

# Local Family Council COVID-19 Informational Call Notes

## Call Details

**Facility: AHCC**

**Date and Time: 12/2/2020, 2:00PM**

## Attendees

- Kay Heinrich, Associate Superintendent
- Assistant Deputy Director, Mike Obenland
- 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
- Stephanie Colunga, LFC Member
- 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](mailto: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>

- Questions need to be submitted to Ms. Robb by noon on Tuesday before the meeting. Please keep your questions, pre-submitted and during the call, to COVID-19 related topics.
- Please keep each question concrete and specific via bullet statements.

## Weekly Update from Superintendent James Key

- Staff confirmed COVID positive at AHCC is 31; 18 have recovered at this time.
- We have administered 7,682 staff tests from the start of serial testing, 12 confirmed cases have come from serial testing.
- As of this morning we have 60 confirmed COVID positive I/I. This is both AHCC population and violators. We have 457 test results still pending.
- We have 80 I/I on isolation and 753 in quarantine. We have 20 quarantine beds available.
- There are 18 symptomatic I/I in the RCF, 42 in the main gym who are asymptomatic and 42 I/I on the programming side of the gym.
- There were 14 COVID related grievances in the MAIN and 0 in the MSU since our last call. These were in regards to new protocols for quarantine areas and social distancing.

- Since the first case was confirmed we had a breakout over the weekend. We have been using N unit A side as an isolation and quarantine area and we ran out of beds. We made the decision to take 42 of the I/I out of N unit and move them to the gym to free up beds as individuals were testing positive and we had to move them into isolation and quarantine areas. We placed 42 in the gym, and used the programming side of the gym as the “clean side”. They have access to TV’s, showers and laundry services. We turned the gym into an asymptomatic area for positive cases. We are testing the entire population in the main. T unit, M unit, L Unit, and F tier of C4 are on quarantine.
- We have laundry services, TV’s and DVD’s set up in the gym. We are sending out activity packets and games to each unit.
- Yesterday afternoon we went into restricted movement. This is not lockdown; we restrict how many units/individuals can be on the walkway, dayroom times, phone use and showers.
- We have tested all of M and L unit and we are testing K and T units today. The next units to be tested are N and R.
- Assistant Deputy Director Mike Obenland from HQ is here and helping us with institution testing.
- With the outbreak we have changed the protocols for quarantine and isolation in the dayrooms. We have reduced the movement to 30 minutes out. We have a Sunday through Saturday schedule, 0620-2230 in the MI3 units and 0620-2130 for the Medium Units. 4 cells are allowed into the dayroom at a time. This is due to mapping protocols in case someone does test positive for COVID. This gives each cell 30 minutes out each day with a 15 min in between time out to clean. We have staff monitoring this process assuring it is being followed. This schedule could be interrupted by medical emergencies. We are averaging about 2.75 emergencies a day. I/I are allowed access to phones, showers, ice machines, microwaves, JPay, and dayroom tables.
- We have 3 medium wet cell units, and 3 MI3 units in the main which do not have in cell bathrooms. We have extra staff in the MI3 units to help assist with time out to use the restroom. There was a question about giving them urinals. We are not at this time and hope to not have to do that.
- Video visits have been cancelled due to quarantine.
- We have sent multiple memos out to staff and incarcerated in regards to reinforcing mask wearing. We are going to be civil and ask people to comply with mask protocols, but if they do not, we will take appropriate action for each individual.
- Communication has been sent out to the population over the weekend regarding movement into the gym, restricted movement, and to the K unit I/I. Since our last phone call, we have gotten permission from HQ to remove K unit from protected status.
- I know commissary is important, and based on restricted movement I/I cannot go to work in commissary. Dr. Heinrich compiled a group of staff to go work in commissary to complete those orders.
- If individuals have COVID-19 questions that are HQ related, you may email [doccovid19@doc1.wa.gov](mailto:doccovid19@doc1.wa.gov). If they are local AHCC COVID-19 questions please continue to send to Jess.

## Weekly Update from Associate Superintendent Kay Heinrich

- We have 2 mobile phones in the RCF, 1 in E-building (gym), 1 in the infirmary, and 1 in SMU. We have 4 extra mobile phones on order from GTL. 2 will be used for backup; 2 additional will go to the gym.
  - **Update: The phones have been shipped and when they arrive, we will work with GTL for installation.**
- As of 2 PM today each unit is receiving 75 packets of puzzles and games on each side. More books will be delivered next week. These packets will be sent out each week. We are getting 1600 packets from HQ and will distribute them upon arrival.

## Pre-Submitted Questions

### Question

Some inmates in C5 are wearing masks on their chin. When a CO tells them to wear it correctly, they argue with them saying the CO's are the only ones bringing COVID in. Isn't it time for some form of discipline for this infraction?

### Answer

As I previously stated, we are taking a harder line with staff and I/I in this regard.

### Question

During my last JPay video call visit, I witnessed another incarcerated individual who walked behind my loved one and was clearly not wearing any face covering whatsoever. Nor did anyone come over to where that individual was, to disinfect the KIOSK that they had just gotten up from. How are the Governor's mandates being upheld by not only incarcerated individuals but by correctional officers as well?

### Answer

If you could tell us what unit this was, we will look into it.

### Question

I have been told that Incarcerated Individuals have not received any new masks in about a month. When and how many new masks are scheduled to be passed out to each of the I/I?

### Answer

Every day, twice a day, we make sure there are enough masks in each unit. To get a new one, they need to go to the officers' station to ask for one.

### Question

Are inmates or COs who are not wearing masks properly written up to encourage following the rule?

### Answer

We are taking a harder line with staff and incarcerated in that regard.

### Question

Are they contact tracing everyone?

### Answer

Yes, we are contract tracing for every COVID positive case.

### Question

Are gloves being switched between each temp check?

### Answer

No, they are not, protocols for quarantine units are that they can go to one cell and then they switch gloves between cells.

- **Update from the Infection Prevention Nurse: Gloves are to be changed between every test, as well as thermometers need to be cleaned between each test.**

### Question

Are questions regarding COVID being asked daily?

### Answer

Medical is going to quarantine areas on a daily basis asking the screening questions.

#### Question

What can we do to make this easier for our loved ones and staff?

#### Answer

I know that their dayroom access has been cut down by 15 min. I would ask that you provide hope and speak to things we are doing to fight this disease and share what you are hearing on these calls. We have kept it out for 8 months and understand it is disappointing. Try to give the I/I hope. There are many that are upbeat, and there are many that scared. We will get through this. There will always be bumps in the road. We are trying to isolate this virus in the institution using our emergency response plan. I understand how scared everyone is. I am confident we will get through this. Be positive and continue moving forward.

#### Question

Due to the recent outbreak of COVID, can we return to weekly phone meetings?

#### Answer

Yes, we will be returning to weekly phone calls.

#### Question

Will all correctional officers be required to download the new app launched by Governor Inslee and the Washington State Department of health that goes by the name of "WA Notify" in order to better keep up with contact tracing, especially with the current outbreak of COVID-19 at Airway Heights Correctional Facility?

#### Answer

No, we cannot direct staff to download applications on their personal cell phones.

#### Question

Are you able to receive extra staff by requesting additional funds from the Governor since Washington State is in a current state of emergency?

#### Answer

We cannot do that at this time. This is an HQ decision. I can assure you all HQ staff are monitoring staffing issues and keeping an eye on our resources.

#### Question

Is a "Health Status Report" Doc Form #13-041 filled out for each Individual Incarcerated person who tests positive for COVID-19?

#### Answer

We will get back to you on this.

- **Update from the Infection Prevention Nurse: We don't use Health Status Reports for test results or diagnosis.**

#### Question

Is this form being required to be filled out for both the Incarcerated Individual and Correctional Staff who test positive for COVID-19?

#### Answer

There is a protocol for both I/I and staff to go through, I do not have the specific forms in front of me.

- **Update from the Infection Prevention Nurse: We don't use Health Status Reports for test results or diagnosis.**

#### Question

Are the Individual Incarcerated and Correctional Facility Staff whom are being tested for COVID-19 also being tested for Influenza as stated in version 22?

#### Answer

I'll have to get back to you on this.

- **Update from the Infection Prevention Nurse: They are not being tested for influenza at this time due to flu activity is currently low in Washington State.**

#### Question

If an incarcerated individual's medical records have been destroyed after filling out a Records Destruction Request form # 280.515 due to them being released from the system and they re-enter the system, is a Health Records Deficiency Notification form #14-050 filled out and put into their current file indicating that not all of their previous health records are available due to being destroyed?

#### Answer

I'm unaware. I can tell you if someone is released to the community and comes back, we start a new file.

#### Question

Is anyone viewing facility site videos to ensure that both incarcerated individuals and facility staff are complying with the governor's mandates of social distancing and proper mask wearing?

#### Answer

Yes, I have the ability to look in the institution to see what is happening. Periodically I bring this up and look around the institution. There have been a couple times I have called and addressed this at the lowest level for both staff and I/I.

#### Question

The loved ones that have been moved Saturday night have yet to receive clean clothes or a shower, please explain how this is sanitary and humane?

#### Answer

The 42 that were moved Saturday night did get clean clothes and maintenance put in a shower in the gym. There is a large bathroom area. We have laundry service to this area and they are able to take showers.

#### Question

Are they receiving store? Are lunches being delivered at 3pm?

#### Answer

Yes, they are receiving store. Commissary is short staffed. We have had to pull staff from other areas in the prison to help out with filling these orders. We are currently feeding in unit and sometimes it could take 3-4 hours to get to all the units.

#### Question

It has been brought to my attention by many family members' loved ones and many incarcerated that they are having to check the temperature with the thermometer that goes underneath their tongue. They are changing out the cartridges but they are not wiping them down after each use. I don't understand why you cannot wipe it down after each use?

Answer

We are trying not to use under the tongue thermometers. We have used these in some cases. The nurses do not touch the thermometers, and they have gloves on. All thermometers are wiped down and it fits within the protocols and CDC guidelines.

- **Update: These are to be wiped down between each use and this been brought forward to our Infection Prevention Nurse.**

Question

In light of the bathroom issues that occurred at CRCC, will quarantined I/I in dry cells be given plastic urinals with lids (like the ones that are used in hospitals) for use by the I/I in their cells? There are urinals like that available online for \$.95 and \$.98 each.

Answer

We added extra staff to our MI3 units for bathroom use and are hoping not to have to go to this.

Question

Prior to entering Sage-East at CRCC, personnel walked through multiple layers of large plastic tarps (which act as a barrier), washed hands, sprayed down shoes with Germicidal Disinfectant, and donned a medical mask and gloves. Are these precautions being taken in K Unit?

Answer

No, before we had our first COVID positive case we stepped down K unit to have the same process as other units, so the donning and doffing stations were taken down in K unit.

Question

I understand that the I/I in K unit will be going to the chow hall starting on Nov. 30. Considering the dramatic increase in COVID cases in the community and among AHCC staff, why is this happening?

Answer

This was before we received our first case, once this happened, we kept K unit as is. They never went to chow hall.

Question

When do results of COVID tests become available after the test is administered?

Answer

Testing results for I/I are coming back on average in 3-4 days. With the increase in cases in the public, the labs have been slowed up a bit. We are monitoring this every day.

Question

Did this outbreak start in the food factory?

Answer

We are currently doing tracing and mapping and have not finished this mapping. This is an ongoing issue.

Question

Are those who are positive being given any medication? Are you being given more medical staff to assist with the outbreak?

Answer

Based on my discussion there isn't much medication. This is a case by case basis.

#### Question

Are COs who work in Camp being required to work in the MAIN too?

#### Answer

Yes, currently we have CO's signing up for overtime who may work both in the MAIN and MSU. Staff are still being tested weekly.

#### Question

How are you keeping COVID from spreading to Camp?

#### Answer

We are following the protocols sent fourth by CDC and HQ. This changes usually on a Bi-weekly basis. We use the screening questions, testing, mask wearing, and social distancing. We are continuing to look for areas we can improve for example, this week the smoking areas for staff were restricted to 2 people at a time.

#### Question

It appears that a COVID-19 vaccine will be widely available by June 2021. If any I/I refuse to be vaccinated, will they be separated from the vaccinated population?

#### Answer

This is way ahead of our protocols. I would hope no one would refuse. Every I/I has the right to refuse medical treatment.

## Additional Questions

#### Question

You have mentioned that K unit would be integrated back into the population, but since the current breakout why is this still happening?

#### Answer

K unit has been under the protected status. I met with the Tier Reps and I/I in the unit. Based on our planning they are still in restricted movement. We cannot run this institution without workers. We were going to get K unit individuals out in the workforce. We are testing the entire unit.

#### Question

With the new processes in camp, I have heard that the dayrooms are being mixed between two tiers waiting to drop off laundry. I imagine they are not social distancing. Would you be willing to look at this process again?

#### Answer

I am not sure what the process is, so we will check into this.

- **Update: Our current process states that for the MSU the dayroom numbers will not exceed 15 offenders per dayroom. The captain is looking into this making sure we are following the correct process and protocol.**

#### Question

Before the gentleman are being moved into a quarantine area, are they able to see their tests results?

#### Answer

The individuals who are positive are informed of that. I saw custody staff this week answering questions from individuals in regards to why they were moving to the gym. When someone is being moved, the nurse will go to a cell and let the I/I know where they are going and why they are being moved.

### Question

Why would DOC transfer the incarcerated population all around the facility? Why not test the entire population all at one time?

### Answer

We are testing the entire population, but we do not have the resources to test them all at once and we need to stagger the tests that go to the laboratory.

### Question

I would like to thank you for everything you are doing. Could you clarify that those who are in quarantine are there because there was a positive individual around them?

### Answer

Thank you for your kind comments. Quarantine means an individual came into close contact with someone who is suspected or confirmed positive. Isolation is when you test positive.

### Question

In order to keep the trust with staff and I/I, how are you dealing with staff who aren't wearing masks in their offices and in close quarters?

### Answer

We as staff need to model the expectation for the I/I. Staff should wear their masks in their office, on the unit, and at all times. We continue to direct staff to be in compliance, and I've directed first line supervisors to speak with their staff.

### Question

Have there been any COVID positive or tests done in the MSU?

### Answer

Not as this time. We had one individual stating they had symptoms. They were placed on isolation and the tier was placed on quarantine until tests results come back.

### Question

When you are testing staff, what is the protocol for this?

### Answer

We have a task force set up that tests on site, Monday through Thursday with various hours for staff to be tested. These tests get sent to the lab daily.

### Question

I've spoken with multiple individuals on M and L who state they were given swabs and medical staff were not monitoring them. Is that proper testing?

### Answer

The protocol that is outlined by the CDC is the protocol being followed. If you could give specific examples, we can look into it.

- LFC Member: I am curious why you would need these individuals' names. It would be real easy to watch the cameras.
- Superintendent Key: We have a lot going on. I have to trust the medical staff to reinforce the correct process. There may be some one-offs.
- LFC Member: Unless specific names are given, nothing is going to get done?
- Superintendent Key: Based on the protocols from the CDC, these are being followed. We do not have the staff to check the cameras constantly. So, if you have a specific example, I will look into it.



### Question

I know disposable masks were given out and the I/I were told to make them last for 5 days. Can an I/I get a new mask daily and send out masks to get cleaned?

### Answer

I/I can go up to the officers' station and ask for a surgical mask whenever they need one.

### Comment

These one-offs are important to us and our loved ones. We care about the safety of our loved ones and would like these one-off situations looked into. I would hope you try to understand our side as well.

### Answer

Thank you for your comments. When I speak about one-offs, I am not saying it did not happen. But what I can do is to help reinforce with those staff completing those tests is to make sure they are being professional and following the guidelines. I know there are one-offs situations happening. I will always check into the areas you are giving me.

### Comment

I understand you are an outstanding Superintendent. A lot of articles went out about what happened at CRCC and about medical staff not being registered nurses. I think a lot of us are worried about the same thing happening at AHCC. I just want to tell you I appreciate you.

### Answer

I try to put myself in the chair of everyone and their families. I know it's hard and I appreciate your comment.

### Question

Are staff or whoever is doing the testing been trained in the proper protocol?

### Answer

Yes, everyone who is testing I/I has been trained to follow CDC guidelines.

### Comment

It's my opinion that the same mistakes are not happening at AHCC that occurred at CRCC. Thank you and I think everyone there is doing a fantastic job.

### Answer

I appreciate your comments.

### Question

You had mentioned gloves are being replaced at every cell for temperature checks, but the guidelines state they should be replaced between patients.

### Answer

I spoke with medical and was told, based on the guidelines we have, you can use the same gloves based on individuals living in the same area and can replace them for the next cell.

- LFC Member: According to the testing and screening guidelines, it states they must be changed between patients.
- Superintendent Key: We will look into this and have more conversations with medical.
  - **Update: Gloves are to be changed between each individual. We have notified our Infection Prevention Nurse about these concerns and she will be looking into them.**

### Question

Are you guys going to be able to get a better schedule for food serving?

### Answer

We are looking at getting more warmers to transport food and speed up the process to get food delivered to the units.

### Comments/Closing

Get your questions to Jess by Tuesday afternoon. Thank you for your questions and concerns. I am hopeful. Emergencies are not uncommon in institutions, but a pandemic is something we have no control over. I am hoping this gets better as we go into the holiday season. The numbers in the community are around 400-500 a day. This will always have a direct correlation with the facility, but we will get through this. Please be safe, have hope and wear your mask and we'll talk to you next week.