

**AHCC COVID-19 Teleconference Notes
With Local Family Council**

May 6, 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.

<u>Present on Call:</u>	
James Key, Superintendent Kay Heinrich, Associate Superintendent Caitlin Robertson OCO Stella Spracklin OCO Joana Carns Anita Barker, LFC Co-chair Jess Robb, Facility Secretary Donna Jaramillo, Family Secretary Stephanie Colunga, LFC Member Kehaulani Walker, LFC Member Julianne Presson, LFC Member	Ellen Hargrove, LFC Member Yoshi Garcia, LFC Member Christina Current, LFC Member Stephanie Colunga, LFC Member Gheorghe Turcin, LFC Member Teresa Golden, LFC Member Ashley Werth, LFC Member Bill Hargrove, LFC Member Rachel Bisbee, LFC Member Holli Wessels, LFC Member Stephanie Reuben, 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.rob主@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

For clarification, these are not council meetings. These are informational calls for family council members and does not fall under LFC policy requirements.

Using the information off our facility situation report: Alternative housing continues to occur in C4 and C5, Staff is talking daily to the incarcerated and looking at moving people back and forth especially with those who have more than a year left. AHCC still continues to asses these areas to reduce social distancing. AHCC is attempting to space individuals out for 6 foot distancing including the open bays in the dorms.

In all areas of the institution we are increasing the red tape markings on the floors to visually portray 6' social distancing, this includes alternate housing at the MSU.

A quality assurance checklist will be added to the expectations of management walkthroughs for alternate housing locations.

The sanitation transition station was removed from the recreation area due to the availability of soap and water. It is difficult to always supervise and I/I were trying to fill up containers for personal use.

We have 0 incarcerated isolation and 0 in quarantine. This does not include the special population housing in K unit.

Within the last week the main institution had 3 grievances and the MSU had none.

Rapid release strike team continues to release individuals, AHCC received from HQ, a new list of 30 individuals. We anticipate releasing 13 I/I this week on the rapid release program.

HQ sent out communication on a Regional Care Facility (RCF) at AHCC. AHCC developed an RCF in our Religious Activity Center (RAC). This is a proactive measure if there is an outbreak of individuals in the East region of the state. WCC is doing the same for the west side of the state. The RCF is adjacent to the medical building and will include 33 beds, where I/I with positive COVID-19 cases will be treated. There will be shower and bathrooms trailers. We are working on the staffing plan for this, to include nurses and custody.

Staff and the I/I are increasing their compliance in using the face masks. AHCC will issue a memo that mirrors HQ which states, there are instances where thoughtful discretion is advised, I/I recreating in the yard or those working in a maintenance area may temporarily remove their face coverings, as long as social distancing is maintained. In closed area such as dayroom, the face coverings should be worn at all times.

As a dept. we are looking at the rapid release process and GRE. We are looking at a rapid return process for those I/I who release and return shortly thereafter.

Education and the ICP are working together to progressively begin education classes returning to AHCC.

JPAY and KIOSK – A miscommunication with JPAY occurred. AHCC attempted to add 8 new time slots and they took away 8 instead. We have worked this out with JPAY and this is now up and running.

We are redirecting our JPAY problems back to JPAY so they can look into individual situations.

The technician from GTL noted that on 4/29 they replaced handsets on LA1, LB3, 6, 10, MB5, RA2, 4, 6, 7, 9, TA2, 4, 9 and B7. They also replaced keypads on LB10, RA5 and TB7. On 5/5 they replaced handsets on C4 W3, 4, 5, E3, C5, S2, 3, N3, 6, SMU Y1, RB1, 3, 7, and 8. They also replaced keypads on C4 W5, C5 N6 and RB6.

There have been some questions regarding the issue of medical consent forms and information on ROI's process. There was a memo sent out to incarcerated population on how to access this. 13-035 form needs to be filled out and sent to medical. These are being processed in medical. I/I have to initiate this, not the family member. Policy 640.020 has more information on this.

Associate Heinrich: A question was raised regarding graduated reentry. After release from AHCC there is 6 months WR and 12 months home monitoring. The screening starts at 18 months prior to release. Right now this process is not being changed. We are running the current reentry process.

*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

Kudos from Mrs. Barker – "I appreciate all the work being done with JPAY."

Questions from Teleconference

Q. Ellen Hargrove – My son is on king unit, B side. The food is still being served cold. Food is a big deal. These are set on a plastic rack and then guys go grab food. How is food prepared for K unit? I am wondering if there are some other ways to see what is happening with the food. If there are not any heaters in the unit can they get them?

A. Supt. Key: My understanding is that the food is cooked and put in the warmers and that is how it is trucked out to the areas. I will get a more in depth process on how that is being done

Q. Donna Jaramillo: Some incarcerated individuals are required to complete a mandated program prior to release. What plans are there for incarcerated in K unit to participate and complete in a timely manner?

A. Supt. Key: there are several programs including thinking for a change (T4C) and SOTAP is still sending out handouts and homework who are currently enrolled. We will double check to see if this is still happening and check into other mandated programming.

- SOTAP has also discontinued aftercare for all clients statewide. At the present time, SOTAP is only focusing on core treatment. Alternative programming (orientation, specialty groups, and aftercare) has been suspended
- CD and T4C are not offered at this time for K unit I/I

Q. Ellen Hargrove: In regards to K unit exercise equipment, what is the status? Is there anything other than bicycles being ordered?

A. Associate Heinrich: Bicycles have been ordered, will double check when they will arrive. No other equipment has been ordered. (Sent email to Henry and Witt for update)

Q. Stephanie Colunga: Is the 33 bed regional care facility going to be staffed with those who just stay in that area? How will they contain COVID-19 cases?

A. Supt. Key: It's a regional care facility. We would use the same staffing patterns as K unit. Same staff would work in this area, for medical and custody. This would be an isolated area.

Q. Yoshi Garcia: The description of the RCF is located in the center of everything. How will you mitigate this with pill line in that area?

A. Supt. Key: We will be fencing around this facility and only authorized people will be allowed in the area, if and when this facility opens. There is a sidewalk that goes by that area, but it does not go through it.

Q. Ashley Werth: Will K unit be getting yard time? Is it only certain times of the day they can access outside?

A. Supt Key: They are getting outside. They do not have designated yard time. They have an outside area they are allowed to go to. This is based off an HQ doctor's decision. There is a schedule for when and what side of the unit goes outside. They have a choice of going into the dayroom or going outside.

Q. Yoshi Garcia: If they do get the RCF up and running and accept other I/I from other facilities, would they return to the original facility or stay at AHCC?

A. Supt. Key: We do not have this answer yet, we are just currently in the set-up phase.

Q. Kehaulani Walker: Is someone on the call from DOC HQ?

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

Q. Kehaulani Walker: How many medical doctors at AHCC? Are they qualified to test incarcerated for COVID-19?

A. Justin Gudvangen: We have 2 doctors, Dr. Tonhofer, and Pavlic MD. We also have 4 advanced practitioners for a total of 6 prescribers for medical. All nurses have received training to do this testing, and all prescribers are able to order it.

Q. Julianne Presson: What happens if you end up with more than 33 COVID-19 positive cases sent to you? Where would the overflow go to? Is HQ listening to your input since you are the expert of that area?

A. Supt. Key: We are hoping that we won't have to open up the facility. We are not that far in the planning process yet. We have hospitals here that we can take individuals to downtown if and when the progression of the virus is severe. Yes, HQ is listening to AHCC input, we have conference calls 3 times a week in regards to this.

- Beth Ann Daigne: Thank you for all the note taking.

Q. Kehaulani Walker: Things have been missing from the notes recently. I asked a couple of meetings ago if someone from the LFC is taking notes and Donna said she was taking notes. Are these being transferred to each other so notes are correct and true?

A. Supt. Key: Yes, there is a collaboration with the secretary, Donna Jaramillo and Mrs. Barker the co-chair here at Airway, and the staff at Airway Heights. These notes are not word for word. This issue has already been gone over in previous calls.

Q. Julianne Presson: Has J-pay given any excuses as to why the mix up of the video visits?

A. Supt. Key: They misinterpreted what we wanted to do with the increasing the number of video visit time slots. This has been corrected. We have folks from headquarters and our liaison who is communicating with them daily. They are working to fix issues statewide and locally.

Q. Teresa Golden: Do you know when the optical workers will be returning to work?

A. Supt. Key: I am not sure when they are going back to work. As we talked about on our last call, Governor Inslee has a 4 phase plan. As we spoke about last week, we may not phase in as quickly as the state due to our population. We will have feedback when we receive information from HQ as they are looking into this.

Q. Anita Barker: We had a question last week about the pill line being canceled in the evenings.

A. Supt. Key: We have no knowledge of pill lines being cancelled. If you have a specific time, we are happy to look into it. We average many medical emergencies and this can cause delays in pill line and mainline.

A. Justin Gudvangen: When timelines get cut short, it's only the issuable pick up. These are 30 day medications they carry on themselves, and are given out twice a day during the week. We make sure that if someone is on dose by dose medications, we administer them even if it's at a later time. We won't let people go without critical medications.

Q. Anita Barker: Are incarcerated able to shower when they come home from work?

A. Associate Heinrich: Units are adjusting the schedules and allowing those returning from work to shower. I haven't heard any complaints since this has been resolved. We will check tomorrow with the tier reps.

Q. Stephanie Reuben: Are there going to be refunds for cancelled J-PAY?

A. Supt. Key: You will need to contact J-PAY directly for refunds. Incarcerated Individuals can send a kite to our liaison in regards to this.

Q. Rachel Bisbee: When J pay wiped the schedule clean, when this happens does it cancel this visit?

A. Supt. Key: When this happened the schedule got wiped clean. We have fixed this, but if you are on the schedule now it should still work.

Q. Yoshi Garcia: In regards to video visits, my requested day does not always match with my husband's schedule, I have to go with the day that is on my husband's schedule. Once it was off for an entire day. We received an email that the video visits were wiped out but they were all replaced by rescheduling. There was no need for additional money.

A. They are now back on and we have staff who will be monitoring this daily.

Revisit: Stephanie Colunga: Since this happened and the schedule got fixed I have not had any problems.

- Kehaulani Walker: It is impressive that last week you had 15 grievances for MSU and 157 for the MAIN and it has gone down to 0 in MSU and 3 in the MAIN. Also impressive about the isolation and quarantine number.

A. Supt. Key: Those numbers were from the beginning of the COVID-19 crisis when this started in March. Moving forward I plan on giving the weekly numbers.

Q. Ellen Hargrove: K unit is not allowed access to a library. Can the resource room in the unit be used for the incarcerated to get books?

A. Supt. Key: We have books being switched out and rotated through the units. These are going through the resource room at least once a week.

Supt. Key: I want apologize for not getting the notes out from the conference call as staff were working on the regional care facility. My goal is to have these by the end of business on Friday. Send in your questions as you think of them and we will compile them. Appreciate your time. Thank you.