

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: Stafford Creek Corrections Center

Date and Time: June 16, 2021 3:00pm

Attendees

- SCCC Staff – Supt. Haynes, Associate Penrose, CPM Bohon, FSM Attard, RN4 Lynch, IT5 Bradley, AA3 K. Tatro, CPM Secretary D. Myers
- Other DOC staff – M. Eby for C. Melhuish, Family Services; HQ - Paige Perkinson & Monica Ritter; OCO – M. Gyde
- LFC Officers: State Rep Susan Cooksey; Co-Chair Miriam Fry
- Family members – J. Revay, S. Wade, Kat & D. Kaiser, A. Ivanov, J. Champion, B. Duschene

Weekly Updates:

1. **GTL update** – Effective 6-13-21 GTL has updated the free calling program as follows: All II's will be provided 20 minutes of free call time every week. These 20 minutes can be used for one 20-minute call or for multiple, shorter calls. Minutes refresh up to 20 minutes every Sunday morning. Unused minutes do not roll over. This information was posted via kiosk to the population on 6-11-21 by Programs Dept. at HQ.
2. **JPay update** – Jpay/Securus Rep was at the facility on 6-15 and made repairs in H3 and H6 to the kiosks.
3. **4th of July festivities** – Recreation will be doing their annual 4th of July Iron Man, horseshoe and pickleball competitions in the baseball yard. Horseshoe and pickleball teams will compare against teams from their cohort.
There will be a special menu offered on the 4th of July to the population that will include the following: Fruit, lettuce/tomato/onion/pickle, baked beans, burger patties, sliced cheese, hamburger bun, condiments, macaroni salad and apple crisp with ice cream.
4. **Hot grab & go meals** – We will be going online on June 27th with three (3) hot grab & go breakfast, lunch & dinner meals. No lunch boats will be given out. ****A memo was sent out by IC Van Ogle on 6/16/21 for posting to the population with details of this process using the cohort system****

Question for this week's meeting

Question 1

Per Susan Cooksey - I understand that all 3 vacant Comcast channels have been filled, but one of them is some sort of a financial channel. Would you ask Mr. Van Ogle if that one could be exchanged for the BBC channel? That one has programming that is much more interesting to the II's (and probably more relevant).

Answer

Per Associate Van Ogle – BBC was not offered as a channel to plug into the vacancy. The only other three (3) options were: 1) Shopping Network; 2) A jewels and gym shopping network and 3) CSPAN 2. We went with the most entertaining options offered by Comcast.

Participant Questions –

Comment from Jeannette Revay – I just want to say thank you for the visits that we are having. They're wonderful and I appreciate it very much.

Comment from Miriam Fry – The 4th of July plan sounds wonderful. Thank you; it is much appreciated.

Comment from Susan Cooksey – The 4th of July celebration of games and food sounds great; thank you. And getting back to hot meals is wonderful as well.

Question 1

Per Bethany Duschene – As far as Medical goes, are there any new policy changes? I have heard through other families that some of the facilities have implemented some new policies that are specifically to do with diabetics, which are causing some great concern. Is this a facility thing or will it be coming to Stafford and how do we get ahead of that if it does?

Answer

Per RN 4 Lynch – I am the Nursing Manager here at SCCC. Did you hear anything specific?

Per Bethany Duschene – At CRCC, if your blood sugar's over 200, they'll give you your insulin. For Type 1 Diabetics this is not a safe thing especially when our loved ones have not been getting proper nutrition for the last 1 ½ years or getting proper other things along with that. So, this is very dangerous and concerning. I want to know if this is something we need to start or if this is just their thing.

Per RN4 Lynch – We are doing insulin line three (3) times per day and the guys are checking their blood sugar three (3) times per day, so nothing has changed there.

Per Bethany Duschene – So with the hot meals coming back, will that mean they should be able to get some substitutions and stuff like they were able to do before the pandemic?

Per RN4 Lynch – What type of substitutions are you asking about?

Per Bethany Duschene – I mean peanut butter and jelly on white bread every day for the last 1 ½ years. It seemed like they were able to get the things they knew they couldn't eat.

Per FSM Attard – When it comes to the diets, if they're put on a diabetic diet through Medical, it goes to the diet window and that diet is followed to the tee.

Per Bethany Duschene – That has been problematic for a lot of people because then they're not getting enough calories and stuff so it's better for them to go through the line, so it sounds like that's probably the answer.

Question 2

Per Susan Wade – The 4th of July picnic sounds awesome, but H2 has visitation that day. So how will that work for our loved ones because my visit is at 3:00pm? Will that be during BBQ time; will they be able to participate or do we have a plan for that?

Answer

Per Associate Penrose – Unfortunately I don't have a Recreation staff member on the call today, so I don't have an answer for you on this. I will check into this.

Per Susan Wade - Did you say you were doing this by cohort?

Per Associate Penrose – The food is going to be during the mainline feeding.

Question 3

Per Susan Wade – Melissa, you guys were hiring nurses for Stafford, right? Is there a shortage right now? Are you at full staffing for nurses right now?

Answer

Per RN4 Lynch – We do have a full staff, but we've limited some of the extra things that we had just for now. We do have a full staff of nurses here 24 hours a day, 7 days per week.

Question 4

Per Susan Wade – I have a question about the Tier Reps. Is that only for LFC phone calls? Do they get to ask questions for that COVID call when they meet with their CUS?

Answer

Per Associate Penrose – The Tier Reps have their regular monthly meetings with their CUS's and then we have our Quarterly Tier Rep meetings, which are back up next week. This is our first Quarterly Tier Rep meeting of the year. We have two (2) of them because we have two (2) cohorts, so we have to do the meeting twice. But they can talk about whatever they find is most important that is not a unit issue. The II's that put in the questions for our June 11th LFC meeting are LFC Unit Reps, not Tier Reps.

Question 5

Per Susan Wade – When I was reading the minutes, it does say something about the video visits going back to the half hour increments. In red it says, Denise pointed out that before COVID we used to allow 4 video visits per day in each pod and when we say pod, is that the unit?

Answer

Per Associate Penrose – Yes, the pod is the unit dayroom and currently allows for 11 visits per day in each pod.

Per Susan Wade – Do we know why there were only 4 There's so many now and we've been able to access that.

Per CPM Bohon – When we were doing 4, they weren't all being used. There are still some not being used now. There has not been 1 day where I've seen an entire hour filled with videos.

Per Susan Wade – It's weird when we go to schedule them, it says they're not available. So, I don't know if our visibility is matching yours.

Per Anna Ivanov - So you go to schedule a video visit and only 2 slots are available and other times are not available. So that means the right times are taken right?

Per Susan Wade – One would assume that but if they are not, where are they then?

Per Anna Ivanov - It could be people are scheduling and then cancelling. I can find out from JPay soon.

Question 6

Per Jeannette Revay – I had the same experience for video visits and have had to pay for it every time and we never do get the free one.

Answer

Per Susan Wade – Tonight I can send you the guy's email because I haven't been getting them either. He sent me a couple complimentary, so I'll send you that email.

Question 7

Per Anna Ivanov – I participated on a call yesterday and it is my understanding that Stafford Creek does not have enough phones. Is that true?

Answer

Per Associate Penrose – I know that some complain there are not enough. We have 6 phones in each dayroom and a designated legal phone.

Per Anna Ivanov – It is my understanding that SCCC requested 28 additional phones. But my question is that going to be enough? I'm asking this because it is a critical stage of the project where if this is identified now, it's going to be hard to get later in the new contract.

Per Associate Penrose – Mike Gleason our Intelligence Investigator was the person that was the point of contact for that. He is not on the line to comment.

Per Anna Ivanov – There's another part of the conversation that's happening at HQ is that if SCCC does not have enough phones, the expectation right now is to request these from GTL because if the contract goes into effect tomorrow, SCCC may not be on the list to get the updated technology and what not for another 8 months.

Per Superintendent Haynes – I know that we did request an extra 2 per pod and based on the information I received; it would be sufficient. I will follow up with Mr. Gleason and may request additional.

Per Anna Ivanov - Superintendent Haynes, can I email you the list of what other facilities requested because I think it will be interesting for you to compare the other facilities? And one more question about the phones, it is my understanding there is a dedicated booth for a legal phone. So, if people are waiting in line to use the phone after 9pm, but because that phone is dedicated for legal calls only and nobody is using it, nobody can use it right? Can there be access to the legal phones after 9pm and on weekends and holidays?

Per Superintendent Haynes – I haven't thought about it much, but it's something we can chat about.

Per Associate Penrose – This is something we'll need to discuss with Mr. Gleason.

Question 8

Per Anna Ivanov – My next question is about the channel lineup and it's my understanding the person who handles this isn't on the call today. Is it possible to release the channel lineup so we can see (in the spirit of transparency) what channels are available and probably less than we thought? The IIBF now has enough funds to improve on this and I'd like to do something proactive as the new fiscal year is beginning July 1. So, this means the funds are available and there should be some option to go to a

different channel package or maybe add those additional channels people want for an extra cost. So, if Comcast is going to offer it, we pay for it. Is this something you guys can do proactively?

Answer

Per Associate Penrose – I will have Associate Van Ogle contact you and send the channel lineup and let you know where he is at on this.

Per Anna Ivanov – I just want you to know that when I was at WSP, I personally negotiated for extra channels. So, I do have experience working with these companies and knowing what Comcast offers would greatly help my understanding of SCCC's TV package. Especially when people are complaining and not happy with channels being taken away; I'm just trying to see what is available to help keep the incarcerated happy and occupied. I would love to do the work that needs to be done. If you could Gina put me in contact with that person, that would be great. Thank you.

Comment from Susan Wade – I can send the JPay contact information to you and to insert it into the notes.

****JPay info from Susan Wade:**

Lyon Dhanukdharrisingh – ldhanukd@jpay.com lyon.dhanukdharrisingh@aventiv.com

Natasha Samuels – nsamuels@jpay.com Natasha.samuels@aventiv.com

Natasha.samuels@securustechnologies.com Lonnie Heffernan – lheffernan@securustechnologies.com

**

Comments/Closing – We have taken the notes the best we can and hopefully won't miss anything. We will pass along the conversations about the phones and TV channels to those staff members to move forward. Have a great day and thanks so much for tuning in. I'm happy to say there's no true COVID news, so everyone stay safe and we'll talk again in 2 weeks.