

FAMILY/ COUNCIL MEETING MINUTES

Location: <u>AHCC Teams</u> Date: 12/14/2024 Time: 10:30-12:00

Teleconference details: <u>+1 253-372-2181,,605499576#</u>

Meeting Attendees

Department/facility co-chair: Kay Heinrich Family co-chair: Sandy Hickey

Facility/council secretary: McKenzie Thomas Family secretary: Vacant

Members present: Chelsea Hammel, Sandy Hickey, Bill Hargrove

Non-council member attendees: **DOC/AHCC/OCO Staff present:** Sgt. Camacho, C/O Thorne

Agenda

MSU C-2 Update & Photos • Per ASP Heinrich: We have rearranged the foyer, buffed the floors and possibly adding more lockers in the future. There are ten available chairs for visitors to utilize while they wait to be checked in. The next step is painting the MSU visiting area. When is the estimated time for the C2 project to be completed? • Per ASP Heinrich: The foyer is available for use. Per ASP Heinrich: Medical is working on a remedy for the length of pill line. We do have medical rooms available in the units, but due to staffing	
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we are not able to utilize them at this time.	
CPPC is hosting Santa comes to visiting today, 12/14/24. A family-friendly event for incarcerated and their children.	V
Governor-elect Bob Ferguson has announced that Tim Lang will be the Secretary for the Department of Corrections. Tim Lang has spent the past 16 years working on corrections issues with the Attorney General's Office	
How many glasses do you make per month?	
Per CIM4 Hannaford: Approx 9 to 10 thousand pair per month	
 How many incarcerated individuals work in optics? Per CIM4 Hannaford: Currently there are 61 incarcerated working in Optical. 	g
Optical Please give a brief description of how the glasses are made.	
• Per CIM4 Hannaford: Most of the glasses are made by grinding a	
prescription into a lens blank, fining, polishing, and edging into a frame. There are multiple checkpoints and adjustments made prior	
to the eyewear being shipped to clients. If required, extra coatings or tints may be added.	

Do you make glasses for infants and children?

• Per CIM4 Hannaford: Our primary customer base orders for patients under 21 years of age.

Do you make the frames?

• Per CIM4 Hannaford: No

Do you make sunglasses?

• Per CIM4 Hannaford: Yes

Do you make glasses that are scratch resistant, glare proof, etc.?

• Per CIM4 Hannaford: We have scratch resistant and anti-glare coatings available.

Turnaround time from ordering to I/Is receiving them?

• 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 incarcerates 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.

Who receives the glasses?

• 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.

How can family members buy glasses from optics?

• 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.

Has there been an assessment of the bandwidth at AHCC to see if it can be increased?

Per CS1 Freese-Turns: No bandwidth expansion has been set for AHCC at this time.

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?

- Per CS1 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.

What are the Securus callout days for K and M units?

• Per CS1 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.

Securus

	Can we go back to scheduling 2 visits a day?	
	• Per CS1 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.	
	Discuss the changes made to the visiting schedule during the holidays	
	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.	
	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?	
	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,	
Visitation	it remains 5 years.	
	Should DOC be notified if an approved visitor passes?	
	 Per Sgt. Camacho: Typically, if HQ is notified, they remove the 	
	visitor from the list.	
	Coil key chains for Fresh Market cards.	
	• 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.	
	Is there an update on getting food trays in visiting?	
	• 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.	
	No limitation on food being brought into EFVs and all can be removed	
Tier Rep Summary	Units received a new cleaning product, but I/Is are stating it does not	
	remove the smell.	
	Per ASH Heinrich: I will look into this.	
	The length of pill line is very long	
	A second dentist has been hired	
	REC is trying to accommodate programming while being understaffed	
	Tier reps requested to be more involved in next year's fundraisers Replacing TV channels	
	• 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.	
	EFV Units in the main need some updated cooking appliances and have	
	some damaged furniture.	
EFV	ASP Heinrich: We will look into this.	
	- 1101 Hemmen, we wan work into ittis.	

	Why can't sanitary, flushable wipes be brought into EFVs?	
	Per FM Easter: Sanitary/flushable wipes would be detrimental to	
	our waste/lift system.	
	Why can't Clorox wipes be brought into EFVs?	
	Per FM Easter: Any cleaning product that contains bleach is not	
	authorized.	
	SFC officers were elected for 2025	
	Family Co-Chair: Greg Mansfield	
	Family Vice Co-Chair: Elise McKinnon	
	Family Co- Secretary: Sarah Leon	
	Secretary Strange announced the budget covers the next 4 years and it is project that there will be a 10–12-billion-dollar deficit	
SFC Report	Newly elected Bob Ferguson will take office at noon on January 15, 2025.	
	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.	
	Next SFC meeting will be held on January 25 th at 10:00am-2:30pm	
	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?	
	• Per ASP Heinrich: I will check with the CPM.	
Wrap-up/Round table	The selection for Fresh Market items is getting better. There are more food options on Fridays and Saturday though.	
	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.	
	• Per ASP Heinrich: We will look into this, thank you for bringing this to our attention.	
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Next meeting location: <u>Hybrid- In person and on Microsoft TEAMS</u>

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

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