

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: AHCC

Date and Time: 11/4/2020, 2:00PM

Attendees

- Kay Heinrich, Associate Superintendent
- Paige Perkinson, HQ
- Jess Robb, Family Secretary
- Kehaulani Walker, LFC Member
- Michelle Mason, LFC Member
- Beth Ann Daigre, LFC Member
- Ellen Hargrove, LFC Member
- Yoshi Garcia, LFC Member
- Christina Current, LFC Member
- April Chavis, LFC Member
- James Key, Superintendent
- Caitlin Robertson, OCO
- Stella Spracklin, OCO
- Anita Barker, Co-Chair
- Donna Jaramillo, Family Secretary
- Julianne Presson, LFC Member
- Bill Hargrove, LFC Member
- Rachel Bisbee, LFC Member
- Teresa Golden, 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.robbs@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 wishes to fill out an application to become a visitor please, go to the following website:

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

Please keep your questions, pre-submitted and during the call, to COVID-19 related topics.

Weekly Update from Superintendent James Key

- We are on day 277 of COVID-19.
- Since we started serial staff testing, we've conducted 4549 tests with 1 positive case.
- We have 1 I/I in the RCF and 11 on intake separation (work release, CCJ).
- As of 11/3/20, 219 incarcerated at the institution have been tested.
- Safe start is working on recreational activities and recreational areas.
- There were 0 COVID-19 related grievances in the MSU, the MAIN had 18. They all had to do with searches starting back up.
- A KIOSK message went out regarding searches beginning on 11/9/20. All searches will be conducted using the standards listed in the PPE matrix. I have a group of individuals working on getting all the correct information out to staff. Pat Searches will resume in high risk locations at 50% of the normal standard. Strip searches will resume in designated areas maintaining a 6-foot social distance. Cell searches will resume at a 50% rate of what policy states.
 - **Update: This has been put on pause until further notice per HQ.**

- The Oct 30th deadline for stimulus checks has been extended to Nov. 4th. This was sent out to the population.
- I met with Correctional Industries on the implementation of hot breakfasts. Due to staffing issues, this has been pushed out to January 4th 2021. They have assured me this was a hard date and they will have staffing issues figured out.
- Information regarding dental services starting back up went out via KIOSK. HEPA filter air purification systems have been installed to reduce the spread of droplets. Prior to aerosol producing dental procedures I/I will be COVID-19 tested. The following dental services can now be provided:
 - Comprehensive Oral Examinations
 - Denture Services
 - Endodontic Services (root canals according to the current DOC Health Plan)
 - Dental Hygiene (only allowed when deemed urgent by the prescribing dentist)
 - Intake Dental Screenings
 - Limited Oral Examinations (sick call, D3 evaluations, etc.)
 - Oral Surgery (extractions)
 - Oral Radiology (x-rays)
 - Restorations (fillings- priority will depend on the size of the cavity)
- CI sent out a statewide memo on the kiosk in regards to price reductions on the commissary order guide.

Pre-Submitted Questions

Question

Since contact visitation is shut down due to COVID-19 protocols why are the Video Call Visits not being extended to match the time period of what the pre-COVID-19 Contact Visits were set up for in regards to visit time duration {i.e.; 12PM – 3:30PM} at no additional cost per each 30 minutes over the original cost of \$7.95 for the first 30 minutes.

Answer

Call lengths could not be extended to the time frames of 12-3:30. That would severely reduce the amount of visits I/I's could place since one person would take up that whole time slot. We get many complaints from customers about not having enough time slots to schedule visits. Some of these video visits have been scheduled months out.

Question

Why isn't the cost being waived altogether if Video Call Visits occur during normal {Pre-COVID-19} contact visitations for each Unit?

Answer

The agency agreed to the two free video visits per week. These will be available until the end of the year. This is per the HQ contract.

Additional Questions

Question

In regards to the PPE matrix that the staff is receiving, can the I/I get a copy of this to make sure people are following this?

Answer

It does not say we will give this out per the memo. I would check on the website and look for version 11 of the PPE matrix.

Paige: When I was out walking the units, I did see the PPE matrix posted on the wall in a couple of units.

- **Update: Version 11 of the PPE Matrix was sent out for viewing to the population on 11/5/20.**

Question

Is the COVID-19 pandemic holding up work release or GRE?

Answer

Based on the conference call I was on today, work release is having COVID breakouts and they are scrambling for beds. This could be a part of the issue for them not getting a bed date. You can call and speak with the counselor for specific issues.

Question

How does my loved one find his judgment and sentencing information? He is being told it's not at the facility.

Answer

Your loved one can request a file review through records.

Question

Can you clarify how come there is a significant difference in how many staff are getting tested per your number reported out each week?

Answer

We have many job classes out for temporary layoffs that alternate each week. This causes variances every week.

Question

Do you have anything to keep I/I warm while they are waiting for their hot breakfast during the cold temperatures?

Answer

I have stood out there during mainline and I didn't see the line being backed up to receive food. The line is moving pretty quickly. We have officers watching movement before each unit leaves and they help manage how many individuals are waiting in line. There may be times when they may have to wait a while outside. There is a cold gear policy as well that outlines what they can receive. Based on my observations this is happening less with grab and go than regular mainline.

Question

If an individual has severe arthritis or a medical condition, can they go to medical to request additional clothing for cold temperatures?

Answer

Yes, they can request an HSR from the medical department.

Question

Can you give us a start date on when dental services will resume?

Answer

November 9th.

Question

Since the JPay tech was out on the 16th and the 23rd, can you tell us specifically what was worked on for KIOSK K_AHCC024?

Answer

We will look into this and get back to you.

- **Update: This KIOSK is in C5. The tech was on site 9/17/20 and replaced the sync cord. The keyboard, mouse and caps lock were all working. There was an issue with video visits dropping, this was looked into at the time and has since been fixed with the JPay system upgrade. No complaints have been sent in since then.**

Question

Are these calls being recorded by DOC?

Answer

I can only speak for the institution. No, they are not.

Question

Is Skype or anyone else recording the conversation?

Answer

Paige: None of us are recording this. When I call in on my state issued phone, the state records the call. It is possible to publicly disclose anything on my state issued phone.

Question

Aren't you required to tell us that?

Answer

I believe the investigations unit could get access to phone calls if requested, but I am not personally recording these.

Question

I am wondering why no one is making JPay supply materials to clean the kiosks as the contract states JPay is responsible for maintaining all kiosks and equipment.

Answer

JPay answered that a few weeks ago. JPay said that it is the facilities responsibility to clean these machines. I am not the enforcer of this contract. It is run through HQ.

Question

As far as the protocol for the cell searches, I had asked on the last call if they will follow the CDC guidelines. Will HQ post these on the website?

Answer

I am not sure if it will be posted on the website. Protocols will be outlined to staff either this afternoon or tomorrow morning.

Question

Has SOTP for K unit been established?

Answer

We have 15 I/I starting November 9th. I am hoping to have the proposal to step down K unit's protected status finished by next week and sent to HQ. There was no one the list in K unit who currently needed CD.

Comment

I miss seeing everyone. So, it's good to talk.

Answer

Thank you. This pandemic is affecting everyone and we appreciate the feedback.

Question

Are they going to reinstate the dog program?

Answer

This is called the "Pawsitive" program. This was a huge part of programming. It brought some normalization into the institution. When we can, we will bring it back.

Question

Can I find the OSHA regulation online in regards to the policy for cold weather gear?

Answer

I don't know anything about OSHA. Policy outlines what cold weather gear we give out for work crews, etc.

Question

Do we know when the sweat lodge is coming back?

Answer

We currently do not have this. Dr. Heinrich and a group of task force individuals are working on a proposal to send to HQ to re-start this at AHCC.

Question

Have the EFV rooms been cleaned out for visitation?

Answer

They have not been cleaned out. We received approval to clean out visiting in the MSU. We have to wait for HQ to send approval to clear those out.

Question

When do we start signing up for visits?

Answer

We are continuing to work with a HQ team. We have a group under Dr. Heinrich who are working on the logistics of this. HQ is working on rolling out a consistent process for all institutions. But there is no set date yet.

Question

When visitation is open will they have temperature stations for incoming visitors?

Answer

Absolutely. You will have to answer screening questions as well.

LCM member: I believe this is in the state notes. When I come into the facility for the teleconference, I have to answer screening questions and get a temperature reading as well.

Question

Do you know if there a place where the quality assurance team report is published?

Answer

I am not sure if HQ publishes these. At the local level we do not.

Question

Did Yoshi hear about a proposal for 30-45 days to open visiting?

Answer

Yoshi: An application has been submitted to the state. No institution can open until they submit an application to the state and the state has to approve it. It does not say 30-45 days. Then DOC has to meet all the guidelines and install the barriers. Each facility must open at the same time.

Question

Is that going to be delegated by phase 2 or phase 3 reopening for the state?

Answer

This is just to get started. We have to get approval from the governor's office.

Comments/Closing

Please get your questions in to Ms. Robb by Tuesday at 12PM. Our next meeting will be November 18th. Please keep in mind these are COVID calls, and submit only COVID questions. Regular operating facility questions have been put aside for LFC meeting.