

## Airway Heights LFC Conference Call Questions April 29, 2020

Questions may be grouped together if they were asked by more than one person. If specific questions about individuals were asked, they were removed. If you have specific questions about your loved one, please contact your local facility.

### PLEASE NOTE:

Please do not share Local Family Council or Statewide Family Council Informational Calls Phone-In Information with others, especially via social media. These are internal DOC communication lines, and are not for public posting.

### **Present on Call:**

James Key, Superintendent  
Kay Heinrich, Associate Superintendent  
Anita Barker, LFC Co-chair  
Donna Jaramillo, Family Secretary  
Stephanie Colunga, LFC Member  
Kehaulani Walker, LFC Member  
Julianne Presson, LFC Member  
Ellen Hargrove, LFC Member  
Yoshi Garcia, LFC Member

Each week AHCC will hold a LFC Conference call on Wednesday's from 2PM-3PM. Please email questions to Jess Robb so we can have answers ready for a timely and accurate response.

Please note:

- Questions and concerns are emailed to Jess Robb no later than 12 noon on Tuesday's (Robb, Jessica M. (DOC) [jessica.robbs@DOC1.WA.GOV](mailto:jessica.robbs@DOC1.WA.GOV))
- Wednesday mornings, questions are categorized and reviewed by the Superintendent to have responses ready for the teleconference that afternoon at 2 pm.
- This process has increased the response time to where there has been time for additional questions.
- Questions received after 3 pm will either be held over to the next week or if time allows asked during the end of the conference call.

This process keeps the conference call on track, and additional guidelines will be addressed at the beginning of the conference to include;

- Please place phones on mute so background noise is at a minimum.
- Please listen when answers are given and when others ask questions without interrupting.
- Each individual will ask one question at a time then another person will ask their question so everyone gets an opportunity. When everyone has had the opportunity to ask a question then additional questions may be asked, we are trying to be respectful of everyone and give each person a chance to speak.

LFC representatives are free to gather questions to ask, and to share responses. However, these calls truly need to be limited to LFC members in order to be productive, and to ensure that participation in these interactions can continue.

## **Opening information Presented by James Key, Superintendent**

AHCC is still in emergency operations status.

Per LCF's last meeting, the cut-off time to submit questions for the weekly conference call is 12:00 pm on Tuesday. Per policy, LFC members who are in good standing are allowed to attend to call.

Next week, our LFC meeting will have a new phone number and pin code. We will be taking role for accurate meeting minute representation.

We are enhancing social distancing protocols by placing barriers between Jpay stations and phone booths. These will be put up by the end of the week.

Hand sanitizer is being used up quickly at the pump stations. We have found that I/I are drinking it and/or putting it in containers. Due to this, we are restricting hand sanitizer stations to areas where they can be supervised 100% of the time.

The Rapid Release Strike Team released 13 GRE's (Graduated Re-entries)

The Regional Care facility is in the planning phase, we currently can't go into detail as we are waiting for HQ direction. Information regarding this will go out to staff first, then the population. There will be more to come on this next week.

AHCC currently has three positive Covid-19 staff and zero positive I/I.

Three I/I are on isolation, one I/I is on quarantine, and K-unit is on quarantine to maintain PPE protocols for special population housing.

HQ sent out a memo to the incarcerated population in regards to the extension of the incarcerated gratuity.

Based on my walkabouts in the facility the tone is good; Compliance has been positive at the main institution and we are giving reminders at MSU to wear their mask.

MSU alternate housing has placed tape on the floor for visuals of six feet social distancing.

The facility is getting more movies out to the population for viewing.

Thank you notes from the population have been appreciated.

Material came in for masks and production of those will start this afternoon for I/I.

Thank you for getting the questions to us on time. It gave us the time to respond in an accurate and organized way.

## Pre-submitted Questions

Q. Ms. Walker: Is the facility still operating on a pandemic flu plan, per the notes of 3/25/2020 it was mentioned that "In conjunction". Would families have access to the pandemic flu plan or would we have to do a public disclosure?

A. Gudvangen (Medical): The facility is now operating according to the COVID guidelines that are on the public website. This in addition to additional directives from HQ EOC that are localized in our Incident Action Plan.

A. Superintendent Key: We always have a flu plan. The flu plan is in three phases. We isolate and quarantine during flu season. The pandemic is a larger part of that plan. With COVID-19, we added different elements to meet CDC guidelines.

Q. Ms. Walker: Release of Information forms, has there been an update on how our loved ones can fill these out? The ROI forms are found on the DOC website, at other facilities families are allowed to print out write a code on them for personal protection and the incarcerated individual is allowed to fill them out and turn into the medical kite box, is this something that can be offered at Airway?

A. Superintendent Key: The incarcerated population initiates the process by kiting Medical. (Policy 640.020)

C. Authorization by a patient for voluntary disclosure of the health record, including copies, must be made in writing and maintained in the health record.

Q. Ms. Walker: Where are the 13 places that the hand sanitizers have been installed?

A. Superintendent Key: Dining, Recreation, R and T booth, Education, yard, D5 Medical, H-Foyer, SMU, C Building, C3, and C7.

Q. Ms. Walker: Airway heights is chosen as an isolation unit for positive cases, if there is an influx of cases does this mean that incarcerated individuals across all 12 prisons will be transported to Airway?

A. Superintendent Key: At this point, this is still in the feasibility and planning stage. We are getting more direction from HQ to have for the next meeting.

Q. Ms. Walker: Is the entire K unit classified as 60 + years, and what is the population number of the K unit?

A. Superintendent Key: There are currently 247 in the unit with 215 50+ (up to 91) with 32 below age 52 with disabilities. There are I/I with chronic Medical issues.

Q. Ms. Walker: Employees at Airway Heights, Mr. Key you have stated that if they do not pass the testing of screening questions, that they will be sent home for 14 days. Is there a log that is kept of employees that have been sent home with dates so that the 14 day is full-filled? And to be "cleared" to come back to work do employees have to bring proof from a doctor that they are cleared?

A. Superintendent Key: There is a log that is tracked by HR and an Occupational Nurse. Doctor's note requirements depend on the individual case as determined by HQ assigned secondary screening staff.

Q. Ms. Walker: Mr. Key you had made mention that in the past that per the pandemic plan the incarcerated population was not receiving masks, has the pandemic plan changed now to include that the population now are mandated to wear and receive masks?

A. Superintendent Key: the regular flu plan does not require staff or population to wear masks the Covid 19 plane does require masks.

Q. Ms. Walker: What is logistics and how many Covid-19 tests have been purchased by Airway Leadership staff?

A. Superintendent Key: There aren't individual test kits that are being ordered, but bulk testing supplies (culture and swabs) that we routinely keep on hand during normal times and have maintained our stock of. We currently have enough supplies to do over 100 tests. We will always have enough tests if I/I are symptomatic.

Q. Ms. Presson: My son at AHCC who is a Tier Rep is asking me to find out if GRE is going to be changed to a 6 month Work Release and 12 month Home Monitoring. I did send an email to GRE they know nothing about it. Could you please give me the correct information on this?

A. Superintendent Key: These are individual cases and nothing regarding GRE has changed. I will have to get back to you in writing for individual cases.

Graduated reentry = 6 months' work release 6 months home monitoring  
Screen for GRE 18 months out (HQ) 12 months out I/I goes to work release and then the majority of the time the I/I first 6 months is at work release then the next 6 months is on electronic home monitoring

Q. Ms. Hargrove: I am concerned that when the K-unit inmates get their food, it is cold. The margarine doesn't melt when it is put on a baked potato and any gravy is congealed. The inmates are not allowed to leave their cells to use the microwave to heat up the food. Is there some way to make sure the food is hot when it is given to the inmates?

A. Superintendent Key: The food is kept on warmers and when it's transported from one area to the other, you are going to lose some warmth. The margarine and gravy is put in containers with lids. I'm not aware of the I/I not being allowed to heat up their food. We will look into this for next week.

Q. Ms. Barker: Will the movie channel still be available after all this is over?

A. Superintendent Key: Our contract is extremely expensive and goes through September 30th. It is currently out of OBF and will be evaluated at the expiration of the contract.

Q. Ms. Colunga: When a J-pay tablet arrives at the facility is there someone who configures it to the network and then connects, disconnects and then reconnects to ensure it works properly?

A. Superintendent Key: No, we don't have Jpay techs onsite. Our liaison sends all issues to Jpay.

Q. Ms. Walker: Where are we at with opening more time slots for JPay?

A. Associate Heinrich: Each unit has a different number of kiosk machines. Starting May 1st, ten new times will be available for use. A kiosk message regarding this went out to the population. There are two new time frames for C4 and C5 and the other alternative housing will be able to access it. It has been taking 4-5 days to get Jpay techs and GTL onsite. They are both onsite today, looking at phones and kiosk issues.

Q. Ms. Walker: Could you let our J-Pay rep know we have not been receiving our two free stamps a week? Our loved ones were supposed to have “free reply Wednesday” yet the last two weeks they have been charged a stamp. J-pay has been promising free things and they haven’t been delivering.

A. Superintendent Key: We are always talking to J-pay. There is a process to contact Jpay directly. Family members who have done so received a refund.

Q. Ms. Barker: I understand families will not be refunded for the donations to cultural events. But it is also my understanding API and other cultural events will no longer include families. There has been a rumor going around that these events will be for inmates only moving forward after this year. If this is the case then is there any way we could try and get a refund from the donation?

A. Superintendent Key: Currently, there was direction from HQ doing this. We will be doing cultural events once events are up and going with family members.

Q. Ms. Garcia: I’m concerned about lack of ability to shower after work. This is the first I’ve heard about this.

A. Superintendent Key: We are working a schedule into our IAP plan for individuals to get showers.

Q. Ms. Barker: Is there a set schedule for time out in the day rooms? I have been hearing this has been inconsistent and that time out of their cell has been taken away. This is concerning. These men have had so much taken away from them (Which I understand is out of your control) but somethings can be maintained. Having a consistent uniformed schedule for time out would be helpful. Also making sure all staff members follow it.

A. Superintendent Key: We have A and B sides. The lower tier goes out for 45 minutes and cleans for 15. Then, the upper goes next. Emergencies may alter the schedule.

Q. Ms. Colunga: Can we send board games, puzzles or other activities from an approved vendor?

A. Superintendent Key: We are doing ok with what we currently have and movie donations are still being accepted. I/I are playing games and sanitizing them.

A. Associate Heinrich: We have received 2166 decks of cards donated by the casino.

Q. Ms. Colunga: Will TV cable and Wi-Fi be made available for the alternative housing units, C6, and visitation area?

A. Superintendent Key: No not at this time

Q. Ms. Walker: The fundraiser on 4/14 and 4/15 from yokes did that happen?

A. Associate Heinrich: Yes it did happen and it was very successful. We will continue to do quarterly fundraisers, but will be unable to do others.

Q. Ms. Walker: Where are the tier rep meetings held? How many tier reps does Airway have? Do all tier reps attend the tier rep meetings? What time daily?

A. Superintendent Key: They are being held once per week in the Main and once per week at MSU on Thursdays.

A. Associate Heinrich: We have 2 tier reps per unit, 12 in the Main and 4 at MSU.

Q. Ms. Walker: Grievances that have been filed due to the COVID-19 How many to date? What are the grievances regarding (topics)?

A. Superintendent Key: Between the dates of 3/18-4/28, we have received 15 grievances from MSU and 157 from the Main. MSU grievances include: PPE protocols/process, Staff and I/I using PPE, and social distancing. Main grievances include: Mainline (food), Masks for staff and incarcerated, soap, day room schedules/showers, transgender concerns, social distancing, transport, reduction in gym and yard time, hobby craft, isolation/quarantine issues, air filtration, barbershop, library, law library, phone/J-pay, and visitation.

Q. Ms. Hargrove: There are a lot of very artistic inmates in DOC facilities as evidenced by the highly successful Unguarded Art Auction held in February 2018. I am suggesting that DOC hire inmate artists at each facility to paint, draw, or in some way create artwork that can be displayed in common areas, isolation areas, and quarantine areas of the facilities. These would be actual paying jobs with defined work schedules. Hiring the inmate artists and paying them for their work would give them a sense of accomplishment and boost their morale. Seeing the artwork in the facilities would boost the morale of the other inmates. This would be a win-win situation for everyone.

A. Superintendent Key: We have paint artists in the institution and have commissioned art displayed. The artists that do paintings must go through a process for this.

### **Questions from Teleconference**

Q. Ms. Barker: If the state were to open up May 4th, how quickly would visiting open up?

A. Superintendent Key: This would be evaluated by HQ and probably not move as fast as the State does.

A. Associate Heinrich: EFV's have I/I in there now. They aren't going to be open for a while.

Q. Ms. Kerr: Are ORI's not being turned in?

A. Superintendent Key: It is outlined in Policy how ROI's need to be done and turned in.

Q. Ms. Kerr: Are coffee filter replacements available for masks?

A. Superintendent Key: Yes, in the units.

Q. Ms. Bisbee: L-unit B side is not getting cleaned well in the morning. Who do they need to get ahold of?

A. Superintendent Key: They need to get a hold of staff responsible for porters to clean or they can file a grievance. We will follow-up. Porters clean all the time on my walkabouts.

Concerning L-Unit being cleaned appropriately, all cleaning protocols have been met and exceeded. Officers are ensuring cleaning has been constant, and continual.

Q. Ms. Colunga: My I/I received his 2nd tablet and has submitted tickets to J-pay. The replies from them aren't correct. The tablets aren't synching to Wi-Fi.

A. Superintendent Key: Movie download issues were sent to J-pay through help tickets. Everything that comes forward to our liaison, she sends forward.

Q. Ms. Walker: Is OCO office on the line?

A. Ms. Carnes: Hi, it's Joanna.

Q. Ms. Walker: Is HQ on the line?

A. Ms. Perkinson: Yes, it's Paige.

Q. Ms. Walker: Can you site the Policy for the ROI forms?

A. Superintendent Key: I'm not able to site the Policy. ROI's must be initiated by the incarcerated. Next week, we'll have the Policy number for you. (Policy 640.020)

Q. Ms. Current: The pill line issuable are not being received. Some work in the day, but evening meds are cancelled.

A. Superintendent Key: When we talk to headquarters managers about the release of information matters, we will check into that also.

Q. Ms. Walker: Why is the phone number getting changed again?

A. Superintendent Key: This is direction from HQ from Ms. Cotton. All callers must be in good standing on LFC.

Redirect. Ms. Kerr: Hi, I'm Davina Kerr and I'm not on the family council, but the conference call phone number was posted on the DOC family council website.

Redirect. Ms. Walker: I would like to interject as well. It is on OCO Joanna's website. The telephone number is on the meeting notes which are posted so it is public.

Superintendent Key: We will look into this.

Q. Ms. Walker: Is this a family council meeting or is this informational?

A. Superintendent Key: Based on information from headquarters, it is people who are on family council. It does not fall into the criteria of the family council where everyone can show up and attend.

Q. Ms. Walker: Is there a reason it is different from other facilities?

A. Superintendent Key: This is the direction from headquarters. We must follow these.