



**FAMILY/ COUNCIL MEETING MINUTES**

Location: AHCC Teams

Date: Friday, October 24<sup>th</sup>, 2025

Time: 10:30-12:00

Teleconference details:

<b>Meeting Attendees</b>
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Department/facility co-chair: Associate Jim Parker                      Family co-chair: Sandy Hickey

Facility/council secretary: McKenzie Thomas                      Family secretary: Gwen McIlveen

Members present: Ellen Hargrove, Bonnie Dixon, Birdie Hough, Sandy Hickey, Bill Hargrove, Bethany Clark, Gwen McIlveen

Non-council member attendees: **DOC/AHCC/OCO Staff present:** ASP Parker, CPM Watkins, HSM2 Stone, HSM1 Thomas, Heather Bates OCO, C/O Thorne, C/O Zmarlak, CC2 DeShazer, CPPC Catlow, AA3 Thomas

<b>Agenda</b>
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Topic	Discussion/Key Points	Next Steps
<p><b>Secretary Report &amp; Action Items</b></p>	<p>Fresh Market Update:</p> <ul style="list-style-type: none"> <li>• <b>Per Branch Manager Jeff Hemp:</b> There have been some changes that Empire Vending has been forced into to ensure we are in compliance with food laws and safety regulations. We brought in the FDA for a full inspection of our café and processes. After review we were notified that per regulations we are not allowed to offer some of the foods we have offered in the past, for example the pepperoni pizza. We no longer can have any meat products; this includes the biscuits and gravy that also sold very well. If the food was prepared in a facility that has a USDA inspector on site, they would be allowed, and we would need to pay that inspector raising costs so high that we have been forced to eliminate some of the fresh food offerings. We are working with the USDA to try to get them to visit our location to offer suggestions to help us get some of those items back. Any sandwiches that have beef or pork can still be provided if they are covered with bread. Salads, cottage cheese and potato salad are still okay. Most items with boiled eggs are still okay however, there is a lot more attention on this end with monitoring temps etc. This has forced us to change what goes out. We have increased our production of the fresh sandwiches that we are approved on to help. We are looking at various new items that are prepared by companies like Tyson Foods, Hillshire, and Deli Express however, they would come to us prepackaged. The main reason for the added long shelf-life items in the food cooler was only to help during the non-visitors' days an/d help control spoilage. The number of fresh food items being added should still be the same.</li> </ul>	

	<p>MSU cable &amp; DVD Update:</p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> Cable will not be installed in the MSU visiting right now. The TVs and DVD players are up and available for use.</li> </ul> <p>Tier Reps or I/I representatives participating in LFC meetings update:</p> <ul style="list-style-type: none"> <li>• <b>Per AA3 Thomas:</b> I have reached out to other WA state facilities to see what their practices are. The feedback I have received back is that if facilities allow I/Is to participate in LFC meetings they utilize their tier reps.</li> </ul>	
<p style="text-align: center;"><b>SFC Report</b></p>	<p><i>Report on by AHCC State Representative Ellen Hargrove</i></p> <p><b>Facility Updates</b></p> <p><b>Coyote Ridge:</b> Staff and incarcerated individuals played soccer. Popcorn and slushies are being provided at visitation on a random basis.</p> <p><b>Stafford:</b> A pilot program is being run where nursing staff are spending five days in a unit so they can get to know the incarcerated individuals there.</p> <p>Mailroom staff is opening legal mail without the incarcerated individual present.</p> <p>A surprise recall drill that ran from 12:30 to 2:30 pm was held on a visiting day. Visiting was already in session when it began, and everyone had to leave. Visiting didn't reopen until 5:00.</p> <p><b>Washington Corrections Center:</b> A visitor was not allowed to bring in a cellphone that was required to operate a medical health monitoring device.</p> <p><b>Secretary Time: Tim Lang</b></p> <ul style="list-style-type: none"> <li>• <b>Reimagining visiting</b> <ol style="list-style-type: none"> <li>1. The project team is looking at 70 recommendations for ways to improve visiting.</li> <li>2. Expanding murals.</li> <li>3. Making visiting staff specialized posts. They will work with the unions on this.</li> <li>4. Orientation video for families new to visitation.</li> <li>5. Policy changes for dress codes.</li> <li>6. Why people are denied a visit.</li> <li>7. Notification when visiting is cancelled.</li> <li>8. Once the team makes their recommendations, families will be asked for their input.</li> </ol> </li> </ul> <p>Family members suggested that the orientation video for families include all aspects of prison life, not just visiting.</p> <ul style="list-style-type: none"> <li>• <b>Budget</b> <ol style="list-style-type: none"> <li>1. Additional staff.</li> <li>2. Electronic health records.</li> </ol> </li> </ul>	

	<ul style="list-style-type: none"> <li>● <b>Digital Mail</b> <ol style="list-style-type: none"> <li>1. Evaluating possibility of having Securus or other vendor scan mail and send it to the incarcerated individual's tablets.</li> <li>2. Family member concerns           <ol style="list-style-type: none"> <li>a. Number of contraband items coming in through the mail</li> <li>b. What other options are available.</li> <li>c. How else is contraband coming into the facilities.</li> <li>d. Cost difference between copying mail and digital mail.</li> <li>e. Mail sent to the tablets does not have the personal connection between the sender and the incarcerated individual. It's important for the incarcerated individuals to actually hold even a copy of birthday cards and children's drawings.</li> </ol> </li> </ol> </li> </ul> <p><b>Securus: Jason Bennett</b></p> <ul style="list-style-type: none"> <li>● Order placed for more tablets.</li> <li>● New tablets are being tested at a jail in the mid-west.</li> <li>● Contract will remain the same until 2027.</li> <li>● Securus is working out a way to text or email families when the system is down.</li> </ul> <p><b>Extraordinary Medical Procedures: Ludmila Tschursin</b></p> <ul style="list-style-type: none"> <li>● Partial confinement for very specific reasons.</li> <li>● Individuals can refer themselves.</li> <li>● Staff, doctors, family members, and community members can refer a person for EMP.</li> </ul> <p><b>Statewide Food Guide Menu: Michael Cline</b></p> <ul style="list-style-type: none"> <li>● Menus are updated annually.</li> <li>● Next month the fish items will be reduced by 50% and the beef and chicken items will be increased.</li> <li>● Roasted turkey loaves encased with netting will be served at all facilities for holiday meals. The serving size will increase from 4 ounces to 6 ounces.</li> </ul>	
<p style="text-align: center;"><b>Tier Rep Minutes Summary</b></p>	<p><b>Has the facility looked into splitting up the units to widen the potential pool of vendors for fundraisers?</b></p> <ul style="list-style-type: none"> <li>● <b>ASP Parker:</b> Yes, a conversation has been had with the CPMs. We are looking for more staff support to assist the CUS group, and are hoping that each fundraiser gets better in the future.</li> </ul> <p><b>The charity for the fundraiser usually says TBD, if it is pre planned it could bring more excitement for the population to participate.</b></p> <ul style="list-style-type: none"> <li>● <b>ASP Parker:</b> That is the goal, we are working with tier reps to have them pick the charity beforehand.</li> </ul>	

	<p><b>At what point does the facility know the amount of money that will be donated? Is it possible to have the donation amount available by the delivery day.</b></p> <ul style="list-style-type: none"> <li>• <b>CPM Duenich:</b> When we know we can inform the population.</li> </ul> <p><b>Will we be getting another 100 tablets? And where are the wait list numbers at?</b></p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> We will not be getting anymore from Securus. Currently waiting for an inventory from the Tablet Exchanger Miss Steele. With 129 individuals sitting on the waitlist.</li> </ul> <p><b>Is the hygiene bag only for the incarcerated individual not their visitors, correct?</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> Yes, the hygiene bag would only be for the incarcerated individual. This process is still being discussed.</li> </ul> <p><b>I/Is are stating the tier reps are not relaying what is going on during the tier rep meetings. There is not great communication from the tier reps to the population.</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> We will relay this to the CUS group.</li> </ul> <p><b>Can the tier rep meeting minutes be put onto the tablets so its easier for I/Is to access?</b></p> <ul style="list-style-type: none"> <li>• <b>LFC Member:</b> The FYI has a hard time accommodating any lengthy documents.</li> <li>• <b>CS1 Freese-Turns:</b> No, anything that is placed on the tablets must be for the whole state.</li> </ul> <p><b>I/Is are supposed to have access to legal materials on the tablet and the app currently times out multiple times while the I/I has the app open.</b></p> <ul style="list-style-type: none"> <li>• <b>Heather Bates (OCO):</b> OCO is aware of the FYI app issues and are in consistent communication with HQ to address these issues.</li> </ul>	
<p><b>DOC Updates/Announcements</b></p>	<p>September &amp; October AHCC Events:</p> <ul style="list-style-type: none"> <li>• Unbound Man Book Seminar 09/03</li> <li>• Hispanic Heritage Cultural Event 09/10</li> <li>• Jewish/Messianic Religious Event 10/14</li> <li>• CPPC Fall Event 10/23</li> <li>• Spokane Community College Graduation 10/29</li> </ul>	

	<p>The Reentry Division started a Re-entry Workshop that occurs every 1<sup>st</sup> and 3<sup>rd</sup> Wednesday of the month at the main and MSU facilities. Reentry Navigator Hutcheson facilitates these workshops and assists I/Is in preparing for release. The topics they cover in the workshop include benefits of preplanning for reentry, effective communication skills, social support, critical thinking, relapse prevention, community resources, employment opportunities and much more.</p> <p><b>ASP Parker:</b> We are currently working with the tier reps on creating a program proposal review committee that consists of I/Is and staff members. This committee would review all program proposals that we receive and evaluate whether or not the facility has the resources to accommodate.</p> <p>Sage Unit Update: The unit should be complete in early November. There are some work groups that are collaborating on the different operational needs of the unit prior to opening. The opening date is estimated to be mid-February-March of 2026.</p> <p>The larger TVs for visitation have been delivered and will be installed in the near future.</p> <p>The anticipated start date for tier reps to participate in LFC meetings would be at the December 6<sup>th</sup> meeting.</p> <p>A group of Legislators toured the facility and spoke with a few members from the Black Prisons Caucus on September 25<sup>th</sup>.</p>	
<p><b>Elections</b></p>	<p><b>2026 Election Results: all new positions will go into effect on January 1, 2026.</b></p> <p>AHCC State Representative: Gwen McIlveen  LFC Co Chair: Sandy Hickey  Co- Secretary: Bonnie Dixon</p>	
<p><b>Securus Update</b></p>	<p>Updates on Securus Connection</p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> The Securus FSCA Supervisor has hired two new staff members for the west side, both are currently finishing their required paperwork. They also received 6 applications for the FSCA position for CRCC, they are currently in the hiring phase for that facility. The AHCC FSCA, Mrs. Steele, still manages two facilities on the west side until the new hires are ready for on-the-job training. Mrs. Steele is only at AHCC 2 weeks out of the month due to working at other facilities.</li> </ul>	

	<p>Update on Wait List Status</p> <ul style="list-style-type: none"> <li>• <b>Per CS1 Freese-Turns:</b> Our waitlist is currently at 154 I/Is waiting for replacement tablets. This week, we received our last shipment of tablets. The quantity is 100, we are hoping this sustains us for a while. Securus is currently only shipping tablets to two locations in Washington, which are the receiving centers for Men and Women.</li> </ul> <p><b>Why is \$300 the limit on JPay to fund the commissary? If we send up to \$500/mo. for commissary funds why do we have the \$300 limit that they charge \$10.95 service fee meaning we have to make two transitions and \$22 in services? Additionally, why do we have to put this money for commissary on accounts through JPay and not the parent company Securus? The only funding on Securus is for spendable which is taxed.</b></p> <ul style="list-style-type: none"> <li>• <b>Per CIM4 Conner:</b> Both questions relate to the IITS contract between DOC and SecurUs, which Keith Deflitch is the point of contact for. Commissary has no control over funding the commissary account (deposits are a banking function and specifically deposits through JPay/SecurUs are dictated by the departments IITS contract).</li> </ul> <p><b>What are Ms. Steele’s working days and call out times at AHCC? How often is she available during her two weeks.</b></p> <ul style="list-style-type: none"> <li>• <b>CS1 Freese-Turns:</b> The days Ms. Steele is on-site, she conducts 4 callouts a day.</li> </ul>	
<p style="text-align: center;"><b>Recreation</b></p>	<p><b>Why are acrylic paint pens no longer allowed?</b></p> <ul style="list-style-type: none"> <li>• <b>Per RS4 Witt:</b> All supplies must be non-toxic and non-flammable. Individual items are checked against the Safety Data Sheet (SDS and if it meets the standard than it is approved, if not the item is rejected. Typically acrylic paints are okay, but once paints go into a pen, SDS problems commonly follow.</li> </ul> <p><b>Is there a suggested replacement?</b></p> <ul style="list-style-type: none"> <li>• <b>RS4 Witt:</b> The alternates would number in the 100s as the Blick Catalog is hundreds of pages long. My practice is to allow I/Is to kiosk me with multiple options and I look them up and tell them which would be approved and which wouldn’t.</li> </ul> <p><b>Why are sharpies no longer available for order?</b></p> <ul style="list-style-type: none"> <li>• <b>Per RS4 Witt:</b> In the past I approved Sharpies. At some point the SDS or MSDS (Material Safety Data Sheet) on the primary vendor changed or updated and I eventually caught up with it. HMIS (Hazardous Materials Identification System) scores were replaced with signal words as the primary identified when MSDS was replaced with SDS. In addition, all SDS are not created equal, and</li> </ul>	

	<p>their information varies. While a few Sharpies are still good, most have a signal word of “Danger” as well as HMIS scores well past the limit.</p>	
<p><b>Visitation</b></p>	<p><b>Why was the photo pick up process changed in the MSU? We used to receive our photos at our tablets and now they are placed at the exit.</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> I will look into this.</li> </ul> <p><b>This past weekend, it took until after 1500 for some of the tables in the main to get their first chance at the vending area. What can we do to make this process go faster?</b></p> <ul style="list-style-type: none"> <li>• <b>CO Thorne:</b> It is currently randomized, we work as quickly as we can with our porters to circulate visitors. A lot of the hold up is visitors going back and forth to their tables to find out what is available then go back to their tables to get the order of their loved ones.</li> </ul> <p><b>The kitchen area is the smallest section of the three “bay” areas, could the kitchen area be moved to allot for visitors to be in the space at one time and more coolers to have more choices.</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> We will look into this.</li> </ul>	
<p><b>CPPC</b></p>	<p><b>Has the calendar for 2026 been set for CPP events?</b></p> <ul style="list-style-type: none"> <li>• <b>CPPC Catlow:</b> It has not, but it is currently in the works.</li> </ul> <p><b>Could there be a chess night as a family event?</b></p> <ul style="list-style-type: none"> <li>• <b>CPM Watkins:</b> I am not sure if we can do that in visitation, but we are looking into doing this sort of thing in the units as tournaments. If I/Is would like this as an event, then they should create a proposal and give it to their tier reps to be reviewed.</li> </ul> <p><b>Can events be scheduled at the end of the week to increase the number of participants? Also, could flyers be posted throughout the facility to notify I/Is.</b></p> <ul style="list-style-type: none"> <li>• <b>CPPC Catlow:</b> Flyers are posted throughout the facility to notify the population about the events, I also send out announcements on the kiosks. I am looking at other places to post the flyers to ensure everyone is aware of the upcoming events.</li> </ul> <p><b>Other facilities have their events on visiting days, but they start after EFV check-ins so all of visiting is not shut down.</b></p> <ul style="list-style-type: none"> <li>• <b>CPPC Catlow:</b> We are looking at the logistics of having events on visiting days for next year.</li> </ul> <p><b>Some facilities are doing enhanced visiting sessions. Can this be done at AHCC?</b></p>	

	<ul style="list-style-type: none"> <li>• <b>CPPC Catlow:</b> I will be reaching out to other facilities to see how they facilitate these visiting session. When we create our 2026 calendar I will see if we are able to implement them.</li> </ul>	
<b>Maintenance</b>	<p><b>What is the temperature set to at night for the units and does it meet with WA State temp requirements of heat 68 degrees? Legal heating season began on 10/1 and continues through 6/1 yearly.</b></p> <ul style="list-style-type: none"> <li>• <b>Per Facility Manager Easter:</b> A review of a random sampling of heating setpoints throughout the Institution confirms that all buildings are set to be maintained at 70 degrees Fahrenheit. A similar review of current building temperatures affirms this set point with actual temps ranging from 68-72 degrees Fahrenheit in all campus buildings.</li> </ul>	
<b>Medical</b>	<p><b>How long does medical equipment repairs typically take?</b></p> <ul style="list-style-type: none"> <li>• <b>Per Facility Medical Director Dr. Dant:</b> The time of repair depends on the extent of the damage and the availability of the parts.</li> </ul> <p><b>What are the options when a wheelchair is broken, and a repair person is not readily available? Would a loved one be able to rent or borrow a wheelchair from say a retirement home to accommodate the loved one?</b></p> <ul style="list-style-type: none"> <li>• <b>Per Facility Medical Director Dr. Dant:</b> Not likely that we would accept an outside chair. I'll ask the tech if a loaner is available when a chair is in need of repair.</li> <li>• <b>HSM2 Stone:</b> We are not certified to fix all of the wheel chair repairs which can cause a delay in the repairs. We are ordering more wheelchairs to help.</li> </ul> <p><b>Is this an opportunity for I/Is to get certified to help with wheelchair repairs?</b></p> <ul style="list-style-type: none"> <li>• <b>HSM1 Thomas:</b> It is a complicated process, and the certification process is very in-depth due to wheelchairs being medical equipment. Due to liability the company that manufactures the wheelchair is also who does the repairs.</li> </ul>	
<b>Round Table/ Round-Up</b>	<p><b>Is the water supply being tested regularly? And if so, can the population see the results. Some I/Is are noticing sores thinking it is from the water supply.</b></p> <ul style="list-style-type: none"> <li>• <b>ASP Parker:</b> We use the City of Spokane water, all testing reports are done through Airway Heights. Pfas and Pfoa were never found at this facility in 2017.</li> </ul> <p><b>How much contraband is still coming through the mail if it is now being copied?</b></p> <ul style="list-style-type: none"> <li>• <b>Sgt. Smith:</b> There is still contraband coming through the mailroom, unfortunately people use legal mail as an avenue since mailroom staff cannot open legal mail. Unit</li> </ul>	

	<p>staff open and inspect legal mail and they catch quite a bit of it, but not all. Any mail that staff believe could contain contraband is sent to IIU for review.</p> <p><b>I recently learned that TEAMS as the feature that can take notes and transcribe while a meeting is going on. Does DOC allow this?</b></p> <ul style="list-style-type: none"> <li>• <b>CS2 Harper:</b> I believe we are blocked from that feature.</li> </ul>	
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Next meeting location: Microsoft TEAMS & Airway Heights Correction Center

Date: 12/06/2025

Time: 10:30-12:00

Comments: \_\_\_\_\_

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