

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: WCC Shelton

Date and Time: 01/07/2021 1pm

Attendees

Dean Mason – Associate Superintendent-Programs
Justin Schlager – Corrections Program Manager
Jennifer Bullard – Community Partnership Program Coordinator
Penny Marquart – AA3 to Associate Dean Mason
Mike Eby – Community Correctional Specialist
Matthias Gyde – Assistant Ombuds
Domenica Campbell – Early Resolution Ombuds OCO
Paige Perkinson – Program Specialist
Norm Goodenhough – Health Services Manager
Danna Lundberg – Correctional Unit Supervisor-R6 G & H
Heidi Sheridan – Correctional Unit Supervisor-Evergreen Hall
Gerald Bailey – Correctional Unit Supervisor-Cedar Hall
Portia Linear – State Wide Representative
Kaishanna Saunders – Secretary
Jacki Racus – Co-Chair
Jasmine Bernardez
Candace Krueger
Dora Williams
Amy Grubaugh
Wendy Schindler
Emijah Smith
Helen Russell
Brittany Crawford

Weekly Update

- 200 Isolation
- 136 Active
- 797 Quarantine
- 39 Intake separation
- 639 Recovered
- 380 Pending Tests
- 114 Floor Sleepers
- 799 total cases

Ongoing Jpay issues

12/30/2020

Associate Superintendent Mason

I received word back from JPAY that they fixed the housing assignment issues and that the videos will now go to the proper kiosk. Please let us know if you continue to have problems with scheduling. Reminder that this option is not available to those individuals housed in Evergreen at this time.

Racus

Hello Mr. Mason,

I just talked to my husband and he is scheduled on kiosk #3 for his visits. Will Jpay send him an updated email letting him know it's fixed or do we just assume it will be correct and how does he know if it's kiosk #2 or #4? His first visit is tomorrow at 6pm and it shows kiosk #3.

Saunders

Thanks! So will the video visit that is already scheduled be converted to the correct kiosk on its own? How will we know?

Grubaugh

Just curious, when I scheduled my loved ones video visit for tomorrow, it did not say anything about what kiosk it would be on, did I do something incorrectly?

Associate Superintendent Mason

This is the response that I just received from our JPAY representative:

"I am unable to make the changes for the visits today. The customers will need to cancel the visits and reschedule it for another time. I have added a courtesy credit on these customer's account for the inconvenience."

The only names I had were for Grubaugh, Racus and Saunders. If this is the case for anyone else, please send me your information and I will ensure that JPAY makes the correction.

1/2/2021

Grubaugh

My visits are still going onto the wrong kiosk, are they still trying to fix it?

Racus

My husband just let me know the visit I scheduled for January 10th went to the wrong kiosk too. I was able to have a video visit yesterday on one of the correct kiosks in Cedar with him, so I'm not sure what's going on. It's incredibly odd that I was able to schedule a visit that went to the correct building and then have another go somewhere else. Hopefully we can get an answer Monday when everyone is back to work?

Grubaugh

We also were able to have one good visit, then I scheduled another one after that visit and it went to kiosk #6, which is not in Cedar Hall.

1/3/2021

Williams

My schedule video visit for tonight did not work and was schedule at the wrong Kiosk. Is this something I call Jpay about to reschedule?

Feed back

Grubaugh- some are going to the correct kiosk and some are still wrong. Audio is really bad.

Linear – there is a lag with the video, it doesn't start for about 10 mins in.

Racus- I haven't had a problem

Williams – Mine have been going to the wrong kiosk.

Associate Superintendent- Last week during our teleconference, I spoke about the receivers being sprayed and damaged. I'll ask Jpay if they can swap them out.

Pre-Submitted Questions

Question 1

Racus: Can we get an update on the hot water in Cedar Unit? The past couple of days they have not had hot water to shower or wash their hands with. This is especially concerning with COVID protocol and hand washing.

Answer; Associate Superintendent Mason – That was corrected on the 5th. They had a part they were not expecting to fix.

Question 2

Krueger: My husband moved from R6 to Evergreen and the cable doesn't work in several units.

Can you get this fixed ASAP, considering they do not receive yard time etc.

This would help with the morale of many of the guys

Answer: Associate Superintendent Mason – It will be working by the end of the weekend. There are parts that had to be ordered. Electronics department is short staffed.

Question 3

Monaghan: I would like to know why the people who continue to test negative are being quarantined still since 11/23 and moved everywhere. My husband has been tested 7 times and still negative along with a few others. Why not do the blood test and see if they have already had it back in February when some of them were sick. That way the testing can stop and they are able to get their jobs back and move on like the others. Right now they have been moved back over to R6 so they can be locked down in cells.

Krueger: Evergreen. There is no cable, no Wi-Fi, and no they are locked in the day room? What is going on, and why are they being punished?

Answer: Associate Superintendent Mason – We need the whole unit to test negative twice. We have out electrical working on this. They are shorthanded and there were some parts that needed to be ordered. This should be fixed by the weekend. No one is being punished.

Question 4

Racus: What is the status of the petitions being installed between the urinals and showers in Cedar Unit?

Answer: Associate Superintendent Mason- we have them here. We are short staffed and the priority is COVID

Question 5

Schindler: It has been difficult for R6 having to move to Evergreen to only discover much maintenance and repair needs to be done. My understanding is, the USB port/cable/jack to sync their tablets to the kiosk has a lot of wear and often does not work or works only after great persistence.

Answer: Associate Superintendent Mason – I will add it to the list to be fixed.

Question 6

Schindler: The JPay kiosk in R6 was in the dayroom and at Evergreen it is in the foyer and their access to the foyer was greatly decreased on their second day there. Is something being done to increase access?

Answer: Associate Superintendent Mason – We are keeping mingling to a minimum. We have Jpay working on coming up with some solutions for this.

Question 7

Schindler: Many shelves in the bathrooms are broken.

Answer: CUS Sheridan – I will submit a work order to have this fixed.

Question 8

Saunders: My husband has mentioned to me over the past two weeks that they are showering in Cold water. Is there any work being done to get the guys hot or even warm water? If so, how long will it take?

Answer: Associate Superintendent Mason – Work orders were submitted and this should be corrected now.

Question 9

Saunders: Last week it was brought up that GTL was making updates to their system or the phones in units but we still have been experiencing issues with the phone disconnecting in the middle of the call and phones still being shut off for hours at a time during the day.

Answer: Associate Superintendent Mason – We will look into it.

Question 10

Krueger: Can you clarify the message on the kiosk regarding if the offender is unable or can't work, they will be shipped out of the facility.

Answer: Associate Superintendent Mason- We did not send anything out. There were 4 memos regarding COVID and those that have recovered being moved to the R units.

Question 11

Krueger: Why are the guys from R6, which were told they were recovered and clear, moved to evergreen and are now being told they are not cleared? The guys from R6 should have the same privilege's (yard, smudging) as the guys in cedar. R6 were the first ones that were recovered and they keep getting punished.

The guys in R6 were moved to evergreen have been told they would be shipped out if they didn't work for CI and threatened to be placed in IMU or transfer if they didn't agree to move to evergreen on a temporary basis. They are now hearing that this move was in no way temporary. They have been placed on a tier that has known issues with the cable for over a year, now the staff and sgt on 3rd shift is telling them they can't have their video visits.

Related question - Saunders: It was mentioned that if an individual was/is eligible to be transferred to another facility (Camp) after DOC's transfer period expired on the 4th of January that the individual would be moved. Is there any truth to that or is the process the same as before where bed space will need to be available before being transferred out? Due to COVID I know a lot of procedures are being moved around, but what is the current process on this? Any updates are appreciated

Answer: Associate Superintendent Mason- We have gotten to the point where we can move out 3 cells at a time. Because of medical situations we had to move R6 to Evergreen and Evergreen to R6. R6 are wet cell and Evergreen and Cedar are dry cells. We can't have the whole tier out at one time. We still have 9 on quarantine in Evergreen that we don't have room in R6 to move them. The doors to the Day Rooms are still closed to keep the foyer secure. With COVID, we don't want people to mix. CPM Schlagel is working on 2 schedules, one for the foyer and one for the yard. As far as video visits, CPM Schlagel was out there today and is working on a schedule.

Question 12

Monaghan: Why were there 4 officers with no protection gear and 1 with no mask on R6 G&H tier at 6:59am on 1/7/2021. They were very loud, which has been proven way to spread the droplets which are known to spread the disease.

Answer: Associate Superintendent Mason – We will review videos and address it with staff.

Additional Questions

Question 1

Linear: It is my understanding that all of Cedar have tested positive and recovered. So why can't they mingle?

Answer: Associate Superintendent Mason - We make separations and we are running out of space. I know it's frustrating. We are doing all that we can to keep your loved ones safe and healthy.

Question 2

Linear: Are these decisions coming from DOC Headquarters?

Answer: Associate Superintendents Mason- We are a unified command. We meet with headquarters and we meet internally.

Question 3

Racus: I am confused, the guys are mixing, and they are going out to work and then coming back to the unit.

Answer: Associate Superintendent Mason – I know it's confusing. It can be for us also. We can't look at just one unit. We have to look at the facility as a whole. The next step, is out to Cedar and into Evergreen and then out to yard.

Question 4

Unknown: CDC guideline says that you can go back to work after 14 days. WCC it's been 8 weeks.

Answer: Associate Superintendent Mason – Everyone has to test negative twice. Its based on the group and the individual. The prison works different than the community.

Question 5

Linear: At the end of the day, DOC does what DOC does. I don't think DOC takes into consideration the stress that these restrictions have. I think DOC needs to put more effort into considering the impact of the stress.

Answer: Associate Superintendent Mason – I can't speak about what's happening at other facilities. I can speak about DOC as a whole. We talk constantly about the hardship and the restrictions. We are trying to balance things. These conversations happen daily.

Question 6

Russell: My son moved from Evergreen to R6. Do they get to call?

Answer: Associate Superintendent Mason- Yes, are trying to get people to the phones. Most of R6 can use the phones, but the access just isn't there.

Question 7

Krueger: Union Supply, the guys are getting messages that they are either out of stock or restricted.

Answer: Associate Superintendent Mason- They should message us.

Question 8

Racus: I was told that on offender was taken to a medical appointment and not officers were not wearing masks the whole time in the car.

Answer: Associate Superintendent Mason- Do you know who and where? Please talk to your loved one and get more information and we will look into it.

Question 9

Linear: I was told, Governor Inslee stopped transferring from jails to the prisons.

Answer: Associate Superintendent Mason – That ended on January 4th, we started transporting in from the Jail on Monday.

Question 10

Linear: Are camps taking any?

Answer: Associate Superintendent Mason – Not sure, that comes out of Headquarters.

Additional Answer: Program Specialist Perkinson – One of the camps had and outbreak. I don't think anyone is move to camps at the moment.

Question 11

Unknown: I hear people who can't work are being sent out.

Answer: Associate Superintendent Mason – We aren't penalizing anyone because they can't work.

Comments/Closing:

Next LFC COVID update Teleconference will be January 14th.

Next LFC Bi-monthly will be February 25th.