

 State of Connecticut Department of Correction ADMINISTRATIVE DIRECTIVE	Directive Number 9.9	Effective Date 4/6/2026	Page 1 of 9
Approved By  Commissioner Angel Quiros	Supersedes Protective Management, dated 4/29/15 Title Protective Management		

1. **Policy.** The Department of Correction shall provide Protective Management for individuals who require protection in order to reduce any substantial risk to their personal safety when no other reasonable alternative solution is available.
2. **Authority and Reference.**
 - a. Connecticut General Statutes, Section 18-81.
 - b. Administrative Directives 6.1, Tours and Inspections; 6.2, Facility Post Orders and Logs; 6.12, Inmate Sexual Abuse/Sexual Harassment Prevention and Intervention 6.14, Security Risk Groups; 8.17, Gender Diverse; 9.2, Offender Classification; 9.3, Admissions, Transfers and Discharges; 9.4, Special Management; 9.6, Inmate Administrative Remedies; 10.12, Inmate Orientation; and 10.13 Offender Programing.
3. **Definitions.** For the purposes stated herein, the following definitions apply:
 - a. **Objective Information.** Information that is factual, verifiable, and without personal bias used to make informed decisions regarding housing, supervision, and care for each inmate.
 - b. **Protective Custody Management Review.** A review conducted by unit staff under the supervision of the Unit Manager/Supervisor, combining an assessment of both objective and subjective information designed to identify and separate inmates by housing assignments based on objective information provided to or received by staff.
 - c. **Protective Custody Placement Review.** A review conducted to identify the nature and seriousness of the substantial risk of harm and to determine if Protective Custody placement is necessary and no alternative resolutions are available.
 - d. **Protective Custody Status.** A management status determined by the approving authority after receipt of objective information indicates that an inmate is at substantial risk of serious harm from other inmates in general population.
 - e. **Protective Custody Housing Unit.** A designated area which houses an inmate apart from the general population for the purpose of reducing any substantial risk of serious harm to the inmate.
 - f. **Separation Profile.** A record specifying the need and reason for keeping two (2) or more inmates or an inmate and staff member apart from each other.
 - g. **Subjective Information.** Information based on personal observation, perception, and interpretation to aid in making informed decisions regarding housing, supervision, and care for every inmate.
4. **Threat Notification.** Protective measures for an inmate shall be considered when it is determined that a substantial risk of serious harm to the inmate may exist as a result of but not limited to the following:
 - a. Information received during intake at any Department facility/unit;
 - b. Information received from an internal or external source;
 - c. A situation which occurs resulting in a reasonable belief that a substantial risk of serious harm to an inmate exists;
 - d. The professional judgment or knowledge of a department employee; or

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e. Circumstances regarding the nature of the offense and/or media coverage of the inmate and/or offense.

5. **Separation Profile**. A separation profile shall be established when it is reasonably determined that one (1) or more individuals may be at risk of serious harm or injury from another individual. The decision to establish a separation profile shall be made by the Director of Offender Classification and Population Management & Sentence Calculation Interstate Management (OCPM/SCIM) or designee. OCPM shall maintain a record of all separation profiles.

a. **Separation Profile Request**. Upon reasonable belief that a substantial risk of serious harm to an inmate exists, a staff member shall complete form CN 9901, Separation Profile Entry/Update/Removal Request, and submit it to the Unit Administrator for review.

i. The Unit Administrator or designee shall review and submit all requests, including recommendations for denial, to the Director of OCPM/SCIM for review and final decision.

ii. The following shall be included when submitting a CN 9901, Separation Profile Entry/Update/Removal Request, as applicable:

1. CN 6602, Shift Commander Overview;
2. CN 6603, Critical Incident Brief;
3. CN 6604, Incident Report; and
4. CN 6609, Inmate Interview Statement(s).

b. **Determining Factors**. Factors to be considered when reviewing a request for a separation profile include but are not limited to:

- i. severity of the incident;
- ii. age of the individuals involved;
- iii. time elapsed since the incident occurred;
- iv. classification history; and
- v. any other substantiated information that may support the decision.

c. **Inmate Separation Profiles with Staff Members**. A separation profile request between an inmate and a staff member shall follow the same procedure as outlined in this section.

i. If a staff member transfers to a new facility/unit, or reports a name change, it shall be their responsibility to notify the Unit Administrator or designee of any existing separation profile(s).

1. The Unit Administrator or designee shall report the transfer or name changes to OCPM.

2. It shall not be necessary to generate an incident report to reflect such updated information.

d. **Separation Profile Review**. A separation profile may be reviewed for removal at the discretion of the Director of OCPM/SCIM or designee.

6. **Authorized Protective Custody Facilities**. The Commissioner or designee shall designate certain facilities to operate Protective Custody housing units.

a. Facilities with Protective Custody housing units shall develop and maintain a unit operational plan consistent with the facility operational plans.

7. **Protective Custody Placement**.

a. **Request for Placement**. Protective Custody placement may be requested by an inmate or initiated by staff.

i. The Unit Administrator or designee shall take immediate and appropriate action to protect an inmate until the initial assessment of the request has been completed. The initial assessment of the request shall ascertain the validity and severity of the threat and shall determine which protective measures, if any, needs to be implemented.

1. The reviewer shall meet with the inmate in a private setting to conduct the initial assessment and gather relevant supporting documentation, if any, related to the request. The assessment

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shall be documented using CN 9902, Request for Protective Custody.

- a. If at any point it is determined that the inmate may be at substantial risk of serious harm or victimization and no alternative resolutions are available, the following shall occur:
 - i. An incident report shall be generated in accordance with Administrative Directive 6.6, Reporting of Incidents.
 1. An incident report is not required when Protective Custody has been requested as a result of an incident that has already been documented and reported;
 - ii. The inmate shall be temporarily placed in Restrictive Housing under Administrative Detention status in accordance with Administrative Directive 9.4, Special Management, until appropriate alternative housing arrangements can be made;
 - iii. Separation Profile(s), if appropriate, shall be submitted as outlined in Section 5 of this directive, and
 - iv. A Protective Custody placement review shall be conducted in accordance with section 7(b) of this directive.
- b. The Unit Administrator or designee may authorize alternative resolution (s), in accordance with section 7(e) of this directive.
- c. All CN 9902, Request for Protective Custody, shall be filed in section five (5) of the inmate's master file.
- d. Additional protective measures at the facility may be authorized at the discretion of the Unit Administrator or designee.
- b. Protective Custody Placement Review. A protective custody placement review shall assess the nature and seriousness of the risk of serious harm or victimization through subjective and objective information to determine if protective custody placement is necessary and no reasonable alternatives are available.
 - i. The Unit Administrator shall designate the facility staff responsible for initiating the Protective Custody Review using CN 9905, Protective Custody Placement Review. A hearing shall be conducted in a confidential setting to gather any additional information not obtained during the initial assessment.
 1. Staff shall provide reasonable assistance to any inmate who requires assistance to present oral or written statements.
 2. A CN 9903, Protective Custody Placement Review Notice, shall be issued to the inmate at least forty-eight (48) hours prior to the hearing.
 - a. The inmate may waive the notice requirement in writing by completing a CN 9904, Waiver of 48-hour Placement or Removal Hearing Notice and/or Attendance. However, the staff member completing the review may choose not to honor the waiver.
 3. Staff members, independent sources, and/or other inmates may provide interview statements, if the Unit Administrator or designee has determined that the individual(s) may be able to offer relevant information necessary for the review.
 - ii. A supervisor shall review and provide a recommendation either approving or denying the request for placement on Protective Custody status by completing the supervisor summary section of form CN 9905, Protective

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- iv. An inmate may appeal the Protective Custody Placement decision, in accordance with Administrative Directive 9.6, Inmate Administrative Remedies.
- e. Alternative Resolutions to Protective Custody Placement. When a substantial risk can effectively be mitigated without the need for Protective Custody placement, an alternative resolution shall be pursued.
 - i. Informal Resolution. If a threat to an inmate may be resolved informally, the Unit Administrator may authorize a meeting between the involved parties in the attempt to resolve the conflict. The designated staff member shall document the outcome of the meeting, and place it in section five (5) of the inmate's master file.
 - ii. Alternative Placement. If it is determined that two (2) or more inmates cannot be placed together due to safety reasons, the Unit Administrator shall authorize alternative housing placements for one (1) or more of the inmates. Alternative placement may include but not be limited to the following:
 - 1. Separation of two (2) or more inmates within a facility.
 - 2. A transfer of any inmate to another facility or out-of-state.
 - a. An alternative placement involving transfer to another facility or out-of-state shall be subject to the approval of and coordinated by the Director of OCPM/SCIM.
- 8. Admission to Protective Custody. Admission to Protective Custody shall be authorized at the discretion of the Director of OCPM/SCIM or higher authority after the completion of a Protective Custody placement review in accordance with section 7 of this directive. No inmate shall have any entitlement to or any legitimate expectation of being placed on Protective Custody or of remaining on that status once having been placed.
 - a. An inmate who is identified to be at high risk of sexual victimization in accordance with Administrative Directive 6.12, Inmate Sexual Abuse/Sexual Harassment Prevention and Intervention, may be involuntarily assigned to protective custody housing if no other alternative means of separation can be arranged. Review for placement shall be in accordance with section 7 of this directive.
 - i. A review shall be conducted every 30-days to determine whether there is a continuing need for separation from the general population.
- 9. Conditions of Protective Custody. The following conditions shall apply to an inmate managed on Protective Custody status. An inmate may be denied any specific condition(s) listed in this section or face restrictions to ensure safety, security, and/or protection. Any such denial or restriction(s) shall be authorized by the Unit Administrator.
 - a. An inmate managed on Protective Custody shall be kept separate from general population, and shall not participate in activities, programs, or movements with general population inmates unless such interaction is deemed necessary and direct staff supervision is provided.
 - b. An inmate who has been designated to a Special Management status, in accordance with Administrative Directives 6.14, Security Risk Groups, and 9.4, Special Management, shall only be granted access to the activities and privileges designated for their respective classifications while managed on Protective Custody status.
 - i. Each inmate shall be required to complete all required curricula and phases of the special management status to which they are designated. All inmates shall adhere to restrictive status management provisions in accordance with AD 6.14 Security Risk Groups; 9.4, Special Management; and this directive.
 - c. Protective Custody placement may be temporarily suspended at the discretion of the Director of OCPM/SCIM, to complete required Special Management

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programing in accordance with Administrative Directives 6.14 Security Risk Groups, 9.4 Special Management.

- d. The Director of OCPM/SCIM, in consultation with the Health Services Unit's Chief Operating Officer or designee, may temporarily suspend an inmate's Protective Custody placement if the inmate's medical or mental health needs necessitate alternative placement.
- e. General Conditions. Protective Custody housing unit living conditions shall be equivalent to those available to inmates housed in general population to the extent that such conditions are reasonably possible.
- f. Specific Conditions. Each inmate assigned to a Protective Custody housing unit may have access to programs in accordance with Administrative Directive 10.13, Offender Programs.

10. Orientation. All inmates assigned to Protective Custody shall receive an orientation in accordance with Administrative Directive 10.12, Inmate Orientation.

- a. The Unit Administrator or designee of the facility that has a Protective Custody housing unit shall develop and maintain an orientation specific to that unit.

11. Protective Custody Management Reviews. Each inmate assigned to a Protective Custody housing unit shall be subject to Protective Custody management reviews.

- a. Protective Custody Unit Intake Assessment. A Protective Custody Unit intake assessment shall be conducted for all newly admitted or transferred inmates assigned to a Protective Custody housing unit.
 - i. The Protective Custody Unit Manager/Supervisor or designated unit staff member shall review the following, if available, prior to an inmate being assigned to a Protective Custody housing unit:
 - 1. Inmate risk and need scores;
 - 2. police reports;
 - 3. Pre-Sentence Investigation reports;
 - 4. news reports;
 - 5. any other corroborative sources relevant to inmate security concerns or housing needs; and
 - 6. a review of potential cell partner(s) and housing assignment.
 - a. The Unit Manager/Supervisor shall approve all housing assignments.
 - ii. If the review is unable to be completed prior to the inmate's admission into the Protective Custody housing unit, that inmate shall be temporarily placed in either a single cell on Administrative Detention status or in a single cell within the Protective Custody housing unit until the review is completed. All conditions and assignments shall be in accordance with Administrative Directive 9.4, Special Management.
 - iii. The Protective Custody Unit Manager/Supervisor or designated unit staff shall meet with the inmate in a private setting within three (3) business days from admission to the Protective Custody housing unit.
 - 1. The reviewer shall document his or her personal observations of the inmate which may include but not be limited to:
 - a. physical stature;
 - b. personality characteristics;
 - c. adjustment concerns related to incarceration; and,
 - d. any other self-reported inmate concerns.
- b. Periodic Review. Inmates assigned to a Protective Custody housing unit shall be reviewed every 30-days for the first 3-months. After the initial 3-month period, reviews shall occur every 6-months thereafter. Each review will document any notable observations or changes since the previous review and will reassess the justification(s) for continued placement on Protective Custody status.

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- i. During the initial 3-month period, reviews shall evaluate the inmate's adjustment to the unit, document any observed changes since admission, and reassess the housing assignment. The reviewer shall meet privately with the inmate to discuss any concerns and or direct observations.
 1. After the initial 3-month period, in person reviews are not required unless removal from Protective Custody is being considered.
 - ii. An inmate may be considered for removal from Protective Custody if the original justification(s) for placement on Protective Custody status is no longer present, or if an alternative protective measure has been identified.
 1. Removal proceedings shall be followed in accordance with Section 13 of this directive.
 - c. All Protective Custody management reviews shall be documented using CN 9907, Protective Custody Management Review Form, and filed in section five (5) of the inmate's master file.
 - i. any subsequent classification, housing assignment changes, or any other information related to the inmate's Protective Custody placement shall be documented and filed in section five (5) of the inmate's master file.
12. Staff Tours and Documentation. Each Protective Custody housing unit shall be toured in accordance with Administrative Directive 6.1, Tours and Inspections.
13. Removal from Protective Custody.
 - a. Removal from Protective Custody may be authorized when:
 - i. the condition(s) which required the inmate's placement have changed so that Protective Custody placement is no longer necessary,
 - ii. an alternative option has been found, or
 - iii. the inmate has requested removal.
 - b. Voluntary Removal from Protective Custody. An inmate may request removal from Protective Custody whenever the inmate believes that the reason for placement no longer present, an alternative option has become available, or for any other legitimate reason.
 - i. Upon request for removal, a CN 9908, Request for Removal from Protective Custody, shall be initiated by the Unit Manager/Supervisor or designee and forwarded to the Unit Administrator for review.
 1. If it is determined that the reason for placement no longer warrants protective custody placement, the Unit Administrator shall complete the CN 9908, Request for Removal from Protective Custody, and forward it to the Director of OCPM/SCIM or designee.
 2. The Director of OCPM/SCIM or designee may authorize the removal of an inmate from Protective Custody.
 - c. Involuntary Removal from Protective Custody. An inmate being considered for involuntary removal from Protective Custody shall be provided notice and the opportunity to present reasons why he or she should not be removed from Protective Custody status.
 - i. Hearing Notification. The inmate shall receive a copy of CN 9903, Protective Custody Placement/Removal Review Notice, at least forty-eight (48) hours prior to the hearing.
 1. The inmate may waive the notice provision in writing by completing form CN 9904, Waiver of 48-Hour Protective Custody Placement or Removal Hearing Notice and/or Attendance; however, the staff member conducting the hearing may choose not to honor the waiver.
 - ii. Hearing. The hearing shall be conducted by the Unit Manager/Supervisor and/or designee, with the inmate present, in a confidential setting with the inmate present unless the inmate has elected not to attend by completing CN 9904, Waiver of 48-Hour Protective Custody Placement or

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Removal Hearing Notice and/or Attendance form. A CN 9908, Request for Removal from Protective Custody, shall be used as the format, and record of the hearing.

1. The inmate may provide a written or verbal statement.
 2. The Unit Manager/Supervisor or designee shall forward the CN 9908, Request for Removal from Protective Custody, along with all supporting documentation, to the Unit Administrator.
 - iii. Recommendation. The Unit Administrator shall review and provide a recommendation as to whether the inmate should or should not be removed from Protective Custody status by completing the appropriate section of CN 9908, Request for Removal from Protective Custody, and CN 9906, Protective Custody Unit Administrator Recommendation Notice and forward to the Director of OCPM or Designee.
 - a. The inmate shall be provided a copy of the CN 9906, Protective Custody Unit Administrator Recommendation Notice.
 - iv. OCPM/SCIM Administrative Review Hearing and Decision. The Director of OCPM/SCIM shall designate an OCPM staff member to conduct the Administrative Review Hearing, using Form CN 9909 Administrative Review for Protective Custody Removal, prior to rendering a decision.
 1. The inmate shall be notified of the OCPM/SCIM Administrative Review Hearing at least forty-eight (48) hours in advance of the hearing utilizing a CN 9903, Protective Custody Placement Review Notice.
 - a. The inmate may waive the notice provision in writing by completing CN 9904, Waiver of 48-hour Placement or Removal Hearing Notice and/or Attendance; however, the hearing officer conducting the hearing may choose not to honor the waiver.
 2. The hearing shall be conducted in-person or by video conference with a hearing officer designated by the Director of OCPM/SCIM.
 3. At the hearing, the inmate may present a written or verbal statement.
 4. Upon completion of the review, the hearing officer is responsible for submitting Form CN 9909, Administrative Review for Protective Custody Removal, along with all supporting documentation, to the Director of OCPM/SCIM for the Director's final decision.
 - a. The inmate shall receive a copy of form CN 9909, Administrative Review for Protective Custody Removal, once a decision has been rendered.
 - b. The decision is not subject to appeal.
 - d. The Director of OCPM/SCIM may authorize an Administrative Review even if the facility does not recommend removal.
 - e. Disciplinary Removal from Protective Custody. An inmate may be removed from a Protective Custody housing unit or reclassified based on disciplinary violations findings or pending investigations in accordance with Administrative Directive 9.5, Code of Penal Discipline.
 - f. Transition from Protective Custody. To monitor inmates who are removed from protective custody status, each facility shall identify and place the inmate in the appropriate housing locations (i.e., cells or cubicles) that are in close proximity to the officers' station;
 - i. Inmates removed from Protective Custody Status shall submit a CN 9601, Inmate Request Form, or speak to appropriate staff if they have questions regarding their current housing assignment.
14. Protective Custody Readmission. When an inmate is readmitted to a correctional facility and has a PC (Protective Custody) subcode, the inmate shall be placed on Administrative Detention status in accordance with Administrative Directive 9.4, Special Management, pending a review for continuation of Protective Custody

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placement. A review shall be completed to determine if there is still a need for the inmate to be managed on Protective Custody status. The following procedures shall be followed:

- a. The facility shall request a copy of the prior Protective Custody placement package maintained by OCPM.
- b. The facility shall review the prior Protective Custody placement review and complete the Unit Administrator's section of a new CN 9905/3, Protective Custody Placement Review.
 - i. The inmate may provide a written or verbal statement for consideration using CN 6609, Inmate Interview Statement form.
- c. The Unit Administrator shall complete CN 9906, Protective Custody Unit Administrator Recommendation Notice, and provide a copy to the inmate.
- d. Alternative resolutions shall be considered prior to any continuation of Protective Custody.
- e. Continuation of Protective Custody.
 - i. The Unit Administrator or designee shall submit the CN 9905/3, Protective Custody Placement Review, CN 9906, Protective Custody Unit Administrator Recommendation Notice, and CN 6609, Inmate Interview Statement form with any supporting documentation to the Director of OCPM/SCIM or designee for decision within ten (10) business days from the readmission date.
 - ii. The Director of OCPM/SCIM or designee shall review submitted documentation and render a decision by completing the designated section of the CN 9905/3, Protective Custody Placement Review, within five (5) business days when the facility recommendation was received unless extended for a good cause.
 - iii. The Unit Administrator and inmate shall be notified.
 - iv. A copy of the CN 9905/3, Protective Custody Placement Review, and CN 9906, Protective Custody Unit Administrator Recommendation Notice shall be placed in section five (5) of the inmate's master file.
- f. If the Unit Administrator recommends removal, then the removal process shall be followed in accordance with section 13 of this directive.
- g. A new Protective Custody placement review, in accordance with section 6 of this directive, shall be completed if a new potential threat for substantial risk of serious harm is presented, and the original reason for Protective Custody placement is no longer warranted.

15. Forms and Attachments. The following forms are applicable to this Administrative Directive and shall be utilized for the intended function:

- a. CN 9901, Separation Profile Entry/Update/Deletion Request;
- b. CN 9902, Request for Protective Custody Form;
- c. CN 9903, Protective Custody Placement Review Notice;
- d. CN 9904, Waiver of 48-Hours Placement or Removal Hearing Notice and/or Attendance
- e. CN 9905, Protective Custody Placement Review;
- f. CN 9906, Protective Custody Unit Administrator Recommendation Notice;
- g. CN 9907, Protective Custody Management Review Assessment Form;
- h. CN 9908, Request for Removal from Protective Custody; and,
- i. CN 9909, Administrative Review for Protective Custody Removal.

16. Exceptions. Any exceptions to the procedures in this Administrative Directive shall require prior written approval from the Commissioner.