



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

February 12, 2021

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 ‘the monitoring visit that the Office of the Corrections Ombuds (OCO) conducted to the Monroe Correctional Complex on January 22, 2021’ completed by the Office of Corrections Ombuds.

<b>Recommendation</b>	<b>Response</b>
As soon as feasibly possible, begin relocating individuals from medical isolation in IMU to the Rapid Deployment Care Facility (RDCF) located at Twin Rivers.	Individuals on medical isolation status are housed according to Health Services direction and housing is dependent on the level of care that is needed for each individual patient. The RDCF is reserved for individuals needing a higher level of care with the appropriate custody level.
To mitigate inconsistent messaging, create protocols by which tier Representatives can return to regularly representing the incarcerated population, perhaps by allowing tier reps to conduct rounds in full PPE.	During the time of medical isolation/quarantine on the units, Health Services and the Incident Command Post (ICP) determined that the facility would not be able to have the tier reps go around the units in full PPE to talk to others because such an action would be breaking the cohorts and could possibly cause cross contamination issues if one of the tier reps were to be carrying the virus and potentially spread to others on the unit, even if in full PPE.
Increase availability of cleaning supplies to cell fronts.	On January 21, 2021, recovered C/D unit porters, who were therefore not a risk to transmit the virus, began working on A/B units, which immediately increased the



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	<p>access of cleaning supplies to cell fronts.</p> <p>Additionally, cleaning supplies are available to the incarcerated during their cohort times. Staff allow individuals to pick up their cleaning supplies at the end of their cohort period and take them back to their cell. Upon completion of cleaning cells, the cleaning supply buckets are collected by staff and returned to the cleaning supply closet where they are cleaned, sanitized and restocked for distribution to the next individual. Cleaning supplies are also available to those who request them outside of their cohort times, depending on availability. In such a case, staff deliver the cleaning bucket of supplies to the cell front for the individual to utilize. Each cleaning bucket is returned to the porter closet area and is clean, sanitized and restocked between uses.</p>
<p>Create and maintain an updated roster for commissary items to reach the correct person in the correct location.</p>	<p>The facility received complaints that commissary was not received on A/B units. This was due to several individuals not completing their orders prior to the restricted movement from the January 17, 2021 disturbance. For the individuals that were not able to place phone orders, hard copies were obtained and scanned to commissary. The commissary confirmed they received the scanned orders and that all commissary items were distributed. There have not been any additional complaints regarding commissary.</p>
<p>Provide lock boxes in the gym for grievances, kites, personal mail, etc.</p>	<p>Maintenance is building boxes to be provided in the gym for the mail items</p>



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	<p>noted. Currently, there are bags in the gym in which the population can place their mail and other correspondence to be sent out. If it is an emergency grievance, they come to the window and staff, after donning PPE, will retrieve it from them. They also currently have the ability to hand these items to staff as staff walk around inside the gym conducting tier checks or distributing meals.</p>
<p>Ensure outgoing laundry from the gym is correctly tagged to avoid unnecessary delays in processing and a schedule of laundry turnaround times.</p>	<p>Staff have been instructed to ensure all outgoing laundry carts are marked with a tag labeled “Flu Protocol” when they go out. There is an established process in place with specific times and procedures to get the laundry carts to Gate 7 for laundry pickup. The process can be found in the DOC form 18-030 Incident Command System (ICS) 204 Division/Group Assignment List. For the safety of laundry workers, if the process is not followed, laundry carts may be returned and laundry not processed until proper protocols are followed.</p>

Staff in all capacities are working extremely hard to mitigate the potential spread of the COVID-19 virus within the state’s correctional facilities. The Department’s work is conducted with an understanding that each day may present a different challenge and our teams are dedicated to performing their jobs and fulfilling their mission to the best of their ability.

The Department of Corrections continues to appropriately align its practices to reflect the guidance of the Centers for Disease Control (CDC) and Department of Health (DOH) to ensure the health and safety of the incarcerated population and staff in the Washington correctional facilities. The department will continue being part of the solution, adjusting protocols and precautionary measures being taken accordingly during this uncharted time.



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Sincerely,

A handwritten signature in black ink, appearing to read "EJ Jackson".

Eric Jackson, Superintendent  
Monroe Correctional Complex