b>	<b>48</b>

## Executive Summary

The Prisoners and Detainees Rights Commission (PDRC) exists to assess the conditions and treatment of detainees and to deter and help prevent torture, inhumane or degrading treatment in places of custody. It has a legal power to monitor places of custody to help improve conditions and prevent abuses and makes recommendations for change.

The PDRC visited JRRC in November 2015 to investigate current conditions and find out how prisoners experienced the facility. This report gives prisoners' opinions and describes their experiences; PDRC investigated what prisoners said by looking at other evidence before reaching final conclusions. The methods used are described in detail in the Background section. The main findings of PDRC inspection were as follows.

The PDRC team found the process of transporting prisoners from and to JRRC was carried out in a proper and safe manner, but some transportation was delayed due to the late arrival of the security escort, which meant missing court appointments. Prisoners also spent too long in vehicles and could not easily access toilets.

PDRC team found evidence of problems with safety on arrival. Some prisoners said they did not feel safe or had been assaulted on arrival. The prison had discovered some cases of prisoners being physically assaulted and took the necessary legal action about these unacceptable acts. Several staff had been sentenced to imprisonment by the courts as a result.

Not all places were covered by the CCTV cameras to deter any abuses and increase security. PDRC was concerned that staff had not been given any proper training on the lawful use of force in a prison. There was no systematic recording of when use of force took place, staff did not complete documentation to justify their actions and PDRC could not therefore examine evidence to provide assurance of the legal and proportionate use of force. This was a risk to prisoners, staff and the management.

Some staff did not know how to manage the risk of self-harm and did not receive regular training on procedures for prisoners who might be at risk of self-harm or

suicide, or a risk to other prisoners or to staff. Evacuation procedures and maintenance of emergency equipment were not good enough.

PDRC observed there was a shortage in staff training in dealing with prisoners according to their age groups and needs. A list of prisoners with special needs and disabilities was available but there were no written procedures for dealing with them or special provision for meeting their needs.

Most younger prisoners were held in new buildings at the Dry Dock Detention Centre, but a total of 21 prisoners aged from 15 to 21 years old were in JRRC for the purpose of completing education and training courses. They were separated from older prisoners.

The temporary solitary confinement cell visited by the PDRC was not in adequate condition.

Although there were some new buildings, Jau was overcrowded and held 15% over its capacity. While many buildings were in good condition and provided clean accommodation, some were in poor condition and had bad hygiene. PDRC team found insect infestation in some rooms, broken toilets and poor cleanliness, especially in old units. There were not enough maintenance workers to do all the work necessary. Natural ventilation in the old buildings varied from good in some and bad in others. Also, there was a lack of natural lighting in some areas. Temperatures were suitably regulated.

Prisoners were provided with bedding and mattresses, but some were old and there was no system for exchanging them. Lack of space meant that some cells had extra mattresses on the floor. PDRC team found there was no clear and advertised process known by the prisoners or visitors about handing in clothes. There were no clear rules or guidance for prisoners or visitors indicating authorized or banned items.

Prisoners could get special dietary meals but there was delay in processing new requests. Meals were provided at appropriate times and in a timely manner and the quantity was sufficient. The variety and quality needed to be improved. Prisoners could only buy from the store once a month.

The PDRC found that prisoners could meet religious clergy and were not prevented from practicing their own religions. Prisoners could freely exercise their legal rights and all of them could see an attorney in private, but PDRC concluded that they were not given enough information about their rights in a language they understood. There was generally poor use of translation for non-Arabic or English speakers. Records available in the facility were checked by PDRC team and suggested that imprisonment was compliant with the law.

Prisoners could communicate with their relatives to tell them about their whereabouts and non-Bahrainis were able to contact their country's embassy, diplomatic mission or consulate.

Prisoners were not informed of the outcome of complaints and did not therefore believe that there was any outcome. However, PDRC found that some complaints were investigated; this report describes an example of a prisoner complaint, which led management to examine CCTV and discover that a staff member had assaulted a prisoner. The staff member was prosecuted and imprisoned.

Prisoners could go outside for exercises for two hours a day, according to the law. The new buildings were equipped with playgrounds for football and basketball, Reading rooms were available in some buildings, but some had no books or the books and magazines were old and lacked variety. Prisoners could have more than one book a week but the process to acquire books was not clear to the prisoners or to their families. The delivery process in the prison was long and the delay was attributed to the amount of time to check books before they were delivered to the prisoners. The whole process lacked rules and regulation.

Prisoners could receive visits according to the regulations and visiting times were good. The visitors' area had rooms that ensured privacy. After complaints from some women visitors with children. PDRC verified the process and confirmed that search was done by the mothers in the presence of female guards that said the search is done to ensure that no prohibited material were taken in. PDRC recommends that infants should be searched on proper tables that meet their needs and safety. Prisoners could make telephone calls but there was a shortage of telephone cabins.

JRRC management tried to provide activity and rehabilitation but there was not enough. The Nasser Vocational Training Center (NVTC) was a good facility with properly equipped classrooms and qualified teachers. It was opened on 17 September 2015 with a capacity of 50 prisoners as a first phase and provided a series of educational and training programmes regardless of age group. Prisoners could enroll for three years and receive an accredited Vocational High School certificate from the Ministry of Education, or do one of a series of short specialized training courses. However, the NVTC did not have enough capacity to accept all prisoners who applied.

PDRC team found that the needs of all prisoners in terms of vocational education, skills and training were not assessed. There were no specific plans to assist the prisoners to get a job opportunity once they left the facility.

There was some useful work available, but only for a small minority of prisoners, about 2% of the population. The potential of work to occupy prisoners and help to reform and rehabilitate them was therefore greatly under-used. Workshops were varied and included carpentry, painting, electricity, tailoring, drawing, and calligraphy.

There were some helpful rehabilitation programmes, including for drug addicts, but too many prisoners who wanted to enroll could not because there were not enough spaces. There were no records or assessment reports to show the extent of benefit gained by the prisoners from the rehabilitation and social integration programmes.

Prisoners were able to see physicians and able to access physical healthcare through the medical clinic or referral to public hospitals, whenever they needed treatment. Medical staff were knowledgeable but lacked specialized training and there was no medical consultant other than the psychiatrist who only attended twice a week. Dental care was provided in the medical clinic twice weekly but there was no substitute if the dentist was absent.

There were some delays in responding to emergency cases or when transporting the prisoners outside JRRC because the ambulance driver was not always available. There was no qualified paramedic but an assistant paramedic.

The clinic lacked a complaints system and medical evaluation and oversight. Confidential translation was not always used for prisoners who needed it. The clinic was old and small and did not match the specifications of medical clinics. Boxes and equipment were in all rooms of the clinic and placed randomly and improperly. The physician room provided the required privacy, but the treatment room lacked privacy. The patients' waiting room for prisoners was unfit for a waiting room and had no lighting at night.

Confidential medical records were maintained electronically and psychiatric and social care records were kept in special confidential files. Procedures for infections control were adequate but there was only one infection control specialist who covered all MOI facilities, which reduced the support given to JRRC. Screening forms for chronic diseases, for example eye examinations and foot nerve tests for diabetic patients, were not completed, which might have resulted in complications. Also, other medical screenings were not conducted to cover all age groups for men.

The PDRC team was concerned about some aspects of medicine prescriptions. Some prisoner records included prescription medication without specifying the name or any other details that identified the prisoner. Some prescriptions lacked a physician's signature or seal. There was evidence of delays in dispensing medication brought in by the prisoner upon arrival, as there was no clear coordination between the administrative staff and the staff responsible for the dispensation of medication in the clinic. PDRC team found that medication for common cases generally required by prisoners were available and medication used to assist in the recovery or healing from alcohol or narcotics addiction withdrawal symptoms were provided safely, securely, and dispensed in a timely way. But storage procedures breached policy as these medicines were in a room where nursing staff could enter without the knowledge of others. Prisoners could not deal directly with the pharmacy, but generally, the pharmacy was managed properly and safely.

Overall, the PDRC found things that needed to improve at JRRC to assure the public and the MOI that the prison was properly regulated and safe. . PDRC concluded that the new JRRC management started to improve the prison conditions. A lot of work needed to be done and the PDRC has made recommendations, and will follow up with all concerned parties.

## Section 1: Background and Methods

The Prisoners and Detainees Rights Commission (PDRC) was created in 2013. It has drawn up plans and programmes to fulfill the tasks entrusted to it to monitor prisons, detention and juvenile care centers and other places where people could be detained, such as mental health hospitals. The PDRC aims to assess the conditions and treatment of detainees and through its programme of unannounced and announced inspections to deter and help prevent torture, inhumane or degrading treatment. Unannounced inspections have been conducted out by the Commission since April 2014 at the Dry Dock Detention Center (DDDC), General Police Directorates (GPD) in all governorates, General Directorate of Criminal Investigation (GDICI) and Forensic Science (FS), Juvenile Care Center (JCC), Women's Reformation and Rehabilitation Center (WRRC), and Women's Detention Center (WDC).

Commissioners have now gained major practical experience in inspecting places of custody. This experience assisted the Commission in forming a detailed inspection plan for the visit to Jau Reformation and Rehabilitation Center (JRRC), also taking into account the report published in September 2013 by the Ombudsman's Office (OO) inspection of JRRC. The OO has conducted no further inspections of custody since the PDRC is now able to fulfil this role. The Commission has tried to improve on previous reports by taking account of constructive criticism. This report sets out various findings and if the recommendations are implemented, the Commission believes this will help to improve conditions, prevent disorder and abuses and increase accountability and public trust.

### Methods

At JRRC, PDRC Commissioners and administrative support staff used the independent inspection standards of both the OO and Her Majesty's Inspectorate of Prisons (HMIP) in the UK.

Located in the Southern Governorate, JRRC is the only rehabilitation and reformation facility for men. The visit was conducted from 15 to 22 November 2015, from 8:30 a.m. until 5:00 p.m every day. A night visit was also conducted at 9 p.m a private office was allocated to PDRC team during the inspection period on the premises. Following the visit, PDRC team drafted a report using a professional methodology agreed upon by the members and drawing on field visit reports by similar international institutions. The PDRC team greatly benefited from the wealth of experience it has accumulated from its past inspection visits. Nine reports have been published and are available on PDRC website on [www.pdrc.bh](http://www.pdrc.bh).

In Jau, PDRC team followed specific inspection procedures to collect data through:

#### **(i) Listening to Prisoners**

PDRC team met 261 prisoners, representing approximately 10% of JRRC total population. The prisoners were randomly selected from various buildings, wings and cells by the PDRC team without any interference from JRRC staff.

The random selection ensured a good representation of JRRC prisoners including a variety of ages, nationalities, crimes and health conditions.

PDRC had a question and answer session with the selected population. Answers, comments, reviews and complaints expressed were noted.

Meetings with the prisoners were held independently in groups, and without the presence of any of JRRC staff. The prisoners were briefed on the PDRC team role as well as the purpose of the interviews, ensuring them of privacy and confidentiality. All answers made by the prisoners were taken into account.

#### **(ii) Questions to JRRC Directors**

PDRC met with directors of JRRC. They made a presentation on the conditions of the premises and included data and statistics related to the prisoners and staff. PDRC team was given full details about major projects and programmes that had been recently implemented. These included replacing old buildings with four new ones ( first phase), built according to international standards. The process of replacing

buildings is part of an ongoing project at JRRC. Nasser Vocational Training Center (NVTC) was inaugurated in 17 September 2015 to help educate and train prisoners of all ages.

Meetings with the administration were held regularly throughout the inspection. Questions, comments and allegations raised by prisoners were discussed during these meetings. JRRC administration cooperated with PDRC during the inspection.

### **(iii) Inspecting documents**

PDRC had access to required documents needed to inspect the implementation of the standards. For example, information regarding the legality of the detention process, and administrative documents that includes statistics (Figures 1.2 & 1.3) on types of crimes and allocation to wings and cells.

PDRC team reviewed documents related to maintenance work as well as food catering for prisoners and JRRC medical clinic.

### **(iv) Direct Observation**

This is one of the most important mechanisms during inspections and it is done according to a work plan that ensures proper distribution of tasks and the selection of all indicators to be verified. These included physical observation of JRRC conditions, such as description of the place, and interaction between staff and prisoners.

All the observations were immediately documented by the PDRC team. Observations were either made directly by the PDRC team or as heard from the prisoners and staff in their testimonies. In both cases, whenever necessary, PDRC verified the observations with the staff and with the prisoners.

PDRC focused on verification of several issues raised in the reports by local and international human rights organizations, such as allegations of the presence prisoners of conscience, allegations of torture and other cruel, inhuman or degrading punishment, abuses, allegations of the denial of religious practice, and allegations of inadequate health care.

The PDRC team viewed the ongoing project of replacing existing buildings with new ones, as well as installation of surveillance cameras throughout JRRC, corridors and wings and maintenance and renovation of existing buildings.

PDRC team was briefed on purpose of the NVTC, which was part of a drive to encourage the energies and skills of prisoners by enabling them to pursue their education and implementing incentives to continued learning.

#### **(v) Documented details of incidents**

The PDRC team had access to documents providing details regarding the riots that occurred on 10 March 2015, and the measures taken by JRRC, including the use of force. It also had access to information on the death of a prisoner on 6 November 2014.

PDRC team looked into issued statements and reports of international and local human rights organizations related to the riot of 10 March 2015, including investigations conducted by the Public Prosecution (PP), the Special Investigation Unit (SIU) and OO. The PDRC conducts inspections of whole institutions and verifies that the proper authorities have investigated any incidents or allegations. PDRC does not investigate those incidents itself. But it aims to assess the conditions and treatment of detainees and through its programme of unannounced and announced inspections to deter and help prevent torture, inhumane or degrading treatment.

In this context, The PP said it was informed by the Directorate of JRRC that some prisoners in some buildings on Tuesday 10 March 2015 engaged in acts of rioting and rebellion. They refused to obey orders and instructions, forced the guards out of the wings, buildings and blocked doors with furniture from the inside.

PDRC was told the administration warned them several times to end the acts of rioting and to obey orders. However, they refused and continued by destroying the contents of buildings, air conditions, and security cameras. Fires were set up in some places and prisoners went up to the roof, hurled stones and solid tools at the guards,

and damaged the two security towers. The investigations estimated damage from the incidents to be BD508, 178 (\$1,350,000).

Public Security forces entered the buildings and took control. Officers directed everyone out to the courtyard. MOI announced that 95 prisoners had suffered light injuries and 9 medium injuries. MOI also added that 135 police officers suffered light injuries, 4 medium and 2 critical injuries, including 1 who is still being treated abroad.

The PP launched investigations immediately after receiving the information about the incident. A team of prosecutors arrived at JRRC, made the necessary inspections, questioned witnesses, and heard the statements of administration officials and prisoners. They questioned the suspects, 126 witnesses from the security personnel and administrators. PDRC was told that all injured from both sides were referred to forensics.

The PP reported that some suspects said during the questioning that they had been mistreated. Similar complaints had been made to the OO. All the cases were referred to the SIU, the party legally tasked with investigating such allegations.

A team from the National Institution for Human Rights (NIHR) visited the prison twice in March and interviewed 55 prisoners, wrote a report and issued recommendations to the Ministry of Interior (MOI). Later the Directorate of Reformation and Rehabilitation indicated that they have accepted and implemented most of the recommendations.

PDRC team was also briefed on the circumstances of the death of a prisoner and the related measures taken. The incident occurred on 6 November 2014 and the SIU was notified by the PP and the OO about the death of a prisoner at JRRC. An investigation was launched and a team was dispatched to the center where they saw the body of the deceased and listened to the testimonies of the witnesses. A pathologist from the Unit was called in to indicate the cause of death and crime scene experts were assigned to gather evidence. The judicial police were requested to report on the incident.

Investigations revealed that a drug awareness lecturer suspected some items were smuggled in by the brother of deceased and discovered they contained narcotic substances. He informed the Anti-narcotics Directorate and an officer was sent to JRRC to investigate.

The officers on duty allowed them to meet the deceased who received the drugs. The anti-drugs officer and the lecturer tortured and assaulted the deceased causing severe injuries. The man was then left in solitary confinement and later died from his injuries.

The investigation revealed that three other officers from JRRC accepted the torture acts by the two defendants and allowed them to take place unchallenged. The Unit charged the two defendants with acts of torture that resulted in death, accepting and approving acts of torture and allowing a person in an area without permission from the competent authority.

The High Criminal Court reviewed the case over several sessions and on 31 May 2015 sentenced four officers – A Major in JRRC Directorate (The former director of JRRC), a lieutenant at the Anti-Narcotics Directorate, and two lieutenants from the Reformation and Rehabilitation Directorate – as well as a policeman and a civil employee (the lecturer) to prison terms ranging from one year to five years.

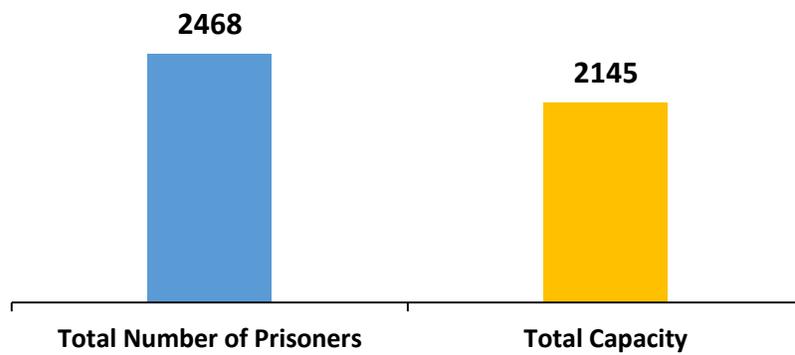
The OO issued a recommendation, based on the incident that stipulated, “No member of the security forces or judicial officer should be permitted to contact or interact with any prisoner or detainee without permission granted by the PP.” MOI accepted the recommendation and issued Ministerial Decree 217 for the year 2014 to implement it.

The PDRC team was highly concerned about these incidents and kept in mind the concerns raised in the various inquiries and by non-governmental organizations when conducting its inspection visit. The PDRC team has made nine key recommendations on the most important issues.

## Section 2: Basic Data and Statistics

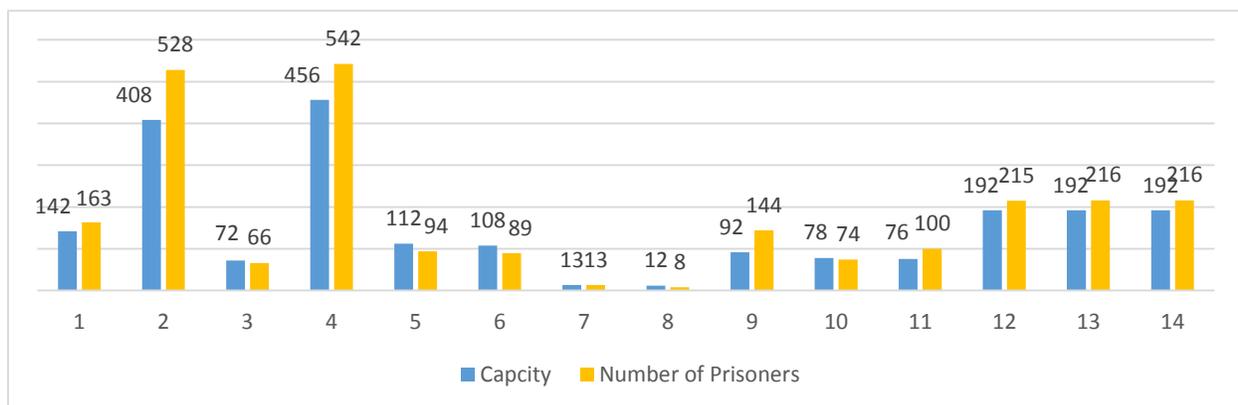
This section represents statistics on JRRC capacity compared to the actual number of prisoners, prisoners' offences, prisoners' nationalities, and the number of staff.

### 2.1 Total number of JRRC prisoners on Sunday 15/11/2015



Total Capacity	2145
Total Number of Prisoners	2468

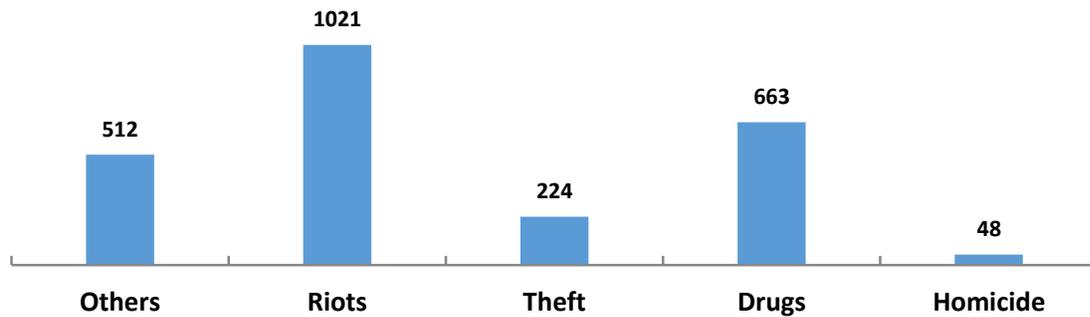
### 2.2 JRRC Capacity Compared to Actual Number of Prisoners



Building NO	Capacity		Number of Prisoners
1	142		163
2	408		528
3	72		66
4	456		542
5	112		94
6	A	60	68
	B	48	21
7	13		13
8	12		8
9	92		144
10	78		74
11	76		100
12	A	96	107
	B	96	108
13	A	96	108
	B	96	108
14	A	96	108
	B	96	108
<b>Total</b>	<b>2145</b>		<b>2468</b>

- Figures show that the prison was overcrowded at 15% over its capacity.
- Building 2, 3, and 5 are related to drug crimes
- Building 6B: NVTC (ages 19-21).
- All other buildings are mixed types of crime.

### 2.3 Prisoners' offences

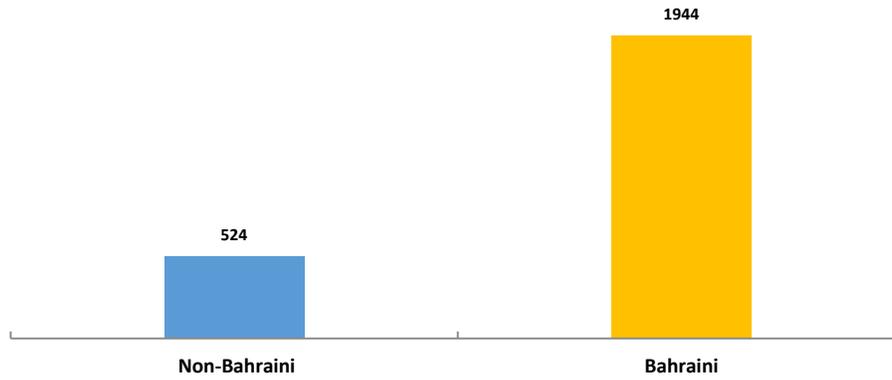


Crime	Homicide	Drugs	Theft	Riots*	Others*
No.	48	663	224	1021	512

**\*Riots:** Bombing, terrorism, possession of weapons and explosive material, attempted murder, assault on police officers, use and build Molotov cocktails, block roads on major public roads and burning tires, destroying public and private property.

**\*Others:** (traffic violation, illegal residence, financial embezzlement, sexual-assault)

## 2.4 Prisoners Nationalities



Nationalities	Non-Bahraini	Bahraini
Number	524	1944

## 2.5 Number of Staff

**Note:** staff mentioned below is limited to those who directly deal with the prisoners. It does not include guards and those working in support services.

No.	Building	Number of Staff
1	Building Number 1	5
2	Building Number 2	7
3	Building Number 3	4
4	Building Number 4	7
5	Building Number 5	3
6	Building Number 6	4
7	Building Number 7	2
8	Building Number 8	1
9	Building Number 9	2
10	Building Number 10	4
11	Building Number 11	1
12	Building Number 12	6
13	Building Number 13	6
14	Building Number 14	8
15	Clinic	4
16	Prisoners Requests	4
Total		68

## Section 3: Treatment and Conditions

### 3.1 Respect from Staff and Practicing Religion

PDRC investigated the standard of respect for prisoners and their families. In this context, prisoners who met the PDRC team said that the treatment varied depending on staff and according to training, experience and personality. PDRC concluded that treatment had improved with the assignment of the new administration in August 2015. PDRC observed there was a shortage in staff training in the area of dealing with prisoners according to age groups and needs.

Some prisoners claimed they had been denied the exercise of some religious rites on special occasions. The JIRC administration confirmed to the PDRC team that the freedom of religious practice for prisoners was absolutely guaranteed, but added that there were requests from some of the prisoners on specific occasions regarding the use of banners or flags bearing certain slogans, as well as to their desire to assemble in a large number in places and times that are not authorized by law or regulations.

The administration explained that it understood the prisoners' requests, and insisted it was working on preserving the safety of the prisoners and on avoiding any items that might pose threats to their lives. The administration added it was also keen on respecting the freedom and privacy of the other prisoners who do not share such religious rituals.

The reports of some groups that there is discrimination against certain religious denominations was not confirmed by PDRC's observations. The PDRC team concluded that the religious beliefs of all prisoners are respected. Prisoners can meet counselors and religious guides and they are not prevented from practicing their own rites in accordance with the regulations that govern the coexistence of all prisoners in general.

### 3.2 Treatment of Special Groups

The PDRC team observed that prisoners were separated on the basis of their crimes, the duration of the sentences and age groups.

Patients suffering from infectious diseases were isolated and those recovering from addiction had a dedicated building.

Records confirmed that 21 prisoners in age group 15-18 and age group 19-21 were kept separated in one of the wings in order to participate in the Nasser Vocational Training programme (see detail on NVTC below). The other prisoners in these two age groups were not kept in JRRC, but in the new buildings of the Reformation and Rehabilitation Center dedicated to young prisoners in DDDC in Hidd. In JRRC, the conditions for young prisoners were adequate and PDRC concluded they were held safely.

A list of prisoners with special needs and disabilities was available. However, there was no written system or procedures for dealing with them, especially in the reception area that is not facilitated to receive them or handle their special needs.

### 3.3 Arrival, Self-harm and Managing Emergencies

When prisoners were interviewed by PDRC team, some claimed they did not feel safe in the prison upon arrival on the first day and in some places that are not fully covered by surveillance cameras. Others claimed they were physically assaulted on the first day of arrival.

The prison administration said that it discovered cases of prisoners being physically assaulted on the first day as they arrived, and that it immediately took the necessary legal action against those found guilty in such unacceptable acts, in coordination with the competent authorities, including the SIU and the OO.

The administration suspended the suspects and referred them to the SIU and issued an order of detaining those involved in the crime. The case was forwarded to the criminal court while the case is still ongoing.

PDRC team found some employees were aware of their responsibility for assessing and managing the risks arising from dealing with prisoners, as well as the responsibility arising from the way prisoners treated one another. However, as the

guards change shifts, no written record of such risks is handed over for the staff of the following shift to consult.

PDRC also observed that the staff did not receive regular training on risk management procedures for prisoners who might be at risk of self-harm or suicide, or a risk to other prisoners or staff.

Thus safety was compromised for all. Staff were aware of the concept of self-harm and understood it, but the PDRC concluded that some staff did not know how to deal with such cases properly.

PDRC also investigated the extent of staff's ability to evacuate safely in emergencies. Some of them reported that they had received training on evacuation, while others said they had not been trained to deal with such cases and that there had been no evacuation drills for a period of time.

There were smoke detectors in some buildings appropriately located in all places and facilities, while other areas did not have them. There were fire extinguishers in every building, but records showed that the validity date of some of them had expired and this exposed prisoners and staff to danger.

PDRC team did not receive maintenance records for smoke detectors or the validity of certificates, and there were no records to show training for implementing contingency plans in the event of a fire. Some, but not all, staff were trained on extinguishing fires.

PDRC did not find any written guidelines for management of emergencies at JRRC. There were no written plans either for evacuating prisoners or re-assembling them back to buildings.

PDRC inspected the availability of surveillance cameras, and concluded that all new buildings were covered with cameras in all facilities, corridors, courtyards and cells. The administration attributed the installation of cameras in cells in new buildings to the fact they were joints cells where there is no privacy, and therefore the installation of the cameras was not objectionable.

PDRC found out that there were some places that were not fully covered by the cameras. This included the gate to the reception building for new prisoners, four old buildings (There were cameras, but they did not cover the whole areas), the store building (where prisoners are handed over their belongings) and gate, and the walkway to the inspection office. Cameras are important in such common areas to deter the possibility of abuse and allow proper investigation of video footage if there is an allegation.

### 3.4 Safe and Legal Use of Force

PDRC observed that staff had not been given theory and practical based training on the lawful use of force at the prison. Some building security staff said they are aware of the rules governing the legal use of force, only as used outside JRRC.

Medical tests are conducted on prisoners and staff after the use of force to check injuries and health risks if any. The legal use of force and its degrees are not documented within the personal record of the prisoner in the event of his involvement or exposure to acts that may lead to the use of force. The use of force is documented only in the report of gathering evidence.

There was no systematic recording of when use of force took place, staff did not complete documentation to justify their actions and PDRC could not therefore examine evidence to provide assurance of the legal and proportionate use of force. This was a risk to prisoners, staff and the management.

### 3.5 Prisoner Care: Condition of the Accommodation and Hygiene

PDRC noted that the Jau prison has two types of buildings. The new buildings are better maintained and provide more decent accommodation than the old buildings, where the level of cleanliness and maintenance varies from one building to another.

The new buildings were built as part of an ongoing project to replace old buildings with new ones that were announced by the MOI in May 2015. Each building consists of two-storey and has a medical examination room, an inspection room, washers and

dryers, and a reception office overlooking an approximately three-meter wide corridor.

Each wing consists of several appropriate-sized cells with openings for natural lighting, and space for the easy movement of prisoners. The cells also have double bunk beds for eight prisoners – the total number in each cell. They have air-conditioning, a television set, and an intercom to call or request the staff. Each cell has a private appropriate-sized toilet.

Surveillance cameras are installed in every joints cell and there is a central monitoring room covered around the clock.

The old buildings vary in terms of their size and the size of cells and their capacity. There are television sets only in the common room. Some prisoners reported that their cells were not clean and not in good condition and required maintenance. They also said there were some bugs in their cells, which was confirmed by PDRC team, especially in places where food is stored, such as under the beds.

Two of these buildings had been fully renovated, after the riots that took place in March 2015, but building No. 2, which includes drug-convicted cases, was old and needed the most urgent maintenance. The cells vary in size. Despite the availability of appropriate air conditioning in these cells, they are deficient in natural lighting and ventilation. The toilets in the building are old and need urgent maintenance.

PDRC team observed problems in cleanliness as the cleaning process is left to the prisoners. The age of buildings also led to variations in maintenance of buildings, wings and rooms.

Regarding the distribution of the hygiene items in the buildings, the prisoners said they received and stored them inside the cabins (one in each building). One prisoner in every wing was responsible for taking cleaning materials and distributing them to the others as they were in charge of using them to clean up their rooms.

PDRC team requested statements from the section providing the hygiene items and noted that the provisions had been reduced then increased again. The person in charge attributed the fluctuation to the drive by the administration to rationalize and

use the items optimally without extravagance. However, the quantities were subsequently increased in order to meet the needs for the cleanliness of the place as noted by the PDRC team.

The PDRC team, on checking the areas where hygiene items were kept in some wings, noted that some of them were in the personal locker. Prisoners told the PDRC team that they had been provided during the visit.

Prisoners in both the old and new buildings said that the sanitation items given to them were not adequate; therefore, they have to buy them from the store on their own expenses. PDRC team concluded after checking that there were no specific criteria for the disbursement of hygiene items. Therefore, quantities were distributed haphazardly. There were no criteria to determine the date, quantity or type of the disbursement, or whether it was proportionate with the size of the place or the number of prisoners. The PDRC team did not receive the cleaning schedules and plans.

The prisoners in the older buildings said that some of their toilets had not been maintained and had been damaged for a long period. They added that some doors were without locks and had not been repaired. PDRC team noticed that some toilets in various buildings could not be locked or that had their locks broken or simply lacked locks. Some toilets were damaged and others did not have any exhaust fans.

This did not set a good example to prisoners. There is a toilets in one of the buildings with an electrical generator situated outside which allows smoke to ventilate inside. This was potentially harmful to prisoners.

Some prisoners in the new buildings pointed to water leakage from toilets in a limited number of cells. They reported the situation to the administration. The ability for prisoners to reach the toilets in the new buildings was adequate.

Maintenance staff said their role was limited to verbal reporting of malfunctions in buildings to the maintenance staff, without recording them in the special books they had in the building. They added that the responsibility for follow-up is with the

maintenance department. PDRC team noted that most of the maintenance complaints were located in the old buildings.

The officer in charge of maintenance said that he was informed about maintenance problems over the phone by the on-duty building officials and that he recorded them in his book. The priorities and the significance of the maintenance work are left to his discretion and to his capabilities, as he is obliged to complete the work in a short period due to the large number of requests he receives.

He did not have sufficient number of workers and technicians to complete all that is required in an adequate or appropriate time. PDRC team checked the maintenance request book from the buildings where all applications and dates of completion were recorded. The book also had records of the date and subject of the requests. It also mentioned that the work was completed, but there were no details about what was achieved.

PDRC team discovered that there were no separate records of maintenance requests for each building or wings, and that there was only one book for all requests.

The above maintenance issues led to the lack of evidence for maintenance requests, applications and follow up for each building, which led to the inability to prove the commitment and follow-up of maintenance work or to check the work process and determine the responsibility of each party.

PDRC team noted that there was maintenance work being carried out in several solitary confinement rooms and that they were temporarily replaced by a small room divided into two sections situated close to the clinic. Two prisoners were held in solitary confinement, at the time of visit. This room had one toilet and no beds but mattresses on the floor and pillows and blankets for all prisoners. As for the availability of calling bell, some prisoners said that old buildings lacked them so they yell for the guards.

The PDRC team noted that there were rooms for staff in buildings near the wings, and staff said they responded to each call and took the necessary action. Prisoners kept in new buildings had calling bells and knew how to use them. However, the

response by guards depended on shifts and numbers. Some prisoners said there were responses to their calls, while others said the responses by some shift staff were delayed in the evening.

PDRC team inspected the bells in the new buildings and noted they were working and in good condition.

Prisoners in two old buildings said that the rooms lacked natural ventilation and lighting was limited. The team noted that the natural ventilation in the old buildings was of varying degrees and that while it was good in some, it was not in others.

The natural lighting was also uneven, it was limited in others. The temperature was suitable.

### 3.6 Clothing and Bedding

PDRC team noted that prisoners were provided with clean covers and that mattresses, pillows, and sheets were available, although some of them were old.

There was no timetable for cleaning the pillows or mattresses, and the matter was left to the discretion of prisoners. There were no records or schedules for exchanging blankets, mattresses or pillows when they are damaged or overused. A prisoner submitted an application, and the management made a decision.

Toiletries were given to prisoners on the first day of arrival, plus a plastic cup and a bowl. The prisoner had to request them when they get damaged or unusable. Hand-washing items were available in the store.

Prisoners were given only one uniform each, and some of them reported that they were not allowed to have other clothes sent to them that were appropriate to their health conditions or size. However, staff said that families or friends of the prisoners could hand clothes in through the office. The staff added that suitable quantities of clothes and all sizes of sports clothes and underwear were available at the store. This was verified by PDRC team. Administrators said that the process for handing in clothes was limited to a specific number in order to prevent the accumulation of clothes with prisoners. Prisoners were allowed exchange old clothes with new ones.

However, the PDRC team noted there was no clear and announced process known by the prisoners or the visitors regarding the handing in of clothes, and it was not therefore surprising that prisoners thought they could not have other clothes.

There were also no clear rules or guidance available for prisoners or visitors indicating authorized or banned items, or details about the items that could be handed over to prisoners or that could be exchanged, or the number, duration and mechanism of the exchange. Moreover, clothes delivery was not accepted on all days on the grounds that the staff had no space for them, which caused feelings of discontent among visitors and relatives.

Several prisoners from some of the old buildings complained that there were not enough wardrobes and that the pillows, blankets and mattresses that were given to them were old. They also noticed that there was a shortage of places to store personal belongings in some rooms and that some prisoners slept on mattresses on the floor of some rooms in order to increase the number of prisoners beyond the expected capacity. This was verified by PDRC team.

### 3.7 Food and Drink

Prisoners claimed that there was a delay in providing meals in general, in particular special dietary meals.

PDRC requested a list of all prisoners who received special dietary meals as ordered by physicians. The team checked the documents that confirmed that the catering company was informed about the requirements and the type of food needed. PDRC noted that the catering company provided meals at the specified dates and times when it knew what was required. But PDRC team discovered there was delay in prisoners receiving special dietary meals because for new prisoners it took some time to have their request accommodated on the special meals list.

Special dietary meals ranged from low-fat meals for diabetics to low-salt and vegetarian. Some special meals were prepared for prisoners according to their religious beliefs.

PDRC inspected a number of different buildings during meal times. The team noted that the three main meals were provided at appropriate times and in a timely manner. Some of PDRC members tasted the meals to verify quantity, quality and temperature. Breakfast and dinner were the same every day, therefore the team stressed to the administrators the variety in breakfast and dinner was not sufficient.

Overall, there were justified complaints about the quality of meals, but there were no complaints about the available amount of food in meals.

Some prisoners said that bottled drinking water was not available inside the buildings and wings, and that they could not buy water or soft drinks from the store.

The administrators said that each building had a water cooler, and that each prisoner was provided with a drinking cup upon arrival. They added that procedures allow prisoners to go to the store once a month to purchase food and juices. However, they added bottled water was not sold - even though it had been available in store - after the riots in March 2015 when plastic bottles were misused in unlawful acts. However, they were sold to prisoners with illnesses that required them to drink water regularly.

Some prisoners mentioned that once a month to buy from the store was not enough and that there was variety of items.

### 3.8 Outdoor Exercise, Reading Materials, Visits and Calls

Some prisoners said that the time allocated for outdoor exercises was not enough and that there were no proper sports fields except football pitches. PDRC team noted that the prisoners could be taken outdoor to exercises for two hours as stated by regulations, one hour in the morning and one hour in the evening.

The new buildings were equipped with playgrounds for football and basketball, but there were discrepancies between the areas and the activities available. They were mostly open grounds. One area in a building was too small to perform physical exercises or play sports.

Some prisoners had alleged the lack of a wide range of reading materials or availability of a reading room in the prison wings. They also complained from the slow process of book delivery brought in from external sources. PDRC team investigated the allegations of the prisoners and found that reading rooms were available in some buildings, but they had no books or the books and magazines were old or did not meet the requirements of the prisoners as there was not the required variety.

PDRC noted that the process to acquire books was not clear to the prisoners or to their families. When a prisoner required books from outside, the delivery process in the prison was long. The delay was attributed to the amount of time to check books before they were delivered to the prisoners. The system allowed one book per prisoner each week, but in fact, more than one book could be given to prisoners.

When asked about the system for bringing in books, administrators said that it depended on the exchange of books. If a prisoner read and returned two books a week, he would get a replacement for the two books that he had read and returned.

PDRC noted that there were no established rules for bringing in or exchanging books, and that the whole process relied on the discretion of the administrators.

There were no plans to motivate the prisoners to spend their time in reading. Books brought in from abroad, and especially those that are not in Arabic, took a long time to reach the prisoners.

Prisoners could receive visits twice a month, but they were allowed to visit their families in case of death of a close parent or an emergency humanitarian reason. The visit was approved by the General Directorate of Reformation and Rehabilitation based on specific regulations. PDRC team noted that the rules with respect to the frequency and duration of visits applied to all prisoners according to the law.

The prison administration said the prisoners received visitors on official holidays but for lack of staff, there were no visits in weekends, which some prisoners asked for. However, visiting hours on workdays had been extended from 7:00 a.m. to 5:00 p.m. instead of from 7:00 a.m. to 2:00 p.m.

The administration added that visit were arranged by the booking appointment section and were requested by telephone or by people coming personally on working days to book. Belongings to be delivered to the prisoners were given on the same days and dates mentioned above.

PDRC team checked the visitors' reception area. It had rooms that ensured privacy of both the prisoner and his visitors. They were equipped with surveillance cameras and had a system for booking appointments, and waiting area for visitors.

PDRC team noted that the visitors' inspection procedures were similar to ordinary procedures even after shifting from manual to electronic checking.

There were chairs in the waiting area and special lanes for persons with special needs coming into the visitors building. The PDRC team listened to remarks from some of the visitors. Some women accompanied with infants said that the search area for infants was improper, because infants were searched on regular office tables and not on special tables properly equipped for meeting their needs and safety requirements.

PDRC verified the process and confirmed that search was done by the mothers in the presence of female guards that said the search is done to ensure that no prohibited materiel were taken in and PDRC recommend that infants should be searched in proper tables that meets their needs and safety.

PDRC team noted that, overall, privacy was ensured throughout the visits. There was a cafeteria that provided basic food and drinks for visitors until 2:00 p.m. although the time of visits continued up to 5:00 p.m. This had resulted in justified complaints from some of the visitors for lack of food and drink after 2:00 p.m.

There was no proper order in taking in items brought to prisoners from outside during visitation hours. They were subject to delay in the delivery process due to thorough checking and examining to ensure they are not in breach of the rules and regulations. Regarding the ability to make telephone calls, some prisoners said that the number of telephone cabins was insufficient. The PDRC team also concluded that there was a shortage.

### 3.9 Transportation

PDRC team reviewed the process of transporting prisoners from and to JRRC to ensure that the operation was carried out in a proper respectful manner.

PDRC team noticed that the vehicles used to transport the prisoners varied. The level of comfort differed, and there were vehicles with routine escort and others with reinforced security. Some had hard plastic seats that are uncomfortable for sitting at long periods of time. There were emergency exits in some vehicles, while others lacked them. All vehicles were equipped with fire extinguishers. There was a special room for searching the prisoners before and after their transport, but there were no surveillance cameras.

PDRC team noticed that the prisoners' transportation process was at times delayed due to the late arrival of the security escort which meant missing court appointment.

When a prisoner had a scheduled visit that conflicted with a) medical appointment b) court hearing the prisoner was asked for his preference, which is correct procedure.

Prisoners spent over one hour waiting in vehicles until they actually started moving to courts. While waiting inside vehicles, especially in the court parking area, there were no facilities. Some prisoners said they could not use toilets so they avoided drinking liquids to reduce their need for the toilet.

Some prisoners complained from back handcuffing during the transportation and from inadequate seats in the vehicles. They also expressed concern about their physical safety in case of traffic accidents while they were handcuffed. The directorate told the team that no prisoner was handcuffed from the back. It added that the number of prisoners in the vehicle did not exceed the number of available seats, taking into consideration the number of escorts. PDRC checked the transportation vehicles and found out that every prisoner had his own seat, and did not find any prisoner handcuffed from behind the back regardless of the gravity of their risk, penalty or crime.

### 3.10 Rehabilitation of Prisoners: workshops and programmes

PDRC team noted that the workshops available in the Reform and Rehabilitation Center, were varied and included carpentry, painting, electricity, tailoring, drawing, and calligraphy.

The treatment of the prisoners was appropriate and based on mutual respect. However, the number of prisoners that could enroll in the workshops was very limited and was not proportionate with their total numbers. The workshop training capacity was 28 prisoners only, representing 2 per cent of the total prison population. A committee accepted applications and took into consideration the prisoners' good conduct, and their capability in the activity they wanted to pursue.

Several prisoners expressed their desire to join the in-house rehabilitation programmes; however, they were also unable to be admitted due to capacity limitation.

Some prisoners said the programmes available were not suitable for all age groups. PDRC team found out the number of available workshops did not meet the actual requirements of prisoners and that suitability for age could not be assessed as there was no clear policy to determine or assess the needs of prisoners for rehabilitation programmes.

PDRC team checked JRRC branch of NVTC, which was officially launched on 17 September 2015. The capacity of the center was 50 prisoners in the initial phase. NVTC provided a series of educational and training programmes regardless of age group. The course duration spanned three years, and upon fulfilling all the requirements, the prisoners received an accredited Vocational High School certificate from the Ministry of Education, in addition to a series of short specialized training courses under academic specialists and under advanced academic curricula.

The center had been equipped with high quality systems and included comfortable classrooms. It had qualified instructors who possessed the skills to deal with the prisoners. NVTC branch was inaugurated as part of the strategy aimed to provide a vocational education track and to develop the spirit of citizenship and collective

work, self-management, planning and organization skills and the integration into the community.

The certificates issued by the NVTC enable the prisoners to pursue undergraduate studies, get a job or take a craft once they graduated. A prisoner was selected to join the center only after he submitted his application and passed an interview with the relevant panel that took into its consideration his good conduct and behavior.

PDRC team was able to assess the quality of the training provided by the center. It concluded that its capacity in the first phase was well below the number of applicants. The overall number of rehabilitation programmes did not match the number and the requirements of the prisoners.

Not only were places limited but PDRC also noted that the courses were sometimes announced too late or were otherwise hard for all prisoners to join.

PDRC team checked the programmes for reintegration in the community and found that there were programmes for addicts. Drug rehabilitation prisoners received suitable support through training and rehabilitation courses and programmes (12 steps programme), with the participation of psychiatrists and former addicts, as well as through sessions where experiences were shared. Prisoners took the initiative and asked for help to break away from the constraints of their addictions. Prisoners who were recovering from addiction lived in a separate building where they received encouraging incentives and facilities.

Prisoners were provided assistance to make a positive change in their lifestyles, thinking and behavior. There were lectures and programmes, including religious preaching and psychological support to help them get the change they wanted. However, places on programmes were again limited.

Regarding other social integration programmes, mainly the more professional programmes aimed to assist prisoners involved in other types of crimes, the PDRC team noted there were no plans to ensure that all the prisoners who wanted a rehabilitation course were able to do one. There were no records or assessment

reports that showed the extent of benefit gained by the prisoners from the integration programmes, especially after they were released.

### 3.11 Learning, work and skills activities

Some prisoners alleged their applications for education or work were not dealt with or replied to. Other prisoners who finished high school alleged they were not allowed to pursue university studies. PDRC Team checked and found out that they were in principle allowed to apply for secondary school study, undergraduate and postgraduate university studies to the level of master's or doctoral degrees.

PDRC team found that the needs of all prisoners in terms of vocational education, skills and training were not assessed. The facility's managers coordinated with Ministry of Education (MOE) and asked the interested prisoners about their wish to study, continuation of their studies and sitting for exams. Once the MOE accepted an application, the management coordinated with the ministry to fulfil it. Prisoners were required to prepare relevant papers which were sent to MOE attached to the documents to get approval. When approved, the curriculum textbooks were allowed inside the facility.

Some prisoners who said they were interested in continuing their technical and vocational studies said it was too difficult for them to do so. The facility management informed PDRC that MOE declined to admit the prisoners in that specialty. PDRC team found out that there was specific regular mechanism on the part of MOE regarding the provision of educational services to prisoners, including vocational education and training nor any academic or vocational curriculum for them. The executive code sets the rules and procedures for studying and sitting for exams according to clause 23 of the Reformatory and Rehabilitation Institutions Law 18/2014.

Some prisoners alleged that there were not opportunities or job activities for them. Only a few prisoners could benefit from such programmes and activities, some of the prisoners alleged that the allocated space for such activities was not enough. They also alleged they had not been asked about any information when they entered

the facility to use such information effectively to engage them in educational courses or to impart them with the skills available in the facility.

PDRC Team found out there was not a mechanism of requesting information from the prisoners in the first few days after they arrived in the facility regarding their rehabilitation and inclination to join educational activities, gain skills available in the facility or to determine their special requirements in this respect. There were no specific plans to assist the prisoners to get a job opportunity once they left the facility. Also, there were no initiatives on the part of public and private bodies and institutions outside JRRC to provide such opportunities.

## Section 4: Individual Rights

### 4.1 Legal Procedures Related to Imprisonment

PDRC team randomly checked files of prisoners that included Bahrainis and non-Bahrainis convicted in various crimes.

The files included the following data:

- A copy of the verdict as sent to the PP to implement it.
- A copy of the prisoner's delivery note from the concerned police stations.
- A copy of the prisoner's ID card.
- The prisoner's medical examination form.
- A copy of Prisoners' Rights & Duties leaflet showing that had been informed of his rights.

PDRC team also found an electronic database containing copies of the above mentioned files.

PDRC team inspected the prisoners' special records to ensure they had been asked if they wished to appeal their sentences or to replace the penalty into community service according to law.

PDRC team reviewed the record relating to the legality of imprisonment, which proved that prisoners are imprisoned based on all the necessary legal documents, including court verdicts issued against them with criminal charges by the competent courts of various classes. All prisoners, according to their crime and the term of their verdict, could exercise their legal rights in the facility. They could contact and meet their attorneys as applicable to all prisoners. After checking all the records and documents available in the facility, the PDRC team found they were compliant with the law.

### 4.2 Assistance to non-Arabic speaking prisoners

PDRC team found that there were no formal translation services. The staff who spoke languages other than Arabic would usually assist in dealing with prisoners

who spoke these languages. Moreover, few prisoners spoke languages not understood by prison staff or prisoners. In such cases, sign language was used to communicate. This may have interfered with prisoners' ability to understand their legal rights.

### 4.3 Legal Rights

PDRC team checked the documents that showed the method of enabling prisoners to contact their families. These documents showed that prisoners could communicate with their relatives to tell them about their whereabouts. Non-Bahraini prisoners were able to contact their country's embassy, diplomatic mission or consulate. Each prisoner was allowed a maximum of 30 minutes per week to make telephone calls. After inspecting the prisoners' dossier, the PDRC team found prisoners' signatures and they were able to make calls.

Regarding the prisoners' right to obtain a copy of their Legal Rights Document, the PDRC team found that wings had no posters displayed that show the rights and duties of prisoners, except in the office in charge of receiving new prisoners.

Some prisoners complained that they did not know their legal rights. Some of them could not read their rights in a language they understood. They alleged the administration did not help them to know their rights and said that staff whom they asked for help failed to respond to their requests. When the administration was asked about the complaints, they said they enabled the prisoners to view a legal rights leaflet.

PDRC team found that any prisoner could meet his attorney upon request. The management sometimes arranged an appointment even outside visiting hours. Meetings with attorneys took place in a special private room.

### 4.4 Complaints

PDRC team checked the efficiency of complaints procedures offered to prisoners at various stages. Prisoners met by the PDRC team complained there was no clear method to submit a complaint.

If a prisoner submitted a complaint, he did not know what action was taken. There was no complaints procedure. Some prisoners said they felt scared to submit complaints. PDRC team did not detect evidence of any reprisals against prisoners if they submitted a complaint. However, PDRC team concluded the following:

There was no specific written complaints procedure although there were complaints boxes placed and made accessible in each building. A staff member regularly collected complaints and distributed them to the relevant departments. But there were no records to show such complaints, their source, date and result.

There was no system to notify the prisoners that complaint has been received, or about the outcome of investigation. Some prisoners said administration never responded to their complaints.

There were no posters clearly showing and in various languages the necessary information relating to complaints in the wings and in the corridors.

Some prisoners who felt that management failed to respond to their complaints said they would amicably solve their own problems among themselves as they did not see a point in complaining. Some prisoners said that they knew about the existence of the OO and that their families were in touch with its staff.

Administrators in their responses said there was a logbook for complaints. When the PDRC team checked it, they noticed it contained only the complaints submitted by prisoners. There were no details about whether the prisoner had received a reply to his complaint or the outcome of the investigation in the case an investigation has occurred. PDRC team concluded that the administration understood why this was not good enough, realized the importance of availability of regular complaints procedures and that it was working to prepare a relevant process.

At the same time, despite lack of care about informing prisoners and lack of log information to show its accountability, the administration did appear to the PDRC to investigate the complaints it received from the prisoners and took the necessary legal actions after separately looking into each complaint. PDRC team reviewed the investigation forms prepared by the administration on complaints of prisoners,

including a complaint from one of the prisoners who complained he had been physically assaulted by a staff member. The administration listened to the statement of the prisoner and investigated into his allegations, collected evidences, and reviewed CCTV recordings. This proved his claims and based on that JRRC administration suspended the staff member. Subsequently, the attacker was referred to the SIU, which issued his precautionary remand. The attacker was referred to the competent court, which sentenced him to two years in jail.

## Section 5: Health Care

### 5.1 Health Services

Some prisoners who were interviewed by the PDRC team alleged there was difficulty in accessing the medical clinic and delay in reaching it. They said they were not able to get appointments with hospitals or clinics other than the Ministry of Interior (MOI) hospital.

The administrators in the prison said that a prisoner was usually seen by a physician as soon as he arrived in the facility for the medical checkup to determine whether he had any illness that required medication. There was also a timetable for prisoners in each building to visit the clinic. In emergency cases, a prisoner would be moved instantly to the clinic in a car. Regarding outpatient clinics, administrators said there was a method that regulated the visits to external clinics. Prisoners were usually told about their appointment the night preceding their visit to the physician in the clinic. In the morning, the prisoner would be taken. The PDRC team found that the prisoners were taken from their cells around 7:00 am and taken to their allocated transportation van and they would wait in it between one and a half to two hours. The delay was the result of waiting for completion of administrative processes and the arrival of the escort guard.

PDRC team found that prisoners were able to see physicians through defined procedures and methods of calling health staff by the police. The prisoners were also able to access physical healthcare through the medical clinic or referral to public hospitals, whenever they needed treatment. They were also able to access psychiatric healthcare regularly and timely treatment to recover from addiction two days per week according to a prepared timetable posted on the clinic or wings billboards.

Dental care was provided in the medical clinic twice weekly. However, in case the dentist was absent, there was no substitute physician. Other ancillary services, including plain X-ray and physiotherapy, were available in the clinic.

The team found that the ambulance service was available around the clock but the ambulance vehicle's driver was not available with the medical team in the clinic

building, which resulted in some delay in responding to emergency cases or when transporting the prisoners outside JRRC.

PDRC team found qualified medical staff of various levels that provide healthcare. However, there was no medical consultant other than the psychiatrist. Referring to the ambulance services it is covered by an assistant paramedic, unlike the health standards applicable in the Kingdom, carried out by a paramedic.

The administrators said the staff in the medical clinic had the qualification to practice although they lacked training because they had not received specialized training.

PDRC observed there were no training courses for the medical staff concerning prisoner's healthcare and ways to manage other possible diseases. The team also found that there was no medical or nursing supervision to refer to.

In general, the clinic lacked a department for complaints and medical evaluation indicators. There was no administrative official to whom reference could be made directly since the clinic was affiliated to the medical department in the MOI main building.

PDRC team also found that the clinic included staff who assisted in the translation barrier for some prisoners. However, because some staff did not belong to the medical profession, this may have compromised confidentiality of prisoners.

PDRC team also checked the clinic and the extent of its suitability and the standard of equipment. They found the clinic was old and small and did not match the specifications of medical clinics. There was no CCTV camera in the clinic.

The physician room provided the required privacy. However, there was a small treatment room that lacked privacy as it included four adjacent beds and its door remained open most of the time when a prisoner was examined in the presence of a police officer.

In the same context, the preliminary examination by a nurse lacked privacy as it was conducted through the window of the nursing room to check the prisoners' temperature and blood pressure while he was standing. The patients' waiting room

for prisoners was located outside the clinic building in the form of a dilapidated wooden cabin unfit for a waiting room and without lighting at night.

PDRC team found that the equipment in the clinic had been checked and maintained regularly. However, other paraphernalia had been placed on top of the resuscitation equipment in the clinic and the key of the crash trolley was placed in another location which might have affected the provision of emergency services in the required time.

PDRC team found a number of boxes in all rooms of the clinic and equipment that were placed randomly and improperly. The resuscitation room was small and included a set of boxes placed without arrangement. One of the staff of the clinic said the reason was the small size of the space and the fact there was no other place to store the boxes. The PDRC team found there was no storage place for the equipment and therefore they were stored in the rooms and hallways.

## 5.2 Patient Care

PDRC team found that confidential medical records have been maintained in an electronic file for each prisoner from the first day of his arrival in the facility after undergoing medical examination in the MOI's clinic. Each health staff member had an access that was restricted to the information as per his domain and jurisdictions. Psychiatric and social care records were kept in special confidential files.

Prisoners who had infectious diseases were usually isolated in a separate building. There were procedures for infections control in the entire facility, including the coordination between the MOI and the MOH to manage and provide preventative measures against the disease. There was also a programme conducted to provide medical treatment for hepatitis and scabies. However, there was only one infection control specialist who covered all MOI facilities, which reduced the support given to JRRC.

There were forms to assess the wings and the clinic. But, the procedures prescribed in these forms were not properly followed, especially in the places where prisoners were. None of the necessary surveys and research studies was methodically conducted to control infections.

Tests to ensure the safety of water and the control of insects and rodents were regularly carried out by the relevant section of the MOI. However, no reports could be found to confirm that the tests had been methodically carried out to ensure the safety of water and the facility. They were carried out only upon a demand from the JRRC administration.

PDRC team found that there was a defined procedure to provide special nutritious meals. A prisoner is usually examined by the physician and he underwent the necessary tests to determine his health condition, enabling the physician to determine his special meal.

A report was sent in this regard to the relevant administrative staff member, showing the prisoner's name, Identity Number, building and wings numbers, the date of prescription of the special meal and the sort of meal required. The report was then sent to the catering company to prepare the required special meal (see section on food and drink).

There were nursing staff that regularly followed up the health status of prisoners and determined their health and nutritional requirements. However, there was no follow up on the part of physicians. The screening forms for chronic diseases, for example eye examinations and foot nerve tests for diabetic patients, were not completed, which might have resulted in complications. Also, other medical screenings were not conducted to cover all age groups for men.

PDRC team noted during the visit to the clinic over two consecutive days that the dentist was absent without a replacement. The dentist's absence led to the postponement of previously set appointments for the prisoners without any notification. The official in charge of the building was not informed that the prisoners did not need to come as the dentist was absent.

### 5.3 Dispensing of medical prescriptions and treatment

Some prisoners alleged there was a delay in dispensing prescribed medication, particularly medication brought in by prisoners, for approximately three days. They alleged that medication were dispensed to prisoners sometimes after or before the

specified time and alleged that they were not allowed to bring in the medication they brought with them when they were allocated to serve their term at JRRC.

PDRC team noticed that the staff in the clinic dispensed medication to prisoners in carrier plastic sacks, each bearing the prisoner's name, Identity Number, building number and the time of dispensing the medicine. All the details were recorded electronically.

PDRC team chose random samples of prisoners' health files and found that some records included prescription medication without specifying the name or any other details that identified the prisoner. Some prescriptions lacked a physician's signature or seal.

However, regarding the alleged delay of dispensing medication brought in by the prisoner upon arrival, it turned out there was no clear coordination between the administrative staff and the staff responsible for the dispensation of medication in the clinic. The clinic staff said that medication that were brought in by the prisoner were handed over to the administration and then sent to the clinic to check and dispense them, without knowing how long it remained in the administrative building. The administrative staff admitted they did not receive the medication sent with the prisoner at the time of examination.

PDRC team found that medication for common cases generally required by prisoners were available. However, there was discrepancy with some trademarks of the medication found in government medical stores under the unified purchases of medication. Some types of medication may require a longer time to be provided. Medication used to assist in the recovery or healing from alcohol or narcotics addiction withdrawal symptoms were provided safely, securely, and timely dispensed.

It was noticed that such medication were stored in another place, and not the pharmacy, and were usually received directly from the nursing section. They were not subject to the policy of dealing with narcotic or restricted drugs as they were in the room that could be accessed by nursing staff without the knowledge of others, which breached the policy and may have expose nurses to questioning.

The pharmacy was in a very small room that had no signboard and remained closed most of the time. Prisoners could not deal directly with the pharmacy, and the nursing staff dispensed the medication to them according to prescheduled time. Generally, the pharmacy was managed properly and safely. Medications were strictly dispensed to a prisoner according to his health condition.

All medication were securely stored and disposed of safely when they were not consumed. However, a water leakage in one of the walls in the pharmacy could have affected the safe storage of medication.

#### 5.4 Psychological Health

Some prisoners alleged that there were delays in accessing the Psychiatric Clinic and that medicine was not dispensed on time. The PDRC team found the existence of a system that regulated the follow up of the cases of prisoners who visited the psychiatric clinic. There was a record for each prisoner in which the nature of his case and the medication he took were recorded. However, there was no record or follow up of patients who visited the outpatient clinics apart from the registration of their appointments. Medications were dispensed according to prescriptions and there were follow up arrangements. Staff said they needed more staff and training courses.

PDRC team met the physician in charge who admitted he came only twice per week to review sick prisoners and to follow up their cases. He said two days were not enough and there was no replacement for him in case he was absent, which meant that patients would be seen by the general practitioner (GP). Also, he said there was no staff training and there was a shortage in the staff.

PDRC team found that the medical team was knowledgeable and well aware of psychiatric health issues, but there were limits in dealing with them, particularly due to the shortage of psychiatrists. It was found there was no training for the medical staff in this discipline of medicine. Some ancillary psychiatric services were provided by a psychologist who examined prisoners, drew up plans to deal with various psychiatric symptoms they suffered and referred them to the psychiatrist if needed. This referral was done through the physician in the clinic or sometimes upon the request of the prisoner.

## Section 6: Recommendations

1. The replacement of old buildings should be completed as soon as possible. Meanwhile, the conditions in some old buildings should be improved.
2. Ministry of Health should provide adequate healthcare that meets the needs of all prisoners for safe and respectful care, in coordination with JRRC the allocation of a new building for a medical clinic should be speeded up, issues with medicine prescriptions and storage of medicines should be rectified.
3. Evacuation procedures should be understood by all staff, emergency equipment should be maintained. A qualified paramedic ambulance driver should always be available for emergencies.
4. There should be enough education, work and other activities to occupy prisoners purposefully and help them to participate in society after release. The Ministry of Education should coordinate with JRRC administration to provide education for all prisoners who need and want it.
5. Safety and accountability should be enhanced by more surveillance cameras in all the buildings, walk paths and wings. There should be written rules that determine the walkways for prisoners. The paths should be fully covered by surveillance cameras.
6. Staff should be trained on practical procedures to use legal force inside the prison and on risk assessment and management plans. All use of force should be properly documented.
7. A clear and specific system for complaints, grievance and the protection of complainants should be set up. The system should include written guidelines that define the steps and methods to make complaints as well as details on how to deal with complaints and inform the complainant about the outcome. Privacy and follow up should be ensured at all stages.
8. Staff should be trained to deal with prisoners in all age groups and with special needs such as disability. The rights and care of young prisoners (15-18) should be especially considered.
9. Waiting areas for prisoners should be allocated at courts.

## Section 7: Appendices

### 7.1 Appendix 1: References

- The Constitution of the Kingdom of Bahrain.
- The National Action Charter.
- The Penal Code and its amendments.
- The Law of the Public Security and its amendments.
- The Law of the Reformation and Rehabilitation Directorate.
- Decree on the formation and functions of the Commission for the Rights of Prisoners and Detainees.
- The Universal Declaration of Human Rights.
- The International Covenant on Civil and Political Rights.
- The Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and its Optional Protocol.
- The International Convention on the Elimination of All Forms of Racial Discrimination.
- The Convention on the Elimination of All Forms of Discrimination against Women.
- The United Nations Convention on the Rights of the Child.
- Convention on the Rights of Persons with Disabilities.
- The Charter of the United Nations.
- The Arab Charter on Human Rights.
- Standard Minimum Rules for the Treatment of Prisoners (The Geneva Rules, 1955).
- The United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders (The Bangkok Rules).
- The Ombudsman's Standards and Standards in visiting reformation and rehabilitation and detention centers.
- Inspection Standards of Her Majesty's Inspectorate of Prisons in the United Kingdom.

## 7.2 Appendix 2: Standards Used for the Assessment

### Standard 1: Treatment and Conditions

- Respect
- Safety
- Legal use of Force
- Conditions of the Premises
- Prisoner's Care
- Food and Drink
- Outdoor Exercise, Reading Materials, Visits and Calls
- Prisoner's Transportation
- Rehabilitation
- Learning, work and skills activities

### Standard 2: Individual Rights

- Legal Procedures Related to Imprisonment
- Assistance to non-Arabic speaking prisoners
- Legal Rights
- Complaints

### Standard 3: Health Care Standard

- Health Services
- Patient Care
- Dispense of medical Prisoners prescription and treatment
- Psychological Health

### 7.3 Appendix 3: Copy of MOI Response to JRRC

#### **Ministry of Interior Response to Prisoner and Detainee Rights Committee Report on Jau Prison Following its November 2015 Visit**

The Ministry of Interior (the Ministry, MOI) welcomes the Prisoners and Detainees Rights Committee's (PDRC) Report on the Unannounced Visit in November 2015 to the Jau Reformation & Rehabilitation Centre (JRRC). The PDRC plays a vital role and the Ministry acknowledges and appreciates its efforts to provide a transparent and unbiased account of prison operations, the status of prison facilities and of prison life.

The Ministry recalls the report on the JRRC by the Independent Ombudsman in 2013. From the time of that report, MOI has engaged in an aggressive program of prison and detention centre reform. The opening of the JRRC branch of the Nasser Vocational Training Center (NVTC) in September 2015 is only one of the highlights of that program thus far. The PDRC Report also acknowledges additional positives including a system of accountability for guard misconduct, new facilities that include classrooms and sports areas, freedom of all prisoners to practice the religion of their choice, freedom to exercise their legal rights including having access to legal representation, and freedom to communicate with, and receive visits from, their families and loved ones.

Of the nine recommendations in the PDRC Report, eight recommendations concern this Ministry. Of these eight, MOI shares responsibility for one recommendation with the Ministry of Health and another with the Ministry of Education. The ninth recommendation concerns the Ministry of Justice.

MOI accepts the recommendations and is able to announce that all eight are either already being implemented or are awaiting other Ministries. For instance, after the opening of four new cell blocks in 2015 as a first phase, MOI initiated a second phase of construction that will see an additional four cell blocks with estimated completion in 2017. These new buildings will also conform to international standards and are similarly designed to address all prison condition and

overcrowding concerns. Over time, the older buildings will either be fully refurbished or phased out of use.

As another example, 70% of Jau Prison is currently covered by CCTV. Work is ongoing to fit out the remaining areas. In the meantime, prison guards use body-worn cameras to cover areas that do not have CCTV. Guards also use body-worn cameras when transporting prisoners off-site.

In 2014, under support being provided by the government of the United Kingdom, MOI obtained the assistance of Northern Ireland Co-operation Overseas (NICO) to implement a prison guard training program including protocols for receiving new prisoners, implementing and maintaining a prisoner complaint system, special training in the handling of vulnerable prisoners and “Train the Trainer” courses. Guards are now given special training in areas such as how to handle prisoners who may be a danger to themselves or to others. The prisoner guard program, which began in March 2015 at the Royal Police Academy, has trained approximately 400 JRRC personnel and classes are ongoing. The Ministry has also requested additional NICO training covering the use of force.

The PDRC Report appropriately acknowledges the good work of the new JRRC management team that took over operation of JRRC in June 2015. Since that time, the team has implemented a prisoner complaints system that requires notifying the complainant prisoner of the finding, increased co-operation with government bodies and social welfare offices, improved security and prisoner affairs – especially for new arrivals – and has implemented improved fire and safety procedures and emergency evacuation plan.

In addition, all incidents of use of force are now officially documented, including a description of why there was a need to use force. Procedures for dealing with disabled prisoners have been adopted, and new facilities to accommodate prisoners with special needs will be included the second phase of prison construction noted above. Rules regarding banned items have been posted in Arabic, English and Urdu in visiting areas, including in the visitors’ parking lot and at the facility entrance. Information regarding prisoner rights is also now available in these languages.

Prisoner reading rooms are now fully stocked with appropriate, up-to-date reading material and rules for book deliveries have been implemented. A system to replace worn bedding and mattresses is also being formulated and is near completion.

Some of the most aggressive changes to the JRRC involve the medical clinic and how medical treatment is provided to prisoners. The Ministry is pleased to announce that it has partnered with the Ministry of Health and is in the process of handing over responsibility of all medical care of prisoners to that Ministry. This will include provision of medical staff, reforms in the prescription dispensation system, and increased security of the storage of medications. Until this transition is complete, MOI is continuing to provide appropriate general medical care to all prisoners.

Since the PDRC visited in November 2015, the JRRC management team has ensured that a licensed paramedic is available 24 hours a day. The medical clinic is also undergoing a full upgrade this year and a brand new medical facility is in the planning stages with construction to begin in late 2017.

With the early success of the JRRC branch of the Nasser Vocational Training Centre, the Centre is currently unable to meet prisoner demand. An expansion plan is in place to increase the Centre's capacity but the high standards of the Centre make expansion slower than either MOI or prisoners might like.

Maintenance remains a continuing challenge in JRRC. The often non-compliant nature of prison populations, not only in Bahrain, must be acknowledged. As in many, if not all, countries, some inmates vandalize facilities, block plumbing and otherwise contribute to the deterioration of the prison. The Ministry is committed to addressing emerging maintenance problems in all prison and detention facilities in Bahrain. However, prisoner instigated issues have necessarily take second priority to genuine maintenance needs.

During the last five years, MOI has actively modernized its services, at times conducting sweeping upgrades of entire units or directorates. Key MOI reforms, such as the above mentioned prison reforms, in addition to the full implementation

the Bahrain Independent Commission of Inquiry (BICI) recommendations, have resulted in a more professional police and security service than ever before. The Ministry is therefore pleased to engage with the PDRC whose mission it is to independently report on MOI progress in relation to detention facilities in Bahrain and to bring about positive change.

**The Ministry's response to the PDRC Report's individual recommendations is as follows:**

	PDRC Recommendation	MOI Response
1	The replacement of old buildings should be completed as soon as possible. Meanwhile, the conditions in some of old buildings should be improved.	<p>UNDERWAY</p> <p>Four new buildings were opened in May 2015. In addition, Phase II construction currently envisages 4 new three-story buildings and is expected to be completed in 2017.</p>
2	Ministry of Health should provide adequate healthcare that meets the needs of all prisoners for safe and respectful care, in coordination with JRRC the allocation of a new building for a medical clinic should be speeded up, issues with medicine prescriptions and storage of medicines should be rectified.	<p>AWAITING MINISTRY OF HEALTH</p> <p>Since the issuance of the 2014 Reform and Rehabilitation Law, MOI has worked in increasing co-operation with the Ministry of Health to provide medical specialists and some treatments. Until the Ministry of Health takes full control of all medical care within the facility, MOI will continue to provide general medical care.</p>

3	<p>Evacuation procedures should be understood by all staff, emergency equipment should be maintained. A qualified paramedic ambulance driver should always be available for emergencies.</p>	<p>ONGOING</p> <p>Special courses in safety and risk management have been held for JRRC personnel since November 2015. These courses are taught in co-operation with the Civil Defence School and are ongoing. Four fire and safety specialists have been hired and MOI's Directorate of Health and Social Welfare has provided a nurse who is also a licensed paramedic.</p>
4	<p>There should be enough education, work and other activities to occupy prisoners purposefully and help them to participate in society after release. The Ministry of Education should coordinate with JRRC administration to provide education for all prisoners who need and want it.</p>	<p>UNDERWAY</p> <p>MOI is co-operating with the Ministry of Education to increase educational opportunities for inmates. For example, the Ministry of Education has provided two teachers for Arabic, Islamic and Citizenship studies which is available to all inmates. The Education Ministry has also provided a social worker. The JRRC branch of the Nasser Vocational Training Centre (NVTC) is being expanded to include 50 prisoners in each three-year program. Programs run concurrently.</p>

5	<p>Safety and accountability should be enhanced by more surveillance cameras in all of the buildings, walk paths and wings. There should be written rules that determine the walkways for prisoners. The paths should be fully covered by surveillance cameras.</p>	<p>UNDERWAY</p> <p>70% of Jau prison is currently covered by CCTV. Pending coverage of the remaining areas, body-worn cameras are used by guards in places where there is no CCTV coverage. Body-worn cameras are also used by guards during prisoner transport. CCTV coverage will soon include the walking paths, and written rules showing walkways are being drawn up.</p>
6	<p>Staff should be trained on practical procedures to use legal force inside the prison and on risk assessment and management plans. All use of force should be properly documented.</p>	<p>UNDERWAY</p> <p>MOI has requested use of force training from Northern Ireland Co-operation Overseas (NICO). All use of force inside the prison is now documented, including why there was a need for force.</p>

7	<p>A clear and specific system for complaints, grievance and the protection of complainants should be set up. The system should include written guidelines that define the steps and methods to make complaints as well as details on how to deal with complaints and inform the complainant about the outcome. Privacy and follow up should be ensured at all stages.</p>	<p>DONE</p> <p>The new complaint system is as follows:</p> <ol style="list-style-type: none"> <li>i. Prisoner(s) hand in or put a complaint in the complaint box</li> <li>ii. The complaint letter is taken to the JRRC Office</li> <li>iii. The Office examines and investigates the complaint</li> <li>iv. The Office's finding is communicated to the complainant.</li> </ol> <p>Findings of the investigations are not made public to all prisoners; only the complainant is informed.</p> <p>NICO assisted in developing and implementing the new complaints system.</p>
8	<p>Staff should be trained to deal with prisoners in all age groups and with special needs such as disability. The rights and care of young prisoners (15-18) should be especially considered.</p>	<p>ONGOING</p> <p>NICO training, as well as training from the University of Bahrain and the Royal Police Academy, has focused on increasing the skills of JRRC personnel when dealing with inmates with special needs. This includes disabled prisoners and younger prisoners.</p>

9	Waiting areas for prisoners should be allocated at courts.	<b>RESPONSIBILITY OF THE MINISTRY OF JUSTICE</b>  MOI will co-ordinate with the Ministry of Justice and seek waiting areas for prisoners.
---	--	--

[www.pdrc.bh](http://www.pdrc.bh)