

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: AHCC

Date and Time: 1/13/2021, 2:00PM

Attendees

- Kay Heinrich, Associate Superintendent
- Paige Perkinson, HQ
- Jess Robb, Family Secretary
- Keith Deflitch, HQ
- Ellen Hargrove, Family Secretary
- Beth Ann Daigre, LFC Member
- Kehaulani Walker, LFC Member
- Donna Jaramillo, LFC Member
- Christina Current, LFC Member
- April Chavis, LFC Member
- Sierra Baker, LFC Member
- Jill Murphy, LFC Member
- Holli Wessels, LFC Member
- James Key, Superintendent
- Stella Spracklin, OCO
- Caitlin Robertson, OCO
- Gheorghe Turcin, Family Services
- Yoshi Garcia, LFC Member
- Juanita Rodriguez, LFC Member
- Stephanie Colunga, LFC Member
- Julianne Presson, LFC Member
- Bill Hargrove, LFC Member
- Rachel Bisbee, SFC Representative
- Teresa Golden, LFC Member
- Julie Burden, 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>

- 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 Key

- We are working on consolidating our numbers with the website. Due to this I am not going to go over many numbers today. I will make sure the numbers get added to the notes.
 - **Update: As of 1/14/21;**
 - **AHCC new positive cases in the last 30 days – 634**
 - **AHCC I/I Confirmed cases – 1503**
 - **AHCC Staff Confirmed cases – 186**
 - **AHCC I/I deaths – 2**
 - **AHCC I/I in the RCF - 12**
- We had 64 grievances in the MAIN regarding: dayroom use, social distancing, RCF, what type of mask should be worn, more information about quarantine and isolation, negligence about pandemic

response, and yard time. There were 4 grievances in the MSU regarding CI MAIN workers from MSU not receiving pay.

- You have received many different memos in the last week. I'd like to highlight one that went out today regarding \$20 incentive pay for CI workers and new cohorting schedule for units that are non-active COVID positive.
- We're working hard to do some meal changes and hoping to have permission tomorrow to go back to two hot meals and a cold for both MSU and MAIN.
- We received a few concerns about L unit. For the last four or five days we've been posting memos about continuing to follow the COVID guidelines for masks, social distancing, two people to a table, and no eating in the dayroom. We still have to continue to do this. Some of these units have not been following these guidelines. An individual in L unit refused to cell in when told and became verbally abusive to the staff. Once back in their cell they covered the door. We tried to negotiate with them, but the behavior was still non-compliant. After 30-40 minutes of negotiations, we made the decision to extract this individual. We have seen this in other units where there is disrespectfulness to staff. We extracted that individual where capsicum spray was needed. When we turned the air handlers back on, there was residue in the air. We allowed the individuals who had secondary exposure to go outside and get some air. We also had an incident in R unit yesterday. 29 people stood up and chose not to cell in because they did not want to cell in. We are doing an investigation on R unit B side and they are on restricted movement in wet cells until completed. The upper is out for 45 minutes and 15 minutes of cleaning, and then the lower can come out for 45 minutes and 15 minutes of cleaning. I/I need to follow guidelines and not speak to staff in an aggressive way. I viewed both these situations on video. We will continue to message the population in regards to compliance. I want to move forward to open up yard and chow hall, but we can't move forward until we get compliance following COVID guidelines.

Pre-Submitted Questions

Question

Monday, January 11th no meat was provided for dinner. How is this considered nutritionally appropriate?

Answer

There was an issue regarding hummus being served. CI is sourcing food to feed the population. The food factory is now up and running. The hummus does meet the caloric standards. I did have conversations about this with CI management. We are hoping to get back to two hot meals and a cold one soon.

Question

The last positive for C5 was on 12/27. The 14-day isolation would have been completed 1/10. When will our loved ones return to more regular movement now that this date has passed?

Answer

We're waiting for a test result back, and once we get that back and it is negative the unit will be completely non-positive. If that happens, we will look at moving forward with yard and other areas in the MSU. I am hoping to put forward some proposals for more yard time and hot meals to HQ. Once we get an answer, we will let you know and you will receive a memo in regards to that.

- **Update: With an anticipation date of January 20th, we will return to a grab and go mainline with two hot meals and one cold meal for both MAIN and MSU units who do not currently have medical isolation or quarantine individuals housed in them.**
- **Update: MSU has been taken off restricted movement effective January 16th and will go back to pre-outbreak movement schedule.**

Question

When will transfers resume from Airway Heights to work release?

Answer

This was answered in the notes on 12/30. We have not been given a specific update on this. When we do, we will get that sent out.

Question

When will chains start coming to Airway from Shelton?

Answer

Chain started last week. We received six I/I. These are people that are double negative and non-active COVID positive. WCC is still taking individuals from the jail, so some movement needs to occur around the state.

Question

If transfers are going to be starting, what is going to be done differently in order to prevent another potential outbreak?

Answer

Headquarters is ensuring that a thorough process is followed which ensures that all individuals who are transferred from facility to facility are individuals who have completed their medical isolation periods or who have had no exposure to positive or suspected positive COVID-19 individuals. The agency will continue to thoroughly check those transfer lists to assist all facilities in mitigating COVID-19 outbreaks. HQ medical and local medical are heavily involved in checking these lists before the transfers are made.

Question

What is the long-term plan for where I/I will be housed?

Answer

The long-term plans for incarcerated individual housing are the current living units that are at the facility. Over the past couple weeks, based on space availability, we have moved I/I back to the units they came from. We are working towards getting them back to their correct classification.

Question

Is there updated information since last week on when vaccines will be provided to our incarcerated loved ones?

Answer

Please continue to follow the DOC COVID-19 webpage, specifically the Vaccine Frequently Asked Questions pages for additional information. The department is very supportive of supplying vaccines to all staff and individuals in the correctional facilities and will continue with supplying vaccinations as authorized to do so.

Question

When will workers start working again?

Answer

Laundry is fully staffed as well the food factory, which also includes the kitchen.

Question

The individuals who were required to work in the MAIN have yet to be paid. Who is ensuring they will get paid and can someone contact those individuals once it is confirmed?

Answer

Class III workers are not paid until the 15th. Class II workers are paid on the 10th and have already been paid for December. Every question that has reached banking concerning pay has been answered. Individuals who work are paid based on a payroll sheet submitted by their work supervisor. If someone hasn't been paid, they can kite or kiosk inmate banking.

Question

Who is eligible/ what is the criteria to receive the \$30 stipend?

Answer

The \$30 stipend is available to any incarcerated individual who previously worked but was unable to work beginning December 2020. The supervisors of those persons need to submit the names and DOC numbers to banking on a payroll spreadsheet in order for them to receive the stipend. If someone should have been on that list, they will need to contact their supervisor and inmate banking.

Question

We were told the business office was going to send incarcerated their balances every Monday, but this has not happened.

Answer

The business office continues to answer kites from incarcerated individuals concerning their account balances. Due to staffing shortage, an email was sent out Monday, 1/11, that the statements for this week would be printed and distributed Tuesday instead of Monday. Those statements have been printed and distributed.

Question

Follow up from my question from last week regarding why they are not doing a flyer, memorial or anything for the gentlemen that passed from Covid-19. Your answer was, "In the past we have facilitated memorial services in the chapel. Based on restricted movement and the current pandemic protocols we cannot allow a gathering." But that does not answer why you are not doing the memorial 'flyer'. In the past, it has not only been a physical memorial, but has also had a memorial page with the inmate's picture and name, posted in all the units. Why is it that the two gentlemen that passed of Covid-19 are not being given this?

Answer

We have never done a flyer at this institution in the time I have been here. We have done celebrations of life in the Chapel, but based on restricted movement and COVID we are not able to do this.

Question

How many positive gentlemen are in, or have been taken out of K unit A side?

Answer

32 were placed on isolation and/or put in quarantine areas.

Question

Why did you move sick elderly gentlemen out of K unit, put them in N unit, then when they got sicker, you moved them, yet again, to the gym?

Answer

We understand the confusion behind the moves happening in the facility. All moves are made to ensure the health and safety of those individuals. We can't disclose specific information to these individuals and their health status, but the Headquarters clinical leadership, AHCC health services staff, facility leadership, and HQ Prisons/Health Services Unified Command agreed these moves were clinically necessary. As their status changes and the facility status changes, moves may be necessary to be able to provide the most appropriate care for these individuals and the individuals around them. We can't have negatives in with positives, and depending on their status we have to move them.

Question

Could you please provide and send out the actual written guidelines, protocols, etc. you are following? Because it seems like the answer to many of our questions are, “We are basing *blank* off the CDC guidelines” or “We are following protocol”, but there is never any real answer. Are you following bare minimum guidelines from the CDC?

Answer

The protocols and guidelines that are being followed are posted publicly. If you’d like specific protocols attached to the notes, please send us a separate email and we can ensure Jessica Robb includes them when the notes are distributed. Many of the decisions surrounding care of COVID-19 positive individuals are made on a case-by-case basis to ensure the best care for their individual situation. There is not a protocol that can tell medical staff how to care for every identified positive individual, but the department does follow the WA State COVID-19 Screening, Testing, and Infection Control Guideline when putting individuals on medical isolation or quarantine status.

Question

Since March 12, 2020, how many incarcerated have passed away that were NOT labeled Covid-19?

Answer

Please follow the DOC Webpage for this information. It is posted publicly at Department of Corrections Incarcerated Death Totals. The numbers for 2020 have been requested from health services and once the HQ web team receives the information, it will be updated.

Additional Questions

Question

Have you been utilizing the tier reps to distribute information?

Answer

We have talked to tier reps and have been handing out memos to individuals in each cell.

Question

Could there be a specific meeting set up with the families, staff, and possibly officers where we could address specific factors to these incidences happening in the units? I/I have not been getting fresh air, some have medical issues, inconsistent food, and everyone has a breaking point.

Answer

There are many considerations we try to look at. I can acknowledge the frustration with the population. The suggestion for the meeting could be forwarded and sent to HQ.

- **Update: Meeting with staff to propose suggestions will not change the unit operational schedule. Those schedules are made at a facility leadership level with approval from HQ on the safety precautions needed due to the pandemic. If there are available unit staff and / or health services staff, we can invite them as they have time to attend the regularly scheduled call.**

Question

I believe these incidences are a two-way street and both COs and I/I need to learn to respect each other.

Answer

I couldn’t agree with you more. We are doing an extensive investigation of R unit with both staff and I/I. I hold my staff accountable accordingly. Last week a concern was brought up about CUS Garberg in T unit was not wearing a mask. I investigated this myself and reinforced the mask protocol. I am following up on those requests when they are made.

Question

January 8th you sent a letter out with faulting the I/I. The I/I did not bring in the pandemic. You just stated you took accountability for staff actions. Why could you not have stated that in the letter to the I/I so that it shows all accountability is being taken?

Answer

What I do with staff is based on HR rules. It would be highly inappropriate to share that with the population. If I get a grievance regarding staff, I share that it will be addressed with that staff member. My goal is for everyone to comply with the COVID guidelines so we can move forward with yard and other things. These are in place for the protection of I/I and staff.

Question

My son has been moved multiple times. He said there are no JPay kiosks in the gym and their tablets are running low on battery. Could we get a kiosk in there so they can sync them?

Answer

We have an afternoon time during count where the gym individuals can go to a unit and sync their tablets. This has been posted in this area. I will do another check to make sure this is posted.

Question

My son has stated he has not received any memos in the gym.

Answer

Our next QA goes through tomorrow. I will make sure that gets looked at.

- **Update: All memos have been posted. Per the Associate of Operations we have a plan to distribute all memos to each I/I.**

Question

Perception is reality. I read your memo and felt that you were blaming our loved ones. The I/I felt the same way. It's frustrating when they are dealing with the COVID situation and staff are not wearing masks. I was told the PPE gown was wrapped around a woman CO's waist as a sweater.

Answer

Regarding the checks, they are done daily. We will keep reinforcing this with staff and it is a two-way street.

Question

Those who are doing the right things and being respectful are suffering as well. What do these guys get for being good?

Answer

You bring up a good point. A majority of the population is abiding by the guidelines. We need everyone to comply to move forward.

Question

When things start going back to normal, and the I/I have had reviews, will they go back to medium or minimum?

Answer

Classification is still happening with everyone. We are trying to move individuals based on their medical situation and classification. During this time, individuals have still gained points. If they have points, we will catch up on the classifications as soon as we can.

Question

It sounds like you are waiting for 100% compliance from everyone. Meanwhile, other things are happening and individuals are getting more stressed, irritated and frustrated. Others are suffering for the actions of those who are acting out.

Answer

I am looking at numbers as positives cases and not just the compliance. Once we have no more positive cases coming in, we can move forward with yard, chow hall, etc. It is not just about compliance, it is also about the number of positive individuals.

Question

My son has not had any confirmation of their results.

Answer

If you could send an email to Miss Robb or Dr. Heinrich, I will look into the notification phase.

- **Update: If an individual needs their test results and has not received them, please kite medical requesting a copy of their results.**

Question

Can you tell me why JPay is not working today and that this has nothing to do with what happened yesterday?

Answer

I am not sure, and it does not have anything to do with what took place yesterday. We can look into it.

- **Update from JPay liaison: WIFI was out in all units. JPay had a switch out on their end, this was fixed on Friday 1/15/21.**

Question

I am a little confused as to why we are not getting numbers this week. Is it a communication error with HQ and who posts them?

Answer

We need to be consistent with the numbers posted. Sometimes there is a 24-hour lag with reporting and posting. We are working on making sure that reporting and the website are consistent with HQ and the website.

Question

Could we bring back the tier rep meetings? This made a big difference in the population morale.

Answer

Currently the CUSs are meeting with tier reps, but individuals have been moved around. Once the positives cases coming in level off, we will have those bigger meetings. With restricted movement, we can't have a large meeting. But we will go back to this in the future.

Question

Could you have a temporary meeting for each unit?

Answer

That will depend on what type of unit it is. Let me look at where the units are at right now. Maybe Dr. Heinrich and I can look at a hybrid type meeting and we will report back next week.

- **Update: Dr. Heinrich is setting up phone meetings for Thursday, 1/21/21, with the tier reps in the main and an in person meeting for the MSU tier reps.**

Question

Were you able to see if Mr. Sinclair or Herzog could attend these calls?

Answer

I have talked to HQ and Paige regarding this. I will follow up with them regarding that request.

- **Update: Secretary Sinclair and Mr. Herzog cannot attend each of the facility calls, however they are hopeful they will be able to attend a SFC Covid-19 informational call in the near future. Please continue to submit questions you'd like addressed and they will be answered.**

Question

The Wi-Fi is out in C5. I want to thank you for everything you are doing and the efforts. I understand the frustration on both sides.

Answer

We will look into that. We have had some positive feedback from MSU. I am hoping to move the MSU forward with approval from HQ.

- **Update from JPay liaison: WIFI was out in all units. JPay had a switch out on their end, this was fixed on Friday 1/15/21.**

Question

Do you know when I/I will go back to mainline?

Answer

Once we get to a place where we do not have many COVID positives and we can get PPE compliance, we will look at opening up other areas in the institution.

- **Update: With an anticipation date of January 20th, we will return to a grab and go mainline with two hot meals and one cold meal for both MAIN and MSU units who do not currently have medical isolation or quarantine individuals housed in them.**

Comments/Closing

Please get questions in by Tuesday at 12. I apologize for postponing this meeting. Thank you for your time, questions, considerations and comments. We will talk to you next week.