

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: Stafford Creek Corrections Center

Date and Time: 12-9-20 3:00-4:00pm

Attendees

- SCCC Staff – Associate Penrose, ICP & CPM Bohon, IT – K. Bradley, CPPC B. Mansford, AA3 K. Tatro, Sec. Sen. Myers
- Other DOC Staff – Deputy Director Cotton, Family Services – C. Melhuish, DOC Communication – P. Perkinson, OCO – J. Carns, M. Gyde & Q. Turner
- LFC Officers – State Rep - S. Cooksey, Co-Chair - M. Fry, Secretary – V. Lewis
- Family members – D. Sifres, E. Broussard, J. Revay, L. Taylor, B. Duschene, T. Miller, J. Griggs, D. Webb-Cristelli, K. Kaiser, S. Acker, T. Young, S. Ice, J. Dameron, J. Triggs, H. Dockery, E. McKinnon, D. Hunter, H. Heard, V. Westman, C. Carl

Weekly Update

- II (incarcerated individuals) Testing numbers – For current count, please refer to the website. It is updated Monday through Friday at 3:00pm. Today H2 unit was tested and H1 previously, 193 kitchen workers tested awaiting results. On Monday, 12-14, mass testing of the population will begin so that all incarcerated individuals are tested. After the initial test, a second test will be taken 48 hours after. When results are in, the incarcerated individuals will be separated and housed appropriately per testing data.
- 12-8-20 H2 incident overview – We believe that things got out of hand in the pod due to the II's being stressed from the false rumor that SCCC staff killed an II. Because of this false information, the II's in the pod were upset and refused to cell in and took over the pod. OCO staff came to the facility to investigate the rumor and spoke to the II in question, determining the rumor was false.
- Video visits – Video visits will be turned back on soon. We are working out final details with JPay. Video visits will be authorized for those II's on the sign up schedule and will not be stopped unless an emergent situation arises such as a lockdown.
- All II kitchen workers that may have had possible exposure have been removed from their jobs in Food Services and testing protocol is being performed on those individuals.

Questions for this week's meeting -

Question 1

Staff members chewing tobacco in the chow hall right by the I/I card scanner. As they remove their masks to spit, they are doing this within close proximity to the I/I's walking in with their food trays. This is a concern due to COVID-19 possibly being transmitted.

Answer

This is being addressed with staff.

Question 2

JPay Video visits – With lockdown, nobody knows if they can have them or not. Family members would like the process so they are aware as well as the population.

Answer

All JPay video visits are being reopened and will be turned back on soon. Details are being worked out with JPay and the facility at this time.

Question 3

Covid outbreak – This is a huge concern as well as the bathroom breaks, lack of microwaves available to heat up food, cold food and showers.

Answer

During H2 incident yesterday, there was a reduction in bathroom breaks until the incident was contained. After containment, In-unit movement schedule has been developed allowing II's 45 minutes daily for shower, dayroom, phone, kiosk, ice machine/microwave and laundry.

Question 4

Please provide status update on all units to include report out of where each unit is at along with shower protocol, mail, property being taken, testing and turnaround time for results.

Answer

We have extra staff on duty to get property back to the individuals that tested positive and are now residing in H1. All units have cohorts for access to phones, showers and dayroom, they also can use the restrooms during non-cohort times. Yesterday caused a major reduction of accesses and we apologize for the inconvenience this caused. As H1 is designated as SCCC's Covid Positive Unit, protocol differs in that dayroom will be open as normal to the II's per Offender Handbook.

Question 5

Please provide information on protocol for "dayroom pass" regarding dayroom use, showers, phones and JPay. Video visits are also of concern to include information on protocol for time slots & rescheduling, along with sanitization efforts.

Answer

As of today, we have changed the process for video visits, we will have video visits for I/I's even if their cohort is not in the dayroom during that time. We have communicated with the incarcerated population that they will be responsible for maintaining social distancing. The video visits scheduled during routine dayroom closures such as mainline, issue or medical checks will be allowed to remain on the video, however, during emergencies where there is a direct need to isolate the area, staff retain the right to end the visit.

Questions from last week's meeting –

Question 1

Fundraiser was planned and money was removed from I/I's accounts. Will this still happen and will monies be put back into their accounts?

Answer

REC Mgr. Graves sent a kiosk announcement to the population on 12/3/20 that the Shine from Inside Holiday Fundraiser has been postponed. Future date has not been determined. All will be notified when this is rescheduled. All monies taken from I/I's accounts will be returned.

Question 2

Since population is getting lunch boats on Tuesday, Thursday, Saturday and Sunday with peanut butter, would it be possible to change one of those boats to a breakfast boat so that it will have meat with the peanut butter?

A: This request has been forwarded to the Food Services Manager.

Answer

Boats will be built at Clallam Bay Corrections Center and begin being delivered to SCCC as soon as Wednesday the 16th. This will assist in having a better quality of food and also a more timely delivery since local staff will not have to assemble the boats.

Participant Questions -

Question 1

Per D. Webb-Cristelli, this must not apply to all units. My son hasn't had a shower for several days.

Answer

All housing units have a co-hort schedule and the I/I's have been provided with this schedule to refer to. H1 differs as this is SCCC's COVID positive unit and it is being managed close to normal operations due to the positives not having to be co-horted as they cannot catch what they already have.

Question 2

Per D. Sifres, what is the protocol for the population to eat their meals during lockdown?

Answer

During modified movement by unit cohort schedule, food is brought to the front of the housing units for staff pick up. Staff direct I/I's one cell at a time to pick up the food and take it back to their cell to be eaten. H5 is on quarantine as well

Question 3

Per E. Broussard, why is it that the I/I's in the COVID positive unit, H1, can move around freely while the other units are locked in their cell all day?

Answer

H1 continues to be the designated COVID positive unit; therefore, all I/I's are being treated as positive and follow the cohort schedule for that unit. We are cohorting those individuals that are unknown until we have testing results. Next week when SCCC completes the mass incarcerated testing and results are in, we will move those individuals that test positive into H1 accordingly. Small cohorted groups will keep exposure minimized.

Question 4

Per E. Broussard, since incident in H2 there has been no WiFi for over 24 hours, no phones and no JPay. When will these be operational?

Answer

The WiFi is being worked on and it is back up in some areas of the prison. Video visits will be turned back on soon and final details are being worked out with JPay at this time.

Question 5

Per K. Wilks, please provide clarification on the II testing protocol so that the families are aware of what to expect.

Answer

Serial testing for the population will begin Monday, December 14th. The II's will receive their initial/1st test and will receive a 2nd test 48 hours after. All II's will continue to be serial tested weekly until their pod/unit receive 2 double negative tests. Those individuals that test positive will be moved to H1. We will continue to add positive units as necessary. We have opened alternate living areas, one is full currently and that is the gym, the next alternate living area will be in the visitation room. These areas are for positive individuals until we have cells open up for them to move back into when we get further through this pandemic.

Question 6

Per J. Revay, why is SCCC waiting until Monday to begin the serial testing of the II's?

Answer

We are waiting on supplies and training.

Question 7

Per J. Revay, so the II's only have 45 minutes to shower, use the phone, microwave and get ice/water? Since these are dry cells, the II's will need access to the restrooms and for getting water/ice. Forty five minutes is not very much time to get all of these things done. The food is coming to the units cold, so in order to heat it up, the microwaves will be getting a lot of usage and the II's may not have enough time to do everything.

Answer

We are being told that the hot meals and boats are being delivered to the units immediately from the kitchen and staff are doing their best to get the meals to the pods in a timely fashion.

Question 8

Per M. Fry, I am very happy for the mass testing due to the multiple positives in H5 and am thankful that the holiday packages were delivered. Unfortunately, I am getting complaints from the family members that the food is cold when it arrives to the II's in the units. Can this be looked into please?

Answer

I will look into this and provide information during next week's meeting. We are doing our best to feed the population in a timely manner and appreciate your communication so that we know what areas need to be reviewed and improved upon.

Question 9

Per V. Westman, How often are the II's receiving their 45 minute breaks?

Answer

Once a day.

Question 10

Per V. Westman, If our loved ones are not given frequent bathroom breaks and access to water/ice, there is the potential for bladder and kidney infections to develop. This especially affects older folks and those loved ones that have medical issues. Can this please be reviewed by pertinent staff so that additional medical issues don't develop?

Answer

Yes, we will review this with our medical team and discuss what options could be put into place.

Question 11

Per J. Dameron, now that COVID is inside the facility, is there some sort of protocol that includes antibodies?

Answer

I am unable to answer this as I am not medical staff. This would require information from the CDC and Health Services to answer.

Question 12

Per J. Dameron, what measures do you have in place for the mental health of our loved ones?

Answer

Mental health staff are providing MH checks with our population; the II's can request a visit from Mental Health as well.

Question 13

Per B. Duschene, the families were hearing word of kitchen staff with signs of COVID and the population telling us that "COVID will be here soon." We are concerned over the screening measures and why mapping didn't begin sooner?

Answer

Staff have to enter the screening station and pass the requirements before being allowed entrance inside the facility. In saying this, this is only as good as the questions are answered by staff and there is no temperature detected from our machine to include no outward signs of illness. We are following all directives per the CDC, DOH and EOC guidelines. We have to trust that staff be honest and call in if they are experiencing symptoms or are unable to pass the testing questions. In addition, staff do receive education from the Department per CDC and DOH guidelines so they are informed of agency expectations. Regular communication with staff is sent via email or memos per the Department's directive to keep staff updated on additional guidelines being put into place.

Question 14

Per B. Duschene, is there some type of COVID relief payment for staff so they can take the time off when they are sick and cannot work?

Answer

All leave requests for staff experiencing symptoms or that are mapped out due to possible exposure follow a screening protocol by the Department. The staff member will work with their assigned Supervisor and HQ COVID-19 payroll to determine what can be used by the staff member as sick leave or COVID/Administrative leave. Earlier this year, the Department provided a designated amount of hours for this specific purpose for each DOC staff member.

Question 15

Per B. Duschene, as staff are required to wear surgical masks, will our loved ones be provided with these as well?

Answer

Yes, each II will receive a new surgical mask daily.

Question 16

Per B. Duschene, for our diabetic loved ones, can they have additional time to walk in the pod during the day and night? This helps with regulating their blood sugars.

Answer

I will share this request with the Captain to see if the 45 minutes out of cell can be lengthened to 1 hour.

Question 17

Per H. Heard, has notice gone out to the units that during video visits, that individual is the only one out?

Answer

Yes, unit staff are informed.

Question 18

Per C. Carl, what is the protocol for G unit laundry and will there be store? What about property being given back to the population after unit moves?

Answer

Yes, commissary is being conducted and laundry should be back on schedule. We now have a 4 man crew in H1 to issue property. All property is being issued back today with a few finished up tomorrow. Many folks have been separated from most of their property due to being moved, please be patient.

Question 19

Per E. McKinnon, can our loved ones do updates to JPay and have the video visits?

Answer

We have 2 kiosks side by side, but the population stated they would rather have the ability to speak to their loved ones and were willing to give up that access to have the visits instead.

Question 20

Per E. McKinnon, what has SCCC put into place regarding mental health checks for staff? This is important as your staff work with our loved ones and if staff are mentally exhausted, this could cause issues with our loved ones.

Answer

DOC provides for all staff members and their ability to seek assistance with their mental health. We have a staff psychologist that can be contacted as well as CISM members to speak to. Staff can also utilize EAP (Employee Assistance Program) if desired.

Question 21

Per E. McKinnon, is this mandatory for staff?

Answer

It is not; however your concerns will be forwarded.

Question 22

Per K. Kaiser, the only way we can visit with our loved ones is through JPay video visits. With this taken away, we have no visits at this time which is very stressful for the family members. The Video visit function in H2 still isn't working. Can this please be resolved so that we can have the video visits? **Additional family members commented that G and H1 have issues as well**

Answer

We will contact JPay to get this fixed. Thank you all for letting us know.

Question 23

Per T. Miller, what ventilation interventions have been done for reduction of spread of COVID virus?

Answer

We have been working on the air flow to the units and HEPA filters have been installed in our ventilation system. We also have oxygen available to individuals who need it.

Question 24

Per T. Miller, do you have extra fans to assist with the air flow?

Answer

No, it was not recommended that we do this. **Per CPM Bohon, we have 2 sources of air: 1) recycled air inside the filters which is what we are doing and 2) fresh air from the outside. If the outside air is used, this would significantly decrease the temperature of the air so that it would be unbearable for the population. The system is limited to its current capacity. Per Associate Penrose, this will be looked into with an update forthcoming.

Question 25

Per S. Ice (new LFC member) – I am new to the LFC and have questions about the JPay video visits. With the Video visits cancelled, will the appointments be the same or will they need to be rescheduled?

Answer

Per CPM Bohon, I will check in with JPay and send out a notice to the population with their video visit scheduling protocol. I will send the information from JPay to the LFC as well.

Question 26

WA Notify was sent out to state personnel per Governor Inslee's office as a method of communication for COVID exposures that would remain anonymous. Are staff mandated to use this service?

Answer

This information was shared with staff today. It is recommended for work phones and is optional for personal phones. There is a small amount of staff that have work phones provided to them, we cannot mandate this expectation.

Question 27

Per D. Webb-Cristelli, my son has not been allowed to shower for several days with no access to clothing or supplies. This has been going on for days and needs to be rectified.

Answer

I will address this matter after I finish up the teleconference today. Thank you for bringing this to our attention.

Question 28

Per D. Webb-Cristelli, can we please have an update on each unit to include a report out on shower protocol, mail, property, testing and turnaround time for results?

Answer

Yes, I will collect that information and present the results during next week's LFC teleconference.

Question 29

Per D. Webb-Cristelli, do staff receive COVID training for II's with fever/delirium?

Answer

Staff are trained on baseline behavior. Nursing staff are making rounds for those II's in quarantine and I believe we have enough staff trained and available to recognize an issue so that it can be assessed.

Question 30

Per B. Duschene, can JPay emails be addressed over the weekends?

Answer

JPay screening is done the same to include "hot words" but the entire message has to be examined to make certain. At times we screen faster if more staff are available. There have not been any changes to the screening process and delays can be expected dependent upon if staff are screened out/unavailable. Typically it takes 4-5 days. **CPM Bohon will ask JPay about possibly streamlining messages from last week. Short messages would help our incarcerated with their anxiety as it is important to check in with your loved ones**

**Per C. Melhuish, Family Services Division – For all 12 facilities, we have 30,000 pending messages to screen with a large amount of staff being mapped out. Regarding SCCC numbers, just since the 7th numbers have gone up significantly as the COVID positives increased. We are doing our best to get caught up; a lot of pictures are pending as well. Even though these numbers are being increased, they are still being screened to the best of our ability.

Suggestions

Per S. Cooksey, I have a few suggestions that I'd like to share from the family members. 1) Cold food – I am receiving reports that the hot meals being portioned out for the population are not being handled with care and are cold when arriving to the II's to be consumed. It would be appreciated if more attention by staff could be made when preparing the meals for our loved ones. 2) If cohorts could be 6 cells instead of 4, the II's would have more time out of their cells. Can this be considered please? 3) Can 3 more minutes be added to the 45 minutes allowed out of cell?

Per Associate Penrose – I understand your concerns and we will do our best to accommodate. We will send a request to the Captain regarding the possibility of changes to the cohort schedules, as well as consideration for II's to be out of cell for 1 hour versus the 45 minutes currently allotted.

Additional discussion

Dayroom pass – The dayroom pass is a unit identifier to distinguish what II's are approved for In-unit movement. The II's are informed that it is their In-Unit movement time; each II will wait in their assigned cell for notification.

Staff being exhausted – With all the C/O's working double shifts, this takes a lot out of folks. We are wondering if staff are just exhausted and contributing to the issues taking place?

Per Associate Penrose – I appreciate all of your comments and concerns and agree that we need to stay on top of this as in the beginning we should have been more focused and especially now that it is being brought to our attention. We understand that your loved ones are affected if staff are exhausted and can't be on top of everything. We will continue to strive for improvement as we are able with such a reduced staffing level and be vigilant about reducing COVID exposure as much as possible now that it is inside the facility.

Comments/Closing – I would like to thank everyone for your valuable input; this helps us as a facility to know what to look at and adjust. Next week I will make sure to provide status updates of all housing units and will do our best to address those questions being funneled through Susan Cooksey, our LFC State Rep. Thank you for attending our meetings and stay safe until we meet again next week.