

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

June 3rd, 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 Anita Barker, LFC Co-chair Jess Robb, Facility Secretary Donna Jaramillo, Family Secretary Gheorge Turcin, Family Services Beth Ann Daigre, LFC Member Teresa Golden, LFC Member	Ellen Hargrove, LFC Member Yoshi Garcia, LFC Member Christina Current, LFC Member Rachel Bisbee, LFC Member Stephanie Colunga, LFC Member Kehaulani Walker, LFC Member Julianne Presson, LFC Member April Chavez, LFC Member Virginia Chapman, LFC Member

Each week AHCC will hold a COVID-19 teleconference call on Wednesdays 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

As far as the tone of the facility, we started off rough. On Sunday the tone was raised based on civil disobedience in downtown Spokane which the population got to see live. I did a walk-through of the units and things seemed to be tense. Emergency procedures were put into place but we did not have to use them. The rest of the tone is okay. Staff and population are tired but we are working through it.

An update on grievances since last week. We had 10 in the MAIN institution. These pertained to the dayroom schedule, RCF, and wages on layoff. There were none in the MSU.

Something should be coming to the population from HQ in regards to the wages being extended.

KIOSK has been down statewide 6/3/2020 and HQ is working on problem.

AHCC currently has 18 positive COVID-19 cases, 2 on isolation and 0 on quarantine. All 18 positive cases are from CRCC.

As for the alternate (shedding) area in E-building, we are anticipating the population on the backside of RCF will exceed the available 18 beds. We will have to start moving patients into the front side of the RCF. This will impact our ability to effectively manage patients who are considered post-convalescent eligible. These patients are individuals who have been 14 days past the point of having COVID-19 related symptoms. Rooms have been identified in the Recreation building for placement of patient beds for self-sufficient patients awaiting the 7 day of post convalescence (shedding period). For those that have been on a tour, once you past medical after the gate on the left is our Recreation building. Once this has been operationalized we will have to utilize the gym.

In regards to some follow-up from last week. The bikes for K unit have not been shipped out, purchasing will continue to follow up with the manufacturer.

- **Update: Delivery date for bikes is scheduled for Thursday, 6/11/2020.**

When patients come from another facility to the RCF we do not contact families for safety and security reasons. When they get to the RCF they have access to a phone to contact their loved ones.

Dr. Heinrich did an unannounced walkthrough of the food factory yesterday (6.2.20). Our optical is making face shields for workers, they are wearing gloves, masks, and shields. They are also following social distancing protocols. The incarcerated are adhering to the protocols.

We added in-depth updates on other follow-up questions on the previous teleconference notes from 5/27/20 for everyone's review.

Pre-submitted Questions

Is it true a memo was placed on kiosks in Main saying the gym in Main will be used to house recovering COVID-19 inmates or active COVID-19 cases?

A. Supt. Key: This is the new process:

- COVID-19 patients are in the regional care facility in *isolation* until they test negative for COVID-19 - *Isolation status has changed to 21 days*
- After they are no longer test positive - they are moved to another section of the RCF under *Quarantine status which is still estimated at 14 days if no one presents symptoms.*
- They are tested again and when the results are negative again – they will be moved outside of the RCF to what the CDC calls a shedding area (aftercare) for 7 days prior to the patients being referred and transported back to their original institution – under normal circumstances.
- This shedding process will be in the recreation building and therefore the inside gym will be temporarily closed while the shedding /final transition area is open.

AHCC just got this request to have a shedding /aftercare room from HQ – planning has started and the rooms will be in place by end of next week. We are working on getting this constructed and hope to have it finalized by the end of the week. No date has been set on when this is going to be operationalized. This was at the direction of HQ.

On the May 27 LFC teleconference, it was reported that once an inmate has a permit and a hobby box family members can order items. How does this ordering process work? Is there a catalog for family members to order from? Are there restrictions on what can be ordered?

A. Supt. Key: The only vendor that families can make purchases from is Union Supply. All other hobby/music purchases must be purchased by the I/I from their institutional account per policy (540.105) This catalog is distributed to the units from Property. Families can go to the Union Supply WA Property program website to order items. Yes, the individual permits lists the items that are authorized. Anything not specifically included would not be approved for purchase. You do not need a permit for games, i.e. checkers and dominos ext.

In K Unit, B side, the lunch clamshells are put on the tables in the dayroom at 11:15 and the inmates pick them up at that time. However, the food arrives in the Unit at 10:30 and is cold at 11:15. Why can't the food arrive at 11:15 and be put out immediately?

A. Associate Heinrich: Sometimes there can be a delay due to priority traffic. Shift is looking into kitchen staff possibly being able to deliver sooner than finding officers to deliver to the unit. I spoke with K unit Tier reps and they said this last week it has come on time and has been warmer. As of today, the new system of delivery has not been implemented due to logistic constraints.

- **Update: Food Service Staff will escort incarcerated workers pushing carts and warmers to K-Unit's front door, then K-unit staff will take it from there, effective 6/5/2020.**

Questions from Teleconference

Is there a process that we can add multiple hobbies to the hobby boxes?

A. Supt. Key: This is in the policy. They must have permits for each hobby they would like. This would have to be a policy exception that comes from HQ.

JPay said the I/I has to put the family member on an approved list to be able to video visit?

- A. Supt. Key: I know you have to be an approved visitor, but I would need to review the policy.
- Response from LFC Member: I would contact JPay to make sure that your name is spelled correctly.

On the RCF website it states that there are key stakeholders, can you state who these are?

A. Supt. Key: I'm not sure who the key stakeholders are, I would guess the CDC, Dept. of health and the doctors at our HQ. This is a collaborative effort from many areas.

Have the masks been delivered to the MAIN yet?

- A. Associate Heinrich: They are going to be issuing the face coverings today with coffee filters.
- Update: These were distributed to the units in the MAIN 6/4/20.**

Out of the 18 positive cases in the RCF, none are from AHCC?

A. Supt. Key: Correct, all of these have come from CRCC.

A few weeks ago it was stated L unit was getting a second microwave and I was told it was not there.

- A. Associate Heinrich: I will double-check on this.
- Update: This has been approved. Maintenance has been occupied with the RCF and post convalescent area (shedding). As soon as they have time this will get done.**

After the COVID-19 positive individuals are finished in the shedding area will they be going back to their original institution?

A. Supt. Key: We have not got to this process yet. Once we have this answer we will make sure this information is shared.

Is there a certain criterion they must meet to stay here? i.e., separation concerns?

- A. Supt. Key: Yes. HQ checks all this information before a transfer approved. This process is still in effect.

Is there a timeframe in terms of Mr. Witt and recreation and when they must reply to an inquiry?

- A. Associate Heinrich: On the previous notes, there is no timeframe in policy. He tries to get permits and call outs completed a couple week time management.
- A. Supt. Key: There are other aspects to look at, if it needs to go to inmate banking, insufficient funds or other factors can have an effect on this.

Do we still have incarcerated coming in from Shelton?

- A. Supt. Key: The transfer vehicle numbers are significantly smaller than they used to be, but transportation is occurring. We still have to move incarcerated based on custody levels. We are still not getting any in for MSU due to alternate housing and social distancing.
- A. Associate Heinrich: The transport vehicle are at 50% capacity and must use appropriate PPE and social distancing.

My loved one states they don't always get yard at lunchtime.

- A. Supt. Key: Sometimes operational needs happen. When emergencies happen it's a chain reaction and other things get pushed back. We are making sure the dayroom time slot from 12-1 is occurring.

Are all facilities still doing transfers?

- A. Supt. Key: This is an institution by institution basis. There are minimal transfers happening.

Is there a possible timeframe for the bicycles in K unit?

- A. Supt. Key: We have purchased them and are checking each week with the manufacturer.
 - A. Associate Heinrich: I believe these are on back order. We check the status each week.
- Update: Delivery date for bikes is scheduled for Thursday, 6/11/2020.**

Do all incarcerated get access to their tier reps?

- A. Supt. Key: Yes they do. We have an A side and B side of each unit and each side has their own tier rep. They live on the unit.
- A. Associate Heinrich: You are probably hearing more about tier reps as we increased tier rep meetings to each week for continual communication with the population.

If the Tier Rep lives on the opposite level do all individuals have access to speak with them?

- A. Supt. Key: They still have access walking to chow and out in the yard.
- A. Associate Heinrich: I know the tier reps are allowed to go on both levels and speak with individuals.

I know the new EFV policy came out and they increased the price. If we have one previously scheduled do we have to pay the difference?

- A. Associate Heinrich: I will check into this.
- A. Supt. Key: In regards to EFV's there will also be a new policy coming out with updated allowable items.

Is anyone being moved to work release?

- A. Supt. Key: I'll need to check on this. I know work release is still open. We need to check if the numbers at work release have been diminished for social distancing.
 - **Update from CPM Propeck: Yes WSDOC is still facilitating moves to work release**

When will they remove alternate housing? Does this apply to the MAIN?

- A. Supt. Key: Once we meet the level of social distancing in the units and move those alternate housing individuals back to the units. This decision will go through HQ and we are looking to send a proposal in the next couple weeks. As far as visiting, we still do not have a date or any

more information. We are currently using the MAIN visiting room for training, but I was just speaking to the MSU.

Is there a possibility that the visiting day and or time could change to maintain social distancing so we could have visiting start sooner?

A. Supt. Key: We do not know when visiting will start up. These discussions are happening at HQ. There are many things that would come into play with this. Every option is being looked at in HQ.

Closing Statements Presented by James Key, Superintendent

The hope is that we will get back to a new normal in time. We have to wait to hear from HQ. Hopefully our cases in the area will decrease and we can start to step down. We appreciate everyone being on the call. There are going to be frustrations with opening up another area, (post convalescent) but medically we need this to keep individuals safe. We have the same questions from the incarcerated that family members do. We are in this together and the population is being very cooperative. We are all tired and frustrated, but we are trying to put our best foot forward. We appreciate the positive emails we get from families, and staff enjoy when we share them.