

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: AHCC

Date and Time: 1/20/2021, 2:00PM

Attendees

- Kay Heinrich, Associate Superintendent
- Paige Perkinson, HQ
- Justin Gudvangen, RN4
- Jess Robb, Family Secretary
- Ellen Hargrove, Family Secretary
- 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
- Bryenna Johnson, LFC Member
- Roberta Baker, LFC Member
- James Key, Superintendent
- Stella Spracklin, OCO
- Caitlin Robertson, OCO
- Gheorghe Turcin, Family Services
- Yoshi Garcia, 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
- Beth Ann Daigre, LFC Member
- Sara Mckinley, 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

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 closely with HQ regarding our numbers; these are usually a 24 hour turnaround from the facility to when posted on the website.
 - AHCC new positive cases in the last 30 days – 362
 - AHCC I/I Confirmed cases – 1626
 - AHCC Staff Confirmed cases – 195
 - AHCC I/I deaths – 2
 - AHCC I/I in the RCF – 11
- Staff tone is positive. We have many recovered staff coming back to work.

- Incarcerated population tone is improving. We started the grab and go meal process at both the MSU and MAIN for units that are recovered. The population was excited to participate in the grab and go.
- The MAIN had 15 grievances this week in regards to: dayroom access, CDC standards, one person not getting COVID results, and numerous wanting off restricted movement. MSU has one COVID grievance that had to do with a dental issue.
- On the 15th JPay was here. The technician worked on the LB kiosk. On the 19th they were here to deal with the printer in the mailroom. They also went to R unit for patchy Wi-Fi and to T unit B side for a kiosk that was down.
- MSU had restricted movement lifted. There are still limits in the dayroom and they have yard time. We have received positive feedback from the population.
- Last week we had the issue of R unit B side refusing to cell in. We looked into the issues and the decision was made to bring RB off lockdown at 8AM Saturday morning. I/I were compliant, wearing masks, and following upper and lower dayroom schedules.
- The following units are cleared (recovered): L, M, NB, RB, T, Gym Northside, C4, and C5. Not cleared units (isolation or quarantine): NA, RA, K, and Recreation South (programming side of E-bldg.)

Pre-Submitted Questions

Question

Can we please start holding staff who do not take COVID-19 seriously and continue to not wear masks and not follow CDC guidelines accountable for their actions and apply some sort of sanctions?

Answer

We have discussed previously we are holding staff accountable just as we are the population. If you have a specific example we will be happy to look into this.

Question

What is the occupant capacity in the gym?

Answer

I am not sure the specifics of this question. At the high point we had 140 I/I in E-building. If you can clarify the question, I can give more specific information.

Question

What is the fire limit capacity of the gym? When I/I were put into the gym, did they account for their beds and property?

Answer

Before we go into alternative housing, the fire marshal approves the numbers before we occupy an area. I do not have the numbers in front of me.

- **Update: The Occupant Load for E-Bldg. (the gym and programming side) is 190.**

Question

In some units, when families are trying to schedule visits, it will say there are no available time slots in the unit for many days. Yet, when those days come, there are no visits being done.

Answer

If you have a specific unit this is happening in, please submit that to Jess and she can forward it onto JPay to look into. Customers have a two-day buffer to schedule visits. If a visit was cancelled today or tomorrow, they will not have the option to schedule until two days from the day they attempt to schedule a call.

Question

When grievances are being filed, and then staff is returning them asking the incarcerated gentlemen for more information, why are they giving them a time limit, 5 days, but not actually giving the incarcerated the response unit 24-48 hours before the deadline is up?

Answer

The grievance coordinator gives them 5 working days for mail travel and then 5 working days to respond, for a total of 10 working days. The Grievance program manual states, "Within 5 working days of receipt of Grievance Coordinator's response."

Question

I am listed as the emergency contact person for my inmate/family friend. I am told he collapsed and was hospitalized off-site for a few days with COVID. Would this event constitute a medical emergency to contact me?

Answer

Per policy, families are contacted if/when a patient is placed on Seriously Ill Notification status by our Facility Medical Director or a designee practitioner. After seriously ill status is established, emergency contact notification is made by the Chaplain or Health Service Manager.

Additional Questions

Question

What is the population of AHCC in total?

Answer

We can look this up and include it in the notes.

- **Update: As of 1/22/21 AHCC's population is 1832.**

Question

My husband falls under the first phase of the COVID vaccine, why did he not received the vaccine?

Answer

So far we are in phase 1A. The only I/I eligible to receive them would infirmary and long term housing. For example, nursing home or the sage unit at CRCC. These are so far the only I/I approved for 1A. In the near future we are looking at moving to 1B, this will open up the category for age based individuals, not living situations.

Question

In last week's meeting I was saying It's a two-way street for officers to respect the I/I. They have to be able to learn to work together.

Answer

I couldn't agree more, everyone needs to work together. I understand tensions are high with the population and staff. Respect is a two-way street. Staff are expected to be role models. If a situation disproves this, I hold them accountable.

Question

If there is someone in K unit who has had COVID and is recovered, what is the reasoning why they cannot go back to their original unit?

Answer

K unit is still an isolation and quarantine unit. An individual's health status will determine where they will go.

Question

My husband was in R unit B side when the R unit situation occurred. He was sent to the hole after being told to cell in. He was listening to orders. Can this be looked into?

Answer

If you have specific questions regarding your loved one, please send those in and we will look into it.

Question

A family member's loved one had been moved out of K unit to the gym, and now is going back to K unit. He got COVID positive results two weeks ago. With him returning back to K unit, when will he be cleared to go back to work?

Answer

If he is being moved back into the unit, it is because he has been determined as cleared. There are pretty frequent job reviews. The jobs coordinator sends the list to the nursing supervisor and the nurses clear those individuals. This will be on a case by case basis which is based on the restricted movement and the individuals' medical needs.

Question

The COVID test results on the 20th of December were supposed to be corrected to the 25th. Do you have a turnaround time of when these forms will be corrected?

Answer

The lab printed the date incorrectly and this has been fixed. If you email Jess with the specifics, she can forward that to me and I can look into it.

Question

What is happening for the mental health needs of the I/I? All these moves are not calming for them.

Answer

We still have mental health going to the units doing checks each day. An individual can send a kite, or go to a staff member, and the staff will contact mental health. I do not disagree on the effects of the moves on mental health.

Question

My son's classification is not medium and he is being moved to N unit. This is causing him to have a meltdown. Should he request a medical emergency?

Answer

I would be happy to have mental health go check on your son. Currently we have individuals that are not in their classification based on their medical status. If he's being moved to N unit, that is based on his medical needs.

- **Update: Mental health was contacted and responded.**

Question

On the notes it says this is the "Local Family Council COVID-19 Informational Call Notes". Does this call follow the Local Family Council policy?

Answer

This is an informational call for local family council members to get COVID information updates. This is not a policy driven meeting.

Question

Since medical is pretty backed up, my son had a major breakdown last Friday and no one has come to see him since. He has been sending kites to mental health.

Answer

If you would send an email to Ms. Robb, Dr. Heinrich, or myself we would be happy to send out mental health to see that individual.

Question

Are these calls following the local family council policy?

Answer

Each facility has a Local Family Council (LFC) that includes DOC leadership representation from the facility as well. These LFCs have working relationships that were in existence prior to COVID as well. The decision was made to invite LFC members to attend a regularly scheduled phone call with facility leadership to receive firsthand information from those who are in the facility working through the COVID-19 pandemic response. These calls then adopted the name Local Family Council COVID-19 Informational Calls. Since that time, headquarters staff and local facility staff have encouraged all individuals who are approved visitors with an incarcerated individual at that respective facility to attend these regularly scheduled calls. Facilities have been instructed by headquarters to ensure that all individuals are approved visitors in good standing with the facility of an incarcerated individual to ensure the calls remain manageable and informational for those who attend. Once they go through the process of verification, they are added to the previously maintained LFC distribution list so the facility can keep track of those individuals wishing to attend these calls. Individuals do not have to participate in the LFC regularly scheduled meetings that take place per family council policy. The facility-specific LFC distribution list is used for feasibility and contact purposes. The COVID-19 informational calls do not fall under family council policy. However, the policy may be referenced for guidance in the maintenance of these calls. Additionally, for anyone interested in the most up-to-date information regarding specific facilities such as confirmed cases for incarcerated individuals and staff, or memorandums, this information is available on the agency's website.

Question

Is this amendment added to LFC policy?

Answer

The informational calls do not represent an amendment to the family council policy. The department felt it necessary and appropriate to inform families of facility operations during the COVID-19 pandemic and due to the already good standing working relationship with the pre-established local family councils, the department decided this was the best venue to provide COVID information since early in the pandemic. The department may reference the family council policy for guidance in the maintenance of these calls.

Question

What does the turnaround time look like for medical kites?

Answer

When kites come in they are screened. If someone sends in a kite for a medical emergency it would be sent to the top of the list. I can't tell you what the turnaround is. It could be a bit longer based on the current workload. The nurses pick up the kites at night time, and the night shift nurses sort these. If there is a kite that sounds emergent, that individual is seen in that same shift. If there is a delayed response, the likelihood could be it was not presented as an emergency.

Question

LB and another unit were having a JPay issues. These were not the two-day issues. For the last two and a half weeks, there have only been four or five open video visit slots for the entire week of the 16th-25th. It keeps coming up with a red error message stating there were no available time slots. When these time slots came up, no one was participating in a video visit. This is causing an issue with getting the two free video visits.

Answer

If you can send me those specific dates and times I can send those to JPay and we can try and pinpoint what is happening in that area.

Question

My loved on has not been able to have a video visit since before Thanksgiving due to being in the gym.

Answer

We are looking at ways to get individuals out of the gym and back into units based on capacity and medical needs. Unfortunately, this will take time and is based on incoming COVID numbers.

Question

How is it that someone gets a behavioral letter, if there is no policy in place and you are not following the LFC policy? How can you use punitive behavior letters and quote policy when you are not following one?

Answer

The department has the discretion to remove anyone from any call. There is no policy. These are the guidelines and rules put in place for these calls. If you are not following good behaviors and being respectful, you will not be allowed on the call.

- LFC Member: Why can I not ask this question on these calls?
- Supt. Key: This call is about information regarding COVID-19. A letter to an individual is based on an individual situation and does not reflect information pertaining to COVID-19. Any question pertaining to a letter addressed to an individual can be addressed in another format but not on the general COVID-19 family informational call.

Question

As far as new people joining the LFC, how can they be approved to be added to these calls?

Answer

You can email Jess Robb for being added to the distribution list. This information is also on the first page on each week's notes.

Question

Do you know the time frame of when the guys will be returning to their units, even an estimate?

Answer

I do not. This is all based on trying to contain this outbreak.

Question

You have stated on several calls that K unit is a special class? What do you mean?

Answer

We addressed that in last week's call. Please go back and look in the notes.

Comments/Closing

We were happy to take MSU off restricted movement and they were excited to be able to go to yard. They are abiding by social distancing and wearing masks. Please have questions in to Jess by the following Tuesday by 12.