



Partnership for Good Governance



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# PRISON THROUGH THE EYES OF PRISONERS

Research



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## INTRODUCTION

Today, research in the penitentiary area is mostly focused on compliance of incarceration with laws of Ukraine and international standards. Various checks, inspections and monitoring visits have the same focus. They mostly reflect the level of respect to the rights of prisoners and the legality of administrative actions. However, the main object – people with their thoughts, feelings and specific perception of reality in the conditions of incarceration – is left out of scope.

A British concept and methodology MQPL (*Measuring the Quality of Prison Life*) was used as the foundation for this research. It was created by Alison Liebling, professor of the Prisons Research Centre at Cambridge University. The unique nature of the above-mentioned methodology and its difference from other prison life research is in its focus on evaluation of the prison life through the eyes of prisoners. The emphasis is put on their subjective feelings.

A research group from the Expert Center for Human Rights worked with a project manager and international experts to adjust the above-mentioned concept to the Ukrainian environment.

An analysis of prison with a focus on a prisoner's opinion takes us to a new quality level of evaluating the compliance of the penitentiary system to human needs. Besides that, understanding how prisoners see the prison helps us identify a number of problems that interfere with correction and re-socialization of prisoners and thus, the compliance of penitentiaries to their primary purpose.

We should point out the pilot nature of the research. It intends to make a preliminary assessment of some areas of prison life. Its results can then be used as a basis for large-scale representative research aimed at in-depth analysis of correlations between factors and variables.

The researchers also didn't aim to conduct an in-depth analysis of reasons that cause certain problems in the work of penitentiaries. The main goal was to make a "snapshot" of the reality as seen by prisoners. At the same time, the results of the research can be used in further discussions with professionals and experts of the penitentiary field to identify ways to solve the problems.

## **RESEARCH METHODOLOGY**

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### *Background information*

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As it was mentioned above, this research is based on MQPL (*Measuring the Quality of Prison Life*) – a methodology developed in Britain. A research group from the Expert Center for Human Rights worked with a project manager and international experts to adjust the above-mentioned concept to the Ukrainian environment.

It should be noted that in our research we did not intend to make a comprehensive analysis of all activities of penitentiary facilities. The researchers focused on a preliminary assessment of prison life using a few criteria:

- Respect to human dignity;
- Safety;
- Help/support;
- Justice;
- Personal development.

Each of the above-mentioned criteria has been evaluated using a set of indicators, which resulted in obtaining a rather complete picture of prison environment.

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### *Research methods*

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The main research method was a semi-structured interview. Being a qualitative method of data collection, it allows deeper “immersion” into the problem and conducting deep analysis of its reasons and symptoms.

However, the questionnaire was structured to allow gathering quantitative data as well, which would reveal the frequency of occurrence of certain events in prison environment.

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### *Representative sample*

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106 interviews have been conducted in the course of research (56 women and 50 men). Interviewees have been selected from among the prisoners of 5 penitentiary facilities (Chernihiv Correctional Facility No. 44, Zbarazh Correctional Facility No. 63, Naderzhynshchinska Correctional Facility No. 65, Boryspil Correctional Facility No. 119 and Zhytomyr Correctional Facility No. 4) using the multi-stage selection method:

- first, we calculated the number of divisions in every correctional facility and the number of prisoners in each division compared to the total number of prisoners in the facility;
- then we calculated the share of every division in the representative sample (the total number of interviewees in every facility ranged from 18 to 25 persons);
- in the end, we randomly selected the required number of interviewees from every division according to its share in the representative sample.

As a result of the selection, the following breakdown could be observed in the representative sample:

- **by gender:** 52.8% women and 47.2% men;
- **by term of imprisonment** (in the penitentiary where the interview was held): less than a year – 17%; 1 to 3 years – 62.3%; 3 to 5 years – 11.3%; over 5 years – 9.4%;
- **by number of convictions:** first timers – 46%; previously convicted – 54%.

The interviews have been conducted in comfortable and convenient places for prisoners (counselor's offices, classrooms), providing the highest level of confidentiality and personal data protection.

Correctional facility administrators did not attend the interviews.

## ABSTRACT

### **Respect to human dignity**

We aimed to analyze the level of respect to human dignity in prison through factors that can have a negative impact on prisoners' subjective perception of their dignity and cause depressed feelings. Regardless of the offence that caused conviction, most interviewees mentioned the following as the main reasons that affected their mental state:

- *complicated relationships between prisoners, the lack of moral support, insults and bullying;*
- *mistreatment from the staff expressed by ignoring the demands of prisoners, biased attitude, psychological humiliation and violence.*

According to prisoners, "mistreatment" is expressed in threats, insults, disciplinary sanctions applied for made-up offences, and using physical violence. *Forcing prisoners to work* can also be seen as a type of mistreatment, since the current law defines work as a right, not an obligation of prisoners.

Yet they also pointed out several times during the interviews that cases of mistreatment from the staff became much less frequent in recent years.

The research has also unveiled the *ubiquitous nature of mistreatment between prisoners*. Such mistreatment is mostly expressed by *threats, beatings, forced labor and sexual violence*.

The behavioral strategy of prisoners designed to avoid humiliation depends not only on their personal traits and characteristics but also on the ways of functioning of the facility itself, as well as relationships between prisoners and administrators.

In the facilities where administrators have full control of the "inside world", prisoners have to fulfill prison rules and orders of staff to avoid humiliation. Meanwhile, in the facilities where prisoners define most of the rules and perpetrate a criminal subculture, prisoners also need to take into account the "unwritten rules" adopted in the criminal environment.

### **Safety**

Prisoners mentioned the following as the main threats to their safety:

- *other inmates;*
- *health threats caused by illnesses, risks of catching a disease from other inmates or bad living conditions;*
- *staff of the facility and tough isolation and regime conditions.*

Many prisoners believe there are no completely safe places in the facility; there are threats to their life and health everywhere. The most dangerous places are *work areas (industrial zone), disciplinary cells and living facilities*.

Prisoners' personal belongings are also not protected. Given the limited scope of belongings, items that are stolen most often by other prisoners are *products from the communal fridge, cigarettes and underwear (happens in facilities for women)*.

## **Help/support**

Communication with families. Most prisoners (82.7%) said they kept in touch with their families and 68.1% said the available scope of communication was not enough. Prisoners listed the following as problems preventing them from using long-term visits of their families to the fullest extent:

- *large distance between the facility and the place of residence; the lack of time and financial possibilities to visit;*
- *busy work schedules and the lack of time to communicate with the family;*
- *bad living conditions in rooms for long-term visits;*
- *legislative limits of long-term visits (only once in 3 months), etc.*

Around 40% of interviewees use *short-term visits*. However, they say this format does not allow the desired psychological contact with the family.

*Telephone* is the most widely used channel of communication. Prisoners listed the following as the main problems preventing them from using phone communication to the fullest extent:

- *lack of time to talk;*
- *daytime call limitations;*
- *bad quality of phones;*
- *supervision of administrators.*

Counselor. Our research proved that almost 29% of interviewees didn't have a single individual session with the counselor and almost 70% didn't have any group sessions. Communication with the counselor mostly occurs when being accepted to the facility in the form of testing (the results are often not disclosed to the prisoner) or after a suicide attempt.

Meanwhile, almost 60% of prisoners who had communicated with the counselor said it wasn't useful or helpful for them and that it was a formality. However, 50% said they felt the need to talk to a counselor because for some it was a single source of psychological relief and support.

Medical care. Our research shows that 80% of interviewees have never been visited by a doctor without prior request. Prisoners point out the low quality of medical aid, particularly the lack of medicines, which in turn leads to "treating an illness with the same pills over and over again", as well as the low level of diagnostics.

Prisoners often have to rely on their own financial means to receive appropriate medical aid.

Legal aid. The administration of the facility is the main source of legal aid for prisoners (26% of interviewees are using it), followed by Legal aid bureaus (24%) and defense attorneys who have sessions and provide legal aid in facilities.

Additional sources include other prisoners, state authorities (public prosecutor's offices, Ukrainian Parliament Commissioner for Human Rights), friends and families. At that, prisoners don't think addressing state authorities is effective because they never get a reply.

*The ability to communicate with facility management.* 93% of prisoners said they could freely address correctional administrators on personal matters. However, some of them believe they won't be able to receive help and support from them.

*Support from friends.* Most interviewees said they had no friends in the facility that could support them. The situation is easily explained by the lack of trust between prisoners and the fear to be betrayed. The distrust is partly caused by the fact that investigative units of the facilities often use some prisoners as informants.

## **Justice**

*Informing about rights.* Only 50% of prisoners believe that they know their rights and obligations. In most cases (72%), they received such information while being accepted to the facility (at the reception area). However, interviewees think that it's more of a formality; they are mostly explained their obligations. They believe other more experienced prisoners are the main source of information they need while in prison.

*Availability of complaints.* Almost 75% of interviewees don't have the slightest idea where and how they could complain if something unfair happened to them. During the interviews, most prisoners said complaints were useless, as they never received a reply or even left the facility.

Even worse, prisoners say that sometimes complaining resulted in graver consequences – disciplinary punishments or even physical violence. Also, if a person writes a complaint, it might have negative impact on their chances of parole.

97% said they had never complained about the behavior of other prisoners. They said it was because all conflicts between prisoners were solved by prisoners themselves and involvement of administrators was not welcome. Moreover, prisoners could punish the one who complained (beat up, humiliate, etc.)

*Proportionality of punishment.* According to the results of our research, around 38% of prisoners were subjected to disciplinary sanctions during their time in the facility. In most cases (69%), they considered such punishments to be unfair or disproportionate. They believe administrators abuse their power to apply punishments to prevent prisoners from getting released on parole.

*Equality of prisoners before administration.* 56% of interviewees said that the staff treated them in the same way as other inmates, adding that the most important thing was to fulfill regime rules, communicate in a normal way and find the right approach to every administrator.

Interviewees think that the attitude of staffers to them depends a lot on the attitude of prisoners to staffers or on personal peculiarities or behavior of prisoners.

Sometimes the attitude depends on the "work diligence" of a prisoner, sometimes on personal likes or dislikes and the mood. Those who work with the administration, especially with investigative units, are treated well.

Equality among prisoners. Our research gives reasons to believe that facilities have a certain hierarchy, where some prisoners perform administrative functions and have additional powers and benefits. This is where we can trace the difference between facilities. Using prison jargon, facilities can be “red” (where administrators control everything that’s happening in it) and “black” (where inmates have considerable influence on the work of the facility).

In facilities of the first type (“red” facilities), administrators assign prisoners to the positions of *supply managers*, *foremen* and *orderlies* who are granted a part of administrative functions and thus have more benefits and powers than other prisoners.

In so-called “black” facilities, there is a more complicated hierarchy: some prisoners have authority among other prisoners (so-called “*smotriashchi*” or “watchers”) and have large informal influence on the work of the facility in general. There are also inmates appointed by the administration to the positions of *supply managers*, *foremen* and *orderlies* who formally fulfill a part of administrative functions.

Besides those who have authority among prisoners, there are those who are constantly mocked and humiliated. Depending on the offence that the person has been convicted for or committed in the facility, they can be labelled as “*opushcheni*” (“downcasts”) and forced to wash toilets, empty trash bins and do other dirty work. They are usually placed in separate units and can be subjected to different kinds of violence.

### **Personal development**

Organization of leisure. During the interviews, a lot of women said that their leisure in the facilities was quite organized, but they couldn’t use such benefits because of the lack of time. They spent almost all their time at work.

Almost a half of interviewees said they couldn’t engage in sports activities. According to them, there are equipped gyms, but inmates don’t have access to them; they are available only to the administration.

Almost 60% of prisoners participate in church services that take place mostly on weekends. Women said that representatives of different denominations visited the facilities.

Ability to receive vocational training. 96% of prisoners said they could receive vocational training in the facility and almost 8% know about distant learning possibilities.

The range of specializations differs a lot in facilities for men and women. While women can only train to be seamstresses, men can choose from a variety of professions (electrician, mason, wireman and welder).

79% interviewees think that the professions offered in the facility will help them find a corresponding job after release and 81% think that these specializations will provide them with means for clothes, accommodation and food.

The view of the future. Prisoners see employment after release as one of the main problems awaiting them outside the facility. Therefore, social support

is very important after release, such as help in receiving the necessary documents, employment, and the first financial and psychological help.

Prisoners would like to receive more psychological help while in the facility. The work with the counselor must help them shape a vision of their future life, define goals and priorities, and develop a socially useful personality.

### **Gender-related differences**

During the interviews we observed certain differences in the answers from men and women about the factors leading to a depressed state. Women talked about:

- *hard work that takes most of their time including weekends. Therefore, prisoners can't do anything else;*
- *permanent presence of a big number of other inmates, which prevents them from having their personal space or enjoying some alone time;*
- *worrying for their families or over deaths of family members.*

Unlike women, men mostly talked about *major difficulties in adjusting to the new conditions of incarceration and bad living and eating conditions.*

Prisoners in correctional facilities for women complained about the behavior of male staffers that can be seen as degrading treatment. In particular, they told about the *presence of men during body searches of female prisoners and searches of their personal belongings.*

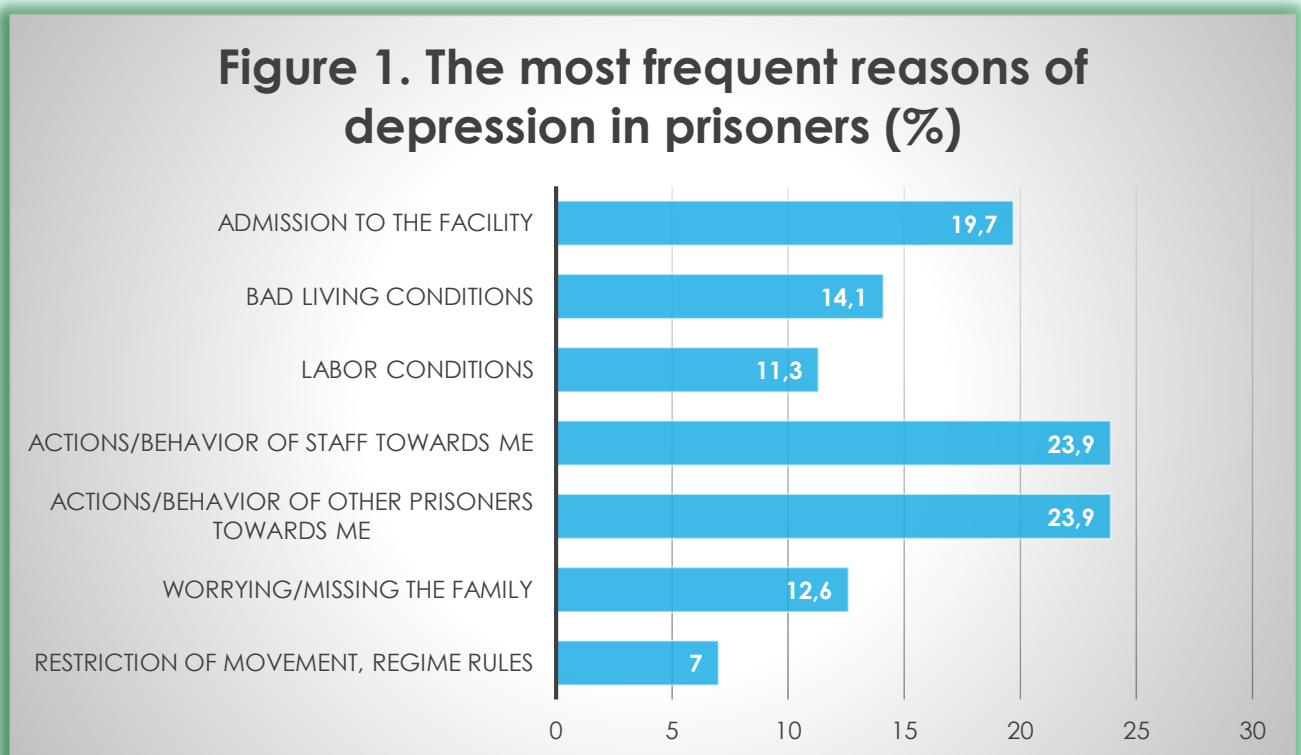
## CHAPTER 1. RESPECT TO HUMAN DIGNITY

In the course of our research, we analyzed a few factors that influenced the feeling of dignity of prisoners, particularly:

- subjective feeling of depression;
- forms of mistreatment from staffers and other prisoners;
- perception of living conditions by prisoners;
- behavioral strategies of prisoners that, as they believe, help them avoid humiliation.

### *Feeling of depression*

During the interviews, inmates often pointed out that they felt depressed while serving their sentence. In figure 1, we illustrated the breakdown of answers of prisoners to the question, "Have you ever felt depressed while incarcerated in this facility? If yes, please specify the situation." The prisoners could choose a few answers.



Regardless of the gender, most prisoners mentioned the following as factors influencing their mental state:

- **complicated relationships between prisoners, the lack of moral support, insults and tormenting each other** (*more details are available in other chapters*);

- **mistreatment from the staff expressed by ignoring demands of prisoners, attitudes that they consider biased, psychological humiliation and violence** (*more details below*).

Certain differences were observed in the answers of men and women concerning the factors causing depression. Women talked about:

- **hard work that takes most of their time, including weekends. As a result, they can't do anything else:**

- *I have work and nothing else. Working with screw nuts from 7 till 4.*
- *Lots of work.*
- *Work with no days off. You want it or you don't want it, you still have to work, even at night.*
- *Shots for going outside to get fruit. Work all day. You can't get out to make a call and there's nobody to ask for help. They don't even let us go to the hospital wing.*
- *Work with no days off. They can call you at night, trample each other down.*
- *I don't have time for anything. They can call you to work at night and we always work Sundays.*

- **worrying for their families or because of the death of a family member:**

- *Worried for my family.*
- *Can't get in touch with my kids sometimes.*
- *Miss my daughter, want to go home.*
- *Depressed all the time. I just want to go home. Can't give my father a proper funeral.*
- *Miss my home so much.*

- **being in the permanent presence of a big number of other prisoners, which prevents them from having personal space and some alone time:**

- *It's so difficult, everybody sees you all the time. Like in the middle of a glade. You can't be alone. They took away top bunks, now there's nothing to put a curtain on.*
- *A lot of people around you. It's very hard.*
- *15 people in the same room. It's hard, irritating.*

Unlike women, men talked about **major difficulties in adjusting to the conditions of incarceration, as well as bad living and eating conditions.**

An analysis of their answers shows that it's **in the first few hours and days of imprisonment** that prisoners without previous penitentiary experience are exposed to the biggest stress:

- *Lived in a normal society and then got in a tough environment.*

- *I didn't understand where I was. And lack of understanding brings fear.*
- *I was scared. Administrators on one side and inmates on the other – I didn't know how to behave.*
- *Uncertainty when I first got to the facility.*
- *Moments of depression because of arrest and being placed in the facility.*
- *It was difficult to fit in, to understand things.*
- *I fell out of the environment where I lived. Rapid isolation, change of lifestyle. No choice who you can talk to.*
- *It's difficult when you first come here. Then you get used. It's difficult because you're in a troubled environment.*
- *They insult you with bad words. It was hard at first, then I got used to it.*

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#### *Mistreatment from staff*

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The range of answers concerning the treatment from staff is rather wide, ranging from **absolutely normal** and **professional** to **degrading and humiliating**.

The following answers illustrate the positive opinion:

- *Helped a lot, explained the work.*
- *The first "otriadna" ("head of detachment") was unfriendly, didn't care about our problems. There's a different one now, she does.*
- *They always come to talk to us.*
- *It's fine. I can even joke with sergeants.*

Mistreatment, according to inmates, is expressed by **threats, insults, disciplinary sanctions for made-up reasons and using physical violence:**

- *The warden yelled at me, "I'm gonna beat you up!"*
- *Forcing to work. It has to be 2 hours but they make us work longer all the time. 70 people out of 200 are suicidal. You don't obey, they send you to disciplinary. Then you get "baptized" – they pour water on you when you faint. Not in the last 6 months though.*
- *Inadequate behavior of staff members. They tried to humiliate me, I talked back. Got a baton blow from an executive (2015).*
- *Some staff members are rude, call us trash and scum.*
- *They can "work you to death". Just give them a reason. They'll use anything to send you to the "pit" – tags, anything.*
- *Beatings, insults, humiliation. Good morning – and there's only swearing all the time.*
- *They can smack you in the face, curse all the time, familiarities.*

**Forcing prisoners to work** can be seen as mistreatment, as current legislation recognizes **work as a right, not an obligation of prisoners:**

- *They make the hospital wing (those who are treated for tuberculosis) work. If they refuse, they bring them back to camp (return to their housing unit in the facility).*
- *They scare us – just work and that’s all. I was so sleepy at work I stitched my fingers.*
- *In 2010 a foreman caused me self-harm. I cut my veins in protest (was forced to work).*
- *We worked 3 days, morning till night, instead of 2 hours during improvement (dragged concrete bays to the lane).*

In correctional facilities for women some prisoners complained about the actions of male staffers that can be seen as **degrading treatment:**

- *Humiliating body searches, they strip you naked after courts and hospitals with investigators [male – Ed.] there. They also put you down in an arm-chair after you return from outside the facility. Only in disposal gloves. If you say something, they give you a shot or send you to the disciplinary.*
- *Inspectors are mostly men. They walk the units and search our personal things.*

Prisoners say there have been cases of mistreatment from staff when they **refused to fulfill orders that were not always legal:**

- *Administration asks to tell on someone or threatens to punch you in the snout.*
- *If you do what they tell you, you’re okay. If you refuse, it’s gonna be bad.*
- *Administrators sell benefits. Buy tiles, materials, etc. They mutilate and frustrate us with this approach.*

The attitude to inmates also varies depending on the position of staff members. For example, **some inmates think that degrading treatment is more common among low-level administrators than middle or high-level ones:**

- *Hired them from villages. God knows who they think they are. I’m also a boss and he can’t even handle a joke.*
- *Junior inspectors, lots of new ones. That’s how they get confidence. It’s fine with officers.*

We should also point out that **inmates talked about positive changes that have occurred in recent years and fewer cases of mistreatment from staff:**

- *There were a few beatings in the beginning because of rule violations (didn’t go to morning exercises or was late for work – they could hit you or put you in “rastiazhka” ( “split the hips” position) (2009 - 2010). A*

*lot has changed now. They don't make us work, work time is regulated, there's more talking.*

- *Before 2014 it was like this: when you arrived, they'd throw you a cloth. If you didn't pick it up, they'd beat you down.*
- *When I just arrived, they tried to scare me real bad. But I said it's better not. Seemed to help. It's much better now than in 2014. Back then they gave you shots if you didn't give them a cigarette.*
- *Happened in 2010, I got a few "hot blows" (2-3 strong blows on buttocks with a paddle sized 1m by 10cm) for not going to morning exercise and then they put me on duty (a narrow path between facilities). There's nothing like that now.*
- *In 2009 the administration used psychological pressure. A lot has changed but there're still things to work on.*
- *It was harder before, now it's better.*

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#### *Bad living conditions*

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During the interviews, some prisoners told about bad living conditions, particularly **bad food, low quality of drinking water and crammed housing units:**

- *The quality of water is a nightmare, not very clean laundry, food is just a waste of products (they are brought and get rotten). Very bad cooking, it's a mess in storage. Everything gets rotten and nobody cares.*
- *"Otovarka" ("commissary") is very expensive. People earn 20 hryvnias at "promka" ("industrial zone") and can't buy anything. Food is a little better but not much. Dorms are cramped, there is often no water and you can't drink it (rust).*
- *It's very cramped in the sleeping unit. 60 people in a small room. You'll eat anything if you are hungry. They feed us thin broth.*
- *Bad food and water are biggest problems in the camp.*
- *It's very crowded in units, 100 people in a small room. Lines to the toilet and sink in the morning. The laundry doesn't work well, better do it yourself. Bad cooking, only bread is good.*

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#### *Mistreatment from other prisoners*

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The research illustrates the common occurrence of mistreatment of prisoners directed at each other. The most common forms are:

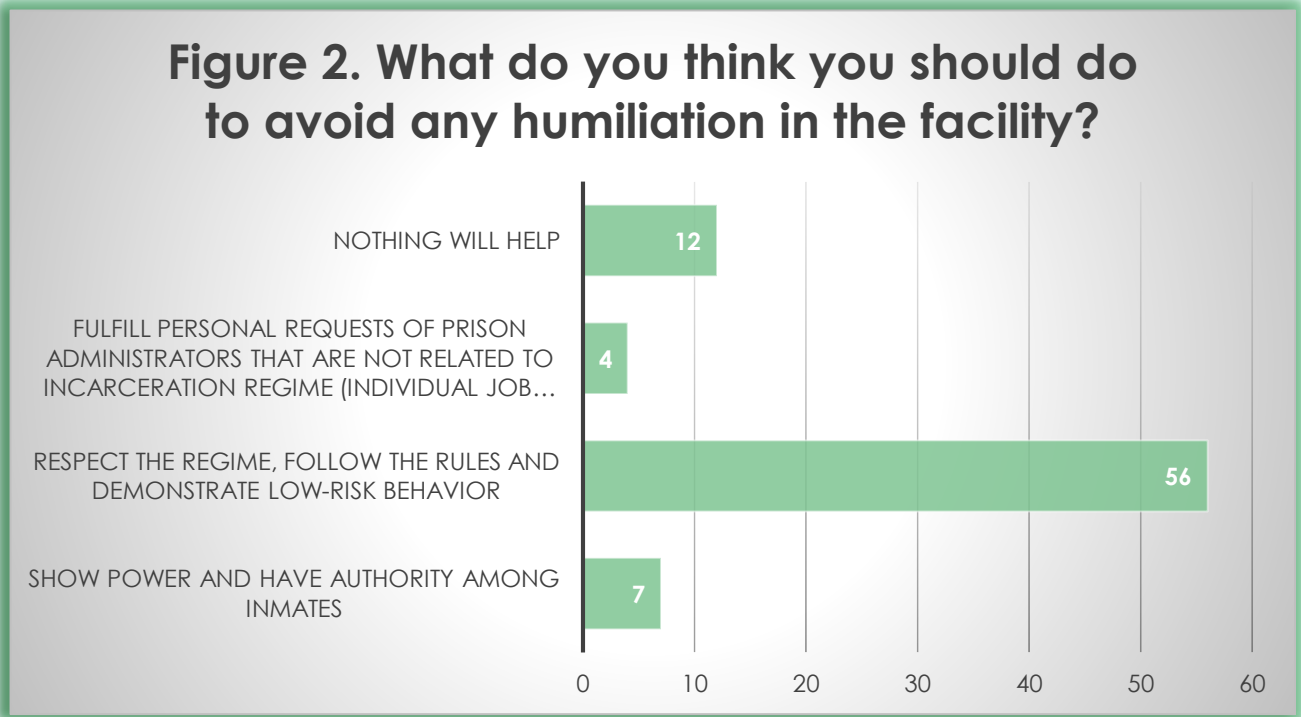
– **Threats, beatings:**

- *Inmates are angry, they can lash out and beat you up.*

- *Got beaten many times. There are supply managers from the administration but they're scared of "blatni" ("thief bosses"). Cops add power on top, somebody will give you a thump on the head anyway.*
- *Humiliating treatment, forced me to clean and do laundry, hit me with a baton.*
- *I'm afraid I'll get beaten for something I didn't do, if something doesn't work. Threats.*
- *The supply manager pulls my hair. One hand washes the other, I can't report it. The manager and the foreman insult and provoke us a lot. "I'll kill you if you don't do what I tell."*
- *It all depends on the "vchynok" ("offence") or a person. Threats all the time, but they could also beat you.*
- *Fights with inmates all the time, lack of understanding. I'm a military man and they "purr" ("bug me"). It gets to serious fights sometimes.*
- **Forced labor.** This type of mistreatment is usually perpetrated by so-called supply managers and foremen who carry out orders of the administration or try to get benefits through making prisoners meet the work norm. However, sometimes prisoners force other prisoners to work, too:
  - *I am a supply manager, an assistant, I manage the process, those who do laundry and clean. If I say so, they will give them a shot, if I don't – they won't.*
  - *People give up ART to do overtime. They have to, or there will be scandals. The supply manager needs a note of acknowledgement for parole.*
  - *Sometimes things have to be done before important visits. They scare us, make us clean and bring things in order. Any truthful talk can be severely punished.*
  - *There are inmates that lose in card games. They're bossed around, made to work and so on. Same thing as "neporiadni" ("indecent"). Before, there were "robochi opushcheni" ("working downcasts"), not sure about now. They used to torture them all the time.*
- **Sexual violence:**
  - *We call inmates that get sexually involved "halves" or "hares" (women's facility). You can be downgraded into this category for stealing things of others.*
  - *Sexual harassment (physical) was only in Chernihiv detention center. I was there for half a year, and it happened all the time.*

### Behavioral strategies to avoid humiliation

In figure 2, we provided answers of prisoners to the question, **"What do you think you should do to avoid any humiliation in the facility?"**.



A deeper analysis of answers to this question, provided during the interviews, suggests that **their behavioral strategy to avoid humiliation depends not only on personal traits and characteristics, but also on the peculiarities of work of the facility and the relationships between inmates and the administration.** For example, in facilities where the administration has a full control of the "inside world", to avoid humiliation **inmates have to fulfill prison regime rules and staff orders:**

- *You should treat staff with respect. You swear at them, you get the same in return.*
- *Work and stay out of things.*
- *I work and I help – and they help me.*
- *I work and stay calm and quiet.*
- *You need to do everything that the administration tells you. Do your time nicely until the end, 'cause you have many convictions.*

Meanwhile, in the facilities where prisoners mostly define the rules of behavior are perpetrate a criminal subculture, to avoid humiliation an inmate **has to take into account so-called "unwritten rules" adopted in the criminal environment:**

- *It's better to stick to general rules for inmates. Administration can't always control it, so our own rules come first. Prison is home, sweet home, as they say.*
- *There're rules for inmates that were created for decades. They help avoid humiliation better than those written in law.*
- *There are rules that you need to stick to among inmates. First you learn them, then you start doing as you should. I haven't lived by "poniatia" ("criminal rules") and never fought with anybody, so I had normal relationships. Never snitched, helped in the division, worked.*

Basically, in such facilities **an inmate is pressed between two dangers and tries to cling to one of the sides or balance between them**, which is extremely difficult:

- *If you stick to the rules for inmates (informal ones), it's gonna be fine, but there are some specifics. If you get under the influence of administration, there will be problems, if not – it will be fine.*
- *Also stick to general rules for inmates "if you don't mess with the administration, they won't mess with you."*
- *You can find a way with anybody, never react when you're provoked (by both sides). I try to turn it all into a joke.*
- *Stay in the neutral lane. You try walking between two fires, there will still be a fight. Only matters if it'll be big or small.*
- *It's unacceptable to cling to administration. If I walk up to them, my own fellows will end me.*
- *You must have your own behavior. When you're on good terms with the administration, there will be problems with inmates, and the other way around. It's an old tradition.*

Besides that, interviewees said that to avoid humiliation from other prisoners, **they had to stick to general co-living rules, including politeness to each other, respect, peacefulness and an ability to listen to others**:

- *You have to be a normal person. Don't stick your nose where you're not invited, talk normally, respect others.*
- *Don't stick your neck out, ask how to do things right. It's better to ask, even an inmate, just walk up and ask. Think with your head, that's all.*
- *Be humane, respect each other, be able to forgive.*
- *If you act normally, I haven't seen in 10 years anyone to be bugged for nothing. Just be normal. I've picked up nothing from prison – no prison talk, no swearing.*
- *You have to be humane, the rest will work itself out.*
- *Stick to generally accepted "poniatia" ("criminal rules"). Don't bite off more than you can chew, be a normal inmate among others.*

- *Be a normal person and live normally. Don't fight, don't stick your neck out. Everything can be talked over and solved.*
- *You have to behave well, share and stick to the group.*
- *Don't "catch the fences" – don't insult people, talk without swearing, don't be a conflict person.*
- *There are rules that you need to stick to among inmates. First you learn them, then you start doing as you should. I haven't lived by "poniatii" ("criminal rules") and never fought with anybody, so I had normal relationships. Never snitched, helped in the division, worked.*

A very important factor that defines subsequent treatment of a newcomer by prisoners is **the first impression that such newcomer makes, the ability to "stand for oneself"**:

- *How you show yourself – the treatment will depend on it.*
- *You should be able to stand for yourself – not in a rude way, but so that it's clear and understandable.*

At the same time, prisoners often pointed out that **the newcomer should not try to pretend to be somebody they're not; they should behave as they did before incarceration**:

- *When I came here, they told me to live as I used to live and it's gonna be alright.*
- *If they thought he was scum before, he'll be scum here. Don't insult anybody. You arrive here, continue living as you lived, it's gonna get out anyway. There are people that know thief rules better. Go to them, they'll help you. Know your place. Walk around, talk, listen. Doesn't hurt to ask.*

Prisoners who have committed crimes of a certain category are **an exception to this general rule**. For example, those who **sold drugs, had sexual intercourse with underage children, committed rape or gave testimony that lead to conviction of another person** can be "pushed down to the lowest cast". As a result, such inmates will be forced to do "humiliating work" and sexually service other inmates. One can also be labeled as a downcast for things they do during their time in the facility:

- *During the "etap" ("prisoner transportation") other inmates started torturing me because of my article [Art. 156 of the Criminal Code of Ukraine "Rape" – Ed.], made me wash toilets, clean "lokalka" ("yard"), wash threshold, beat me. When I got to the barracks, it stopped.*
- *The administration doesn't humiliate us. They create barriers or force to do things. From inmates – yes, there is humiliation. They make us do humiliating work (cleaning, laundry). There is hierarchy and castes. For committing a "vchynok" ("offence") they label you as the lowest caste and make you work. They can beat you up. If you try fighting, they'll start kicking you all, very badly.*

- *You have to listen to what they tell you. If you stick your nose somewhere – they can beat you or downgrade you to “obizhenka” (the “insulted” caste) (they’ll force you to clean toilets and so on).*
- *Never expected I’d have to answer for it again. They said I answered in prison, but here there’s more torture [convicted for rape – Ed.].*

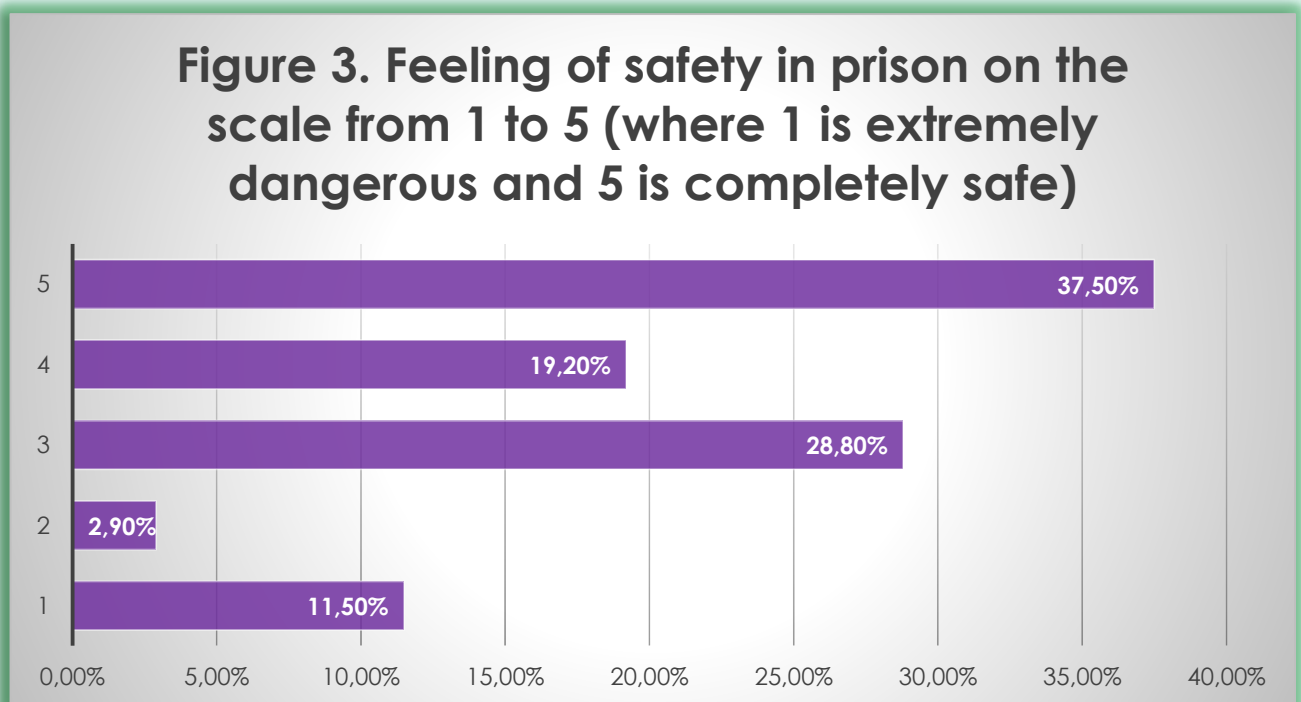
## CHAPTER 2. SAFETY

The reasons of the subjective feeling of danger are strongly related to the reasons of depression in prisoners, which we have described in detail in the previous chapter. The state of depression is one of the consequences of a long-term stay in a dangerous environment. Therefore, to avoid repetitions, in this chapter we will focus on:

- analysis of the subjective feeling of safety in prisoners and factors that affect it, including safekeeping of their belongings;
- identification of places that are the most dangerous for prisoners.

### *Feelings of safety and danger*

As we can see from figure 3, when evaluating their subjective feeling of safety, around a half of all prisoners (56.7%, the sum of answers "5" and "4") said they generally felt safe. Meanwhile, the rest of the interviewees felt various degrees of danger to their life and health, with 11.5% of them thinking they're in immediate danger.



Prisoners mentioned **other prisoners as the main threat to their safety:**

- *Gotta be on the lookout because of people.*
- *I'm afraid to tell anything to anyone, they can come up and beat me at any time.*

- *A conflict can happen at any moment, even if you say something wrong.*
- *I realize where I am and the number of negative people here (make adjustments).*
- *Conflicts with "blatni" ("prison bosses") all the time, assaults, beatings.*
- *There's no complete safety. Lots of people, there can be beatings. You can't watch everyone. It's impossible to feel safe.*
- *Fights with other inmates.*
- *Plotting of other inmates, the same faces all around you.*
- *Afraid of insults, beatings.*
- *Don't know what to expect from others.*
- *Inmates scare me. There are few "obrazheni" ("insulted" inmates) in the camp, there's nobody to work.*

**Health risks are a common danger for prisoners due to their existing illnesses, a high risk of catching a disease from other prisoners or bad living conditions**, which is especially true for disciplinary cells.

- *I'm worried for my health (HIV-positive).*
- *About health. Different people here, with different conditions.*
- *You can get sick in the disciplinary. Half as bad in summer, but it gets very hard in winter.*
- *Half a year or 3 months in the cellar. Your health gets damaged. In the disciplinary, after getting out of there (14 days) I couldn't stand up, drafts got me.*

Some prisoners mentioned the **facility staff**, as well as tough **conditions of isolation and regime rules as a danger to them**:

- *Staff treats us like dirt. We're nobody to them. But it's freedom that we don't have, not our rights. We're afraid of the administration.*
- *Bars and barbed wire. A lock inside, you can't get out.*
- *Toughness of rules.*
- *It's hard to be in confined space.*

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### *The most dangerous places*

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During our research, we tried to identify **which places in the facility were considered the most dangerous by prisoners** that didn't feel safe. There were three groups of answers:

**1. Any place can be dangerous (40.5% of interviewees):**

- *There are no safe places. People who think a place is safe are 99% wrong.*
- *Any place can be dangerous, depends on the situation.*

- *Problems can always appear. Lots of undercurrents. You can get kicked at every corner. We're in plain sight.*
- *A pig will always find mud to roll in. You can get involved everywhere. It's not the places that grace the men.*
- *Everything crumbles down, dangerous everywhere. The prison is falling apart, they need to close and rebuild it.*
- *Half-broken buildings, they can fall down. Electricity problems all the time.*

## **2. Work territory (industrial area) – 26.2%:**

- *Work area. Lots of dangerous things there. Last year an inmate got smashed by a slab.*
- *Work territory. Lots of old constructions, there're places with sagging ceilings, places with falling walls.*
- *Industrial zone, old equipment, cuts fingers and hands (sawmill, carpenter's).*
- *Where they cut wood, that's the most dangerous work.*
- *You can get trauma at work.*
- *Work territory. There are no protection means (respirators, we work on mattresses). No diet food.*
- *I'm a seamstress, there's lots of dust, straining my spine, back.*
- *They gave me a detergent that got me a hand rash (I work at the washer).*
- *Working on Sundays, we get sleepy and stitch through fingers.*
- *Obsolete equipment, electricity crashes.*

Despite the high level of danger to health and life of inmates at work places, **they are not provided with protective equipment and gear at a sufficient level.** As a result, they often **buy the necessary gear with their own money:**

- *Only gloves and that's it, once in 3 months. No robes, no nothing. Even no glasses.*
- *They promised and bought an exhaust hood, but they didn't install it.*
- *I buy everything with my own money, and it's not only me.*
- *They don't give it. I bought gloves and glasses outside.*
- *Give it when a commission comes. Inmates even drag inside their own tools.*
- *We chip in and buy. Administration doesn't give everything.*
- *The work is dangerous, they don't give us anything. Mate got 3 fingers cut off, he's handicapped now.*

## **3. Disciplinary cells (we mentioned its negative impact on health above) – 19%:**

- The "pit" or SHU are the worst, they can get you off the "fence".
- Disciplinary. It has tough conditions. I wouldn't want to be there. 3 days is not a lot, but 10-14 is very hard.

#### 4. Residential units – 4.8%:

- Everything happens in barracks, mostly in "kaptiorkas" ("stores"), where they can close doors (beatings, humiliations and so on).
- The 1st division is the most dangerous. "Neporiadni" ("indecent") live there. Blatni ("thief bosses") can go there and start using their fists. Generally, they'll get you anywhere if they want to,

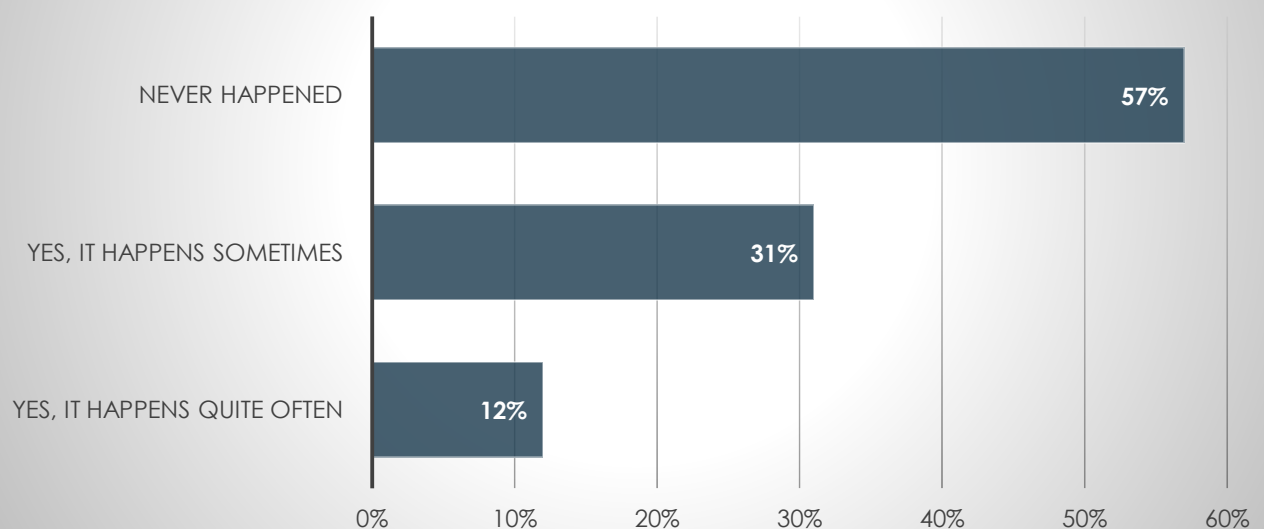
Besides the above-mentioned places, some prisoners mentioned administration premises that might become dangerous to them under certain circumstances. Particularly, they told about the **premises of the investigative unit or even the room of psychological and emotional relief.**

- Office of the head of investigations. Nobody starts beating you first there, but if you refuse to cooperate, he won't sign encouragements and you won't get them.
- The room of psycho-emotional relief ("shursha"). "Blatni" ("Prison bosses") take you there and beat you up. The supply manager has a key, they open it and have their showdown there.

#### Safekeeping of personal belongings

Only a little over a half of prisoners (57%) said their belongings hadn't been taken from them by force (see figure 4).

**Figure 4. Have any other prisoners or staffers ever taken your personal belongings/things by force (e.g. theft)?**



During the interviews, respondents explained that these were most often other prisoners that stole their things.

Given a rather limited amount of property, the following items are stolen the most often:

- *food from the communal fridge;*
- *cigarettes;*
- *underwear (most often in women's facilities).*

It should be noted that among prisoners stealing from your own gang ("krysiatnytstvo" – "being a rat") **is seen as a very serious crime that entails a severe punishment:**

- *Generally, such things happen. They kick your ass for that (a rat's thing to do – it's like cheese in a mouse trap). They can beat you hard, a week in the hospital wing.*
- *Can't be without it. They humiliate you for that, too. Wrote "rat" on the forehead in brilliant green, tied cans and let him walk around the camp. Everyone kicked him as they wanted. You don't touch those people with hands anymore.*
- *Idiots steal. They're then "lifted off the floor" (beaten hard). Stealing is strictly forbidden. You can take it if you share a piece of bread.*
- *All the time. The fridge is locked, but things disappear every day.*
- *There're lots of rats, if they catch one – the punishment is very hard.*
- *They stole food from the fridge and from the cell.*
- *If a person is caught, it's punished very severely. Applies to anyone. The law says, you can steal from anyone but not from your own mates.*

We haven't received any information about possible illegal actions of the staff towards the property of prisoners. Inmates said that staffers could take away forbidden things from them. It usually happened during searches:

- *During searches they mostly take away forbidden products (have to be thermally processed), toilet water.*
- *Staff takes only what's not permitted.*
- *Administration takes away forbidden things if they find them. First they warn you, then they can give you a shot.*

## CHAPTER 3. HELP/SUPPORT

In the course of our research we also studied the mechanisms of help and support to victims, including:

- *ability to communicate with the family;*
- *provision of psychological help;*
- *quality of medical aid;*
- *ability to use different sources of legal help;*
- *ability to communicate with facility management;*
- *friendly support from inmates.*

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### *Communication with family*

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Most prisoners (**82.7%**) said they stayed in touch with their families, while **68.1%** said the available communication wasn't enough.

#### Long-term visits

Less than **21%** of interviewees had long-term visits. They listed the following as problems preventing them from using this communication mechanism to the fullest:

**- A large distance between the facility and the family home, and a lack of time and financial possibilities to visit:**

- *My family has lots of house work. My son is married but they never come.*
- *Parents are old, it's difficult to come, they live far away.*
- *Family lives far away, no time.*
- *It's far, I hope for parole.*
- *They live far from here, very expensive to visit.*
- *I want a long-term visit, but mom doesn't have the resources.*
- *It's too far for my mother to visit.*

**- A busy work schedule and a lack of time to communicate with the family:**

- *No time to call.*
- *I work a lot, there is no time for visits.*
- *No time, there's work.*

**- Proliferating corruption in the facility:**

- *Everything (phone) is forbidden, but we have everything. You pay and they'll find it. We're punished for illegal calls. You gotta hide (your own) phone, they'll punish you if they find it. In Ukraine prisons are business.*

*Administration asks for money for everything – repairs, benefits. You have to pay for everything you should have.*

- *Access to visits for money. You have to pay 1000 hryvnias for 3 days, and take something with you, too.*

**- Bad living conditions in rooms for long-term visits:**

- *Bad quality of beds. Don't want to cause my family any inconvenience.*

**- Legislative limitations for long-term visits:**

- *I use only short-term visits (girlfriend), you need common kids for long ones.*
- *There are long-term ones, but it's only once in 3 months.*
- *It would be good to have long visits once a month and short visits once in two weeks.*

Besides that, some prisoners said they didn't want to see their family, because they had **major psychological difficulties after such visits:**

- *It's mentally difficult to say goodbye after visits.*
- *I don't want my kids to come. They'll bring my grandchildren, I'll get sad.*
- *Better to spend money and take kids to the sea. You gotta get back to normal after a visit. Like you're free for a little while, and then it's prison again.*

Besides that, they told about **the lack of desire of their family to visit:**

- *Daughter is ashamed of me, doesn't want people to know her mother is in prison.*

### Short-term visits

Around **40%** of prisoners use short-term visits. However, they note that **this kind of visits does not allow the desired psychological contact with their family:**

- *The problem with short visits through the window is lack of close contact. You feel isolated.*

### Telephone conversations

**Phone** is the most widely used channel of communication. **50%** of interviewees talk on the phone every day, almost **24%** every week and almost **22%** of interviewees don't use it at all. The following factors have been mentioned as key problems preventing meaningful phone communication:

**- Insufficient time for conversations:**

- *I can talk for 15 minutes 2 times a week. Limits on calls to Kyivstar (expensive).*
- *Don't have time to call, lots of people who want to. One can speak for 40 minutes, her "suit" allows.*

- *Little time, lots of family members.*
- *Little time is given for phone calls.*
- *Little time, 2 phones for the whole division.*
- **Limits on calls during day time:**
- *We can't call during the day.*
- *Cancelled day calls.*
- **Bad quality of phones.**
- **Presence of an administrator during the conversation:**
- *The mobile phone is in the control room, we talk with an inspector there.*
- *Administrators are present during the conversation, listening. I can't tell any personal things.*

## Letters

**74** prisoners out of **106 (over 73%)** don't use **mail** at all because they think the administration blocks this channel of communication. **At the same time, some prisoners don't have the money to buy envelopes:**

- *Letters didn't get there, didn't arrive. I never signed for a letter.*
- *I don't write letters 'cause they don't mail them (throw them away).*
- *No envelopes to write a letter, I don't want to get in debt.*
- *You have to buy envelopes.*

## Internet connection

**80%** of prisoners don't use Internet connection because **the administration limits access to video calls:**

- *Video phones are on only when a commission is here, or TV – just showing off.*
- *When video phones were on, I talked a few times. Now they're off. They say electricity problems. Then again, I have nobody to call.*

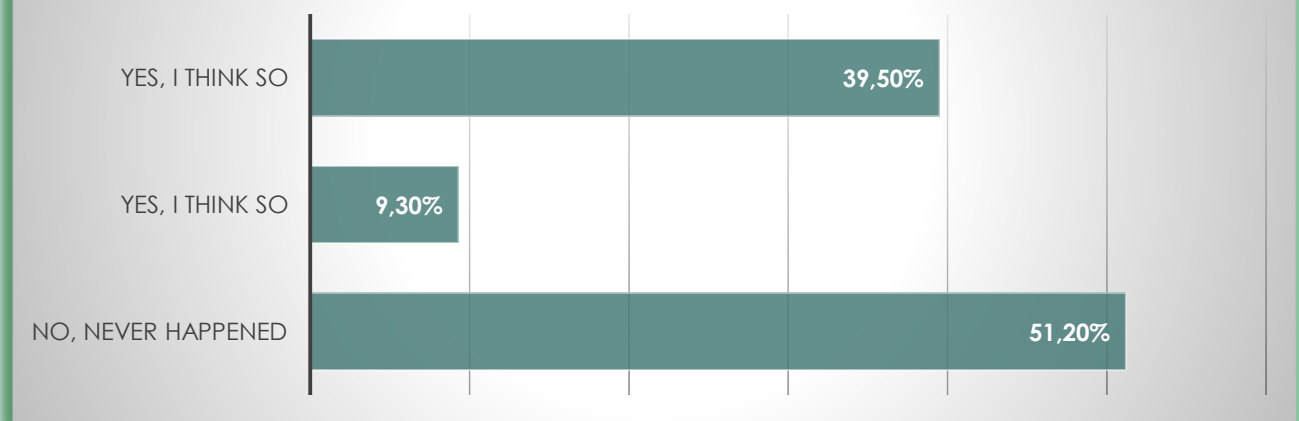
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## *Psychological help*

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Given that most prisoners don't get enough support from their families because of limited communication, the counselor would have to play a major role in providing moral stability of prisoners. The results of our research showed that almost **29%** of interviewees haven't had a single individual session with the counselor, and almost **70%** haven't had a single group session (figure 5).

**Figure 5. Do you think you need more sessions with the counselor?**



Speaking with the counselor mostly happens when being accepted to the facility in the form of testing (results are often not disclosed to the inmate) or after a suicide attempt:

- *There was a situation when I got registered (cut my limbs) and had to talk to them a lot to get out of the register. It was because of father's death, couldn't take it anymore. Also there was a note from the military enlistment office. Showed them my hands and got registered.*
- *Haven't talked to him. He starts talking when someone tried to kill himself and it didn't work out. Otherwise, he never comes.*
- *There was nothing but tests. No evaluation, nobody talked it over with me.*

Meanwhile, almost 60% of prisoners who talked to the counselor said it wasn't useful or helpful for them and was more of a formality:

- *Came after my brother's funeral. That counselor's so bad I can tell him things myself. They only say, don't shoot yourself up and don't drink. It only encourages us to do it.*
- *Didn't say anything. Wrote down my information, started complaining about bad work conditions.*
- *Gave a paper with tests, filled it in for appearance sake.*
- *A meeting for appearance sake (put on a movie).*

However, around **50%** of prisoners said they felt the need to talk to the counselor because for some of them it was a single source of psychological relief and support (Figure...):

- *He could correct, inspire with a kind word.*
- *A lot depends on him, he has to be a highly qualified specialist.*
- *The conversation was useful. I had urgent life questions and he gave me some interesting advice that helped. I think this service is necessary.*

*There're a lot of first-time convicts here, they have to be taught about life.*

- *The need of a normal conversation. It gets better inside.*
- *We need to talk. We'd cut and hang ourselves less. We should talk it out.*

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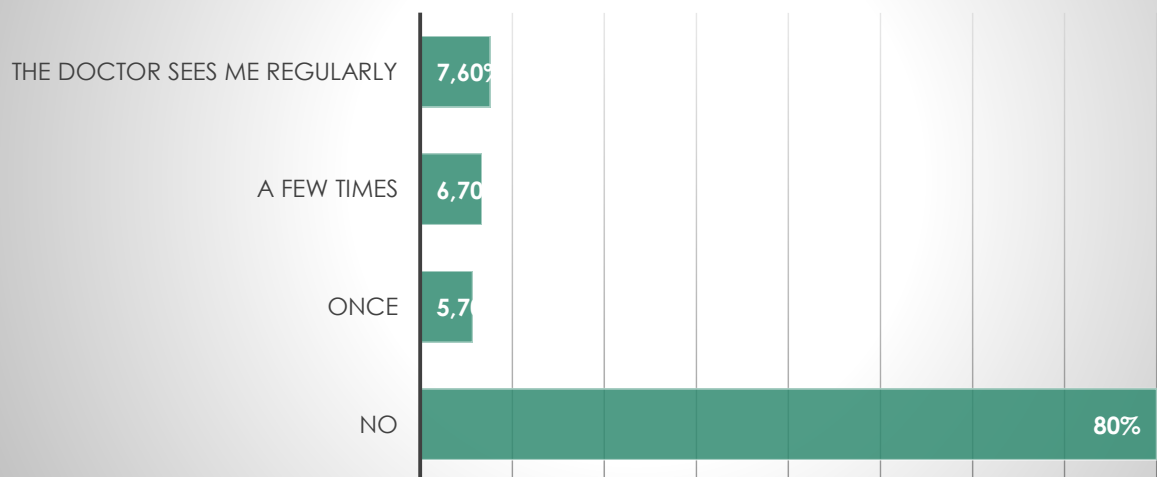
### Medical care

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One of the key conditions to support a convict is providing them with appropriate medical aid, since a big part of them have chronic diseases and risk catching other diseases in the facility.

The research suggests that **80%** of interviewees have never been visited by a doctor without a prior request (Figure 6).

**Figure 6. Has any doctor seen you without your request while being incarcerated?**



They noted the **low quality of medical aid**, particularly **the lack of medicines**, which in turn resulted in “treating illnesses with the same pills over and over again”, as well as an **insufficient level of diagnostics**:

- *There's access but no medicines. Dentist pulls teeth only on the outside, no treatment here (no financing). But everybody needs a dentist.*
- *No medicines, no diagnostics. I asked them to change ART medications, they said no (health problems).*
- *I can go there but there're no medicines. Send medicines, they say.*

- *Went there once, gave me a pill and that's all. Opened a cabinet and it was empty. The quality of service is bad, you have to smuggle pills from the outside. There're many inmates, not enough for everybody.*
- *Two pills for everything, gave me a painkiller once. It's pretty bad with medicines.*
- *They give me some pills, seem to help. Although once I injured my arm, they said there's no bandage and nobody to do the x-ray. They said nobody can figure it out. The arm heals without a cast, hurts (must have a sprain).*
- *Had a fracture, they couldn't do an x-ray, gave the wrong diagnosis and the wrong treatment. Called a surgeon, he broke my leg all over again and put it in a cast. The quality of help is lame.*
- *Can't get normal pain relief after a surgery. Only Analgin, and it doesn't help.*
- *Water here is very bad. Had tooth ache, pain in kidneys. They gave me what they had (fever medicine).*

To receive appropriate medical aid, **prisoners have to count on their own financial means:**

- *If it's something serious, ask your family, have them bring it. You have to order ambulance, pay for teeth.*
- *All treatment is at your expense, then you'll have prescriptions and treatment. For free it's just Analgin and Tsytramon.*

During the interview, some inmates said they couldn't see a doctor at all, because they were not allowed in the hospital wing:

- *Don't let us out from the checkpoint. You have to wait a long time even if you've got blood pressure or bleeding.*

Almost 100% of women said they had access to a gynecologist. However, they complained about the **low qualification level of the doctor**, which sometimes caused fatal consequences:

- *No diagnostics, no treatment. She said it was fine, and then they removed all my reproductive parts.*
- *I don't see her as a specialist. After a surgery (removal of private parts) she congratulated me on pregnancy.*
- *Don't trust her. Told her I was a virgin even though I have 3 kids.*

Over **70%** of prisoners said that the medical aid they received in the facilities was worse than what they had had before. They mentioned the following flaws:

**- Bad treatment from doctors:**

- *There's no normal treatment here. There must always be help, not only during reception hours.*

**- No possibility to choose medicines:**

- *No choice of medicines like when you're free, a difficult procedure to buy additional medicines.*
- *On the outside, you can choose treatments, there're more qualified doctors. It's a pity few of them want to work here.*
- *It's worse, limited here. Can't see a specialist I need straight away.*

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### *Legal aid*

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Thanks to the research, we have found out **that the administration of the facility** was the main source of legal aid for prisoners (almost **26%** of prisoners were using it):

- *There's a question about my passport, so I went to the social work deputy.*
- *I can ask the head of the division.*

**Bureaus of legal help (24%)** are the second choice. Prisoners also said that a defense attorney sometimes had sessions in the facility:

- *An attorney comes once in 3 months. But it's been long since he was here.*

**Other prisoners** are used as a source of legal aid in only **7%** of cases:

- *There's a professor doing time here. He helps, tells things when necessary.*
- *Half of the prison is lawyers. Nothing to do, so they read books.*

**State authorities** (public prosecutor's offices, courts, Ukrainian Parliament Commissioner for Human Rights) – **6%**. However, prisoners don't consider addressing state authorities effective, since they don't get a reply:

- *A public prosecutor visited here. Listened and then went away. Said he felt bad for us.*

Only **5% of prisoners** use **legal literature**, and Internet is used in only **4%** of cases.

Some inmates ask their family and friends for legal support.

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### *Ability to communicate with facility management*

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**93%** of prisoners said they could freely address facility management on personal matters:

- *There's reception schedule. You can come with any application. Went there twice, nobody rejected me.*
- *About the application, yes, I went there. The warden helped me solve my problem.*
- *The warden saw me, solved my problem.*

**Meanwhile, some inmates think they won't be able to receive help and support from the management:**

- *I don't want to. Who can I ask here?*
- *No use, I won't get anything either way. "What did you expect when you wrote a "pomelovka" ("complaint")?"*
- *I don't think it's effective.*
- *I don't want to ask him. No use. I'll better go to "smotriashchii" ("watcher").*

**The need to provide some kind of financial reward has been also mentioned as a reason why prisoners don't want to address the management:**

- *No difficulties in communication, but if there is something to ask for, it's all about money.*

Sometimes the status of an inmate defines their access to facility management. Supply managers, orderlies and those who work with the investigative unit and have authority among inmates ("smotriashchi" – "watchers") can talk freely to the management.

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*Friendly support*

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Most prisoners said they had no friends in the facility who could support them:

- *There are no friends in prison. Every man for himself. You can't trust anybody.*
- *It's prison. Total distrust, no friends, nobody to talk to.*
- *Psychologically difficult. The people – no unity, no collectivity.*

The situation is explained by the **total lack of trust between prisoners** and the fear of being betrayed. Distrust of prisoners to each other is partially related to the fact that investigative units often use a part of inmates as their informants:

- *I don't trust anyone. Those who work with investigators can snitch on you right away, they're not even hiding it.*
- *It's every man for himself, only strong ones survive. I'm afraid of being betrayed.*
- *I don't trust them, they snitch. I'm living in my own small world.*
- *No one to trust, they can tell on you to the investigative unit.*
- *You won't find real friends here. We have a fight and it'll all spread out. They'll snitch on you, they'll rat you out to the investigative unit.*
- *People are very fast-changing here. If administration offers something, they can turn you in, put everything upside down.*

- *You lock yourself from the inside in this place. It's hard to open up, lots of backstabbing. People can do all kinds of dirty tricks to get out sooner. There is little trust here. Thanks God there is phone, there is a counselor. People snitch to the investigative unit. We have it in our mentality so bad – violating the rules. They can snitch on you for every little thing (like water heaters).*

Some inmates explain the lack of friendly support by the **peculiarities of the community, gain-oriented motives and insincerity towards each other:**

- *They look at your "bag". You've got stuff – everybody's your friend. Otherwise nobody gives a damn.*
- *There are no friends in prison. I don't want to have anything in common with anybody. Want them to leave me alone. Everybody dishes the dirt on others, they have fights and then drink coffee together. I don't get it.*
- *Special kind of people.*
- *I don't trust inmates. You can always expect something bad. I keep them at distance.*
- *You can't check friendship in an isolated space. Lots of people are "among the suits", use each other.*
- *A lot of negativity here, people eat each other. You want to cry, share sometimes, but there's nobody to do that. They're different in here from when they were like when they were free.*
- *It's the atmosphere, until you find something good yourself... I try to avoid gossip.*
- *The atmosphere of prison. Inmates don't think about consequences, get jealous.*
- *Irritation, everybody watches everybody, slings mud.*

## CHAPTER 4. JUSTICE

Justice was yet another factor that we used to study prison life. It was evaluated using the following indicators:

- informing inmates on their rights and obligations;
- ability to complain about the actions of the administration and other prisoners, as well as a response to such complaints;
- proportionality of disciplinary sanctions to committed violations (offences);
- equality of all prisoners before the administration and staff of the facility;
- equality of all prisoners before each other.

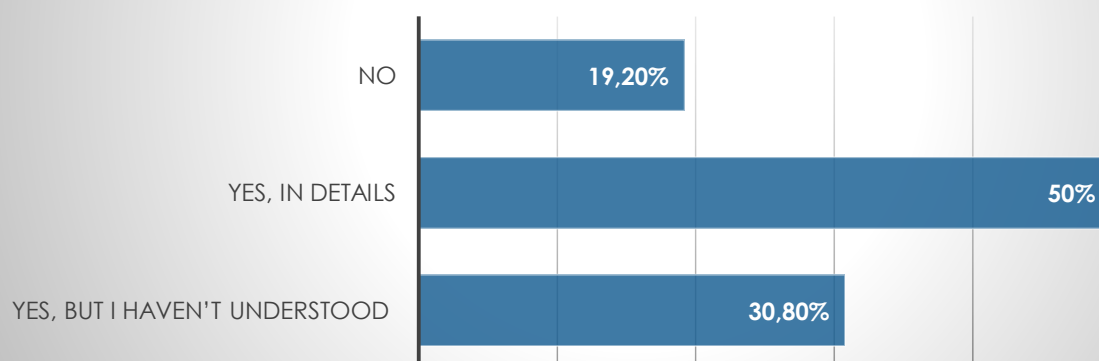
### *Informing on rights and obligations*

Knowledge of prisoners of their rights and obligations significantly diminishes the risks of mistreatment (including torture or other forms of abuse).

Aware of their rights, prisoners can protect themselves and their interests, for example by addressing a competent authority or a responsible person (with an application, complaint or proposal).

Only **50%** of interviewees believe they know their rights and obligations (Figure 7). In most cases (**72%**), they have received this information when being placed to the facility (at the reception).

**Figure 7. Have you been told (or informed in some other way) about your rights and obligations when you arrived at the facility?**



However, they see it as a formality and say they were only explained their obligations:

- *Mostly told me what I couldn't do. Didn't explain anything.*

- *Only told me what they were interested in. Anyway, no inmate knows his rights and obligations.*
- *Made me sign a formal paper with small text that described my rights.*
- *Told about obligations, not the rights.*
- *Made me sign off that I read it and that's all.*

It's curious that prisoners see other, more experienced prisoners as the main source of information they should have while in the facility:

- *Prisoners, old "sydiltsi" (long-termers) told me everything, sometimes "smotriashchi" ("watchers") bring some clarity.*
- *Cons who did a long time came here, told things. There are special people, "behind the reception". He came here.*
- *First an administrator, then "smotriashchii" ("watcher") told me how to live and what were the rules.*

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### *Ability to complain*

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Almost **75%** of interviewees don't have any idea where and how they could complain if something unfair happened to them. At that, most of the interviewees said it was no use writing complaints, because they **never received a response or even never left the facility:**

- *Complaints never leave the facility, they look through everything.*
- *Never wrote 'cause I didn't see the need. I don't think there's any point.*
- *Wrote to the prosecutor's office, never got a reply.*
- *Complaints are destroyed, just like letters.*
- *A guy wrote a few times, but most likely the administration blocked it all.*
- *Complaints never leave this place, not a word from them.*
- *I don't believe something can be changed.*

Meanwhile, prisoners say that sometimes writing complaints led to more serious consequences, such as **disciplinary sanctions or even physical retribution**. Sometimes, the administration uses inmates from the "blatnyie" ("thief bosses") caste to "settle things down". Therefore, if an inmate writes a complaint about the actions of the administration, other inmates can apply physical violence or other torture to them:

- *I don't write, people write for me. If I write myself, I'll get to the disciplinary.*
- *"Blatnyie" ("thief bosses") killed after that. Beat people up, threatened psychical retribution (for a complaint about administration).*
- *It's impossible to write, they can "work you to death". We used to have a morale officer, he used to do it a lot. People stayed a very long time,*

even got forgotten. One of them went nuts (from "etap" ("prison transportation") without release).

- Talked "blatnyie" ("thief bosses") into dealing with me. Had to take back my testimony, wrote that everything was fine. The administration does everything through "blatnyie".

Sometimes **unscheduled searches are organized to punish for writing complaints.**

Also, if a person writes a complaint, it might have **negative impact on their chances of parole:**

- Can cause problems in the future (parole, benefits).
- No use, you can lose your parole or they'll make it very bad for you.

**97%** of interviewees said they had never complained about the behavior of other inmates. During the interview, they said it was because prisoners themselves solved all conflicts between them and involvement of the administration was not welcome. Moreover, **prisoners could punish those who complain (beat them up, subject to moral humiliation, etc.):**

- *It's not taken well. If there is a conflict, you get out, talk, clarify and part ways, no violence.*
- *It's not accepted to write. In this case they will assign you to "complainers" ("snitches") category, make you a "neporiadnyi" ("indecent") and you will carry this brand until the end of your term.*
- *First they can beat you, then it's different treatment (they treat you like dirt, destroy you).*
- *If I wrote, they'd beat me up.*
- *If I write and they find out, there will be big problems. Why would inmate complain about another inmate?*

**Prisoners with more authority can be involved into solving conflicts:**

- *Went to "smotriashchii" ("watcher"), told him they pick on me. He went to the barrack, told them I clean here, I'm useful. Told them to stop picking on me. Seems to be fine now.*

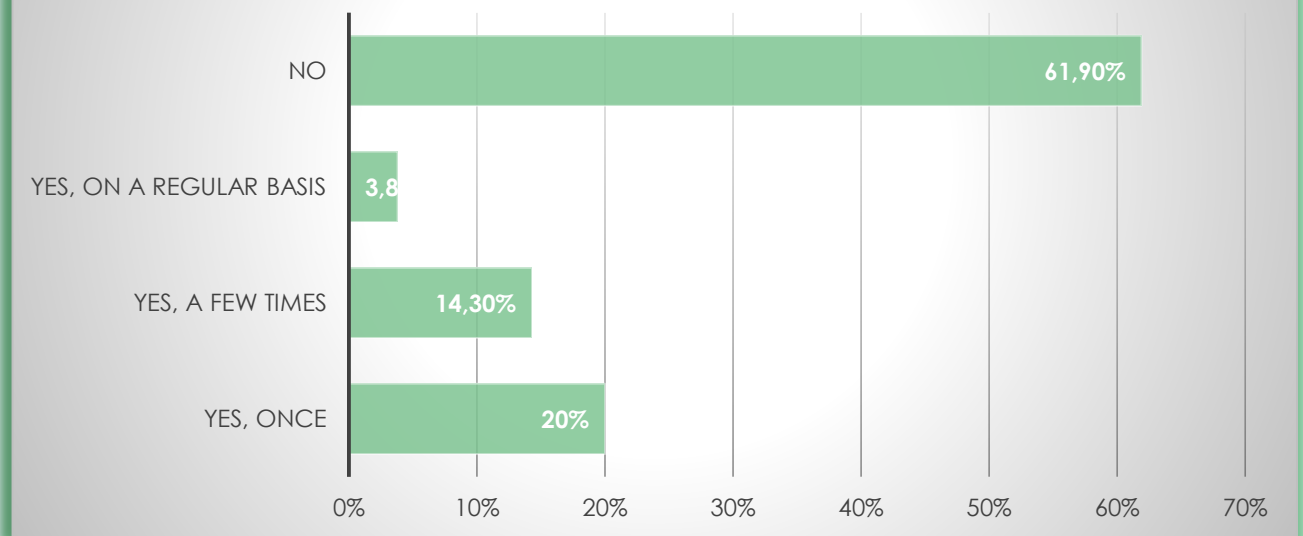
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### *Proportionality of punishment*

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According to our research, around **38%** of prisoners have been subjected to disciplinary sanctions while in the facility (Figure 8).

**Figure 8. Have you ever been punished/subjected to sanctions for something in the facility?**



In most cases (**69%**), they considered such punishments unfair or disproportionate:

- *Picked up an apple – got a shot.*
- *Got a shot for picking apricots in the garden.*
- *Gave shots for exercise. Had a few shots, then a commission, then the disciplinary. They give shots for nothing sometimes. I don't need exercise.*
- *There was a conflict when they gave me cloth at reception. I refused. They gave me a warning for this.*

It's important to note that **a record of any punishment has negative impact on the chances of parole.**

Prisoners think that the administration abuses disciplinary sanctions to deprive prisoners of the possibility to get out on parole:

- *Last year, a cold barrack, I had a fight with the division head and went to another place without permission. They gave me a shot for this, so I blew my parole.*

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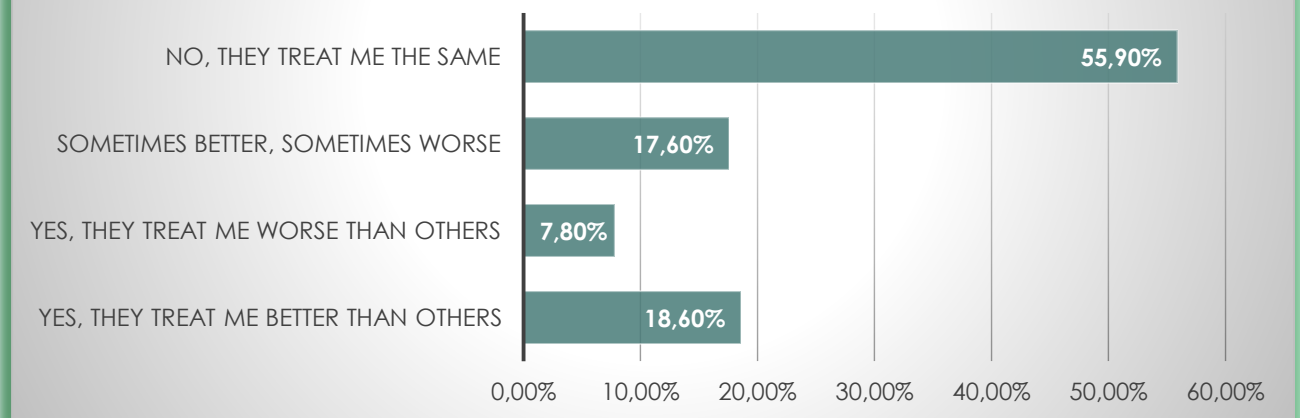
### *Equality of prisoners before administration*

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When asked if they had ever felt that the staff was treating them differently (better or worse) from other prisoners in the same kind of situations, **56%** of prisoners said they were treated **the same as others (Figure 9)**, while also

adding that they had to follow facility rules, communicate normally and find an approach to everyone (*more on this in "Respect to human dignity" chapter*).

**Figure 9. Have you ever felt that staffers treated you differently (better or worse) from other inmates in the same kind of situation?**



Almost **18%** of interviewees think that **sometimes they are treated better and sometimes worse**. In some cases, it **depends on the shift of the staff**:

- *Every administrator speaks differently, better with some, worse with the others.*

Sometimes the **treatment depends on the "work diligence" of a prisoner**:

- *The way you work. The more you work, the better.*

Sometimes it depends on **personal likes or dislikes of a person or just the mood of a staffer**:

- *They can just not like you. They'll give shots.*
- *Depends on the mood of a staffer.*

Interviewees think that **the treatment of the staff depends a lot on how prisoners treat them or on prisoners' personalities and behavior**:

- *They treat you differently, check you. What's your worth? Especially in the beginning.*
- *The treatment depends on the prisoner herself.*
- *We treat them fine – they treat us fine. It happens they have biased attitude to some, then they have to fight.*
- *Tried treating me with prejudice, but I put a stop to it. Junior officers are very bold. You have to feel the difference between people.*

- *Don't give them a reason and they won't touch you. I am not rude to them and they are not rude to me.*

Almost **19%** of prisoners think they are treated **better than the others**. The **area where an inmate lived before conviction** is one of the criteria to define treatment:

- *I am a local, live across the field. Everybody's my friend here (the staff), so I'm fine.*
- *It's better 'cause I'm local. They treat those who speak Russian a little differently.*

**Also, those who work with the administration, particularly with the investigative unit, are treated well:**

- *Because we work for the administration, we talk to them. I wash robes and underwear, and so on. Head of the investigative unit helped me a lot.*
- *It's better for those who "cling to the heat".*

**Some prisoners explain good treatment by their good behavior:**

- *Better with me because I behave normally. I try to respect people.*
- *They treat me better because I always make a compromise.*
- *They treat me better. I do repair works. I never say no.*

**8%** feel they are treated **worse than the others:**

- *Act as if they were big bosses.*
- *Can't say about others, but it's biased to me.*
- *They don't see us as people here, like some labor force - "you have to", "you must".*
- *It seems to me they hate me.*

---

### *Equality of prisoners*

---

Our research gives reasons to believe that facilities have a certain hierarchy, where certain prisoners perform a part of the administrative functions, while having additional benefits and powers. We can trace a certain difference between facilities in this area. In "Respect to human dignity" we have already explained that facilities differ depending on the influence that the administration has on the internal environment. Using the jargon, the facilities are classified as "red" (where the administration has full control of everything that happens in it) and "black" (where inmates have significant influence on the work of the facility).

In facilities of the first type ("red" facilities), the administration appoints **supply managers, foremen and orderlies** who take over a part of the administrative functions and have more benefits and powers than other prisoners:

- *Supply managers – senior orderlies have other requirements. They're the "right hand" of the division head. What she says the division head will do. They get more benefits than the others.*
- *Friends with the investigation staff – they let them bring hair dye and other forbidden things.*
- *The investigative unit in exchange for hair dye makes you tell on other inmates. Those who tell get benefits.*
- *Those who run to the investigative unit often, they are better off: cigarettes, tea, sooner parole.*
- *Supply managers, foremen – they use all kinds of benefits. Parole is open only for them.*
- *"Etap" (prisoner transport) comes, they call an investigator, and he says, "You'll be working with us for parole".*

In "black" facilities, the hierarchy is more complicated: there are inmates that have authority among others ("smotriashchi" – "watchers") and informal influence on the work of the facility in general. However, there are also inmates appointed to the positions of **supply managers, foremen and orderlies** by the administration, which have to formally perform a part of administrative functions:

- *There are "smotriashchi" ("watchers"), they solve problems of inmates, sometimes give you cigarettes, food, tea.*
- *There are people responsible for barracks. They solve issues with the administration somehow (if someone's locked up in the disciplinary for violations, they go to the administration to solve it. They can "lift you up" or shorten the term). If there's an escape, "otvetchiki" ("responsible persons") are sent to the disciplinary. "An inmate does for an inmate".*
- *There are castes: there are 4 people that solve issues with the administration and with anybody else. You can go to them with any matter.*
- *The administration is tied with "blatnyie" ("thief bosses"). They assign "smotriashchiie" ("watchers") and solve problems through them.*
- *There are "blatnyie" and supply managers. You can't really tell who works with the administration more. In the morning, there are more "blatnyie" ("thief bosses") in the office than "goats".*
- *There are "smotriashchiie" ("watchers") in every division. They solve all problems with the administration and inmates. There are those in charge of prison, games, everyday issues. Smotriashchiie solve 70% of problems in prison.*

Besides those with authority, there are those who are constantly humiliated and tormented. Depending on the offence that they committed before or during their term in the facility, the prisoner can be forced into the group of "opushcheni" ("downcasts") and made to clean toilets, empty trash bins and do dirty work in general. Such prisoners are usually put in separate units. They can become subjected to different kinds of violence:

- *There are "obizheni" ("insulted" inmates), not more than 10 people in every barrack. Their place is separated with a curtain (murderers of mothers and children, rapists).*
- *There are people like that. Everybody has their place, a clear hierarchy. There are "otvietchiki" ("responsible persons"), "poriadni" ("decents"), "neporiadni" ("indecents") and "opushcheni" ("downcasts") ("pipiky" – they clean toilets, trash bins, do the dirtiest work).*

This category of prisoners has the most limited scope of possibilities and rights in the facilities:

- *"Neporiadni" ("indecents") can't do sports, drink tea with "poriadni" ("decents"), can't drink from my cup, there's a separate place to sleep, separate dishes. In the canteen everybody has metal dishes, but "neporiadni" ("indecents") have plastic ones. "Poriadni" ("decents") eat first.*

During the interviews, prisoners said that **financial means and different connections outside the facility often defined the status and benefits of prisoners:**

- *When family has money, they can solve problems.*
- *There are non-statutory relationships. There are people with money, with power. They solve their problems.*
- *There are "blatnyie" ("thief bosses"), they walk around with huge mobile phones. Some drink, others shoot themselves up. Administration turns a blind eye (they must be paying them). There's corruption, never left this place.*

## CHAPTER 5. PERSONAL DEVELOPMENT

While in penitentiary facilities, a person lives in a confined space according to the internal rules and talks to the same people for a long time. In such circumstances, there is a significant risk of losing one's personality. That's why it's important to provide conditions for comprehensive development of inmates in prisons. It includes organization of leisure, vocational training possibilities that would be useful after release, as well as defining other needs of development and satisfaction of prisoners.

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### *Organization of leisure*

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We evaluated leisure activities of prisoners using the following indicators:

- ability to use the library;
- ability to read own books and books borrowed from other prisoners;
- availability of sports activities;
- ability to participate in church services;
- availability of art classes.

During the interviews, a big part of women said their leisure was quite organized, but they had no possibilities to use it because of the lack of time. Prisoners spend all their time at work:

- *No time, lots of work.*
- *No free time, work without days off.*
- *No free time, work from 7 till 5.*
- *There's no time for sport here.*
- *There's vocational college, there's school, but no time! From 5 in the morning till 8 every day, we work.*

**67%** of prisoners said they could **visit the library**. **20%** said they could not go to the reading room and **13%** were not interested. The main **reasons** for not using the library were: the lack of time, bad vision because of fine work in work details (women) and even not knowing how to use it.

- *I don't know how I could use the library.*
- *No time – there's work.*
- *Don't see well, work all the time.*

Over **80%** of prisoners **read their own books and books borrowed from other prisoners.**

Almost a half of all interviewees said they did not have possibilities for **sport activities**. There are gyms, but prisoners don't have access to them; only administration workers can exercise there:

- *There are machines but we can't use them. Deputy warden and administration exercise there. Prisoners don't have access.*
- *No gym, the administration took all the machines.*
- *They don't let us into the gym – for the commission only.*

Prisoners also said that bad food interfered with their sport activities by not providing enough energy for power training.

- *You need food for sport, and it's bad here.*

Almost **60%** of prisoners **participate in church services** that mostly take place on weekends. Women said that representatives of different denominations visit the facilities.

- *There is a possibility to go to confession, different denominations here.*
- *Jehovah's Witnesses come often.*

Men complained that the facility only had a church of Moscow Patriarchate, that's why they didn't attend the service:

- *It's a Moscow Patriarchate church, I don't go there.*

Some prisoners refuse to go to common services to avoid other prisoners who they consider insincere. They don't want to pray together:

- *I pray alone, not here. Don't want to pray with those who go.*

**46%** of interviewees attend **artistic cases**, including embroidering (women) and talent groups.

---

### *Vocational training*

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**96%** of prisoners said they could receive vocational training in the facility and almost **8%** knew about distant learning possibilities:

- *There's a distant learning system, you take tests and then study (4 girls studied to be computer programmers).*
- *You can keep studying in the college where you studied before conviction.*

However, during the interviews some prisoners said the administration was unwilling to facilitate distant learning:

- *There's a desire to use distant learning program for economists, but they're blocking it somehow.*
- *There is a possibility of distant learning but it's not used. They don't want it 'cause it's maximum security here, with other priorities. A group of inmates got here by chance, but others are professional felons.*

Prisoners mentioned the formal nature of vocational training in the facility. Some don't even know who they are being trained to be:

- *They enrolled me but I don't know which specialization.*

- *Gave me a pen, a notebook, and took my picture – that's all there is to this vocational college.*
- *We're enrolled but don't study.*
- *Formal education, wallpaper degree.*
- *Enrolled but never attended. They gave me my diploma and that's all.*

Besides that, some interviewees said they had no information about education possibilities:

- *Didn't study, I don't know which specializations they have. Nobody asked me if I wanted to study. I would.*
- *I want to but don't know where to go. They don't explain us anything.*
- *Don't know which professions they offer.*

The diversity of professions available in facilities for men and women differs a lot. While women can only train to be seamstresses, men have several choices (electrician, mason, wireman or welder):

- *I have a mason specialization.*
- *Studied to be a wireman.*
- *Got a specialization to work at a sawmill.*
- *Studied, got a welder specialization.*
- *Finished – electrician specialization.*

Some male inmates can't get any training because they are in the "obrazheni" ("insulted") caste and other more respected inmates don't let them receive education:

- *I want to but I can't. I am "obrazhenyi" ("insulted"), that's where all the problems come. Depends on what "blatnyie" ("thief bosses") say, but most likely it's no.*

A lot of prisoners said they already had education (often higher education), so they were not interested in receiving education in the facility.

**79%** of interviewees think that the professions offered in the facilities will let them find jobs after release and **81%** think that they will enable them to get clothes, accommodation and food:

- *Lots of good seamstresses find work after release, they write us.*
- *There is a demand for seamstresses, especially from penitentiaries. They're very demanding and make good things, plus the experience.*
- *If you want to work, you need a diploma.*
- *It all depends on the person and their desire.*

However, prisoners also mention what they think might prevent them from finding a job after release, which is **bad quality of education** and a **conviction record**:

- *Few people hire inmates, it's a mark. You collect documents, register at the labor office, but they don't find a job in half a year and you have to collect all the documents again.*
- *Bad teaching, give little time.*
- *Low quality teaching.*
- *Who will hire with a conviction record?*

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### *Preparation to life outside the facility*

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Prisoners think that one of the main problems awaiting them outside the facility is employment. Therefore, it's very important to get **social support after release**: help receiving the necessary documents, assistance in employment, and receiving first financial and psychological aid:

- *Would be good if there were centers where they'd talk to us. People get out, nobody cares about them, and they get straight back in.*
- *Help with documents.*
- *Give a chance to work.*
- *Support after release to find a job, get primary help.*
- *What to do when you have no home? What to do, how to live, how not get locked up again?*
- *Get social help for a start.*
- *Need connection with employers.*
- *Having a job is the main thing. You'll go nuts without it. Another offence and maximum security.*
- *What professions are accessible to handicapped.*
- *Very hard to find a job after release.*
- *To find a stable job, to provide for yourself.*

While serving their sentence, prisoners would like to receive more **psychological help**. Working with a counselor must help prisoners shape a vision of their future, define goals and priorities, and create a socially useful personality:

- *More sessions with the counselor.*
- *Define clear goals and achieve them. Get priorities right.*
- *Regular work with the counselor.*
- *Self-esteem. After 5 years you get a psychological disorder (my own observations).*

Besides sociological and psychological support, prisoners also need **more information on innovative changes in the society and using products of**

**technological development** (ATMs, touch screen mobile phones, computers, etc.):

- *Computer classes.*
- *Teach to use computers, touch-screen phones.*
- *More information about what's happening on the outside.*
- *It's hard for those who did a long time to prepare for change (ATM's, cards...).*

Almost **90%** of prisoners have decided what they will change in their lives when they are released and over **70%** want to find a job before everything else. **63%** of interviewees said they will end their criminal activities and **62%** will spend more time with their families. Almost **17%** want to become socially active citizens and **13%** would like to train to get a new profession.



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## QUESTIONNAIRE

### *“Research through prisoners’ eyes”*

#### **Introduction**

Dear participant! You have an opportunity to take part in the unique study, which is being currently conducted in Ukraine. It aims to look at the inner world of the prison through eyes of the prisoners. This will help us get the most objective picture of their daily lives, understand the difficulties and challenges they face.

The study is based on the experience of colleagues from the UK, who first used this methodology, and then conducted such studies in a number of other countries in the world. In Ukraine, the study is conducted on the basis of 5 penitentiary institutions, the total number of respondents - 100 people, who are completely randomly selected by a special methodology.

The survey is absolutely anonymous, none of your personal data will be noted on the questionnaire itself, nor will it be mentioned in the report on the results of the study. The completed questionnaire (in case of your agreement) will not be shown to the administration of the institution and will be used exclusively by our organization's employees for computer processing of data.

Your personal experience is very important to us. How fully we can reflect the real inner world of the prison depends on your responses. That is why we urge you to agree to answer the questions of our questionnaire and be as much sincere as possible.

A report on results of the study will be presented to the leadership of the Ministry of Justice, as well as to the international community.

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#### *General information*

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#### **1. Gender of the respondent**

1. Male
2. Female

#### **2. Is this your first conviction?**

1. Yes
2. No

#### **3. How many penitentiary institutions within your sentence you have passed through (including pre-trial detention)?**

1. Just one
2. 2 institution
3. 3 institutions
4. 4 institutions
5. 5 institutions

6. More than 5

**4. For how long you are in the current institution?**

- 1. Less than 1 year
- 2. 1-3 years
- 3. 3 – 5 years
- 4. More than 5 years

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*Respect for human dignity*

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**5. Have you ever felt humiliated during your time spent in this establishment? If yes, please, specify in relation to which situation (you can choose several options):**

- 1. Admission to the institution
- 2. Bad material conditions of detention
- 3. Work conditions
- 4. Staff behavior against me
- 5. Other inmates acts/behavior
- 6. Other \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**6. Could you describe how the staff usually treats you?**

- 1. Staff members usually polite with me
- 2. Sometimes personnel insults me with offensive words
- 3. Personnel regularly insults me
- 4. Your answer \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**7. What do you think you should do to avoid any humiliation in prison?**

- 1. don't disturb detention regime, obey the rules and demonstrate low risk behavior
- 2. follow personal requests of prison administration not related to detention regime ( exercise of individual work, provision of informal services)
- 3. show force and authority among inmates
- 4. under no conditions

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Safety

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**8. On a scale from 1 to 5 please assess how safe you feel within the prison**

*(where 1 – completely unsafe and 5 – completely safe)?*

1. 1
2. 2
3. 3
4. 4
5. 5

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**9. Do you have any place which you consider as the most dangerous for yourself on the territory of the prison? (you can choose several options)**

1. Any place could be dangerous
2. The cell, dormitory
3. Disciplinary facility
4. Gym
5. Personnel offices
6. Working territory
7. Other \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**10. Have you ever been subject of the following behavior by staff and if yes, how often?**

		Rarely	Rather often	Very often
1	Bulling	1	2	3
2	Threats and blackmail	1	2	3
3	Beating	1	2	3
4	Sexual harassment	1	2	3

**Comments** \_\_\_\_\_

\_\_\_\_\_

**11. You or any of your cell mates have been subject of the following behavior by other inmates?  
And if yes, how often it happens?**

		Rarely	Pretty often	Vary often
1	Bulling	1	2	3
2	Forced labour for other prisoners (cleaning, laundry, shopping out of own funds)	1	2	3
3	Beating	1	2	3
4	Forced sexual contacts	1	2	3

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**12. Has any of your personal items/belongings were taken away from you by force either by other inmate or by staff (e.g. theft?)**

- 1. Yes, it happens pretty often
- 2. Yes, it happens sometimes
- 3. No, there was no any case like that

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**13. If you work, could you please asses the danger of the work to your life and health:**

- 1. Work is very dangerous
- 2. Work is pretty dangerous
- 3. There is no danger at all

**Comments** \_\_\_\_\_  
\_\_\_\_\_

**14. If you think your work is dangerous, are you provided with protection equipment (helmets, gloves, respirators, etc.)?**

- 1. Yes, I was provided all necessary equipment
- 2. Yes, I was provided with some equipment
- 3. Yes, I have protection equipment, but I bought it myself
- 4. No, I have no protection equipment

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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*Support/help*

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**15. Do you maintain relations with family?**

1. Yes
2. No

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**16. If yes, describe how and how often:** *(you can choose several options)*

	<b>Form of communication</b>	<b>Every day</b>	<b>Every week</b>	<b>Every 3 months</b>	<b>Every 6 months</b>	<b>Rarely than 6 month</b>	<b>Don't use this form</b>
<b>1</b>	By phone	1	2	3	4	5	6
<b>2</b>	By mail	1	2	3	4	5	6
<b>3</b>	Via Internet	1	2	3	4	5	6
<b>4</b>	Short-term visits	1	2	3	4	5	6
<b>5</b>	Long-term visits	1	2	3	4	5	6

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**17. Do you think your communication is frequent enough?**

1. Yes
2. No

**18. If no, why you can't communicate more often?** *(you can choose several options)*

1. I have a limited access to phone
2. Letters are not being sent out by the administration
3. I have no access to the Internet
4. There are no proper conditions in the prison for meeting with family
5. Family has no enough money to visit me more often
6. Other \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**19. Have you had any session with a psychologist since you are here? If yes, what form:**

	<b>Form of session</b>	<b>Once</b>	<b>Couple of times</b>	<b>3 – 5 times</b>	<b>More than 5 times</b>
<b>1</b>	Individual	1	2	3	4
<b>2</b>	Group	1	2	3	4

**Comments** \_\_\_\_\_

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**20. Did you find the work with psychologist useful/helpful?**

1. Yes (*describe why*)

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2. No (*describe why*)

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**21. If you consider it useful, do you think you need more sessions:**

1. No, it was enough
2. Yes, I think I need some more
3. Yes, I think I need to visit regularly

**22. Did any doctor see you without your request since you are here?**

1. No
2. Once
3. Couple of times
4. Doctor visits me regularly

**Comments** \_\_\_\_\_

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**23. Can you have an access to doctor if you need?**

1. Yes, but just in case I need some minor help (tablets against headache, treatment of small wounds and scratches, etc.)
2. Yes, even if I have some more serious problems (toothache, heart problems, psychiatry help, etc).
3. Yes, have no problem with any health problem
4. No, have no access to doctor at all.

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Next question is just for female prisons**

**24. Do you have a free access to gynecologist?**

1. Yes, there is no problem with it
2. Yes, but it's very difficult
3. No, I have no access at all

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**25. Please compare the medical treatment you've received in this institution with treatment outside the prison:**

1. It was worse
2. It was just as bad as outside
3. It was just as good as outside
4. It was better

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**26. Have you ever been rejected a medical treatment/help? |**

1. No
2. Yes (reason)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**27. Have you been told (or informed in other ways) of your rights and duties when you arrived in the institution?**

1. Yes, but I didn't understand
2. Yes, I was explained in detailed manner
3. No

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**28. If yes, where did you get the information?**

1. It had been explained to me on placement, during my stay at quarantine facility
2. Prison administration had provided me with (brochures, etc.)
3. Information is available on Information board
4. I have relevant education

5. From the Internet
6. Other \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**29. Do you know how you can make a complaint if you feel that something unjust happened to you?** (*several options could be selected*)

1. No, I don't know
2. Send a letter to relevant state authorities
3. Call on hotline of the Prosecutor's Office, Commissioner for human rights
4. Send a letter to international organisations
5. Send a letter to human rights organisations, human rights advocacy groups
6. To appeal to the Prosecutor General of Ukraine on personal appointment
7. To appeal to personnel of the Commissioner for human rights during the visit to the dody
8. Other \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**30. Have you ever made a complaint or request on:**

		No	Once	Couple of times	Regularly
1	<b>Behaviour of a prison staff</b>	1	2	3	4
2	<b>Food</b>	1	2	3	4
3	<b>Clothing</b>	1	2	3	4
4	<b>Accommodation</b>	1	2	3	4

**Other** \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**31. If you made a complaint, did the staff punish you for it?**

1. Yes, once
2. Yes, several times
3. Yes, each time I make a complaint
4. No

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**32. Have you ever made a complaint or request on behaviour of other inmates?**

- 1. Yes
- 2. No

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**33. Did the staff reacted to your complaint?**

- 1. Yes, the staff helped me to solve my problem
- 2. Yes, but the staff helped me just partially
- 3. No, the staff ignored my complaint

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**34. Did other inmates punished you for such a complaint?**

- 1. Yes
- 2. No

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**35. If necessary, can you communicate with the Director (Deputy Director, Acting Director) of the institution?**

- 1. Yes, I can always apply to administration on personal matters
- 2. Yes, but it is complicated
- 3. No, I have no such possibility

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**36. Do you have friends among inmates?**

- 1. Yes, I have friends in the institution who support me
- 2. I socialise with many people, but I don't have true friends
- 3. I don't make friends with any one, I keep to myself
- 4. I have only enemies here

**Comments** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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*Justice*

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**37. If you need a legal advice, what sources do you use?**

	Source of information	Yes	No
1	Bureau for legal aid	1	2
2	Administration	1	2
3	Inmates	1	2
4	State authorities (prosecution office, court, Commissioner for human rights)	1	2
5	Law books	1	2
6	Internet	1	2

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**38. Have you ever been punished/sanctioned for something in the establishment?**

1. Yes, once
2. Yes, several times
3. Yes, regularly
4. No

**39. Did you feel it proportionate/fair?**

1. Yes
2. No

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**40. Have you ever felt that staff behaved differently with you (better or worse) than with other prisoners in the same situation?**

1. Yes, staff behaved better with me, than with others
2. Yes, staff behaved worse with me, than with others
3. Sometimes it was worse, sometimes better
4. No, staff behaved with me the same

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**41. Are there any prisoners in this prison who enjoy more rights, benefits than others?**

		Yes	No
1	In relations with the staff	1	2
2	In relations with other inmates	1	2

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*Personal growth*

**42. On your free time can you:**

		Yes	No	Not interested
1	Go to the library	1	2	3
2	Read own books, books of other prisoners	1	2	3
3	Exercise sport	1	2	3
4	Participate in public worship	1	2	3
5	Art classes	1	2	3
6	Vocational training	1	2	3
5	Study extramurally in the high educational institutions	1	2	3

**Comments** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**43. Can you obtain a profession or new professional skills in the institution?**

1. Yes, institution has its own vocational school
2. No, I can't. There is no such possibility

**Comment** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**44. If yes, on your opinion, will proposed professions allow you to work on the specialty after release?**

- 1. Yes
- 2. No

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**45. On your opinion, having these specialties would you be able to provide yourself with food, accommodation, clothes, etc. after release?**

- 1. Yes
- 2. No

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**46. On your opinion, what what else would you need to know (get additional training) to better prepare for the life outside the prison?**

\_\_\_\_\_

\_\_\_\_\_

**47. Do you have any plans for your future life after release?**

- 1. Yes, definitely
- 2. Possibly, haven't decided yet
- 3. No, I'm fine

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**48. If yes, what exactly would you like to change in your life? (you can choose several options)**

- 1. To be done with criminal past
- 2. Get a job
- 3. Spend more time with family
- 4. To become socially proactive citizen
- 5. Work for charity
- 6. To improve own attains/skills (hobbies)
- 7. To master new specialty (*please, indicate which one*)

\_\_\_\_\_

\_\_\_\_\_

8. other \_\_\_\_\_

**Comments** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_