

COVID-19 Informational Call Notes

Call Details

Facility: Stafford Creek Corrections Center

Date and Time: 11/16/2022 3:00 P.M.

Attendees

- DOC: ASP G. Penrose, AA A. Carlson, FMS R. Attard, CS E. Meade, CS M. Ritter, RN M. Lynch, CPM S. Baltzell, CPM R. Schreiber, Senior Sec. A. Clift, HCM S. Evans, Senior Admin P. Perkinson, Superintendent J. Bennett, FM M. Williams, ASO D. Van Ogle, CPPC B. Mansford, HCM T. Johnson, AA K. Shaw, FVSM D. Taylor, Captain R. Rubalcaba
- LFC Officers: State Rep Vacant; Co-Chair Diane Sifres, Secretary Vacant
- Family members – Jeanette Revay, Annie Trepanier, Tammey Bertrand, Anna Ivanov, Bea, Shawnte Holmes-Davenport, Joanne Todd, Sarah Leon, Julie Carleson, Julie, Aja McKnight, Unidentified Individuals

Weekly Updates:

COVID:

135 for total outbreak cases, 135 covid recovered. 12/1 is the tentative date for outbreak status to change.

Alternative Clinic:

IT has run all cables and line. 1 more test to do to get alternative clinic up and running. Facility is working on getting gym cleared out and running

Visitation:

Visit room heating issues has been addressed and should be comfortable Friday

TB

No updates, no new news. Numbers are usually given to us the 1st week of the month.

Round table

Q: 21 days with H3...why was it extended another 9 days?

A: H3 went on limited area outbreak Wednesday 11/2.

Q: Why are we still doing the 21 days? It was understood during the outbreak situation but per the new memo it doesn't make sense.

A: It goes by the last contact with the positive. I (Schreiber) cannot give you a definitive answer on why they do the 20 days and coming off on 21.

Q: Is there a way to let people know to layer if it's cold in the visit room. Maybe wear gloves. Even the Individuals were cold due to this issue. What caused this? What is broken and when can we expect it to be fixed?

A: Layering and gloves are not part of visit guidelines and expectations. We have figured out the issue...The thermostat is set it at 70 during the summer and no one had turned it up when the cold weather came in. Nothing was broken and the issue has been taken care of. All should be comfortable for visitation this weekend.

Q: A religious event has been canceled due to the outbreak status and I am wondering why because you said the only thing that would change is PPE requirements.

A: It was canceled due to the facility wide outbreak. It is stated that any events would be postponed when on a facility wide outbreak.

Q: Where is the 21 days in safe start. On the notes it states page 21 but that page doesn't contain the information.

**There was much conversation with many participants for this question. No definite answer was given by DOC.

Q: What is our cluster status?

A: We have no clusters at this time. The previous clusters have cleared. We do have positive staff but not all in the same area.

Q: How many positive staff?

A: We currently have 7 active.

Q: Are we on limited outbreak status right now?

A: We are in a facility outbreak status due to us having 2 or more areas in limited area outbreak.

Q: EFVs are going and functioning?

A: Yes, all 4 are running and available

Q: visiting is still going forward with testing, masks, and no vending machines?

A: Yes

Q: Vending machine situation

A: We are waiting for version 34 but if we come off any type of outbreak status we will be able to open them

Q: Soonest we could come out of outbreak status

A: 12/01/2022

Q: Page 3 of quarantine removal plan. Are we still testing for dental?

A: Yes, dental, transports, and downtown medical

Q: In the past a visitor could leave to have lunch and come back. Can we leave and come back for visiting? Some visit for long hours and it's hard to go without food and just a bottle of water when the vending machines are closed

Statement: Safe start says visitors can leave and come back when vending machines are closed. Can we please have this accommodated.

A: Yes, visitors can leave to have lunch and then come back. Confirmed by Schreiber

Statement: Penrose and Schreiber...please make sure McGinnis gets that lunch and visitation information

Statement:

Raincoats. Headquarters has been contacted and they are going to be sending a price list for the raincoat accommodation. I requested a higher quality raincoat than the clear ones that are currently available. It was also inquired about having these better-quality raincoats be part of issued clothing for those here on the west coast due to the weather we have.

Q: Where are we on version 34?

A: We are still waiting

Q: Status of indoor gym

A: They are in the process of getting things cleaned up and making it a gym again

Q: Securus phones. Who is responsible in DOC for this? Who do we contact? Back in the day we have asked for more phones, have they given more phones yet?

A: Unsure who the direct contact is. IT has been helping them with hardware. I don't have a perfect person. SCCC's Liaison is Kerri McGarrah. As far as phones go, everyone will be receiving a tablet from Securus and they can make phone calls from those.

Statements:

When the vendors come to the facility, they need to have a direct facility contact. Someone who will be making sure they will be doing what they signed up for. Phone calls on the tablets sound terrible! If they signed up to provide physical phones, then

they should provide them. DOC is lacking in vendor management and there is no one to lay down the law in regards.

Bennet: Secretary McGarrah is going to help with some things but in relation to the actual movement it will be a project manager who is assigned to this process. Some Securus information has been updated on the site (link posted in chat). No major project is completed without hiccups, we are working on this and apologize on the problems we are running into.

Q: Per new memo. It does not specify any time frame on clearing?

A: Yes, we are going off the memo.

Q: Can we have Kerri M's email. For logistic questions for Securus.

A: kerri.mcgarrah@doc1.wa.gov

Q: Can we get our money back from the other system since we were switched to secures

A: I understand everyone has questions about the phones. However, this is a COVID call please keep questions in relation to COVID

Statement: LFC has requested to have Securus to their December Agenda

*Follow up: A LFC member called GTL and asked about refunds. They were told that they could refund the money back to the family but if the Individual had an account set up to call (whoever), they wouldn't release that money to the family because it now belonged to the Individual. They wouldn't release the Individual's money until he (or she) is released. GTL Customer Service: (877) 650-4249

Q: Can we get pictures taken next Monday without the mask? You stated you would look into it since it was our wedding day.

A: We are still working on that. Schreiber will be contacting family member.

Q: 21 days...Did we find the information on that

A: Shawnte put that into the chat. We will be going off the memo

Per the "DOC Covid-19 quarantine removal plan"

OUTBREAK STATUS:

29. DOC outbreak definition will remain the same for now, new definition will come out on the next version

34 COVID19 guideline.

a. Outbreak status will no longer trigger quarantine or mass testing.

b. Outbreak status is to inform of higher risk of COVID19 transmission to the unit population and staff.

c. Outbreak status is to be posted in the sign at the unit entrance so that patients are aware of higher risk of COVID19, see above for details.

d. Outbreak status information in a unit might also be useful for patients and families planning on visitation schedules.

e. Outbreak status will no longer affect or prevent transfers, programming, gym, visitation, access to Dental or Medical care.

Q: What is the direct number someone can call in the morning if they are needing help with visitation?

A: 360-537-1800 Visitation hours are on idoc.

Statement: If you call the 1800 number and press 0 someone will answer the phone and find the answer for you regarding visitation.

Q: Since we are on outbreak status...do you still meet with the clinical team everyday?

A: We meet with them Monday-Friday

Statement: please ask them when they mean on page 6. 29 E. The quality of visits are being affected. Please get clarification

Q: Are we having a meeting next week?

A: Yes

Statement:

I was looking over the notes where it states page 21. That was 11/02 and there was a lot going on during that meeting. Please if you see a wrong page number reach out to me so I can get it fixed. These notes are posted and published and misinformation like a page number will only cause more confusion that we want to avoid – A. Carlson

Q: Why are we canceling religious events?

A: Events are affected when on a facility wide outbreak. We do know the Chaplain didn't want to cancel one but have others. We will be reaching out and looking into this more.

Comments/Closing –

Thank you all for coming. Remember these are covid calls and we need to stick to that topic the best we can. We will be having our next meeting Wednesday, 11/23 from 3:00-4:00 via Microsoft TEAMS.

SEE IMPORTANT INFORMATION ON ATTACHED PAGES:



NEW DIALING INSTRUCTIONS FOR ALL CALLS

Pickup a Securus phone and choose language "1" for English OR "2" for Spanish

Press "0" if you are trying to place a **Private, Non-Recorded Call** to an approved Private Number, like an attorney number.

- If the number has been approved as Private, you will then choose to make a Collect call or pay for this private call as a Debit call. The call will not be recorded and cannot be monitored.
- If the number has not been approved as Private, your call will not connect. You and the person you are trying to call will need to contact the agency to request approval to have their number marked Private.

Press "1" to place a **Collect, Non-Private Call**:

If you choose this option, **YOUR CALL WILL BE RECORDED AND MAY BE MONITORED. DO NOT CHOOSE THIS OPTION IF YOU ARE CALLING AN ATTORNEY.**

1. Enter your SECURUS PHONE PIN when prompted.
2. Follow prompts to place call (must have sufficient funds).

Press "2" to place a **Debit, Non-Private Call**:

If you choose this option, **YOUR CALL WILL BE RECORDED AND MAY BE MONITORED. DO NOT CHOOSE THIS OPTION IF YOU ARE CALLING AN ATTORNEY.**

1. Enter your SECURUS PHONE PIN when prompted.
2. Follow prompts to place call (must have sufficient funds).

(See note below on Debit Funds)

For PREA calls:

Press "1" for a **Collect Call** and dial the PREA phone number 800-586-9431.

Calling Notes:

- Calls may take up to 30 seconds to connect.
- All CALLS ARE SUBJECT TO RECORDING AND MONITORING unless Private Call Option "0" is selected to call an approved, Private number.
- You will receive 2 free Debit Calls every Saturday. To use your free call, select the option for a debit call. Free Call can be used for up to 20 mins of call time with no carryover of unused minutes.
- The first 25 numbers dialed will automatically create your PAN list.

Debit Funds:

Any remaining balance from your JPay® media account will transfer to your Securus Debit account. Your funds from the previous vendor "Global Tel Link" will not transfer to your Securus account. If there is a balance on your GTL account, please direct your family and friends to doc.wa.gov for more information.



SECURUS TECHNOLOGIES CALL SERVICES

There are two convenient prepaid account options for you and your family and friends.

Securus Debit is your personal account used to pay for phone time. It can also be used to pay for other Securus services if available at your location such as eMessaging and Securus Video Connect®. You can also use the funds in this account purchase Securus Tablet content such as music, movies and games.

Family and friends can also fund your debit account directly by selecting Securus Debit on-line at www.securustech.net or by using the Securus Mobile app.

AdvanceConnect™ is a prepaid account owned by the family and friends that they use to pay for your collect calls to phone numbers that they authorize.

To get started, your family and friends can:

- Go to www.securustech.net or download the Securus Mobile app to their smartphone to easily set up, add funds and manage their own AdvanceConnect account
- Call Securus Customer Care at (800-844-6591) for assistance

Once funds are available in the family and friends AdvanceConnect account or in your debit account, simply pick up the phone and follow the prompts:

- Select your language preference
- Press "0" to make a **Private, Non-Recorded Call** - *can be paid as a Collect or Debit call after number has been approved as Private*
- Press "1" to place a **Collect, Non-Private Call*** - *paid by F&F with their AdvanceConnect account*
- Press "2" to place a **Debit, Non-Private Call***
- Follow the voice prompts to complete your call (sufficient funds must be available to complete your call)

**YOUR CALL WILL BE RECORDED AND MAY BE MONITORED. DO NOT CHOOSE THIS OPTION IF YOU ARE CALLING AN ATTORNEY.*

TELL YOUR FAMILY AND FRIENDS TO OPEN A SECURUS ACCOUNT TODAY!

WA DOC

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