

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: WSP / Teleconference

Date and Time: 2/2/2021, 1:00PM

Attendees

- Associate Superintendent Steve Barker, Sgt. Rocky Beal, AA3 Carrie Meyer, SFC Rep Wendy Dubinsky, Hattie Wolf, Dean Dubinsky, OCO Caitlyn Roberts, Anna Ivanov, Steve Kugler, Loretta Pedersen, Carolyn Melhuish, Lonnie Roberts & Connie Hollis, Paige Perkinson, Stella Spracklin for OCO Caitlyn Roberts Adria McGhee; Tinisha Ferguson

Weekly Update

Please provide the most up-to-date stats:

The website numbers are accurate.

Units quarantined are:

Unit 6

Golf East

Fox East

IMUN being used as the Intake Separation as to stop anyone from bringing the COVID into the facility from another facility.

Submitted Questions

1. Do you have any comments in regards to Mr. Sinclair's resignation? (not exactly COVID related)
 - Not really. I have known Steve since before I started working here and in fact, he was in my office the week before he made the announcement. What many don't realize is that he is a visionary and started to transform the WaDOC into something different and his retirement was surprising to us because (in my opinion) he is leaving before that transformation is complete.
2. What are the current challenges you are dealing with facility-wide due to COVID in terms of logistics, resources, etc. at this time?
 - This is an enormous question. Every day there are challenges that we didn't have the day before that we have to navigate through. Obviously COVID is not something that we have dealt with in the past so there is not really a base line that we can operate from. The biggest challenge we have is in communicating the reasoning for courses of action. Most people do not comprehend the complexity of WSP and all of the moving pieces that have to align just to feed chow every day. So magnify that when you have a pandemic and still trying to run a prison. Logistically and from a resource allocation standpoint, there are not really any challenges any more.
3. Now that WSP's COVID rates are declining, is WSP leadership discussing lessons learned with leadership at other facilities that have not yet been affected by outbreaks?
 - Yes. DOC Leadership does a good job of doing after-action assessments. Those are something that takes place almost routinely now.

4. Are there any long-term effects or challenges WSP leadership is noticing in the wake of COVID quarantines and outbreaks? Ex> How are staff and prisoner morale as things ease up? Are there any noticeable or unexpected side effects on operations, other prisoner health and mental health issues, social tensions, etc.?
- This is actually a bit too soon to really tell. We have just started coming off of quarantine and isolation in several units and so we will not really know any long-term effects for some time.
 - As things start to ease up and we transition to more movement and programming starting to reopen we definitely see an increase in the morale of both staff and the population.
 - We have not seen reports of health or mental health issues that are out of the ordinary but I qualify that statement with the fact that I am not privy to health or mental health information on a daily basis.
 - Some things are still routine, such as visits downtown
 - Mental Health is on top of this, they are having regular appt's with Incarcerated Individuals

Other Questions

How are vaccines going?

- Vaccines for staffing are about done. In fact, we are finishing up most round 2's.
- We should be starting vaccines for the population this week. We have already given shots to the "at risk" incarcerated individuals.

Follow up on the comfort items: These items were ordered and are being boxed up by SPL and distributed. This began last week.

Last week Sgt. Beal had said that he would speak with Keith Deflitch at HQ regarding the difficulty we are having with the video visiting program and the Apple Mac books?

- I have given him the information, but have not yet received a response from him. I will continue to work on this.
- Please know that there are several things that have complicated our routines as well, that HQ and JPay are supposed to be working on.

"still" Are staff still supposed to be wearing surgical masks? There have been several reports that there are staff also wearing cloth masks.

- Yes! All staff are wearing the surgical masks but some are also wearing a cloth mask under/over that for either double protection or because they have reactions from the surgical masks. Also, there are many different colors of surgical masks around the institution so this report may be at least partially attributable to that.

Is there any more information on the stimulus checks/ cards? The 1st check money was taken out, will that be happening with the 2nd check?

- We don't know what the deductions will be if any.
- We are still waiting for the confirmation from the IRS on the distribution of cards for incarcerated with a release date prior to February 28th. They will most likely send checks for those releasing after that date or not at all.

An ongoing issue with JPay is that the Customer Service Dept. that resolves help tickets with the Incarcerated population does not actually answer the help ticket and seems to give the individual the run around and then closes the ticket. This is leaving the II very frustrated and leaves us with safety

concerns. For example, on a report that was given by JPay regarding help tickets that have been issued and resolved, one II (at Monroe) had filed a couple of help tickets and never received the assistance he needed. It was like the Customer service did not hear what he was trying to say, didn't care or didn't "listen" to the point he was trying to make. Anna explained that she had reached out to this individual to just explain that she heard what he was trying to say and understood because he was very frustrated and needed assurance. Carrie explained that WSP has a mailbox that was built for that reason.

- WSP is not trying to circumvent the JPay processes, but rather to be an outlet if the incarcerated individuals (I/I) are not able to understand the direction given by JPay or to assist JPay in understanding what it is that the II is looking to accomplish. This is also a great way for the II to reach out to us when the Wi-Fi is down or the kiosk is down or they are looking for assistance with a tablet or mail issues.
- Because JPay only gives the I/I one help ticket at a time, we are willing to follow up on a help ticket for the I/I, to avoid frustration.
- Some of the issues the I/I's report to us are WSP issues due to JPay not matching our CE Prison and this is something for video visits that we can assist with.
- We also feel that this is a good way for us to know what issues are going on or to make sure that JPay is holding up their end and following thru on help tickets previously filed.
- We are also able to educate the I/I thru this kiosk as well. Explaining to them to be thorough and descriptive in their help tickets and responses.
- It was discussed at a prior meeting that WSP staff should not be doing this. That by us doing this we are not able to properly track how many help tickets are done. We were told that this disrupts the system.