



FAMILY COUNCIL MEETING MINUTES

Location: Airway Heights Corrections Center (AHCC)

Date: 10/19/2019

Time: 9:45 – 11:45

Teleconference details: n/a

Meeting Attendees

Department/facility co-chair: Kay Heinrich Family co-chair: Anita Barker

Facility/council secretary: Jessica Robb Family secretary: _____

Members Present: Yoshi Garcia, Christina Current, Beth Ann Daigre, Don Gilbert, Morna Gilbert, Stephanie Reuben

Non-council member attendees: Dora Williams, Holli Wessels, Kerri Bailey

DOC Guests: C/O Dent, Monica Cantrell, Gheorge Turcin, Roy Kelley (Empire Vending)

Agenda

MSU Gutters	Double check with maintenance on fixing the MSU gutters New lights have been put in
Family Services	<p>Bus Route –</p> <ul style="list-style-type: none"> • Western Van services contract. Being renewed every couple of years. Issue with current existing contact, there is no pickup route from eastside to west side. Since it is not in the current contract it cannot be changed. Not sure if it will be changed in the new contract due to costs. It is what it is until the contract expires. New change of command is looking at updating the Family Services policy. This is why the survey has been sent out. • New contract will be looked at in 2020. <ul style="list-style-type: none"> ○ Can families give input on this contract? This is a DOC contract. They are getting input from everyone, also looking at the survey that was sent to council members. <p>Not all LFC members have received this family services survey. It was shared on the LFC Facebook page.</p> <p>If loved ones want information about their incarcerated individual they can reach out to family services. Family services reaches out initially to families, but it's up to the family to reach out to family services afterwards. Family Services is looking at having a resource table in visiting. This is in the works and logistics of how it will happen. They just want to be here, not interrupt visiting. We should put something out where people can give positive feedback about staff. We should also put something on the reader board to make Family services contact information more accessible.</p> <p>Could there be a table with both Family services and a LFC member that could answer questions or give information? If forms are needed contact Jess or Kay and we can help get the needed forms out on the table.</p> <p>Some feedback, family services going to the LFC meetings is very helpful.</p>

<p>Vending</p>	<p>Dora- Been speaking with churches in the area about talking about getting a van to go from the east to west side.</p> <p>Took out the hot coffee machine, food and ice cream machines haven't changed in years. Vending is trying to keep up maintenance with parts. Companies that used to give them parts have no moved overseas. It's an ongoing process to keep these machines updated.</p> <p>Food</p> <ul style="list-style-type: none"> • There are certain things they are not allowed to bring in • Is there an inventory list? <ul style="list-style-type: none"> ○ Vending brings in whatever the owner has in stock. • High value items they are trying to bring in more, however vending has to look at cost vs sale. They have to maintain a balance, keep costs low but sell enough to stay in business. • Still having issues getting salads. They don't last very long. Turnover rate can be slow, so they expire before they can get them to the institution. • Frozen products are easier to save and keep fresh. • Difficult to bring in healthy foods because of cost. But they try to bring in new items. If prices go up to high, they decide not to order because they don't want to push the extra cost on customers. <ul style="list-style-type: none"> ○ Could we put a sticker on things with certain meats or for allergies? ○ Could we get an inventory book that has all of the ingredients on each item? ○ Some sort of resource book to help identify what foods are with what diets. ○ Vending will have deli put a generic product guide together so visitors can look through. <ul style="list-style-type: none"> ▪ Will need to get this approved to be added to visiting and where it can placed. • Vending has to follow their guidelines as well. This has gotten more strict due to rules by DOC. This has to do with contraband issues. • The ingredients are on the food, but you can't see all of it because of how the machine is set up. • Vending is checking in on other coffee machines, hot coffee won't happen again but they are looking at different cold coffee machines. • Vending does try to bring in healthy food choices, but they go bad so quickly in the machines it's wasting money. • Healthy foods are very expensive and would put higher costs on visitors. <ul style="list-style-type: none"> ○ Brought in pretzels with some cheese, those were went through quickly so he will try to bring in more of those. • Juices are limited because of what they come in. Plastic is not allowed. It just depends on how it is produced. <p>Each facility has different vending foods and it would be nice if it's a standard all around the state. However, other facilities may not be following the guidelines. Ours does.</p> <p>MSU</p> <ul style="list-style-type: none"> • Ice cream machine is bare on Saturday mornings. • Vendor can't carry ice cream all day. Can only carry it in the morning. • They know MSU has less people so they try to fill up the main with more. <p>Visitors need to understand that vendors are not part of the state. They are privately owned. They do the best we can with the guidelines they have to follow and are not required to even have vending machines in the institution.</p>
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	<p>If visitors have problem with the vending machines C/O's try to get them in contact with a family council member because the vending machine company is not allowed to speak to visitors while they are working per DOC.</p> <p>If visitors has suggestions please put them in the suggestion box.</p>
Children's Program / Visiting	<p>C/O Dent – Started out at the camp with a reading program for kids. 10-15 pages, 3-4 words that repeated themselves. Kids got a little certificate they could put on the wall when they finished. Older kids started coming and were getting bored. So C/O started printing out math and reading pages for older kids.</p> <p>This evolved into the kids program. We have summer bridge activates books. This is voluntary by each child. You can go to the C/O's and ask for one. They are interactivity books where children and parents can work on homework together. Helps open the door for fathers to interact with their kids on their education.</p> <p>Book has geography, essays and flash cards and goes from kindergarten to 7th grade. They are in intermediate steps by different grades. You can start and end at whatever grade you would like. When kids are done they get a certificate that is in the back of the book. It was originally meant for summer, but has grown into the winter time as well.</p> <p>This is being implemented into the main. Family services is ordering more books through OBF funds. More books have been ordered.</p> <p>New puzzles have been ordered. For children and couples.</p> <p>Diaper genies have been ordered for bathrooms.</p> <p>If you have suggestions on what you'd like for activates let C/O staff know and sometimes they can download certain pages or projects to print out for visitors. As long as these are within reason and follows guidelines.</p> <p>8+ and older should be spending time with parents so they are working on getting more activities for families to use and interact with.</p>
Newborn Policy	Jess to type up the Policy and put the information and contact information on the visiting screen.
TV	Order a TV for MSU to have visiting information displayed.
EFV allowable items	<p>There has been some miscommunication. Must adhere to guidelines. (EFV Allowable Items) Some officers allow certain items while others don't.</p> <p>Food</p> <ul style="list-style-type: none"> • Turkey – It was allowed once and then next time it wasn't. This was not allowed because it was frozen. Policy doesn't say anything about bones. Just cannot be frozen. • Need to make sure there is consistency especially with holidays coming up. • Fruits and vegetables – you can bring in home grown fruits, if they are small fruits (raspberry, blueberry, ect) they do not need cut. Bring them in a plastic bag and visiting will run them through the x-ray machine. • Eggs – Food must be in a factory sealed container, unless eggs. You could get a plastic egg holder container and put the fresh eggs in there. Can't be in an expired container. <p>Check and see if there is roasting pans in EFV's* - Dent</p> <p>We are working on trying to make it consistent. Everything should go through the X-ray machine. Have paper plates and silverware and cups in EFV's so people don't have to bring those.</p> <p>A proposal is being written up to try and change having to open up meat, dump milk, juices ect. Making sure we can scan these through the X-ray. This is a long ways out.</p>

	<p>Two new sofas have been purchased. They have futons beds inside the couch. These came in 10/18, and a work order has been sent in to be put together and installed. New sheets, blankets and bedding have been purchased for EFV's.</p>
<p>State Council</p>	<p>Hot meal update and legislature update. Once this happens Yoshi will send the update to Kay. Yoshi will be in Seattle Oct. 29- Nov 1st for an IITS Presentation. They will talk about contracts and vendors and Jpay. This contract is changing. They are looking at costs, ability to support the institution.</p> <p>It would be nice to see something that allows video visits without a computer and be able to use a smartphone.</p> <p>It would be nice to see one company that handles everything. Phone, TV's, Jpay</p> <p>Thoughts on GTL? No one likes them. Customer service is horrible. They can be on the phone and then all of a sudden the call will drop, or it sounds like you're in a tunnel.</p> <p>Kiosks - When Incarcerated individuals move units they have trouble linking their Jpay and Kiosks. So every time they move communication can be an issue.</p> <p>No will upset to see Jpay go. They would like to see another vendor come in because there is contact issues with video visits. However, this would cause a lot of families to lose money on Jpay though. How would a new vendor handle customer service?</p> <p>If anyone has questions please email them to Yoshi so she can ask them. Families would really like to see a company with 24/7 customer service. Customer service would be the number one concern that families want to see with a new company.</p> <p>Nov 16 is the next state council. We need to come up with top 5 things we would like to see next year. Will follow up with emails.</p>

Next Meeting:

Next meeting location: Airway Heights Corrections Center Date: December 9, 2019 Time 3:30 PM-5:00 PM

Comments: _____

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