

# Local Family Council COVID-19 Informational Call Notes

## Call Details

**Facility:** AHCC

**Date and Time:** 10/21/2020, 2:00PM

## Attendees

- Kay Heinrich, Associate Superintendent
- Paige Perkinson, HQ
- Monica Cantrell, Family Secretary
- Kehaulani Walker, LFC Member
- Michelle Mason, LFC Member
- Beth Ann Daigre, LFC Member
- Ellen Hargrove, LFC Member
- James Key, Superintendent
- Stella Spracklin, OCO
- Ann Wise, CPPC
- Gheorghe Turcin, Family Services
- Donna Jaramillo, Family Secretary
- Julianne Presson, LFC Member
- Bill Hargrove, LFC Member
- Rachel Bisbee, LFC Member

If you would like your friend/family member/loved one to be a part of the Local Family Council, please have them write to Jess Robb at the following email address:

[Jessica.robb@doc1.wa.gov](mailto:Jessica.robb@doc1.wa.gov)

or

**Jess Robb, Facility Secretary**  
**Airway Heights Corrections Center**  
**PO Box 1899**  
**Airway Heights, WA 99001**

To be part of the Local Family Council, one must be on the Incarcerated Individual's approved visitation list, and "any approved visitor in good standing may attend" (policy 530.155). If one is not on the inmate's visitation list and wish to fill an application to become a visitor please, go to the following website:

<https://www.doc.wa.gov/corrections/incarceration/visiting/prison-visits.htm>

## Weekly Update from Superintendent James Key

- We are on day 233 of the COVID-19 pandemic.
- Serial testing started September 14, 2020. To date we have tested 3850 staff of which 1 tested positive.
- 180 I/I have been tested, 12 results still pending. 0 have tested positive.
- The RCF currently has 7 I/I and there are 13 on intake separation (work release, community custody, jail population)
- It has been a busy week doing updates in regards to the stimulus checks. There was one issue with an individual that wanted us to check the status of his claim. It was sent to Fresno, CA. which we first were instructed to do by the IRS. We sent out information to the population. We received an updated address for the stimulus checks to be sent to. The returns need to be sent to Austin, TX.
- We are targeting for K-Unit to start SOTP on 11/9/20 with 15 individuals. We are looking at the people that were already in the program at the time that COVID-19 hit and then we will be going through the rest of the people that need that program and adding them in there.
- I have a task force that I am still working with this week and next regarding K unit proposals going to headquarters to step down the units a little more. But this will be a headquarters decision. There will be more information in the weeks to come regarding that.
- We are getting close to starting searches again in the institution. This is a huge security issue. Every week we have pruno issues (alcohol brewed in prison). Last week was the first week we did not have an issue but the previous weeks we had issues finding pruno and intoxicated individuals.

- The movie contract with Swank has been updated through June 2021 and we will continue to play movies on those channels we have here.
- 3 units have received their flu shots. The remainder of the institution and MSU will be done by next Thursday. Flu shots are not mandatory. They are voluntary.

## Pre-Submitted Questions

### Question

At the 10/15/20 OCO teleconference, we were told that staff in the mailrooms and inmate banking will be furloughed this month. When and how is this being done at AH?

### Answer

This is statewide. Certain job classes have been temporarily laid off on 4-day and then 3-day segments. Most of those are completed. What we have done in banking is have other people picking up the duties. We have other people in the mailroom that are picking up those duties. This is especially on the stimulus checks that I talked about last week to make sure to have those processes go through.

### Question

At the 10/14/20 LFC COVID-19 teleconference, Mr. Key said the stimulus claims for the I/I were being taken to the post office the same day they were turned in.

### Answer

The process is that the mail is picked up Monday – Friday by noon. It is processed by 3pm and taken to the Airway Heights Post Office by 5:00 so that it is postmarked the same day.

### Question

On Saturday, 10/17/20, I learned that there is a posting in the state kiosk that says all stimulus claims are being held until October 30 and all of them will be sent in on one bulk mailing. When are the claims being taken to the post office?

### Answer

Those are going out every day. They are being processed the same day. The mailroom takes the mail to the Airway Heights Post Office by 5:00pm to make sure that it is post marked the same day.

### LFM Response

As of 10/19/20 according to [www.lieffcabraser.com](http://www.lieffcabraser.com) the filing deadline has been extended to November 4, 2020.

### Answer

Thank you for the information.

### Question

If all the claims are held until the deadline, and since there likely will be hundreds of claims to be mailed, will you notify the post office regarding the large number of claims being mailed so that they can be sure that the claims are postmarked on the day they are received?

### Answer

We are in constant contact with the Post Office in Airway Heights. They are aware of everything we are doing. That is why the schedule has been set up and they are postmarking everything the same day.

### Question

I am sure we are all curious about the DOC site showing a 3rd confirmed positive at Airway Heights. We would like to know if it is an actual AHCC inmate or another community return? Did this positive have any contact with other inmates or staff at AHCC that could lead to a spread?

### Answer

It is not anyone in the facility. It is a community violator. Do they have contact with staff? Yes. They are processed into our segregation which is the isolation/quarantine area for anyone coming in. They are tested and if they come up positive that is where they stay or they are transferred over to the RCF, but all the protocols are in place as we have talked about.

### Question

This is more of an observation a few people have had that I have also noticed. When it comes to JPay video visitation, the 3-4 pm visit block seems to have so many more issues freezing and cutting out than normal, is this something that could be looked into?

### Answer

From the JPay liaison: "I have forwarded this info to the JPay people I speak to. They will forward this info on to their techs. Our JPay liaison does need more information such as is it all Kiosk, Main, MSU. If it could please be narrowed down, I could ask them to watch that time block.

- Update from JPay: I wanted to follow up with you on this to let you know we have checked the performances of this facility and I sampled some kiosks and video visitation looked good. We will monitor the next few days, but if you receive any more details, please let us know.

### Question

I have quite a few gentlemen in L unit that would like to know why they are NOT being allowed to stand and walk in the dayroom?! With dayroom and yard time being drastically cut back there are many that need to stretch their legs and such, but the moment they walk out into the dayroom, they are told to sit down, and have been yelled at about "No Standing in the dayroom"...Other units are allowed to exercise, walk laps, stand stretching their legs, but it is not allowed in any way in L unit. It has been like this for many years, again, with dayroom and yard times being cut back it is needed for good circulation, health, etc. There are diabetics and men with other health concerns being told they cannot come out and stretch their legs which is absolutely ridiculous.

### Answer

We talked to the CUS of L-unit. These folks were not standing in the dayroom. They were standing on the upper tiers. As stated before, there are dayroom rules about standing. You speak about being able to exercise in the dayroom. There are only 2 units in this institution that happens in. It is the prosocial living unit in which it is based on behavior. There is an exercise pad in the back of one of the dayrooms and K unit where they have the exercise area.

### Question

In order to receive any of the JPAY COVID-19 promotional free video visits you must first have up to 2 video call visits between Saturday and Thursday in order to receive your credit(s) applied to your account and you must schedule them to be used once they are applied to your account. JPay states that it is up to the "Facility Officer in Inmate Services" to issue these weekly credits. Is Airway Heights JPay Liaison, Nicole Freese-Turns [nlfreeseturns@doc1.wa.gov], tasked with this and if not can you please supply the name, contact phone number and E-Mail address for the staff member(s) that are tasked with this job as credits are not being applied and even though the SENIOR REGIONAL ACCOUNT MANAGER for SECURUS TECHNOLOGIES, INC {the parent company for JPAY} NATASHA SAMUELS [nsamules@jpay.com] stated in an E-Mail that we have the ability to

receive up to 2 credits per week the Customer Service Agents more times than not state that we in Washington state are only to receive one credit per week even if we had 2 Video Call Visits within the Saturday to Thursday time frame that they state.

#### Answer

Per our liaison you are correct these credits are system generated. If you think that you are missing credits, please contact customer service that us set up for WADOC FF for assistance at JPayCustomerSupport@jpay.com. We do not track this for the population. We send these out as we get from headquarters per kiosk for every I/I. We are just reporting the issues that you bring to us. We have no impact on their policy, what they are doing, what they are offering for free and those types of things. We are just putting this forward as we hear it or the liaison hears it through the I/I or the family member.

#### Question

Some of the units did not get the 1040 form with instructions. What happens to those who have filled it out wrong? Can they fill out a separate one with corrections?

#### Answer

Per our call last week I had Jess Robb go to every unit with all the updates that had come through in both English and in Spanish to make sure that all the right information was being handed out. There were 2 units that were missing a couple of pages. That has now been updated. Everything is now up to date as of Friday and will continue to check on that this week also.

- LFM: The IRS will accept or reject the packet and then send a notification.

#### Question

What vegetables out in the vegetable garden were added to the meal plan?

#### Answer

The Hope projects sponsored by HQ included produce to MSU, not main kitchens. Between July and September 2020, the poundage of vegetables and herbs are:

- Radish 153 lb., Spinach 20lb., Green Beans 132lb., Yellow Squash 559 lb., Chives 6lb., Sage 2lb., Turnips 58lb., Beets 98lb., Carrots 453lb., Basil 1lb., Cucumbers 40lb., Tomatoes 70 lb.

For the month of October, we were unable to get the weights but what was sent to the MSU kitchen consisted of a mix of Swiss chard, Cucumbers, Green Peppers, Green Beans, Tomatoes and Carrots.

## Additional Questions

#### Question

JPay is the 3<sup>rd</sup> party biller for internet services and not the provider. Who is the internet provider for AHCC?

#### Answer

Do not know. We will follow up with JPay and let you know. That is some internal corporate process they have so we can look into it and get back to you.

- Update from HQ: The incarcerated JPay internet is procured as part of JPay. Staff utilize WaTech to procure internet connection, currently the company is StarTouch.

#### Question

I have a question about the posting on the webpage by Robert Herzog about the stimulus mailing address. It says that the I/I is supposed to send it to Austin, TX and not Fresno, Ca. I was wondering why there was a change when the IRS website states that anyone living in Washington State should send it to Fresno, CA. and Austin, TX is for those who live in a foreign country or use an APO or FPO address.

#### Answer

That is information that headquarters has gotten possibly through the AG's office that we work with. I do not know how they got that information; I do know that there was a mistake in what was originally put out. My understanding is that Mr. Herzog's posting was the corrected version.

#### Question

What is a muster meeting?

#### Answer

I will address this quickly because it is not Covid related. Years back we use to have a muster when correctional officers used to work 8.5 hours on 2nd and 3rd shift. But they are now on straight 8's. They use to come in 15 minutes before they went on shift. It is something like you see in some of the TV shows, the law enforcement show they muster with their team before they go out on the streets but that went away about 7 to 8 years ago. Based on working the straight 8's we do not have that anymore.

#### Question

Do the c/o's have a monthly training? I know that there is something about that going on out there at camp today.

#### Answer

We have training going on all the time for C/O's and all staff. What I think you are hearing about is a core graduation of 15 correctional officers who are continuing after their core training to become correctional officers. So we did have that here at Airway Heights for the last 6 weeks. That may be what you are referring to.

#### Question

In L-unit, is there an alternative for those with medical issues to do stretches, walk around the dayroom as instructed to do so by a medical professional?

#### Answer

They have yard, walking back and forth in the unit, to cells, to the showers, getting ice, and going to programming. Those rules are probably not going to change. They are there for security purposes. We also have physical therapy for those that need it.

#### Question

There is a Correctional Ombuds that sits in the Covid calls at CRCC. Is it possible to have one on these calls?

#### Answer

Hi, this is Caitlin. I am the OCO that sits on with CRCC Covid calls and I am on these calls too.

#### Question

I am looking for clarification about the muster meetings. So, you do not have a monthly meeting for your correctional officers where you do a lockdown? Sorry if I am repeating myself, I just want to understand that correctly.

#### Answer

You are asking about two different things. First you are asking about muster, we do not have c/o muster anymore. We have for the entire institution a monthly place safety meeting. We do security topics that relates to all staff. We talk about different security issues that relates to the population and how we can serve them better and keep the public and community safe.

### Question

What is the procedure for the I/I during this monthly meeting?

### Answer

I will answer this although this is not COVID-19 related and should be brought up at the LFC meeting. There are meetings once on every shift. Graveyard, 1st shift does not affect the population. At 2nd shift, 7am, they stay in their units, and during 3rd shift, I am not certain how it is handled.

- LFM: Can they do video visits during safety muster?
- Superintendent Key: We can certainly check into that.
  - **Update: They cannot have video visits during this time as there is no one on the unit to monitor. This is for safety and security.**

### Question

There was an officer I think that was in one of the meetings and he spoke about lockdown day. Basically, a shorter day.

### Answer

That was Mr. Rivera. He is the Operational Associate Superintendent. The first two or three months of COVID-19, based on the workload and how much we had going on, we did not have Place Safety Meetings. Then we were directed by headquarters to start those Place Safety Musters back up. I think that is what he may have been referring to since I was on annual leave.

### Question

Since we have the Correctional Ombud's in the meetings, does she do a separate update or is there a site that we can see what she is working on and what results that she may be having from time to time?

### Answer

This is a COVID-19 call, and it is part my fault that we ventured away from this. Though this is not part of COVID-19, and we have not given Caitlin time to talk about this so Caitlin if you would like to jump in here and give a little information.

- Caitlin Robertson, OCO: You can log onto [www.oco.wa.gov](http://www.oco.wa.gov). We are an office of the governor. We provide public reports and that information is on our website. You can also join our mailing list where you will receive updates. There is also a 4pm call on Thursdays where you receive verbal information. This is the site where you can find the information on what our office is working on and the information that is provided to the public.

### Question

Mr. Key I hate to be stuck on the subject; I am so sorry when you said at the beginning about the muster. You stated that none of the facility are doing that anymore. Are you able to explain to me what the difference is between musters and Place Safety Muster?

### Answer

I did not say none of facilities do it. I have already answered this question. None of the institutions do muster anymore for the officers. Each institution per policy is mandated to have a Place Safety meetings once a month at their institution. As I stated before, if this something that you want to make as a Local Family topic please send that in there. We can have the specialist that runs Place Safety meetings attend the meeting and give you all the information or answer those questions regarding it.

- LFM: I appreciate that. I just don't want to feel like my question is not valued. I am just trying to find a difference between the two. I just am not understanding. I will ask if we can talk about it at LFC. Thank you

## Question

When you talked earlier about mailroom furloughs, did you say there will be still having people in or will they just be gone those four days?

## Answer

They will be gone those days. That was the very first week that the stimulus information came out. Those staff are back now and we were able to take care of all the mail and stimulus info with the staff we had left to meet the deadlines. Each job class of our represented staff have so many days that are designated for that job class that they are on temporary layoff.

- LFM: Are they scheduled to take another furlough in the future?
- Superintendent Key: I am not sure. I would have to look at the schedule.
  - **Update: Yes they have one November 18<sup>th</sup>-20<sup>th</sup>.**
- LFM: I guess I am just trying to figure out if when they do furloughs, if the mailroom will just kind of stop for those days or are other people kind of filling in? I am confused with all the furlough stuff.
- Superintendent Key: We understand stimulus packages are a high priority. We are having conversations about putting processes in place regardless if it's a furlough week or a non-furlough week to meet guidelines and time frames that have been set. The mail will be collected in the morning. It will be back to the mailroom by noon and that mail will be processed and over to the Airway Heights Post Office by 3pm to be postmarked by the close of business at the post office.
  - **Update from Mailroom Sgt: •**
    - **All incoming checks, including stimulus checks will await the return of the mail processors who would then process all checks upon their return and then route to banking.**
    - **All outgoing mail is sent to the post office daily (unless if it requires more postage-in that case that mail will wait for the return of the mailroom processors).**
    - **All incoming mail will held pending the return of the mail processors (as there is no staff to process it).**
    - **All incoming legal mail will be processed daily and delivered to all unit locations.**

## Question

Are JPay credits automated by a computer system?

## Answer

Yes, we have no access to their system or that system.

## Question

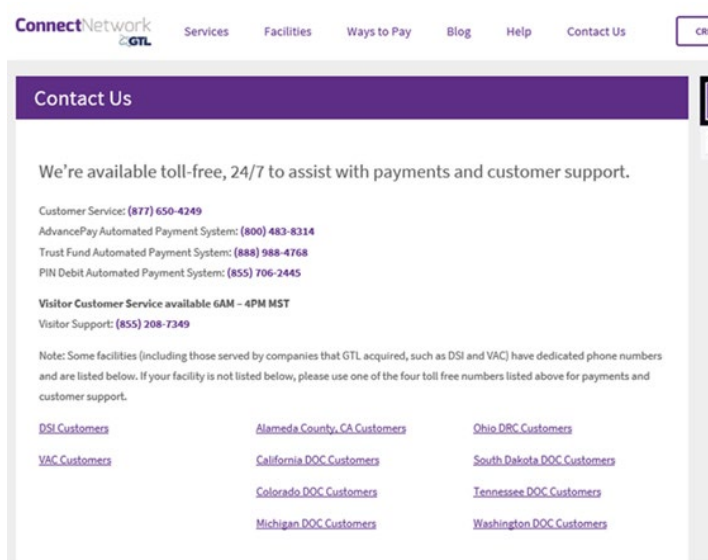
I have a question concerning GTL. When I looked up the most recent Family Services Book there are all these fees if you wanted to do it by debit. So I was going to mail in the money order, however, the address that is listed on there is different than the one I was given when I called GTL. So when those things happen, how are we to be updated?

## Answer

Those numbers are generated by headquarters for the websites which I think you are referring to. We will request Paige investigate this as to why the numbers are different.

- Update from HQ:
  - Doc has an excellent page that outlines everything customers would need to know about GTL's phone services. It's located here:  
<https://www.doc.wa.gov/corrections/incarceration/visiting/phone-vendor.htm#help>
  - The vendor has an informative customer service page that explains billing information to include billing address information. When a customer has questions about billing they should navigate to this page: <https://web.connectnetwork.com/help/>

- If they cannot find the information to help on that page they can click on the “contact us” page and it will take them here:



- You will notice that there is a custom link for Washington DOC Customers. If the customer clicks this link they will see the following information. This is where they would find information about billing. I have copied the information as it would appear on the site.

- **Washington DOC Customers**

- **AdvancePay or VConnect Prepaid Phone Accounts:**

- **24/7 Automated Payment System:** 800-483-8314

- **Customer Service:** 877-650-4249 | Monday – Friday, 7 am – 11 pm (CST), Saturday, 8 am – 7 pm (CST)

- **Inmate PIN Debit Prepaid Phone Accounts:**

- **24/7 Automated Payment System:** 866-669-9975

- (Please reference Site ID 150)

- **Customer Service:** 800-786-8521 | **Email:** [customerservice@vaci.com](mailto:customerservice@vaci.com)

- **Money Order Information:**

- Money orders for prepaid and inmate debit phone accounts can be mailed to the address below. Money Orders for your prepaid phone account must include your 10 digit phone number and for an inmate’s debit phone account must include the inmate’s ID number.

- **Inmate Pin Debit:**

- VAC  
Dept 2430  
PO Box 122430  
Dallas, TX 75312-2430

- **Advance Pay Accounts:**

- Advance Pay Service Dept  
PO Box 911722  
Denver, CO 80291-1722



#### Question

Are flu shots mandatory?

#### Answer

No, it is up to the individual.

#### Question

What kind of flu shot is it?

#### Answer

You can request that information from headquarters medical.

#### Question

Who would we direct our question of who supplies the internet connection(s) to the prison? Not the Wi-Fi, not the JPay, the line that they send data through?

#### Answer

I do not know; I would say to contact headquarters. There are folks there that deal with JPay and the contracts and the daily operations.

- LFM: Basically, they are using someone else's line to transmit their data packet through. That would be the cable provider, satellite, or DSL line. That is why I asked and that is what I am trying to get to. I will send an e-mail to HQ.

#### Question

I do not have a question, but I do have an update for you. After one of our calls when I found out about the disinfectant used on the kiosks owned by JPay, I did reach out to Natasha Samuels the Senior Regional account manager for Securus Technologies. I also cc'd Nicole on that as well asking them why DOC is burdened with that cost when they are responsible for that since it is their equipment and they were supposed to send you out disinfectant wipes and appropriate spray and have not heard anything back at this point but wanted to let you know that I did follow up with that.

#### Answer

Thank you for that we will be also following up on that here in the institution.

- **Update from Securus Technologies: They are not supplying wipes to clean the kiosks, this should be handled at the facility level.**

## Comments/Closing

Next COVID-19 conference call will be October 28, 2020. Per HQ, we will be going to an every other week format for COVID-19 calls, they will still be 1 hour. This process will begin in November. The next teleconferences are scheduled for November 4th, 18th, and December 2nd, 2020. You will have 2 weeks to send in your questions by noon the Tuesday before the call. Please bullet point your questions. They are in paragraph form currently. There has been CI labor issues for hot breakfasts. Hopefully they will be in place by mid to late November. I walked the facility and was impressed with the number of incarcerated that are following protocol with their masks. The Quality Assurance teams are here also walking the facility as well. Tier Rep meetings are also going to twice monthly per the tier reps request. Safe-Start is still in progress. Maybe we can make life a little easier on K-Unit. Be safe and keep your social distance. Thank you.