

# Local Family Council COVID-19 Informational Call Notes

## Call Details

**Facility:** AHCC

**Date and Time:** February 09, 2022, 2:00 – 3:00 PM

## Attendees

- Kay Heinrich, Associate Superintendent
- Dr. Pavlic, Medical Facility Director
- Paige Perkinson, HQ
- Ellen Hargrove, LFC Family Co-Chair
- Donna Jaramillo, LFC Family Secretary
- Julie Burden, LFC Member
- Anita Barker, LFC Member
- Christina Current, LFC Member
- James Key, Superintendent
- Caitlin Robertson, OCO
- Monica Ritter, HQ
- Brittany Roberts, LFC Member
- Kimberly Rapp, LFC Member
- Valerie Smith, LFC Member
- Bryennah Johnson, 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 individuals'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 – 1,176
  - AHCC I/I confirmed cases to date – 2,886
  - AHCC Staff confirmed cases to date – 512
  - AHCC I/I deaths to date – 4
  - AHCC I/I in the RCF – 17

## Highlights

We have had more incarcerated recover since last week. Incarcerated individuals that have previously held a job in Correctional Industries are able to return to their duties. We have had a decrease in positive tests and we have eliminated four people cells based on COVID they are now 2 person cells.

Test results are handed out every other day. There has been correspondence to the ombuds office and this institution about water concerns, our water comes from the City of Spokane not Airway Heights and it is tested monthly.

There was a communication sent out to the incarcerated population and their loved ones please refer to your email for this communication as it talks about a lot of the questions that will be brought up today.

At 11:05 today we had a communication with Headquarters about the JPay issues that are affecting some incarcerated individuals, Microsoft made some changes that have affected a lot of customers' abilities to connect to video visiting. JPay is working to get this fixed and send a message out to all customers.

As of February 8, 2022, the facility living units have been identified as the following:

### **Main:**

- K Unit-Quarantine/Recovered-Single Cell Cohort for Showers-Portable Phones-JPay tablet syncing-Video Visits Authorized
- L Unit- Quarantine/Recovered-Single Cell Cohort for Showers-Portable Phones- JPay tablet syncing-Video Visits Authorized
- M Unit-Isolation/Recovered-Dayroom access (showers, JPay tablet syncing, phones)  
Upper tier individuals have 45 minutes-out of cell, then 15 minutes for cleaning and sanitization of dayroom.  
Lower tier individuals have 45 minutes-out of cell, then 15 minutes for cleaning and sanitization of dayroom.  
(This is for staff safety to mitigate potential close contacts) Video Visits Authorized
- N Unit-Isolation/Quarantine/Recovered-Single Cell Cohort for Showers-Portable Phones-JPay tablet syncing-Video Visits Authorized
- R Unit A Wing-Isolation/Recovered-Dayroom access, (showers, JPay tablet syncing, phones)  
Upper tier individuals have 45 minutes-out of cell, then 15 minutes for cleaning and sanitization of dayroom.  
Lower tier individuals have 45 minutes-out of cell, then 15 minutes for cleaning and sanitization of dayroom.  
(This is for staff safety to mitigate potential close contacts) Video Visits Authorized
- R Unit B Wing-Quarantine/Recovered- Single Cell Cohort for Showers-Portable Phones-JPay tablet syncing-Video Visits Authorized
- T Unit-Quarantine/Recovered-Single Cell Cohort for Showers-Portable Phones-JPay tablet syncing-Video Visits Authorized
- RCF-Isolation Only - Hard Line phones-No access to Video Visits at this time
- E-building Recreation (Gym)-Isolation Only - Hard Line Phones - Showers and JPay table syncing in N Unit A Wing on a schedule-No access to Video Visits at this time

### **MSU:**

- C4 Unit -Isolation only on E, F tiers, Quarantine/Recovered on A, B, C, D & H tiers -Single Tier Cohort-Hard Line Phones-Showers and JPay table syncing-Video Visits Authorized
- C5 Unit-Isolation only F tier, Quarantine/Recovered on A, B, C, D, E & H tiers -Single Tier Cohort-Hard Line Phones-Showers and JPay table syncing-Video Visits Authorized
- C6 (Gym)-Isolation Only - Hard Line phones - Showers in C6, outside yard, JPay tablet sync available by staff-No access to Video Visits at this time

Due to a concern raised about a potential fire hazard in the MSU Gym, personal TV's were removed as a precautionary measure due to safety and fire code requirements and the MSU gym capacity was reduced from 56 to 48.

## Pre-Submitted Questions

### Question

When will guys get showers? I've been told the guys could expect five days before they have access to showers. Will the guys have access to something they can use to clean themselves when showers are unavailable?

### Answer

Per the unit cohort schedule, it varies from unit to unit. We will be providing more soap for incarcerated that wish to freshen up between showers.

### Question

Question is regarding the positives recently put in with Negatives in L unit. What is the protocol for positives? How many days are you quarantining them for? How many days do you require them to be symptom free before you put them back with people who are negative? Is there a different approach for those that are not vaccinated vs. vaccinated? Are you only quarantining for five days after no symptoms or from first day of symptoms?

### Answer

Incarcerated that are in isolation due to a positive test will be on isolation status a minimum of 10 days. This is dependent on vaccination status, immunocompromised status and other factors. If an incarcerated individual refuses to test, per the protocol, they are put in a different housing category for up to 20 days.

### Question

Are any units with recovered individuals allowed to go outside and smudge?

### Answer

Not currently, as it is not part of the cohorting schedules. Hopefully once more incarcerated individuals are recovered, we can resume programming and yard schedule.

### Question

T unit JPay player is giving two messages intermittently that when incarcerated individual is trying to sync the jay player it gives this message "You're restricted from JPay emails", "2nd JPay can't complete your request at this time for emails."

### Answer

JPay issues are affecting some incarcerated individuals, Microsoft made some changes that have affected a lot of customers' abilities to connect to video visiting. JPay is working to get this fixed and send a message out to all customers.

### Question

What is the policy on incarcerated individuals wearing a mask during video visits? Is it required?

### Answer

Yes, this is required, incarcerated individuals must wear masks during JPay video visits.

### Question

Why are K unit incarcerated individuals allowed 30 min out of cell per week?

Answer

K Unit is authorized, under a Single Cell Cohort Schedule for Showers, Portable Phones, JPay tablet syncing, and Video Visits.

Question

I am wondering what the facility protocol is on quarantine. My son was taken from his room in C5 and moved to the gym on Jan 28th. According to the CDC guidelines, he should be able to be removed from quarantine and placed back in his room today. Also, in the gym, I have been informed they are making them put their tv's away, lights, etc. Please advise why this would be?

Answer

As stated, gym and MSU are isolation units, isolation for congregate settings is different than for the general public. Personal TVs were removed due to a potential fire/electrical hazard.

## Additional Questions

Question

An incarcerated individual that is in C6 gym tested negative and is considered recovered. Should he not be in the gym?

Answer

Recovered can go anywhere where there is availability, due to the complexity of housing assignments currently they will be moved as soon as possible.

Question

Once recovered incarcerated individuals can be placed anywhere, even with a positive test?

Answer

Yes, the gym has recovered and incarcerated that are sick.

Question

An incarcerated individual in N Unit has his three shots and is recovered, with the new strains should I be concerned that they can get sick again?

Answer

Per policy, a recovered individual can go anywhere. If there is a concern that there is another illness that this individual may be exposed to, it is noted and can be managed at the infirmary.

Question

How long will this last? Is there a timeline? When will they be let out in the yard?

Answer

There is no true answer as to how long this will last, when numbers of positives decrease, we will start the discussion of units being able to go back out to yard.

Question

I haven't been able to get JPay to work, I updated windows and ran through all of my systems and JPay still does not work.

Answer

We understand how frustrating JPay issue can be. This is only affecting some users and we are currently sending your requests and concerns to JPay as it is their system that has issues.

### Question

When an incarcerated individual is done being in the gym and back to their regular unit, why are they still under a cohort schedule?

### Answer

Recovered can be placed anywhere, including an isolation or quarantine unit and it is expected for them to follow the cohort schedule of where they were placed.

### Comment

There is a lot of frustration from vaccinated incarcerated that are not allowed to work, they feel as if they were being punished.

### Answer

We understand that there is a lot of frustration within the population, there are not a lot of open beds, and we have to follow protocol, if there is a CI worker recovered, we will do our best to put them back to work.

### Question

There is excessive movement at AHCC, there is more movement than other facilities and I think this leads to more positives. This is unfair and causing a lot of stress to our loved ones. What can you do?

### Answer

All facilities are following the same movement schedule for positive and symptomatic incarcerated. We have daily meetings with Headquarters infection control specialists to ask questions and figure out plans. The frustration is acknowledged and understood but we must follow protocol. All facilities are on the same calls, same protocols, we must also take into consideration the positives outside in the community and how that can affect the incarcerated population.

### Comment

You don't understand our frustration, you don't have an incarcerated family member at your facility therefore you don't understand how frustrating this is. This is the second round of COVID for us and we are frustrated.

### Answer

When we say we understand, we don't mean to be disrespectful, we understand because we are in the facility seven days a week sometimes 14-16 hours a day trying to make it better and trying to keep everyone safe. We raise these concerns and bring them up to the appropriate people that can assist us with them. I know it is hard on families I have been doing this for 34 years and I empathize on how it impacts families.

### Question

An incarcerated individual at Camp says that he really appreciates getting fresh air, the only concern is that the 2 yards a day have not been happening. This is in C-5.

### Answer

When Rapid Antigen Testing is taking place in MSU it can cause the yard to be unavailable which would explain why yard doesn't happen sometimes. We cannot deviate from the schedule as it would affect other incarcerated on other tiers as it relates to the cohort schedule.

### Question for Dr. Pavlic

In this 2<sup>nd</sup> round of COVID if an incarcerated got the booster will you keep track if the immune system weakens?

### Answer

COVID activity in congregate settings mirrors the community the two shots and one booster are protective and prevents worse symptoms.

### Question

A lot of things were brought up in the meeting last week, I sent three emails requesting follow up and the only emails that were responded to were when I included a CC to headquarters staff specifically, Sean Murphy and Cheryl Strange. It seems as if AHCC staff only cares and responds to emails that go to headquarters, in order for family members to get a response, I don't think AHCC cares about anything.

### Answer

Every email is responded to regardless of who is CC'd, as of February 9, 2022, there are approximately 1,835 incarcerated at this institution. I have three staff working day in and day out on responses to emails from family members. The emails are responded in the priority they arrive, it takes time to find answers, look at policy and then respond appropriately with accurate information. We are trying to respond as soon as possible; I ask for your patience regarding the written responses.

### Question

In N Unit an incarcerated individual received a phone and in the middle of the call the phone died. Can someone verify that the phones are charged?

### Answer

An additional 50 batteries were purchased to keep phones charged. IT is in the units replacing batteries weekly as they are easily drained when in constant use. There was a total of 35 additional phones purchased 2 weeks ago.

### Question

On Superbowl Sunday will incarcerated individuals be allowed to use microwaves?

### Answer

It depends on their cohort schedule; however, they will be receiving goodie bags that will be passed out Friday and Saturday. They were purchased with fund from the Incarcerated Individual Betterment Fund.

## Comments/Closing

Thank you for your time, we feel the frustration and we are actively working towards the betterment of the facility. 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 15<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.