

	<p>Do you make glasses for infants and children?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: Our primary customer base orders for patients under 21 years of age. <p>Do you make the frames?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: No <p>Do you make sunglasses?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: Yes <p>Do you make glasses that are scratch resistant, glare proof, etc.?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: We have scratch resistant and anti-glare coatings available. <p>Turnaround time from ordering to I/Is receiving them?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: The time can really vary on a variety of factors. One is how fast the glasses are paid for. If it's through I/I banking it is often quicker than if the incarcerated family is paying for them. The family member must get ahold of the payment department and once payment is cleared, we get the ok to fabricate the glasses. If anything needs to be special ordered, and it often does, this will add time. Once the eyewear is complete, then one of our Licensed Opticians schedules a call out for when they will next be delivering to the specific facility to deliver the glasses. The whole process can take roughly 4 to 8 weeks. <p>Who receives the glasses?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: Most of the eyewear goes to doctor offices, who will dispense the glasses to clients covered by Washingtons Health Care Authority (HCA). We also supply glasses to a few non-profits and those incarcerated in any Washington State Dept of Corrections (DOC) facility. <p>How can family members buy glasses from optics?</p> <ul style="list-style-type: none"> Per CIM4 Hannaford: At this time incarcerated family members cannot purchase our eyewear for themselves. They can purchase for an incarcerated individual that has chosen to order something not available through DOC medical. 	
<p>Securus</p>	<p>Has there been an assessment of the bandwidth at AHCC to see if it can be increased?</p> <p>Per CSI Freese-Turns: No bandwidth expansion has been set for AHCC at this time.</p> <p>The FYI app has a lot of popular programs. The programs are still crashing and I/Is are receiving the message, "Program not responding." What can be done to solve this problem?</p> <ul style="list-style-type: none"> Per CSI Freese-Turns: I had a ticket in with Securus about this issue, we sent videos to Securus, and the technician escalated the ticket. However, the ticket got closed due to lack of information. ASP Heinrich: A ticket needs to be reopened. <p>What are the Securus callout days for K and M units?</p> <ul style="list-style-type: none"> Per CSI Freese-Turns: K, L and M's call out day is Thursdays. R, N and T's call out day is Fridays. If there is availability the FSCA will schedule I/Is in the minimum custody units on the medium unit day. 	

	<p>Can we go back to scheduling 2 visits a day?</p> <ul style="list-style-type: none"> Per CSI Freese-Turns: No, the reason that it is 1 visit per week is because the volume of visits increased due to giving every I/I 4 free visits. There is not enough time in the day for every I/I to complete a 30 min visit. 	
<p>Visitation</p>	<p>Discuss the changes made to the visiting schedule during the holidays</p> <ul style="list-style-type: none"> Per ASP Heinrich: The reason behind changing the schedule is to give all units a visitation opportunity during the holidays. Christmas, Easter, Father's Day, Fourth of July, and Thanksgiving. If for some reason you are not able to visit on your loved ones scheduled visiting day, please submit a special visit request. Even if you do not meet the 250-mile requirement for a special visit. It will be reviewed. <p>Persons who had not had an in-person visit or video visit during the past 5 years were removed from their loved one's visiting list. What can be done for them to be added back as an approved visitor?</p> <ul style="list-style-type: none"> Per ASP Heinrich: They would have to reapply to be added back onto their loved ones visiting list. Per Statewide Visiting Manager Hainline: Until the policy changes, it remains 5 years. <p>Should DOC be notified if an approved visitor passes?</p> <ul style="list-style-type: none"> Per Sgt. Camacho: Typically, if HQ is notified, they remove the visitor from the list. <p>Coil key chains for Fresh Market cards.</p> <ul style="list-style-type: none"> Per ASP Heinrich: Starting 12/16/2024 we will be handing out coil wrist bands to visitors when they check in. Each visitor is only authorized one coil wristband. When a visitor receives the wrist band it will be documented in our system by visiting staff. <p>Is there an update on getting food trays in visiting?</p> <ul style="list-style-type: none"> Per ASP Heinrich: We will not be getting the trays. Instead, we are getting plates that have 3 sections. Visitors can put one unwrapped item in each section. 	
<p>Tier Rep Summary</p>	<p>No limitation on food being brought into EFVs and all can be removed</p> <p>Units received a new cleaning product, but I/Is are stating it does not remove the smell.</p> <ul style="list-style-type: none"> Per ASH Heinrich: I will look into this. <p>The length of pill line is very long</p> <p>A second dentist has been hired</p> <p>REC is trying to accommodate programming while being understaffed</p> <p>Tier reps requested to be more involved in next year's fundraisers</p> <p>Replacing TV channels</p> <ul style="list-style-type: none"> Per AA3 Thomas: We are working on getting a full list of available TV channels to the tier reps by our upcoming meeting on 12/19/24. 	
<p>EFV</p>	<p>EFV Units in the main need some updated cooking appliances and have some damaged furniture.</p> <ul style="list-style-type: none"> ASP Heinrich: We will look into this. 	

	<p>Why can't sanitary, flushable wipes be brought into EFVs?</p> <ul style="list-style-type: none"> • <i>Per FM Easter: Sanitary/flushable wipes would be detrimental to our waste/lift system.</i> <p>Why can't Clorox wipes be brought into EFVs?</p> <ul style="list-style-type: none"> • <i>Per FM Easter: Any cleaning product that contains bleach is not authorized.</i> 	
SFC Report	<p>SFC officers were elected for 2025</p> <ul style="list-style-type: none"> • Family Co-Chair: Greg Mansfield • Family Vice Co-Chair: Elise McKinnon • Family Co- Secretary: Sarah Leon <p>Secretary Strange announced the budget covers the next 4 years and it is project that there will be a 10–12-billion-dollar deficit</p> <p>Newly elected Bob Ferguson will take office at noon on January 15, 2025.</p> <p>T-Mobile users are still experiencing problems with Securus, it was made an action item. It was suggested that those who have T-Mobile should create a contact for the Securus number. This could help them receive the phone calls from their loved ones.</p> <p>Next SFC meeting will be held on January 25th at 10:00am-2:30pm</p>	
Wrap-up/Round table	<p>C5 implemented barriers in-between kiosks for video visits to help minimize the sound between calls. Is there a plan to do this in C4 if not can it be done?</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: I will check with the CPM.</i> <p>The selection for Fresh Market items is getting better. There are more food options on Fridays and Saturday though.</p> <p>Visitors have noticed people are not closing out their order on the Fresh Market kiosks, so they are not being charged for the food they scanned.</p> <ul style="list-style-type: none"> • <i>Per ASP Heinrich: We will look into this, thank you for bringing this to our attention.</i> 	

Next meeting location: Hybrid- In person and on Microsoft TEAMS

Date: Friday, February 28th, 2025 Time: 10:30-12:00

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