

# Local Family Council COVID-19 Informational Call Notes

## Call Details

**Facility: AHCC**

**Date and Time:** 12/10/2020, 5:30PM

## Attendees

- Kay Heinrich, Associate Superintendent
- Paige Perkinson, HQ
- Jess Robb, Family Secretary
- Captain Stockwell
- Justin Gudvangen, RN4
- Erin Molish, LFC Member
- Juanita Rodriguez, LFC Member
- 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
- Mildred Hawthorne, LFC Member
- Sierra Baker, LFC Member
- Connie Cencich-Myers, LFC Member
- Doug Smith, LFC Member
- Ashley Werth, LFC Member
- Kassandra Doble, Non-Member
- Andrea Triggs, Non-Member
- James Key, Superintendent
- Frank Rivera, Incident Commander
- Caitlin Robertson, OCO
- Matthias Gyde, OCO
- Stella Spracklin, OCO
- Joanna Carns, OCO
- Anita Barker, Family 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
- Bryenna Johnson, LFC Member
- Roberta Baker, LFC Member
- Julie Burden, LFC Member
- Valerie Smith, LFC Member
- George Ingraham, LFC Member
- Wanda Smith, Non-Member
- Kandie Multiauaopele, Non-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

- I apologize for rescheduling the meeting. I could not get out of the legislative hearing. I'm sorry if this inconvenienced anyone and we hope the later time allowed more people to join.
- I have read many concerns from LFC members. I am doing my best to sit in your shoes and understand the frustration, fear, lack of information and not hearing from your loved ones. I'd like to thank you for the many emails we've gotten that are encouraging for our staff. I can't say I know how you feel, but I try to think of families and how they need this information. What I see and what I read is that people are scared. I, myself, as a staff member am scared. My hope was that this wouldn't happen. Each and every staff member are working long hours and they care about stopping this spread and taking care of I/I.
- Staff serial testing to date: we've completed 8322 tests, 34 positive staff from serial testing. Overall, we've had 65 staff from inside and outside testing. There are 32 active cases, 23 recovered, and 3 new positive staff in the last 24 hours.
- We have 804 positive I/I cases, 12 new since yesterday and 236 tests pending. There are 813 I/I on isolation, 26 in the RCF, 175 in L unit, 235 in M unit, 95 in N Unit, 126 in T unit, 145 in REC, 7 in IPU, 3 in segregation and 1 on hospital watch. There are a total 745 I/I on quarantine: 229 are in K unit, 63 in L unit, 83 in N unit, 149 in R unit, 125 in T unit, 6 in IPU, 1 in segregation, 22 on C4 B-tier, 21 on C4 F-tier, 23 on C5 C-tier, and 23 on C5 F-tier.
- Every day we have new objectives in our Incident Command Post (ICP). These are some things we are currently working on: CI staffing levels, contract laundry services with Northern Quest, coordinating filling custody positions, modifying commissary, alternate housing transitions for isolation and quarantine, health services implementing a plan to provide individual test results, K unit cohort schedule, additional medical staff, distribution of property boxes, tracking database for isolation and quarantine individuals, alternative housing tents, additional showers, and facility movement of I/I and their property.
- There were 44 COVID related grievances in the MAIN. These involved showers, isolation, questions about food, time out of the unit, placements, and bunk moves. There were 2 COVID related grievances in the MSU in regards to DNR crews that were coming into the Main to help with work.
- I have received a complaint from a family member about feces on the floor and dirty bathrooms in the gym. I have sent staff to check this daily and we provided documentation to OCO. I look into the gym often. It is used to house asymptomatic I/I. There were some clothes on the floor, however the bathrooms were clean and there was no feces on the floor.
- Our current laundry schedule is pickup and drop off twice a week. CI is working on a plan to be able to go with a contract laundry service to have a quicker turnaround time.
  - **Update: Starting Monday 12/14, laundry will return to a daily rotation Monday through Friday. Laundry net bags (state issued clothing) will be laundered daily with next day return.**
- The forefront focus of the institution is COVID testing and the I/I wanting to know the results of their tests. We have completed testing for round 1 in the MAIN and we are completing some more moves tomorrow and into the weekend. Once all of our moves are done for the week, we will deliver test results to I/I. Why not right now? We have to make sure everyone is in the right place and we do not want to give the wrong results to the wrong person.
- There are a lot of questions about the phones in the gym. The gym is split in half where we are housing COVID positive individuals. We have 2 in the RCF, 3 in rec (2 in the gym and 1 in the program area), 1 in Nora unit and 1 in SMU. We have 7 additional mobile phones on order and we will distribute to areas as needed upon arrival.
- We are trying to keep communication open with the population and have sent a few memos out regarding contingency planning on what is going on in the institution, what we are doing in operations, screening and testing processes, and institutional moves.

## Health Summary from RN4 Justin Gudvangen

Lack of information can cause us to worry, so I want to provide information on the overall health status of the facility. Though there are a high number of COVID cases, there is not a high number of sick individuals. All areas have wellness rounds by nursing at least daily, and depending on symptoms, individuals are moved to areas if needed and frequency and intensity of nursing checks and treatments are increased. We still have capacity in our RCF, and our infirmary, and if additional RCF beds are needed, we will be able to house more symptomatic individuals if needed.

### Pre-Submitted Questions

#### Question

Are I/I in dry cells being given water?

#### Answer

They do have access to water in those areas. We have a system to provide each individual 4 bottles of water per day no matter where they are living.

#### Question

What is the criteria for lifting restrictions so I/I will no longer be limited to only 30 minutes out of their cells?

#### Answer

Lifting the restrictions is based on test results and the status of the unit. Quarantine units are on restricted movement due to the fear of infection and spreading COVID. Isolation units have a little more freedom in group areas as they are already COVID positive. Individual isolation areas are restricted to showers once every 7 days due to concern of contact and being symptomatic.

#### Question

What type of PPE are the staff and I/I wearing in the CI areas?

#### Answer

The I/I have face shields, mask, gown and gloves. This varies from the different type of requirements from the PPE Matrix.

#### Question

Since you have been proactive and tested all inmates in the Main and have a better idea what you are doing, can you tell us how you plan to keep positive people separate from those who test negative?

#### Answer

We still have the RCF for symptomatic individuals and the gym is housing 155 I/I that are asymptomatic. We are moving people around to create space for positive I/I. We are putting all COVID positive individuals in M unit. The individuals in M unit will have more access to phones and JPay as they are all COVID positive and cannot get re-infected. With the directives of health services, we are putting COVID positive in MI3 units as they can share bathrooms and dayroom areas. Quarantine individuals are being put in medium units with wet cells due to the higher level of concern of spreading the virus.

#### Question

Are you planning on weekly tests of negative I/I who are working in food factory and laundry?

#### Answer

At this point in time we are testing the MAIN. We have not found a need to test the MSU. Our MSU workers are supplementing work areas in the Food Factory and kitchen. We are basing this off where they live at vs. where they work. There are many shops that are closed. Many staff are working in these areas to help keep these areas going. We are not on lockdown. We are in restricted movement.

#### Question

There is an issue again with rags for the porters who work at night. Is it possible to make sure the porters are cleaning the way they were trained and confirm they are changing dirty mop water and mop heads?

#### Answer

This issue is being monitored by the CUS's in the units and the alternate areas.

#### Question

There is a rumor that FEMA was at AH last week and there was talk of putting up tents for COVID positive people. Is that on the table or just a rumor?

#### Answer

FEMA was not here, but based on the need to house more COVID positive I/I, we are setting up the visiting room in the MAIN. We have a group of individuals setting up tents that will be heated that we are proactively looking at housing COVID positive I/I.

#### Question

There is talk that the population is all going to be tested a second time. Is that true, or is there specific reasons they do second tests on some?

#### Answer

We are testing I/I a second time. Under the direction of HQ that works with DOH and their established protocols, depending on how each round of testing goes, we will continue testing. If they are positive, they do not get tested again because they can clear the infection and will not get sick again with this over the course of a period of time. Individuals who test negative have to get tested again. If an entire housing unit has a double negative, they send a proposal to be put back on normal operations. Early detection is the biggest part of containing this.

#### Question

Is incarcerated mail still being sent out and given to them as normal?

#### Answer

This may be a slower process. They are still meeting the policy requirements. The mail room has currently processed 1600 JPay emails. Based on the content they are still working on 900 today. We are working hard to keep within the policy time frames.

#### Question

Are they still not providing hand sanitizer for fear someone will drink it?

#### Answer

That is one reason. It has happened when we previously put it out there. They can still use handwashing and appropriate PPE.

#### Question

Are incarcerated individuals getting any first-hand care or check-ins with medical staff? (Some individuals have been tested, then never given their results before they moved them somewhere else.)

#### Answer

We're dealing with many positive results, but we are focusing on getting additional medical resources in here. Frequency of checks with medical will depend on how sick they are. Speaking with the medical director, we don't treat numbers, we treat the patient. There are wellness rounds being conducted daily in each unit. There is a disparity between I/I. It just depends on the individual.

#### Question

Is access to the Law Library still available? If not, what alternative is being offered?

#### Answer

While on restricted movement they cannot go to the law library. They can kite or send a kiosk message to the law library for the following services: notary and e-filing, forms, general inquiries, priority access (must have a court response deadline). Unit Services for the indigent I/I include: envelopes, legal mail, and legal copies.

#### Question

Why can't families help supply top needs like top-of-the line N95 masks, sanitizers, cleaners ie: Lysol spray. etc.?

#### Answer

We appreciate the offer, but we are strictly looking at our PPE supplies all around. We are securing all of supplies through HQ and the state Emergency Operations Center (EOC). Things that are legitimately certified PPE are hard to come by. It's very easy, when we are trying to source even locally, to come upon a scam. The way we go about getting our PPE ensures that we are getting certified items. We are not in a shortage with our current supply chain.

#### Question

How is the kitchen facility being cleaned and decontaminated now that COVID-19 positive cases have exploded? Does Airway Heights Correctional Facility follow common restaurant cleaning and sanitizing protocols or do they follow those that would be adhered to in any large medical facility such as a hospital? Is there a different certification process for USDA (United States Department of Agriculture) as opposed to that of a kitchen which is being run in a Regional Care Facility?

#### Answer

We're following both CDC and HQ guidelines who works with DOH. Our CI operations work in conjunction with the Department of Agriculture to ensure proper protocols are being followed.

#### Question

It's my understanding loved ones that are moved from Mary unit A side are now being moved to Robert unit which is a medium custody unit. What is the purpose of moving everyone around again? And will they be able to move back to their unit as Mary unit A side is an honor pod and these loved ones earned the right to be there?

#### Answer

We had identified both positive and negative cases in Mary unit. This depends on their status. If they were a positive case, they would remain in Mary unit. If they were negative, they were moved to R unit. Per the same standards I spoke to earlier, if you are a negative individual you were moved to a quarantined area. If we have a stable quarantine area, we are setting up dayroom times. In the isolation areas they are allowed a little more of a regular schedule to move around.

#### Question

Have quarterly packages been delivered to I/I?

#### Answer

3 units have received theirs so far. The rest have been prepared and are waiting to be delivered as staff are available to do so. We are working on getting goodie bags together. Dr. Heinrich is working on getting puzzles and physical activity packets to the I/I each week.

#### Question

When was the last time the HVAC {Heating, Ventilation and Air Condition} ducting was completely cleaned and disinfected at Airway Heights Corrections Center?

#### Answer

We have filters that are being managed with this. All of our buildings have this system and continue to be monitored.

#### Question

How is the current air scrubber system broken down by sections in Airway Heights Corrections Center?

#### Answer

The area scrubbers are in individual units. These are small portable units. We have 10 on order. These will be used in treatment areas that are aerosol generating and are in places where individuals might be on a CPAP or nebulizer.

#### Question

How many COVID-19 positive Incarcerated Individuals have been transferred into the RCF at Airway Heights since March 1, 2020?

#### Answer

RCF total has had 156 I/I's over the course of the pandemic. This number reflects both CRCC and WSP that were transferred.

#### Question

Now that we are back to weekly COVID-19 Updates for Airway Heights Correctional Facility, whom with a current Washington State Medical Doctors License and Medical Doctors Degree that works on site at Airway Heights Correctional Facility daily or is a Medical Doctor that is on the call out list for Airway Heights Correctional Facility will be joining us each week?

#### Answer

They may or may not join us weekly. We have a licenser here. These doctors are working long hours. If there are specific questions you have for a doctor, please put those forward. I would like to keep these individuals out in the institution seeing patients.

#### Question

My husband told me his roommate was showing symptoms Friday but he himself hasn't had anything until today where out of nowhere he got a bloody nose. Others are reporting similar bloody noses. Is this something I should be concerned of?

#### Answer

This is an individual case that needs to be reported to medical so that the individual can be seen.

#### Question

All incarcerated individuals are issued 5 each of shirts, socks, underwear and 2 pair of pants upon arrival. With the cut back of laundry to only 2 times per week, this can impact the life of any viruses that linger on the clothing. Is there any word on when laundry days will be increased now that Airway Heights Correctional Facility is in the midst of a serious outbreak? For anyone who is working 5 days a week, this is a true hygiene issue. To lower the spread of COVID-19 and any other viruses that have an extended viral life an increase in the amount of laundry days seems fitting.

Answer

We are down to 2 times a week. CI manager is looking to contract out with Kalispell services to be able to increase this, so individuals can have clean clothing. Clothing and other objects have not shown to be a significant route of transmission for COVID. When staff are working with individuals, we make sure the appropriate PPE is worn. COVID is transmitted by droplets.

Question

My biggest concern is for the diabetic positives. One key part of diabetics being able to successfully pull through and not succumb to the symptoms of this is proper nutrition and sugar control. How are they ensuring that the diabetic positives are being given the resources needed to fight this?

Answer

We are doing medication delivery in the units, and food service is delivering the snacks to the units as well as their prescribed diets.

Question

Are the I/I able to sync their tablets?

Answer

I have not gotten any updates in the last few weeks on JPay coming out. We have sent something to them to see if can get the WIFI in the alternate housing areas.

Question

Is there any ETA, or target date, on when video visits might be able to be resumed?

Answer

No, based on cohort and restricted movement. There is no implementation timeframe at this moment

Question

How many restrooms are there in the gym for our loved ones to use?

Answer

There are 2 showers and 2 restrooms, 1 for the gym and 1 on the south side.

Question

There is concern that some Incarcerated Individuals that were moved to the gym are sleeping on the floor. Is this true?

Answer

This is not true. No one is sleeping on the floor.

Question

Do the I/I who are temporarily housed in the gym get stamps, envelopes, and paper to be able to keep in contact with loved ones via mail?

Answer

Yes, we are providing these in the alternate housing areas.

### Question

How many cots are in the gym and is it full? Are there partitions or is it open?

### Answer

In the gym area there are 80 cots, in the weight deck we have 20, in south Rec we have 44, and a smaller area off the gym holds 11. The total capacity is 155.

### Question

I spoke with my son tonight and he is concerned that some of the I/I are very angry about the restrictions that were just put into place in K Unit. I/I have not been allowed out of the unit for 8 months and the same staff that work in the unit have been there this entire time. I/I have not been exposed to the rest of the population and no one is showing symptoms of COVID. If the I/I in K Unit all test negative for COVID, will the new restrictions be lifted for K Unit?

### Answer

If all the tests came up negative, they would be able to work in other areas, but we did have positive tests in K unit. So, we could not move forward with that.

### Question

It has been brought to my attention that the guys in M-Unit do not get to use their phones on their time out if they are out at 6:20. The phones don't allow them to call out until 7 am and that only allows 5 min for phone calls. Can the phone could be turned on so they can call out sooner.

### Answer

Based on the fact that M unit is an all positive unit, this should not be a problem and they should be able to use the phones on a consistent basis.

### Question

Can you include a list of recommended forms we and our loved ones should have filled out?

### Answer

The form needed is in policy 640.020, Health Records Management. The current system is that I/I request the form from medical and they send it back signed. I will check with HQ and see if family members can fill this out and send it to the I/I.

### Question

Who do we contact if we don't hear from our loved ones? Is there a number we call if we have our power of attorney, health directive, and ROI completed to get updates on their status?

### Answer

AHCC Health Services Managers (HSM) are the contact for providing verbal information. HSM2 - Don McIntyre (509) 244-6827 and HSM1 -Debra Conner (509) 244-6828.

## Additional Questions

### Question

My husband is positive in T unit and I don't understand why he hasn't been seen by medical?

### Answer

It depends on whether or not he is reporting symptoms. If he is not reporting symptoms, then those are just wellness checks. If you have a specific example, please send that to Miss Robb and we will have medical look into it.



#### Question

I am looking at the DOC website where it says you are following the incident commander of ICP. On it, it says FEMA. If you scroll down through the paperwork it shows individuals who are a part of the incident command. Who is the incident commander? Are there multiple incident commanders?

#### Answer

We run our ICP based on the adopted system of FEMA. If you are looking at a diagram, you can add or subtract individuals. Frank Rivera is our Incident Commander, Captain Stockwell is our Deputy Incident Commander.

#### Question

Is it possible to update the inmate roster online so that we know where our loved one is? Have you considered flip phones for the inmates?

#### Answer

Currently the moves are happening quickly with positive and negative test results and it's difficult to keep this updated. We have an email address that you can send questions to [doccovid19@doc1.wa.gov](mailto:doccovid19@doc1.wa.gov) and they can respond and let you know where your loved one is. No, flip phones are not allowed per policy. We are working hard to get moves completed this week.

#### Question

What size are the water bottles being given out?

#### Answer

16.9 oz. There is also water in the area that they can access.

#### Question

How can guys go about getting ROI's?

#### Answer

The policy states the incarcerated request the ROI, sign it and send it back to medical. Tomorrow, I am going to check with HQ to see if we can have family members print this from the DOC website and send the form to their loved ones.

#### Question

Is there any way in the meantime I can get medical information about my loved one?

#### Answer

You can call the AHCC HSM and they can give you general information.

#### Question

How can staff allow offenders to do their own nasal swab samples? Does this follow version 22 guidelines?

#### Answer

The guidelines you are referring to do not cover staff serial testing, but this does cover the type of tests of swab which we use. If there is a specific question please send this in. The NP swab means nasal pharyngeal which has to be clinician tested which is the one that goes all the way up your nose. The one offenders and staff are using are anterior nasal swabs and can be self-collected.

#### Question

The I/I in C 5 are all gathering together in the hallways to drop off their laundry. Could you please go look at this process?

Answer

We will look into this.

Question

L unit has been locked in the cell and not getting showers. How in any form of logic can someone say that a negative that has been exposed to a positive be moved? Why move them to begin with. Why not let them heal in the same place?

Answer

L unit is part of the moves we are finishing up, and we are hoping to get this done tomorrow so individuals can get out and get showers and phone use. The moves are based on when we get test results back. Mary Unit was the first unit tested and we had to act upon that unit first. After that, we had a cascade of positive tests. Almost half of our population has been moved in the last week. We are on the tail end of trying to separate all these units. In the middle of that we have emergencies taking place. We cannot keep them in the same place based on the guidelines and protocols we have to follow.

Question

Will the guys from M Unit get to go back to their own home?

Answer

Hopefully, when this is over. M unit is now COVID positive housing. Down the road, we will look at individuals being able to go back to their homes, based on institutional needs.

Question

I have not spoken to my fiancé in 2 days. Our loved ones are not being let out of their house. He is in R unit.

Answer

R unit B side was allowed a cohort session. They are only about 20 min sessions. A side is still on a high risk quarantine status and will not be allowed dayroom until we get test results back.

Question

I am trying to understand spread of infection. If most of the I/I are positive, why are you still doing restrictions? Why have you not tested Camp since you are taking individuals from Camp to work in MAIN and they could bring the infection back to MSU?

Answer

When a tier in the Camp is put on quarantine, the symptomatic individual is tested. The tier is placed on quarantine. We are watching the Camp very close. There may be an adjustment if an individual came back positive that was working in the MAIN. With the protocols we have to follow, a mass testing is not needed at this time. It may change at a later date.

Question

If someone tests positive, how many days pass until they are considered recovered?

Answer

If they are asymptomatic, it is considered 14 days from the date of the positive test, or 14 days from the time symptoms started. If they are asymptomatic, and then become symptomatic, the 14 days restart.

#### Question

How many masks a day or week are I/I in the Camp getting?

#### Answer

My understanding is that they have masks available at the officers' station, and they just need to ask to receive one.

#### Question

Once the 14 days have passed, will the I/I remain in the gym or will they be moved to another area?

#### Answer

This is more a capacity management issue at that point. After an individual clears the isolation period, there is no type of housing they need to be in. This would be determined by bed availability in the institution.

#### Question

Where will these individuals be moved? You said earlier you had plans for turning the visiting room into COVID positive housing and heated tents. Has anyone petitioned the governor to build additional housing?

#### Answer

As we've stated before, turning our main visiting room or using the tents just depends on the numbers of positive cases and the facility capacity. The visiting room and tents are in preparation for just in case. We have alternate housing in education, and as we shift our population, this creates cell and housing opportunities. No, there have not been any conversations for building additional housing. This would take up to 2 years.

### Comments/Closing

We have tried to give the best and the most current information we could. Please send your questions to Jess and we will address them next week. I again apologize for the change in time. I hear the frustration. We are doing the best we can trying to keep everyone safe. Wear your mask, social distance and we will talk to you next Wednesday.