

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

May 20, 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 Joana Carns OCO Paige Perkinson, HQ Anita Barker, LFC Co-chair Jess Robb, Facility Secretary Donna Jaramillo, Family Secretary Bill Copeland, Family Services Holli Wessels, LFC Member	Ellen Hargrove, LFC Member Yoshi Garcia, LFC Member Christina Current, LFC Member Teresa Golden, LFC Member Bill Hargrove, LFC Member Rachel Bisbee, LFC Member Beth Ann Daigre, LFC Member Stephanie Colunga, LFC Member Kehaulani Walker, LFC Member Julianne Presson, LFC Member

Each week AHCC will hold a COVID-19 teleconference 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 1200 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

Hello, I am reading from yesterday's (5/19/20) Situation report. AHCC have 3 incarcerated in isolation, 1 on quarantine, and 4 COVID-19 positive isolated in medical.

We are sad to announce we had our first line of duty death from an officer at Monroe, we are providing them support as they need it.

Walking around the institution there has been some anxiety of incarcerated and staff of positive cases being transferred to AHCC as well as the officer death at Monroe. Staff are tired, and both sides have some frustration.

Since our last teleconference we have had 10 grievances in the Main, and 0 in the MSU.

We continue with alternate housing at MSU, reduction is ongoing on a daily basis for 6 ft. social distancing. Reductions take place as individuals are released.

Communication has gone out to the staff and incarcerated population in regards to the Regional Care Facility (RCF) opening up this week.

Regarding the Regional Care Facility, we have done the final walkthrough yesterday. All the equipment is in place and the facility is ready to open when the staffing plan is finalized and PPE training is completed. A fence was put up yesterday and shower and bathroom trailers have been installed.

AHCC is continuing with the quality assurance checklist that monitors social distancing and proper use of PPE. Staff/executive go to all areas of the institution to ensure process protocols are being followed.

We have followed up to a question that was in last week's call in regards to rags in C5.

- This issue has been resolved in the short term. The unit found more rags and they will be distributed tonight and should last until we get more rags in. We also have a double order of rags submitted at this time. The Sgt. will be working with our custody staff in C-5 to come up with a better way to account for the cleaning supplies and make sure that we always have them available.

Last Friday, rapid release ended at midnight.

Opening information Presented by Kay Heinrich, Associate Superintendent

We talked last week about more approved visitors to get on the weekly teleconference. For a person to be on the weekly teleconference call

1. Potential LFC members must have a referral from a LFC member or a self-referral that is sent to Jess Robb or Monica Cantrell.
2. Visitation staff check to make sure the visitor is approved and in good standing.
3. Once confirmed that they are on the visitation list and in good standing, these visitors are placed on the LFC email list.
4. Please have referrals in no later than Tuesday at 12 so visitation staff can confirm the necessary information.
5. AHCC will send back confirmation to the individual once they have been placed on the email distribution list.

Supt. Key: This is not policy. This is just a process we are putting together for these calls.

There was a request to increase video visitation schedules for the Minimum security Unit (MSU). That has been completed with four (4) new times slots added for the afternoon. Beginning Thursday 5/21/2020 there are total of ten (10) slots for C4 and C5 and alternative housing.

There was a request to increase the number of I/I to be allowed access for outside yard time. This requested was approved by HQ with an increase to 125 for main and 75 for the MSU. More may be added in a couple of weeks depending on the incarcerated using face masks and practicing the social distancing. We have also increased the protocols for dayroom use so that people can get out more in the day. This was opening the 12 to 1 slot.

Supt. Key: I spoke with the prison director in regards to this, this was a result as compliance to social distancing protocols in the MAIN and MSU.

Pre-submitted Questions

Yoshi Garcia: Now that we have a COVID-19 positive I/I that came from Coyote Ridge, what steps will you take to ensure that those going to get dinner and lunch will not be infected being that the area is roughly 50 feet from the dining hall?

A. Supt. Key: The area is about 250 feet from the dining hall. When individuals go to the chow hall, they don't go near it. There is a fence around it so they can't get close.

Yoshi Garcia: What approach will you make with the CO's that work in that area? Will they be quarantined from the other CO's?

A. Supt. Key: The CO's are being trained today. It's the same staffing as K unit. They can only work in that area. They are training on donning doffing and PPE protocols.

Yoshi Garcia: Is this I/I getting access to JPay or phones?

A. Supt. Key: Not at this time. We have not addressed this yet.

Yoshi Garcia: Has the I/I's family been notified of the move?

A. Supt. Key: I'm not sure if they have been notified of moves. I can check into that. Not sure what the other institutions are doing.

Yoshi Garcia: Will the I/I return to Coyote when he recovers or will he stay at AHCC?

A. Supt. Key: We haven't gotten that in the plan yet.

Yoshi Garcia: This I/I is said to have been placed back with a group of 250 other I/I's at Coyote Ridge, what will you do to ensure the same mistakes don't put more I/I's and CO's at risk?

A. Supt. Key: With any positive COVID-19 case there are CDC guide lines that we have put in place.

Yoshi Garcia: There is also concern that you stated none would come when the same day one arrived. Why were none of us notified during the meeting?

A. Supt Key: This call ended at 3 PM and I got the call at 4:15 that we were receiving an individual. Things happen quickly during emergencies.

Yoshi Garcia: Is the I/I currently being housed in the RCF? If not, what is the location being called that he is being housed in?

A. Supt. Key: No, they are currently being isolated in medical.

Yoshi Garcia: JPay is still having issues. It stated it was due to internet connection at the facility. We spent 15 min. with massive delay and freezing. Can you check on this?

A. Associate Heinrich: This has been checked and JPay is working on these issues. Keith DeFlicht gets notified each day which Kiosks don't work, AHCC liaison also sends it to JPay. They are aware of these issues. It is not the notification process that is taking a long time but rather getting somebody here to work on issues.

Ellen Hargrove: I know JPay has been working on several issues, but as of today, the screens on the kiosks in K Unit, side B, are still not showing icons for music or game downloads or buttons for music or game catalogs. Movies can be downloaded, but take a very long time. The kiosk screen says E books are ready to download, but the download stalls and says "fetching from cloud" and the book does not download. Could someone from Jpay or a staff member talk to the inmates in K Unit and have them explain what is happening? It sounds like the kiosks need to be repaired or replaced.

A. Supt. Key: These issues have been sent to JPay. We send notifications out letting K unit know what's happening. They get the same information the Tier reps do.

A. Associate Heinrich: When we are given a kiosk message that something is not working, I need the side it is on and the kiosk number. Same with phones, what unit, what side and what phone. This way specific concrete info can be given to those who need it.

Ellen Hargrove: It seems the issue is how to keep the food hot from the time it leaves the kitchen until the inmates pick it up in the dayroom. Mr. Key might remember that in January 2014 there was an incident and the entire facility was locked down for 3 days. During that time, hot food was brought to the inmates. It would be helpful to know how the food was kept hot.

A. Supt. Key: One of the main differences is that back then we served with trays, now we are using clamshells.

A. Associate Heinrich: Currently there is a hot and cold clamshell for each individual for K unit, because they are Styrofoam we do not have warmers. They are separated from hot and cold and the officers distribute to K unit. Sometimes there are emergencies that cause this to be delayed to the unit. CI is currently looking at a warmer that will not melt the Styrofoam containers. We should have an update late this afternoon/ or tomorrow.

Ellen Hargrove: How is the chicken and pizza kept hot when it's brought in for fund raisers?

A. Supt. Key: They come in on a large warmer and then we have staff swiftly deliver to the units.

A. Associate Heinrich: This can be heated up in microwaves. Unlike the Styrofoam that cannot be heated in the microwave.

Yoshi Garcia: Some units still only have one microwave per side. Can this be increased to 2? Will your electrical system be able to handle it?

A. Associate Heinrich: L unit will be getting an additional microwave. This has been approved by maintenance. All units except N-Unit have two microwaves.

Stephanie Reuben: Covid numbers are rising, and my husband just told me there are inmates in his unit who walk around DAILY without a mask after coming back from work – touching things – and telling them that they all need to get the virus to become immune to it. He said they do it when CO's aren't looking.

A. Supt Key: We have people out there monitoring and enforcing this. We still have porters and incarcerated out cleaning between dayrooms. Each person is responsible for their own actions.

- A. Associate Heinrich: Reading a response from M unit staff “M-Unit’s staff strictly enforces all COVID-19 protocols including social distancing and the wearing of face masks. When incarcerated individuals are found to be non-compliant, the behavior is addressed immediately. Behavior that is not observed, naturally cannot be addressed. I would assure the concerned family member that our unit as well as DOC as a whole, takes Covid-19 very seriously and utilizes every precaution to ensure the safety of all incarcerated individuals. However, there will be some who display a lack of regard for the safety of others and themselves as well. When this type of behavior is observed, it has been and will continue to be dealt with immediately.” The CUS will also be monitoring videos on the unit.

Questions from Teleconference

Rachel Bisbee: Are the microwaves for L unit for both sides?

- A. Associate Heinrich: Maintenance is putting a shelf on both sides and there will be 2 on each side.

Stephanie Colunga: Can Mr. Witt be added to be contacted through the Kiosk? My husband has only been able to get hold of him through paper kites.

- A. Supt. Key: I was unaware that he wasn’t able to be contacted? I will look into this.

Julianne Presson: There is a rumor that we are going to start visiting up very shortly.

- A. Supt. Key: HQ is looking at this, but this won’t be happening for a while.

Kehaulani Walker: You are saying there is an addendum for families to be accepted to the family council and they have to do a referral. I’m concerned about this. Is this going to be a policy or an addendum? The new policy needs to be approved by the secretary?

- A. Supt. Key: When it comes to the policy, this process does not have anything to do with the policy. The purpose of this new process is that I want all visitors who are in good standing to be able to be involved with this call. I have to know that these visitors are in good standing.

Teresa Golden: Do you know when the Chapel might be available again?

- A. Associate Heinrich: All of the religious programs and activities have been moved to Recreation RM 108, we have a complete schedule of all the different religious programs that are still being held in that room; Jehovah’s Witness English, LDS English, Wicca, Asatru, Druid, Buddhist, Jumah, NATAM Teaching, Drumming, Protestant Services, Bible questions and Answers, Catholic, Seventh Day Adventist, Messianic, and Jewish. RAC in the MSU is alternative housing, but Chaplin Luce goes to MSU per kite request and see’s individuals on 1 on 1 basis.

Ellen Hargrove: The guys in K-Unit appreciate the puzzles and everything. But they go through them quickly. Is there a way they can get additional puzzles?

- A. Associate Heinrich: This is done on a weekly basis. I will check to see if we need to do it bi-weekly.

Anita Barker: Is regalia part of the religious schedule opening up?

- A. Associate Heinrich: Yes, Drumming is on Saturday’s from 1350-1540. Only one person is allowed on the drum.

Stephanie Colunga: My question is about the length of time it takes to get JPay messages. What is a normal time for messages to come through?

- A. Associate Heinrich: I checked with the mailroom and Sgt. Westfall stated that even though there is an increase in mail, they are still following policy and everything is still on time.
- A. Supt Key: Did the Sargent say there is an increase on JPay messaging with visiting closed?
- A. Associate Heinrich: No, he just said they are adhering to policy.

Redirect Colunga: He sent me a message and I didn't get it till Monday.

- A. Supt. Key: If he sent a message on Friday they are closed on the weekend and you may not get it till Monday. We will check with the mailroom.

Yoshi Garcia: Have incarcerated got new masks delivered yet? Are the masks different then the 1st ones they received?

- A. Supt. Key: New masks were delivered to MSU first, and they are starting delivery in the Main this week. Yes, these are ones we are making at the institution.
- A. Associate Heinrich: We want to make sure everyone gets a mask at once, so we want to have enough stocked up to hand out to each individual in the MAIN at the same time.

Kehaulani Walker: Are there ventilators in the RCF?

- A. Supt. Key: There are no ventilators in the RCF. If it rose to that level of care then the individual would be taken to a hospital in Spokane. People ask why AHCC? Because we are so close to hospitals.

Kehaulani Walker: In the RCF, can you tell us what facility they are from?

- A. Supt. Key: We currently do not have anyone housed in the RCF.

Yoshi Garcia: She was just curious where the individuals came from?

- A. Supt. Key: The 4 individuals on isolation came from Coyote Ridge.

Julianne Presson: Are the peanut butter and jelly sandwiches being served for breakfast 7 days a week? It does not seem to be the best breakfast, a muffin and powdered milk. If someone is diabetic, it is the worst breakfast. This is a bad diet for a diabetic.

- A. Supt. Key: We will be happy to check into this and report out next Wednesday. Diabetics should have special diets.

Anita Barker: Having the 4 positive in medical, what determines them being housed in medical vs. RCF?

- A. Supt. Key: This will be determined by the amount of care they need. This is a medical call based on individual cases.

Kehaulani Walker: Can you confirm these cases need more urgent medical treatment?

- A. Supt. Key: I can't confirm anything at Coyote Ridge. Coyote Ridge has no infirmary, they are 45 – 50 miles away from hospital care. This is one of the main reasons why they are housed here.

Stephanie Colunga: If someone has a medical issue that isn't serious, but does need to be seen by medical what is the process? Are they around the isolation patients? How does it work so there is no contamination?

- A. Supt. Key: We have two providers and 2 PA's. Individuals can have X ray's done on sight, they are nowhere near individuals and in negative pressure rooms. We have more negative pressure rooms than Sacred Heart. They don't come in contact with anyone coming in to be seen in medical. We also have PPE protocols in place from the CDC guidelines for staff going into those areas.

Kehaulani Walker: Is each unit allowed different puzzles? I have heard some don't have anything.

A. Supt. Key: This is incorrect, each unit receives puzzles such as Sudoku, crossword puzzles, and games. We also have processes for cleaning games in-between use.

Redirect Walker: To clarify you have seen every pod in every building including camp and the day rooms have cards and games. I want to clarify that.

A. Supt. Key: Yes, I have.

Is it possible to order our loved ones their own games so they don't have to go into the day room? Is there an approved list of things we can send?

A. Supt. Key: You are currently not allowed to send anything in. We have in-cell hobby crafts for those that would like to remain in cell.

Yoshi Garcia: Are the individuals in food factory allowed to keep social distancing and use masks?

A. Supt. Key: Yes, they have six-foot guidelines and use red tape spacing these out. I haven't been out there in a couple weeks however. I will check on this again.

Julianne Presson: I know we can order books from Amazon. Can we order crossword puzzle books or coloring books like Mandala?

A. Supt. Key: I'm not sure. I know there is a process, and I will look into this.

Ellen Hargrove: I have ordered Zentangle books for my son, I have not had issues with this. As long as it is new and with no markings.

A. Supt. Key: I would still like to research this.

If you order a book from Amazon and it gets denied, what happens to the book?

A. Supt. Key: That is an individual issue. I would call Sargent Westfall in mail room if your loved one gets a rejection notice sent to him with the reasons why.

Kehaulani Walker: Is DOC HQ on the line?

A. Paige Perkinson: I am here.

Closing Statements Presented by James Key, Superintendent

I know the RCF is a scary thing for everyone. We have gone above and beyond every precaution regarding the CDC guidelines. Why Airway, is based on the location of the hospitals. I am confident that my staff can be safe and get this done. As you look at the research, we cannot leave positive cases at 12 institutions and get past this. Based on medical research the best thing to do is locate them in a common space. Education is the best thing people can do in this regard. I continue to send out communications to the staff and population, but believe in person is the best communication.

Thank you!