



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
P.O. Box 41100 • Olympia, Washington 98504-1110

October 1, 2020

Joanna Carns
Office of Corrections Ombuds
2700 Evergreen Parkway NW
Olympia, WA 98505

Dear Ms. Carns:

The Washington Department of Corrections appreciates the opportunity to respond to the OCO Report on the 'work to resolve complaints regarding mattresses used by incarcerated individuals within DOC' completed by the Office of Corrections Ombuds.

Recommendation	Response
DOC should immediately begin purchasing higher density mattresses, prioritizing institutional areas such as infirmaries or the Sage unit that house older/infirm populations.	<p>Corrections is working through an implementation plan of upgrading mattresses in correctional facilities. Currently there are mattresses that have been selected and sent for testing at an outside testing facility for safety compatibility, including fire resistance and durability. The independent testing results should be completed in the first part of October.</p> <p>After the completion of the mattress analysis, the budget will be reviewed to ensure the agency is appropriately able to allocate funding for the implementation of these higher quality mattresses.</p>
DOC and CI should create a system for mattress replacement and/or return under warranty that is made known to both staff and the incarcerated, including: <ul style="list-style-type: none">• Clear criteria for replacement, including at a minimum condition of the outer cover and compression of the foam; and	Corrections agrees that a tracking system for mattress replacement should be utilized. Correctional Industries has created a system where an identifier code will be added to the manufacturing tag of each mattress. The code will be logged into the newly developed tracking system along with the manufacturing and shipping dates of the mattress. The



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<ul style="list-style-type: none">• Clear criteria and process for returning a mattress under warranty.	<p>shipping date will be the effective date of start for the warranty. (EXHIBIT A)</p> <p>To ensure this can be effectively tracked, a directive has been sent from the assistant secretary for prisons to all superintendents stating that facilities are no longer to order mattresses in excess of immediate need. Mattresses will be ordered on an as-needed basis and a limited number of mattresses will be allowed on site for storage to best preserve the mattress warranty. (EXHIBIT B)</p>
<p>DOC and CI should consider requiring staff to indelibly mark a mattress with the date that the mattress goes into use in a way that does not violate the mattress cover warranty.</p>	<p>DOC agrees with the recommendation. Each mattress will now have a serial number added to the manufacturer tag for tracking purposes. The serial number is also a cross-referenced data point in the described tracking system.</p>
<p>Clear direction should be given to DOC staff regarding appropriate storage of mattresses to prevent compression when not in use.</p>	<p>The assistant secretary for prisons sent a memo to all superintendents clearly defining the storage requirements for any mattresses that have been purchased and are being stored in a correctional facility. Moving forward, mattresses will be ordered on an as-needed basis and a limited number of mattresses will be allowed on site for storage to best preserve the mattress warranty. (EXHIBIT B)</p>
<p>DOC should consider creating a standardized line item for mattress purchases that is separate from institutional budgets to allow for more consistent</p>	<p>Corrections considered the recommendation and the goal of the recommendation, which was to address over-purchasing mattresses, which were then surplus stored due to a lack of</p>



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<p>purchasing and better monitoring of mattress replacement.</p>	<p>immediate need and led to a breakdown in the mattress compression. In turn, Corrections has limited the number of mattresses that can be purchased and stored in each facility, making the purchase a more intentional and identifiable action by a facility.</p>
<p>DOC should create a system that would allow for the use of a second mattress by certain qualified individuals. (For example, any individual over the age of 60 or who meets certain weight or medical condition requirements could be placed on a waitlist and any mattress that would otherwise be destroyed/replaced but that does not have obvious rips or tears to its outer cover could be redistributed to persons on the waitlist.)</p>	<p>Health Services will continue through the Health Status Report (HSR) process to determine the need for a second mattress being issued to individuals. Beyond the HSR process, there is no standard system in place to allow a second mattress. By upgrading the mattress density and warranty replacement, Corrections hopes to alleviate the need for a second mattress, unless deemed medically appropriate.</p>

The information provided by the OCO was useful to ensure the Department of Corrections is doing everything it can to ensure an incarcerated person's time in the agency's facilities is a fair and safe space for all incarcerated individuals.

We also appreciate your team's understanding of the unique processes across facilities and the addition of policies and procedures being put in place to address them. We are working towards proactivity and improving quality assurance processes throughout the department. Moving forward, Washington Department of Corrections will continue to collaborate with the Office of the Corrections Ombuds to implement additional policies, procedures, and security measures to continue to improve the facility operations.

Sincerely,


Steve Sinclair, Secretary
Washington Department of Corrections



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October 5, 2020

TO: All Superintendents

FROM: 
Robert Herzog, Assistant Secretary
Prisons Division

SUBJECT: OCO Mattress Report Internal Review

In partnership with the Ombuds office and Correctional Industries we have been researching different types of mattresses for eventual transition away from the current mattresses to a new & updated mattress type. For now and moving forward there are directions needing to be passed along to your employees in reference to mattress purchases and storage in your units.

Storage:

Once the new mattress is purchased and delivered to the receiving location, mattresses must be stored correctly to ensure it remains in good condition prior to issuing. The attached document from our Correctional Industries partners defines safe handling and storage instructions. Please ensure these directions are well known and followed.

Purchases:

Mattresses should be purchased on an as-needed basis. Understanding that some inventory will be necessary for quick exchange, please limit to no more than 5 mattresses stored in a unit or any other location. This will assist in making sure there is space enough to comply with storage instructions.

Thank you in advance for your attention to this detail.

cc: Mike Obenland, Deputy Director – Command A
Jeneva Cotton, Deputy Director – Command B
Tomas Fithian, Deputy Director – Command C
Paige Perkinson, Program Specialist

Correctional Industries Mattress Warranty:

Correctional Industries thanks you for your purchase of mattresses. Your purchase is an investment in our mission statement which states, "Correctional Industries is committed to maintain and expand work training programs which develop marketable job skills, instill and promote positive work ethics, and reduce the tax burden of corrections." We at Correctional Industries believe that if we model our five core values daily that we all can and will be successful. Your investment helps us keep our program running and allows us to exhibit our values which say that we will **Lead** by example to motivate change, show **Humanity** by providing second chances, Develop **Connections** by fostering understanding and mentor growth, build **Teamwork** that builds unity and strength through collaboration and invest in **People** who try to inspire and empower individual successes. Correctional Industries takes pride in all that we do and hope that this product meets or exceeds your expectations. If at any time you think that our mattresses have failed please reach out to us, below is what we will cover concerning warranties for mattresses.

Limited Warranty

Correctional Industries warrants each mattress against defects in material or workmanship for (one) 1 year from the date of delivery. Normal usage is considered sleeping on the mattress 6-8 hours per day by a 150 – 260 pound adult. The limit of this warranty is to the repair or replacement of Correctional Industries mattresses. Warranty repair or replacement of defective mattresses shall be at the discretion of Correctional Industries. Correctional Industries reserves the right to request additional information or representative samples of the product in question. If requested by Correctional Industries in writing, the customer will dispose of defective mattresses after replacement mattresses are received.

This Warranty Does Not Apply to the Following:

Abrasions, cuts, tears, punctures, burns or fire damage; heavy items stored on the mattress; mattresses exposed to the cold or extreme elements; submerging or laundering in liquids; misuse and tampering; negligence; used for any purpose except as a mattress for sleeping; exposure to acids, solvents, or other corrosive or damaging substances; failure to maintain, clean or inspect the mattress; or ordinary wear and tear.

This Limited Warranty is not transferable by the Original Purchaser.

Correctional Industries Mattress Safe Handling and Storage Instructions

Correctional Industries thanks you for your purchase of mattresses. Your purchase is an investment in our mission statement which states, "Correctional Industries is committed to maintain and expand work training programs which develop marketable job skills, instill and promote positive work ethics, and reduce the tax burden of corrections." We at Correctional Industries believe that if we model our five core values daily that we all can and will be successful. Your investment helps us keep our program running and allows us to exhibit our values which say that we will **Lead** by example to motivate change, show **Humanity** by providing second chances, Develop **Connections** by fostering understanding and mentor growth, build **Teamwork** that builds unity and strength through collaboration and invest in **People** who try to inspire and empower individual successes. Correctional Industries takes pride in all that we do and hope that this product meets or exceeds your expectations. If at any time you think that our mattresses have failed please reach out to us, below is what we will cover concerning warranties for mattresses.

Correctional Industries mattresses are intended to be used as a mattress for sleeping. Excessive or abusive use can cause the mattress to fail. To avoid abrasions, cuts, tears, and punctures to the coverings, as well as premature core problems, do not roll up or fold the mattresses as they are intended to be laid flat. When storing mattresses do not store heavy items on top of the mattresses as this can cause damage to the coverings and the cores. Mattresses should also be stored flat and stacked or on-end, not rolled or folded.

Proper care should be given to maintaining the mattress. Clean and inspect the mattress regularly. When cleaning mattresses, use a clean cloth with warm soapy water. Do not spray with a hose, submerge in any substance, or launder in liquids that contain solvents, acids, or other corrosive chemicals as this will weaken and damage the durability of the covering and cores.