

**LOCAL FAMILY COUNCIL COVID-19 TELECONFERENCE  
COYOTE RIDGE CORRECTIONS CENTER  
APRIL 17, 2020 @ 9:00 – 10:00 AM**

**Facilitator: Michelle Duncan, Associate Superintendent**

**Attendance:**

Local Family Council Members	Ken Jennings, Health Services Manager
Jeff Uttecht, Superintendent	Caitlin Robertson, Assistant Ombuds
Kate Jansen, Administrative Assistant 3	Ron Thompson, Captain
Stella Spraklin, Early Resolution Officer (OCO)	Elizabeth Deleon, LFC Co-Chair
Bill Copland, Family Services	

**Ground Rules:**

Meeting time will be 1 hour.

We will answer all the questions first and open up for questions/comments afterwards.

If any questions are left unanswered at the end of the meeting, we will add them to the next meeting.

Please ensure your phones are on mute.

**Updates since the Last Friday's Call**

Effective last Friday all staff are required to wear face coverings when onsite. Incarcerated individuals are also going to be provided face coverings and are currently in the process of being manufactured by our Correctional Industries (CI). We have produced enough to send out face masks to all our CI Kitchen workers and all those at our minimum custody facility. CI is also sending bandana kits to the facility that I have been told will be received today. Those will be issued to each individual. Those kits contain two bandanas and hair ties so they can make two masks so one can be washed.

**CRCC-MSU Units**

In an effort to reduce the density of those in our camp and increase social distancing for those on the open dorm tiers we have moved approximately sixty (60) people into Education classrooms, Visitation, EFV's, and Library. The number of individuals in each area has been

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determined based on the square footage of the area to allow for a minimum of 6 ft. distances between cots/living areas. In our library we have 11 individuals, 4-6 in each classroom (6 classrooms), 11 in the visitation rooms, and 3 in each of the EFV units.

All those that have moved to those areas have volunteered to move. The population did a remarkable job being open to this. The incarcerated individuals have been allowed to bring all personal property with them and comfort items such as televisions, DVD players and microwaves have been placed in each area. A schedule for showers, meals, access to telephones and JPays have been created and we continue to work with the population on any updates and recommendations they have concerning those schedules. We talk to them regularly for input on what works and what doesn't. Captain Thompson stated that he has worked very closely with what is now called Willow Unit. The population is comfortable and thankful, have a good attitude, they are part of a team with staff, and it is a good atmosphere.

**Testing Results –**

Total Number of Individuals Tested – 10

Positive: 0

Negative: 8

Waiting Results: 2

Quarantined: 4

Isolation: 17

Questions provided by the LFC Secretary Stephanie Beidman to Associate Superintendent Duncan on Thursday, April 16, 2020.

**1. How many staff have been tested to date? How many positive?**

As stated prior, DOC is not testing staff. We are screening staff and if staff are symptomatic, then staff are directed to go to their personal healthcare provider. They cannot require staff to provide the information as it is a personal health matter.

CRCC has been made aware of another staff member that has tested positive for COVID 19. The agency has completed the mapping process as required. Those in contact with that individual have been contacted and we are addressing the process to manage the exposure.

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**2. How many incarcerated individuals have been tested? How many positive?**

CRCC has tested ten (10) individuals for COVID-19. Eight (8) are negative and two (2) are pending.

**3. (From Stephanie) I would like to go on record that in the future the DOC notes from these calls are not posted until they have been integrated with mine and that any additions that DOC makes after the call are put in at the bottom and are clearly marked as additions OR they be added under the appropriate numbered question with an asterisk stating it is an addition to the actual comment. That was done on most items but not on number 99. Further, since the time of the call is not posted in the DOC heading (can you do that on the notes henceforth?), the 4 highlighted comments in the beginning of the document could possibly look as if those things were stated on the call. Would you mind please having the DOC co-secretary make those adjustments? Thank you, Michelle!**

Yes. I have discussed this with the LFC Co-Chair Elizabeth Deleon and since this is a Family Council call and we will likely continue weekly for some time we will begin to follow the LFC policy on the meeting minutes. We will get back into that habit. The facility and family secretaries will each take minutes during the meeting and work together to finalize. The draft will be submitted to the co-chairs for review and approval.

The highlighted section was information that was changed shortly after the phone call. It was added to the top of the page as a means to ensure that everyone got the information and be transparent with these changes because it was seventeen (17) pages long. These were changes after the meeting had taken place. In the future we will not add any additional information to the meeting notes and will hold until the following meeting. We will add the time of the call to the DOC heading on the meeting notes.

**4. Do we have an Ombuds on this call and if so, please state your name(s).**

Yes. Caitlin Robertson, Assistant Ombuds Eastern Region. Stella Sparklin, Early Resolutions Officer. Joanna Carns, Director for Office of Correctional Ombuds.

**5. Ombuds reported on one of their calls that the disinfectant being used at CRCC must be left wet for 5 minutes before being wiped off in order to be effective. We're**

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hearing from a loved one that procedure being told to prisoners doing cleaning is “spray it on a rag and wipe everything down.” Please tell us why proper procedure for actually disinfecting common areas is not adequately being followed to kill the virus and protect people.

We use the CP205 disinfectant. The proper procedure to use that product to disinfect is to spray the area, clean it with a cloth and then spray it again and leave it on the surface for 10 minutes. All our custodians have been trained on how to properly disinfect surfaces. This information is also being broadcast on our network channel.

**Response: Men report that inmates don't change the channel to see the instructions because other men are watching shows.**

Captain Thompson: The men are still trained in the proper procedure.

**Response: They leave disinfectant on for 10 minutes between phone calls?**

Captain: Well we can't spray one side of the phone or it can ruin the speaker. The rest of the protocol is being followed.

We will continue to remind staff to watch the custodians to ensure that they are properly cleaning the surfaces.

6. **Please describe the progress on early releases at CRCC per the DOC announcement on April 12. a) Approximately how many CRCC prisoners are being considered, b) are they furlough, clemency, GREs, those within a certain time frame of release? c) and how many of each? d) what time frame will they be released in and e) If you cannot yet give specific details, give us estimates, please. Our loved ones' lives are at stake, and we deserve more than “I cannot answer that question at this time,” or “we are working on it and will let you know later.”**

We have just received information on this yesterday late afternoon and have begun immediately working on this. Currently, CRCC has received a list of 142 individuals, 59 of those are the commutations that will release within the next 7 days, and 83 are the rapid reentry (GRE). I do not have specific timeframe on those at this time. Our Correctional Program Manager is hoping within a couple of weeks. Please refer to the DOC COVID19 webpage for any additional information concerning this early release process and names of those being released, as they are now posted. Staff will work all weekend on the release of the 59 commutations.

7. **According to the COs, the inmates are receiving too much outside information about what is going on. It sounds like CRCC does not want our men informed. Which units**

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**have you taken the internet/JPay away from due to the inmates getting too much information?**

I do not know what CO's would say something like this; however this is simply not true. We have not taken any internet/Jpay away. This would make things more difficult. This is illogical as our goal is to always provide as much information and transparency to the population as possible. We did not do this.

**8. What air filters does the facility use to ensure you are following the indoor clean air act, and what is the schedule by which they are changed?**

Heating ventilation and air conditioning filters are replaced quarterly. Filters range in minimum efficiency reporting value (MERV) from eight to eighteen. All filter replacement schedules and filter efficiencies meet or exceed indoor air quality standards.

**9. When will CRCC ensure the phones work? They currently work intermittently and drop calls in CA. However, complaints are from all units.**

The phones in all units are working. The phone service to CRCC is currently provided by GTL. There are quality issues related to bandwidth when call volume is the heaviest. The quality of the phone service is expected to improve once a new service provider is in place. We understand the challenges and are working on new providers. The new service provider has not yet been selected.

**10. Only one of 2 kiosks work for JPay video visits (sometimes can't see but can hear and vice versa). JPay says it is CRCC and CRCC says to put in a ticket to JPay. When can you have these machines serviced so that we can communicate with our LOs and not have to sometimes wait weeks to get a visit scheduled?**

Currently only one KIOSK is used for video visits while the other is available for non-video visit related use. Only one can be used at a time for video visits otherwise the population would not be able to sync their players since video visits are 30 minutes in length with the option to extend to 60 minutes.

With regard to the quality of the video/audio, this is a combination of issues. Essentially, CRCC does not have enough bandwidth available to deliver high quality video during peak usage times. Early morning and mid-day video visits seem to perform the best.

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During the evening the JPay and the phones are the busiest and this causes poor quality in the communications. We know this is stressful and makes for struggles.

- 11. Examples of COs not following guidelines: Most COs in mainline are wearing masks backwards; In F unit there is a CO who the men think is of Russian descent-he is refusing to wear his mask at all (and who usually comes to work wreaking like alcohol, calls count at 8.50 taking away family phone time, and is highly degrading to the inmates); one in chow who said, “What, are you going to do, grieve me about it?!” when confronted on not wearing his mask; What will be done to those who refuse to follow the directives given on keeping our LOs safe by wearing PPE?**

Face coverings are required for all staff members and it is our expectation that they follow those guidelines. As we are made aware of any instances in which a staff member is not wearing their masks it is addressed. 8:50 is the required time to cell in for the upcoming formal count. If you have specific concerns, please feel free to send me a private email and we will look into it. Captain Thompson stated that there is no tolerance for that sort of behavior and staff will be held accountable for it.

- 12. My LO (in medium) and I have not had more than a 2 minute phone calls in the last 3 days because every time he begins to tell me about what the COs are doing, one comes by and tells him to hang up the phone. Is this a right the COs have? To tell our LOs to hang up, I mean? He should be able to talk to me about this stuff!**

I cannot comment on this as I have no information. This would not be appropriate unless he is calling in during the time in which we close the dayrooms and then he will likely be told to get off the phone. If you would like to send me an email with his name and number; I will be more than happy to look into this issue. With more details we will be able to address this. We have avenues to deal with these things. If it was for count, it would be appropriate to politely ask him to hang-up; outside of that, it would be inappropriate and should be held accountable.

- 13. There was a message on the kiosk stating you will be moving all of the men from camp into the gym. So instead of having two or three or four men in close quarters, you are putting them in a dormitory style living environment with 100 men sharing the same bathrooms/showers, etc. This is counterproductive. When asked about this, Michelle said that was not entirely true. Afterward, there were signs posted that you are in fact doing that to promote social distancing. So, 1. What is the purpose of moving them into the gym (or if that has changed, where are you putting them?) and 2. What exactly do/did the signs say? 3. If you house them in the gym or other places, they will**

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**only be able to use the phone once per day. How will you address this and being able to do video visits?**

I am unfamiliar with any kiosk about moving individuals to the gym. That isn't to say it didn't happen, just that we are unaware of it. What was incorrect was the information concerning housing 100 men in the gym. I believe I have answered this question in the beginning of the call. The memo that was posted was from Julie Martin the Deputy Secretary and Rob Herzog Assistant Secretary to all incarcerated individuals about the need to social distance at our facilities and to help flatten the curve in regards to the spread of COVID-19. Superintendent Uttecht stated there are no clientele sleeping on the floor in the gym and they are definitely getting access to shower, yard, JPay, phones, and actually getting additional time. Social distancing is occurring because of the move. Living areas were modified as previously described as a means to create more space on the open tiers and reduce the amount of individuals on one tier.

- 14. It was stated on a live conference video on April 9, 2020 with Steve Sinclair with DOC HQ and Governor Inslee that incarcerated individuals working in CI at CRCC have been working hard on making PPE gear such as masks, gowns, face shields and so on and donating them due to such a huge shortage of PPE with the Pandemic, meanwhile we are also being told that with the shortage you guys aren't able to offer masks and such to not just Staff, CO's but our Loved ones also... why don't some of the supply that is being produced at CRCC CI Department be offered to not only Staff, CO's and Incarcerated individuals at CRCC but also other facilities within WA DOC before being donated to an outside source?**

I believe that I have answered this question at the beginning. Our CI Department is working on manufacturing masks and have manufactured the bandana masks that will be issued to the incarcerated at 11:00 AM today.

- 15. A) What face coverings were distributed to the prisoner population, and when? B) Were they actual masks, or bandana kits? C) How many were given to each prisoner, D) and how were they instructed to clean them if they must be reused? E) If they were bandana kits, why does CRCC not have masks to give to prisoners when the DOC report states they have hundreds of thousands of masks in stock, enough for each prisoner to have 22 masks?**

We are producing some face coverings in our Correctional Industries and several were distributed to the CI Kitchen workers. Yesterday, we also distributed cloth face masks to

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every individual at our camp. We have been told that that the bandana kits also produced by Correctional Industries have been shipped to the facility and we should be receiving those today. The kits will include 2 bandanas and hair ties so they can make two so one can be laundered.

**16. When will the rest of the men receive their second bar of soap per the declaration that DOC lied in and said already happened?**

As stated in the last meeting minutes, we were working on purchasing more soap for the remaining minimum custody units. As of now, all incarcerated individuals at CRCC has received two bars of soap.

**17. It was stated by DOC that during the dates of March 6-13<sup>th</sup>, all facility visitors got screened. That did not happen at CRCC. Why did the declaration state that? It is a blatant lie.**

We cannot comment on what the declaration has said but we had discussed this March on an email why CRCC did not do the screening that weekend. You are correct that the visitation staff did not do the screening that weekend on visitors as the direction was sent out by HQ after hours on Friday to select individuals and was distributed by the Captain as soon as he received it on Monday morning.

**Response: Please clarify, because it did not happen at all later either.**

That is because the next weekend visits were suspended.

**Response: Okay, except the dates are different. There would have been a weekend in between the memo and visits being suspended and there was still no screening that happened.**

No, the next weekend visits were suspended.

**18. Why can't we let everyone go from camp and use that as the place to house sick or isolated? It is a totally separate building and would solve the issue of sharing ventilation.**

We house people based on custody level and cannot house higher custody level individuals in the camp. We cannot house in camp because there are all types of security levels to consider. We can house in multiple areas that work. After the thirty (30) beds in Segregation are used up, we can move to E Unit.

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**Question: How often can they come out?**

They can't just come out, that is true. Specific requirements for that need to be followed. I believe they were addressed in the last call. There are seventeen (17) in isolation right now. There are no concerns with the ventilation system at CRCC.

**19. Please respond to the report that the C-19 positive CO went into every unit at some point therefore every unit has some inmates on quarantine. Is this true?**

This is not true.

**20. DO our LOs need to apply for early release if they believe they qualify under the directive of DOC releasing men? If so, what is the process, please?**

Those that qualify for early release are being identified by Headquarters.

**21. On the 4/10/2020 conference call you stated, "Yes." to question 99 when asked if there were ventilators on site at CRCC. This does not conform with Sinclair's statement that DOC has no ventilators. Then a 2nd set of notes posted back from you said you have no ventilators. This type of inconsistency about critical equipment that could save our loved ones lives is inexcusable. Please describe why a first set of notes stated CRCC had ventilators, then the next said no due to the**

The notes stated that although we said yes as our Health Service Manager thought we did due to our assisted living facility. He confirmed that we did not and I wanted to ensure that we provided the correct information. At the time of the call we thought we had them, after requested confirmation, we were told that there were none on site. I tried to state this on the notes. Things will happen and we will try to correct things as they come up. If we make a mistake, we will respond to it.

**22. When visitations commence, will we go right back into the scheduled visit times that are already posted?**

Yes, we will go back to normal if allowed to, but there could be alterations. Some changes may be required or encouraged per DOC Headquarters.

**23. Please tell us why camp has not had internet for two weeks? When will it be fixed?**

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The camps do have internet. One of the repeaters had failed last week and I have been told that was repaired yesterday. It then went down late yesterday, so they are coming back today. We are aware and we are working on it.

**24. In last week's notes, you repeatedly state that "CRCC is not in lockdown." if it is not spending 19 hours per day in one's cell, as is currently happening in medium custody, I don't know what is. You know as well as we do that this is a political ploy to say you're not doing something that you're actually doing, while doing NOTHING to attend to the psychological damage it is doing to your prisoners (and the increased risk you are running of them protesting en masse, which no amount of movies or corn hole is going to prevent). Please define exactly how and what (partial) lockdown is according to DOC.**

This is not accurate and they are not required to be in their cells for 19 hours. We had provided our rotation of dayroom use in the last meeting minutes notes. They have dayroom use, religious activities is going on as much as it can, etc. Lockdown is terminology. If it was a lockdown, those things would stop. Yes, there are some restrictions. This is not punishment; we are trying to protect the clientele. Captain Thompson stated that staff has been increased for recreation to open this up more for them during mainline. Superintendent Uttecht also added that this was why we implemented the grab and go lunch, was to increase outside time.

**25. Loved ones that have EARNED minimum custody and a transfer to camp report an email was sent to counselors on Monday that said transfers to camp are being suspended (after they were told late the previous week they were on the list to go, finally, many weeks late). Please describe why 1) there is no DOC policy posted describing changes in transfers for current prisoners that have earned them to lesser custody levels, 2) why CRCC notes from even last Friday are inconsistent on whether transfers are/would be suspended and who they would affect, 3) exactly what the policy that was shared with counselors is, who it affects, and how long it is expected to last, and 4) whether this policy is at CRCC only or if it is statewide.**

- 1) This was a decision made by HQ to reduce the amount of individuals at the camp during this time. We were not notified either until after we identified that some of the transfer orders were changed.
- 2) The information that we had as of last Friday meetings was that transports were not being cancelled.
- 3) CRCC was not given any direct information concerning this that I am aware of.

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4) This is not CRCC, CRCC does not dictate movement of the incarcerated. This has been a statewide direction to reduce the amount of individual's at all minimum custody facilities.

**26. A staff member told prisoners that there is a confirmed positive COVID case currently in isolation. Once again, please confirm the number of tests that have been done, and all the results, and why all prison staff except this one have dodged the question when asked if there are any positive prisoner cases.**

We currently have NO confirmed COVID cases amongst the population at CRCC. We have completed ten (10) tests, eight (8) negative and two (2) pending.

**27. The information about a recent prisoner death is different on different sets of call notes. Please confirm again whether they were 1) sick with respiratory symptoms, and 2) whether or not they were tested for COVID, and if so 3) whether that test was positive or is still pending.**

We will not release information concerning the individual that passed away. However, as told at the last meeting this death was not related to COVID 19.

**28. Michelle said to ask to see the Pandemic Plan through "public disclosure," however last week Jeff said it is not a public document. What is that process, and who do we ask?**

Yes, you can submit a Public Disclosure request for the Pandemic plan.

**29. A) How is CRCC medical staff working with the Benton-Franklin health department to share information about COVID, B) acquire additional tests beyond the 50 you started with (which is wholly inadequate for a population of 2,500 where there is already a positive staff case) and C) to put plans in place for when, how, and where to evacuate very sick prisoners to local hospitals? If we cannot get easy access to CRCC's pandemic plan, you'll need to provide us with these kinds of details so we know how you'll provide our loved ones with adequate medical attention.**

We are not currently working with Benton-Franklin County Health Department. Because we are a state operation we receive our test from state resources- not the county. Benton – Franklin county resources need to be utilized by the Benton Franklin county community.

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- 30. A) When will you be testing the hot water temperature in the cell sinks—not at the source, at the showers, or anywhere else? We’re very tired of getting the run around on this issue (as you well know, the example Unit is C, but it surely affects all the units). If you will not do so, or if such a test reveals that prisoners actually have inadequate access to clean their hands with soap and actual hot water, B) when will you be allowing prisoners access to hand sanitizer? (which has never been prohibited by DOC documents during the pandemic if it is used under staff supervision)**

The question concerning the water temperature has been answered, please refer to the last meeting minutes. We have just received the equipment for this that was manufactured by CI and will be installed as soon as we can. We have received sanitizer to place in strategic areas so they will have access and that is being worked on right now. We made a PPE device to hold very large bottles of sanitizer that are being placed today. This will provide more access to hand sanitizer to the incarcerated.

- 31. The new PPE guidelines for staff (April 14) state that guards conducting pat searches of quarantined prisoners must be wearing a surgical mask, gloves, and gown. Since staff have become combative with prisoners in the past few weeks when asked why they were still conducting random pat searches, and why they were not wearing gloves/not changing gloves when touching multiple prisoners in the general population, please tell us 1) whether your staff have been properly instructed on the PPE standards for quarantined prisoners, 2) whether there have been reductions or cessation of pat searches ordered given the high risk of this activity in these circumstances (especially when they are randomly conducted without a specific violation suspected), and 3) if they will still be conducted, what the new protocol for PPE will be for pat searches among the general population.**

Yes, staff have a PPE matrix that is being used.

- 32. Please describe in detail how long, where, and how the 70+ prisoners from King County that came into CRCC general population approximately 2 weeks ago were**

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**screened, tested, and quarantined so we know our loved ones are safe from a huge influx of new folks from an area with the highest infection rate in the state.**

We currently have no violators housed at CRCC. The transport that came in was from WCC. Every individual transported in this state are asked the screening questions and temperature taken prior leaving their facility and upon arrival to a different facility.

*In order to allow for live questions, it was decided to answer questions 33-35 on paper to be distributed when the notes go out to the Council.*

**33. If someone tests positive, will they be released or kept in isolation?**

If they test positive for COVID-19 they will remain in isolation. They will remain in medical isolation until they have been asymptomatic for fourteen (14) days.

**34. We are talking about 50 people per prison on average, how will that help reduce the population? That will not even make a dent!**

Thank you for your comment. Please refer to the DOC COVID-19 webpage at <https://doc.wa.gov/news/covid-19.htm> for additional information concerning releases.

**35. The mailroom rejected the entire DOC declaration sent out by Julie Martin citing it has inmate names on it and it is 3<sup>rd</sup> party correspondence. It only has one person's name on the first page, which was removed. Please provide clarification on why that kind of document would be rejected. I am just trying to keep my husband informed.**

Waiting on response from Sgt. Turner

**Open Questions Posed During the Call**

**1. After showers are taken, are porters going in to clean after them?**

Yes, they should be spraying them down, and also every 30 minutes. Isolation is cleaned after each use and many men chose to clean before and after their personal shower also.

**2. We understand that there are two kiosks for two JPays, but only one for video?**

Yes, this is because of the available bandwidth at the facility.

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**Response: Well one kiosk isn't even working because the screen goes blank and there is no sound.**

Where?

**Response: G Unit. Kiosk number is 006.**

I was just going to ask for that information. Thank you. We will look into this issue.

**3. When staff enter the facility they are being screened just not tested?**

Yes, all are screened and temperature taken daily when arriving to work. They all have PPE, are practicing social distancing and following protocols.

Michelle Duncan, Associate Superintendent:

I would like to clarify that face mask and face coverings are different. All staff are required to wear a face covering when inside the facility. Face masks (such as N95) are based on the post of that correctional worker. Also, I would like to apologize for duplicate emails about the call today. I got lots of "failure to deliver" messages. If the council members could please send me or Kate Jansen your most current email addresses that would be extremely helpful. It may be that part of the security of the facility, but I want everything to get out to everyone. Thank you everyone for being on the call.