

# Local Family Council COVID-19 Informational Call Notes

## Call Details

**Facility:** AHCC

**Date and Time:** Tuesday, February 2, 2022 2:00 – 3:00 PM

## Attendees

- Paige Perkinson, HQ
- Ellen Hargrove, LFC Family Co-Chair
- Donna Jaramillo, LFC Family Secretary
- Julie Burden, LFC Member
- Bill Hargrove, LFC Member
- Anita Barker, LFC Member
- James Key, Superintendent
- Caitlin Robertson, OCO
- Monica Ritter, HQ
- Hattie Wolf, LFC Member
- Erin Molish, LFC member
- Juanita Rodriguez, 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 Ally Ross at the following email address:

[anally.ross@doc1.wa.gov](mailto:anally.ross@doc1.wa.gov)

OR

**Ally Ross, Administrative Assistant  
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 incarcerated individual'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. Ross by noon on the 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

- Numbers as of 12:30 PM **per the website:**
  - AHCC I/I new positive cases in the last 30 days – 1,053
  - AHCC I/I confirmed cases to date – 2,740
  - AHCC Staff confirmed cases to date – 472
  - AHCC I/I deaths to date – 4
  - AHCC I/I in the RCF – 20

## Pre-Submitted Questions

### Question

There has been a lot of feedback from loved ones specifically over the last approx. 72 hours about what appears to be excessive movement. This feedback has come from loved ones in K, L, R, and M units. Some of which have reported guys testing positive on 1/28 and being moved on 1/31 and mixed in with guys that are currently negative and have already been on quarantine for 7-14 days. Can information and insight be provided regarding this? Our loved ones have concerns they are unnecessarily being exposed.

### Answer

There are protocols in place to ensure this doesn't happen, there were over 100 moves over the weekend, our staff worked diligently to get these moves done with as minimal impact to the population as possible.

### Question

Our loved ones are still reporting not getting notified of their test results. Some are still waiting for results from tests done as far back as 1/14 and 1/21. Can you please provide insight as to why AHCC has still been unable to overcome this glitch and what changes have been proactively put in place to ensure results are being provided in a timely manner? Is there something that can be looked into to further implement guidelines to not continue to allow this vital information to slip through the cracks?

### Answer

Testing results come in batches, some days more results come in than on other days. Medical works to print and give their results to incarcerated individuals as soon as possible with the moves this weekend there might be a delay.

### Question

Concerns are being brought to families' attention regarding water in L and M units being turned off and our LO's not being able to shower and that there is also no heat. Please provide details as to what led to this and has this been resolved. As both should be considered unreasonable living conditions.

### Answer

Water was turned off for a short period of time over the weekend due to moves, however water was turned back on. Concerning heating, we have not had any reports of no heat but we will be checking with staff to make sure this is not a concern.

### Question

Our LO's have been getting some push back from some CO's when advising they have a video visit and requesting to be let out. They get responses like "that is not a priority to us" "if I can get around to it" "we are too busy to worry about that stuff" "don't use your call box to ask to go to your video visit, that is not an emergency". This does not cultivate that DOC and/or AHCC is truly placing a value on family support, communication, and involvement. It is also a very distasteful environment for our LO's. What will you do as administration to correct this with your CO's and ensure this does not continue? Also is it possible to hold these CO's to some level of accountability and corrective action when this takes place and if so how can it be reported to provide incident details?

### Answer

Please send an email to AHCC we will look into this issue and respond back to you; we will hold people accountable if this happens. Video visits are happening as scheduled as of this morning.

### Question

Ice cold (should be warm) meal in T unit?

### Answer

We try to deliver food in a timely manner, given the staff shortage we ran into some setbacks. As of this week incarcerated are receiving 2 hot meals and 1 cold meal. There are a lot of recovered incarcerated that are able to go back to their job duties in kitchen.

### Question

Could first class mail still be backed up 14 days from being mailed due to covid at facility?

### Answer

The amount of mail the mailroom receives is among the highest in the state, they are doing an excellent job in hand checking every piece of mail and getting it processed as soon as possible. As we said before there were quite a few moves over the weekend so there may be a slight delay. We are working as quick as we can.

### Question

Telehealth, is this coming to Airway Heights after covid?

### Answer

Dr. Pavlic – Telehealth was scheduled to come to AHCC before COVID began, the mobile computer stations have been ordered but they have been on back order since the beginning of the pandemic. Those mobile stations will give incarcerated the option to see on site medical staff virtually as well as off site staff such as a cardiologist or rheumatology depending on the incarcerated's needs.

### Question

T unit do the incarcerated individuals have access to microwaves when allowed out of their cells?

### Answer

No, based on their cohort schedule they have access to phones, showers and video visits.

### Question

T unit since locked down when the hot meal is delivered but not handed out because of different situations the incarcerated individuals are having a cold meal (the only hot one provided). What remedy may be provided?

### Answer

T unit is on restricted movement, not lockdown. As of this week, there are 2 hot meals provided, when there are emergencies in the unit everything stops which may cause delays in other things like video visits, phone usage or other things, after the emergency everything resumes.

### Question

T unit. Major concern 1-30-2022 I understand there wasn't a booth officer. My loved one buzzed for being let out to have his video visit at 10am. He was answered by someone apparently outside the unit "what's your emergency"? Should I be concerned?

### Answer

No, there is no reason to be concerned. Sometimes the booth officer needs to use the bathroom and master control answers the call, there is still someone available.

### Question

What's the current protocol for incarcerated individuals who are recovered and have had three shots for housing, example is every unit a mix with sick and recovered and each unit allowing every other day only 15

minutes out of their cells for the sick and recovered? Everyone is being treated the same shots or no shots? Seems a bit unfair.

Answer

Dr. Pavlic – Positive cases are immediately removed from the unit, the unit is then tested 3 separate times. If someone tests positive, then the clock is reset for quarantine and then the process is repeated. Vaccination status does not affect quarantine status.

Question

How is it possible that so many people are testing positive?

Answer

There are staff that come and go every day, incarcerated live in a congregate setting, where there can be many people to a unit and in close proximity. Similarly, dorms and nursing homes are also congregate settings and are seeing a large number of positives versus the general population that has the ability to spread out.

Question

Are the procedures in place for handling COVID-19 going to be reevaluated and updated? We've been told over and over that you guys are following DOC procedures, but this is clearly not working. Who at Airway Heights is standing up and saying that this is out of control and changes need to be made?

Answer

We know and understand that this can be frustrating and emotional for incarcerated and their friends and families. What we are seeing is that incarcerated are not getting as sick as the last time, a lot of them are asymptomatic. Incarcerated individuals have access to treatment for COVID readily available to those who need it. We update the protocols very often; we are on version 32 since the pandemic began. CDC, DOH as well as HQ protocols are proven and designed to be safe for staff the incarcerated population.

Question

How often are discussions between Airway Heights and headquarters being had regarding these procedures?

Answer

Everyday, two to 3 times a day and sometimes more. Headquarters has an infectious disease team that call daily to check in with AHCC and they are available as often as needed.

## Updates

### Additional Questions

Question

My son was in T Unit, then moved to the RCF, he has since recovered. Will he be going back to a single cell?

Answer

Recovered can go anywhere where there is a bed available.

Question

Are officers being tested with rapid antigen testing as well?

Answer

Officer's and staff are being tested with a PCR test twice weekly. When someone comes back from being gone for a while, they are rapid and PCR tested according to protocol.

#### Question

My husband's JPay machine has locked him out. Is there a way that someone in the gym can go to a kiosk to sync the JPay tablet? He has no access to communicate with me.

#### Answer

Yes, it is based on their cohort schedule. Other units must be shut down to allow incarcerated in the gym to sync their players, which have to be synced every 30 days. Incarcerated do have access to phones, we are looking into how to sync the tablets in the MSU.

#### Question

This is more of a comment than a question, the guys in K Unit really appreciate the hot meals. Thank you.

#### Answer

Thank you we appreciate the feedback!

#### Question

My son is in T Unit, his JPay tablet is saying that he is restricted from using it. Can you help me with this?

#### Answer

Please email the JPay liaison for assistance or contact JPay directly.

#### Question

The gym in the MSU, some incarcerated say that the showers are cold.

#### Answer

The water heater installed in the MSU gym is not for residential use, we have implemented 10-15 minutes between showers to allow the water heater to recoup and we will look into adding a tank to the water heater for more capacity.

#### Question

Thank you Dr. Pavlic for being here!

#### Answer

Glad to be here and help answer your questions.

#### Question

In other facilities there have been issues where some incarcerated have been moved to the gym or RCF and they are not found on the incarcerated individual list is this an issue at AHCC?

#### Answer

We have not heard of this happening here at AHCC, we have very detailed lists when a move occurs and JPay is notified as soon as possible as it is essential to deliver this information for count.

#### Question

If I put money on my son's JPay player, can they download music at the KIOSK?

#### Answer

They can do this during cohorting schedule.

#### Question

Are you being proactive about trying make the living situation of the incarcerated better? It is chaos.

#### Answer

Everyday, when we hear that the food that was supposed to be warm is cold, handling MSU's water issue, in fact, there were 10 incarcerated who refused to move out of the gym because they did not want to go back to

their units, they liked it better in the gym. Everyday we do our best to ensure the safety of the incarcerated. We have learned a lot of lessons that we have implemented on this go around.

#### Question

Are there any transfers coming in or out of AHCC?

#### Answer

For the last couple of weeks there has been no in and no out.

#### Question

Can incarcerated volunteer to help in CI?

#### Answer

We are taking recovered incarcerated and using them as much as we can in CI, if your loved one would like to volunteer, please have him send a KITE to the jobs coordinator to see if they meet criteria.

#### Question

What is the purpose of restarting the quarantine when someone tests positive?

#### Answer

Dr. Pavlic – the reason for the reset is because we have no guarantee that the individual that tested positive did not spread it to others.

#### Question

How does the unit clear when there are constant movements?

#### Answer

We are working on cohorting units, for example quarantine with quarantine isolation with isolation so we can eventually have everyone separated and attempt to avoid this happening.

## Comments/Closing

If you have any other questions, please submit them in advance to or [anally.ross@doc1.wa.gov](mailto:anally.ross@doc1.wa.gov) before **February 8<sup>th</sup>, 2022 at noon** it helps us find the answers for you or invite someone to the meeting that can answer those questions or concerns.