

**OCO Monitoring Visit to Coyote Ridge Corrections Center  
Conducted by Caitlin Robertson, Assistant Ombuds—Eastern Division**

**Background**

- The Office of the Corrections Ombuds (OCO) received numerous concerns regarding the Department of Correction's (DOC) response to COVID-19. Additionally, OCO received several requests to enter DOC facilities and perform monitoring visits. For the above reasons, on May 15, 2020, OCO Assistant Ombuds Caitlin Robertson conducted a monitoring visit to Coyote Ridge Corrections Center (CRCC). The purpose of the visit was to observe CRCC's response to COVID-19.

**Executive Summary/ Key Findings**

- Throughout the OCO monitoring visit, interactions between DOC staff and incarcerated individuals, among DOC staff, and within the incarcerated population appeared normal. The facility appeared clean and orderly. Porters were observed cleaning throughout the facility with Germicidal Detergent spray bottles; spray bottles and rags were observed widely available throughout the facility.
- OCO staff observed a very high level of compliance with DOC staff wearing face coverings (personal fabric cloth coverings, surgical masks, etc.), as well as, a very high level of compliance with the incarcerated population wearing face coverings (various types of fabric cloth coverings, DOC provided surgical masks, and DOC provided bandanas).
  - On more than one occasion, OCO observed individual DOC and CI Staff and incarcerated individuals wearing face coverings low, with their nose visible; moving face coverings down when speaking; and wearing face coverings around neck.
  - OCO staff observed multiple individuals (DOC and CI Staff and incarcerated individuals) adjusting face coverings to a more correct placement after OCO staff identified herself.
- The day prior to the CRCC monitoring visit, CRCC experienced its first COVID-positive case involving an incarcerated individual. The individual was transported from CRCC to AHCC due to the higher risk nature of the individual and the better ability of AHCC to care for the individual, including increased medical facilities on-site and closer distance to a hospital. Subsequent to OCO's visit, DOC made the decision to transfer additional individuals who were symptomatic from CRCC to AHCC. CRCC staff also were delayed by two days in placing on quarantine the units from which both the first and later symptomatic individuals came. CRCC staff acknowledged that this was a "learning experience" and that they had since tightened their protocols. **[NOTE: Since drafting**

**this monitoring report, OCO has initiated a review of CRCC’s actions in response to the first positive case and DOC has initiated an internal “fact-finding” exercise as well. OCO will produce a public report once OCO’s review is completed.]**

- The Medium Security Complex (MSC) has undergone a variety of modifications to allow for greater social distancing, including incarcerated individuals residing in extended family visit units (EFV), the visitation room, education rooms, and the library. With the exception of two incarcerated individuals, everyone the OCO staff spoke with said their temporary space was okay and some stated it was much better than their original unit.
- After attending the Main Tier Rep Meeting, OCO staff met with the Tier Reps without DOC staff present. Most of the Tier Rep Meeting with DOC staff, and without, centered around the COVID-19 positive incarcerated individual and questions about contact tracing, how he became ill, and next steps. Tier Reps expressed frustration about the lack of quality and consistency of JPay and GTL phones and the laundry service.

### **Statutory Authority**

- Per RCW 43.06C.050, OCO has “reasonable access” to all state correctional facilities in order to monitor compliance with respect to the rights and safety of incarcerated individuals.

### **Observations**

#### ***Entrance***

- At the main entrance of CRCC, OCO staff was asked screening questions, one by one. After answering no to all questions, temperature was taken by DOC staff. After passing the temperature check, the day’s dot sticker was placed on ID badge. At the time of entrance, OCO staff was the only person screened. However, on subsequent entrances, OCO observed DOC entrance staff performing screening procedures and checking badges for today’s sticker. All DOC staff were observed wearing face coverings and the staff persons taking temperatures were wearing gloves and standing behind a clear barrier (Appendix A, Photo A). DOC staff explained that during shift changes, some screening staff will stand behind clear barriers and, if needed, other staff will don gowns and conduct staff screenings. OCO staff verbally reviewed screened out policies with DOC staff and visibly reviewed CRCC’s “screened out” log book (Appendix A, Photo B).

#### ***Main Facility***

- OCO observed COVID-19 posted DOC memos, health-safety information posters, and reminders to staff and incarcerated population throughout the facility. DOC staff were observed wearing face coverings and additional PPEs throughout the facility, both inside and outside of buildings (Appendix A, Photo C).

### C Unit- A Pod

- Upon entering C Unit, DOC staff were observed passing out two boxed soap to each incarcerated individual (Appendix A, Photo D). When asked, an incarcerated person stated that soap and water were available in the restrooms and that they are cleaning the unit as needed. OCO staff observed porters cleaning the unit with Germicidal Detergent spray bottles and rags (Appendix A, Photo E). DOC staff stated that incarcerated individuals are allowed to sit two to a table and that staff monitor for compliance. All phones were available to be used at the same time (Appendix A, Photo F). Incarcerated individuals stated that the GTL phones do not work well from 5:00-8:45 p.m. When asked to clarify, they said that the line either goes dead or starts to crackle. A phone call was successfully completed to the OCO Hotline. Hand sanitizer was no longer available in the unit; the newly installed metal receptacle was empty.

### G Unit- Veteran's Pod

- Inside the unit, both COVID-19 and OCO posters were visible in the dayroom. The unit appeared clean and all DOC staff and incarcerated individuals were observed wearing face coverings inside the unit (Appendix A, Photo G). However, some incarcerated individuals were observed not wearing face coverings while working out in the outside open-air area. Inside the unit, incarcerated individuals were observed sitting two a table in clusters and no porters were observed cleaning. When asked, DOC staff said that porters had just finished cleaning and were on a break. OCO staff observed a porter bringing a verification slip to be signed by DOC staff and the individual confirmed that he had just finished his cleaning shift. Hand sanitizer was no longer available in the unit; the newly installed metal receptacle was empty.

### Kitchen Area

- Upon entering the dining facility, incarcerated individuals were observed sitting two to a table, while on a break from their kitchen work. In the kitchen area, most incarcerated individuals were observed wearing face coverings (Appendix A, Photo H). DOC staff and CI staff were observed congregating inside an office. Not all employees were wearing their face coverings inside the office, including after OCO staff introduced herself. Multiple cleaning products were observed, including Germicidal Detergent spray bottles and pH Neutral Floor Cleaner. The current food delivery system is one blind feeding with a hot breakfast and a frozen boat for lunch and the second blind feeding of the day, a hot dinner.

### Medical Clinic

- OCO staff observed all DOC staff wearing face coverings and other PPEs. The custody staff monitor physical distancing and only allow four incarcerated individuals at a time in the waiting area, the remainder wait outside (Appendix A, Photo I). Medical staff stated that sick call times take priority and all other call outs are staggered. The pill line is called down by unit and the call outs are staggered to allow

for more spacing. The custody staff said that a larger waiting area would help to provide for greater spacing. When asked, the medical staff said that one individual was on medical isolation in the clinic. OCO staff looked in the isolation cell; however, the room was dark and the individual was unable to be easily observed.

### ***Medium Security Complex (MSC)***

#### ***Sage- East***

- Operated under an ongoing protective separation, Sage-East houses incarcerated individuals with complex medical conditions. Prior to entering the unit, OCO staff walked through multiple layers of large plastic tarps (which act as a barrier), washed hands, sprayed down shoes with Germicidal Detergent, and donned a medical mask and gloves (Appendix A, Photo J). The unit appeared clean and all restrooms had soap and water and cleaning products available. Staff were observed wearing face coverings. In order to limit unnecessary contact, OCO staff did not interact with any incarcerated individuals in the unit.

#### ***Sage- West***

- Inside the unit, COVID-19 posters were visible; however, OCO posters were not. Soap and water were available, hand sanitizer was not. OCO staff toured the bunk room, with the top bunks removed to reduce population numbers (Appendix A, Photo K) and a wing with two people to a room. Incarcerated individuals were observed in close proximity to one another, both inside and outside the unit. While inside, all incarcerated individuals and DOC staff were observed wearing their face coverings and most while outside (Appendix A, Photo L). The phone banks include a temporary barrier to allow for more phones to be used at the same time (Appendix A, Photo M). A phone call was successfully completed to the OCO Hotline. A group of incarcerated individuals stated a concern that the plastic barriers between the two sides of Sage Unit may not be sufficient enough to protect both populations. Their suggested remedy was increased releases. Again, frustration was expressed regarding JPay, Wi-Fi, and GTL phones.

#### ***Willow – Temporary Housing***

- OCO staff toured multiple temporary housing spaces in education rooms, the library, and the visiting area of the MSC. The dayroom includes both a place to congregate, with a maximum of 10 people at a time, and individual sleeping areas (Appendix A, Photo N). Individuals were observed sleeping in cots, playing cards, watching television, and preparing meals (Appendix A, Photo O). Nearly all incarcerated individuals said that the temporary space was okay. Some pointed to the large televisions and an initial choice of their room configuration as a benefit. The MSC's extended family visit cabins (EFVs) are being used as temporary living units, for up to three individuals per unit. OCO toured both units and found them clean with Germicidal Detergent spray available in both. Two current residents stated that they

liked their EFV and that it did not really feel like prison. DOC staff stated that the individuals, temporarily housed in the EFVs, were selected based on multiple criteria. One EFV inhabitant had recently been released, leaving one unit with only two individuals (Appendix A, Photo P).

### ***Intensive Management Unit (IMU)***

- The day prior to the CRCC monitoring visit, CRCC experienced its first COVID-positive case involving an incarcerated individual. The individual was transported from CRCC to AHCC due to the higher risk nature of the individual and the better ability of AHCC to care for the individual, including increased medical facilities on-site and closer distance to a hospital. Subsequent to OCO's visit, DOC made the decision to transfer additional individuals who were symptomatic from CRCC to AHCC. CRCC staff also were delayed by two days in placing on quarantine the units from which both the first and later symptomatic individuals came. CRCC staff acknowledged that this was a "learning experience" and that they had since tightened their protocols.
- OCO staff observed nine individuals in medical quarantine in the Intensive Management Unit (IMU). Seven of the nine chose to answer OCO staff's questions. Of the seven, three communicated that they were in IMU as a result of contact tracing; two were in IMU based on infractions, as well as being observed for COVID-19; and all seven confirmed being tested for COVID-19. Several reported that they were symptomatic; as stated above, OCO staff spoke to the individuals prior to their transfer to AHCC. One individual stated that he received a negative test, the remaining six did not know the results of their test. All seven stated that they had showered one time, that their cells were clean upon arrival, and that they had been able to send one communication to a family member or friend. OCO staff observed the IMU cell where the incarcerated individual, who tested positive for COVID-19 was housed, prior to transfer to AHCC (Appendix A, Photos Q, R, and S).

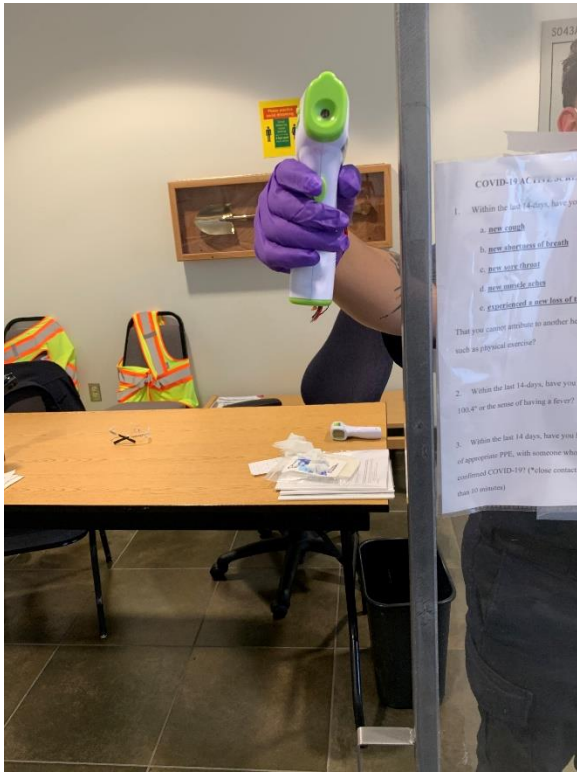
### ***Tier Rep Meetings (Main)***

- OCO staff attended the Main campus Tier Rep Meeting. Individuals sat widely spaced in a large circle. Most of the conversation centered around the recent news of a positive COVID-19 incarcerated person at CRCC. As most Tier Reps knew which unit was impacted, specific questions regarding the contact tracing were asked. Associate Superintendent Sawyer provided clear information without breaching confidentiality. Many Tier Reps expressed concern that it seemed to be unknown as to how the individual contracted COVID-19. Tier Reps expressed frustration with the quality of laundry bags and the subsequent missed laundry times and lost laundry because of the bags. Specifically, complaints were voiced about allegedly poor quality material for the current laundry bags. Many Tier Reps voiced frustration that their units did not have enough rags to sufficiently clean. DOC staff agreed to follow up on the rags and laundry bags.

- After the regular meeting, OCO staff met alone with the Tier Rep group. Questions again centered around the contact tracing and concerns that not all DOC staff are consistently wearing face coverings. Many Tier Reps asked about the status of visitation and if/when it would return. OCO staff asked all Tier Reps to summarize the general attitude of their unit in a short phrase. The answers by unit were: B: varies and all bad; C: varies; D: tension; E: tension; F: getting tight and brewing; G: varies and frustration; H: getting tenser; and I: bad. As a follow-up, OCO staff stated that on that morning's CRCC's LFC phone conference, family members used the term lockdown to describe CRCC's current status. OCO staff asked if the Tier Reps felt like CRCC was on a lockdown. The general response was no, it did not feel like a lockdown to the incarcerated individuals.

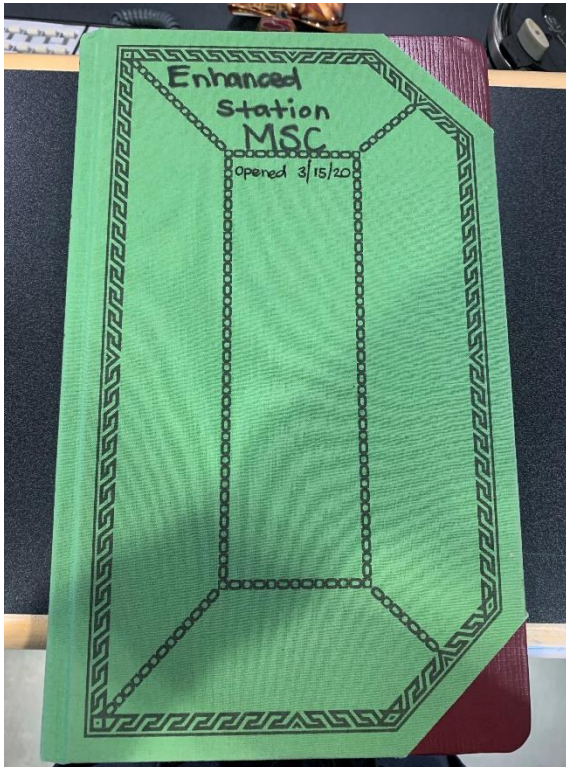
## Appendix A

### Photos



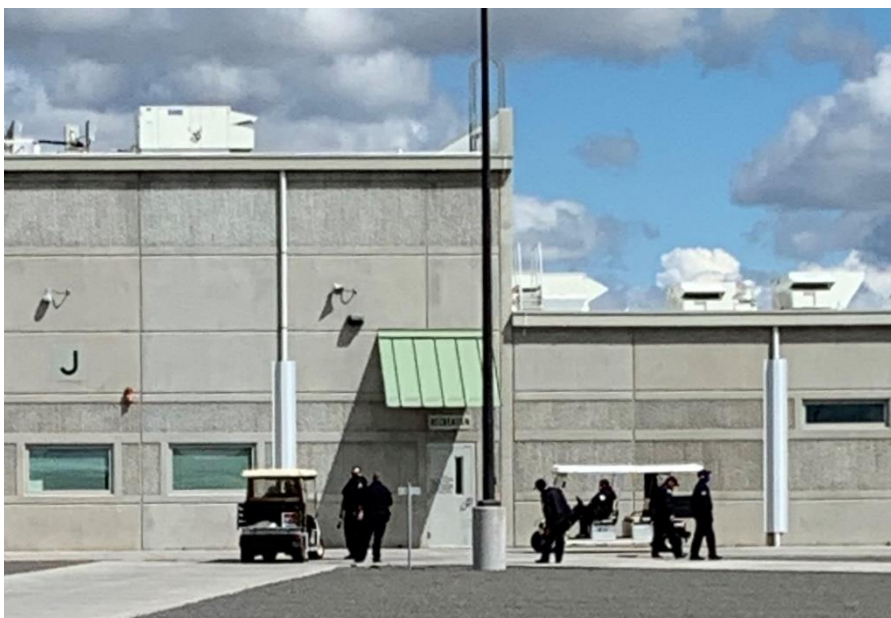
**Photo A**

**Description:** Entry DOC staff with screening questions, touchless temperature gun, and standing behind protective barrier.



**Photo B**

**Description:** Main entrance Log Book containing detailed information for staff screened out based on COVID-19 screening process.



**Photo C**

**Description:** DOC Staff observed wearing PPEs while outside.



**Photo D**

**Description:** DOC staff passing out two bars of soap to incarcerated individuals in C Unit.





**Photo E**

**Description:** Germicidal Detergent spray bottles available in C Unit.



**Photo F**

**Description:** C Unit dayroom phones.



**Photo G**

**Description:** Incarcerated individuals wearing face covering inside G Unit.



**Photo H**

**Description:** Incarcerated individual wearing face covering while working in the kitchen.



**Photo I**

**Description:** Sign stating only four in the medical clinic waiting room at one time.



**Photo J**

**Description:** Entrance to Sage East, with PPE and hand washing station.





**Photo K**

**Description:** Sage West, top bunks removed for greater physical distancing.



**Photo L**

**Description:** DOC Staff and incarcerated individuals wearing face coverings while outside in the MSC.



**Photo M**

**Description:** Temporary barrier at phone banks in Sage West, to allow for more phone to be used at the same time.



**Photo N**

**Description:** Willow Unit, temporary housing in MSC visiting area.





**Photo O**

**Description:** Willow Unit with cots in the MSC library.



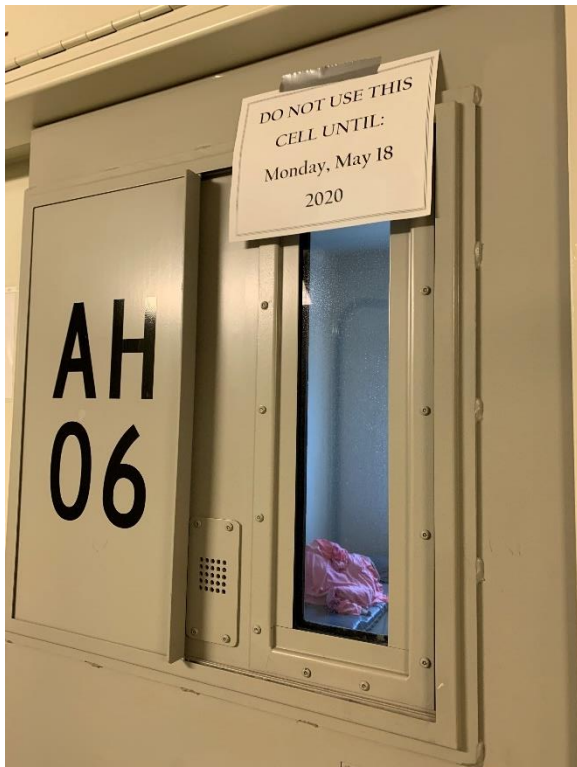
**Photo P**

**Description:** MSC's EFVs used as part of Willow Unit's temporary housing.



**Photo Q**

**Description:** IMU, OCO staff visited with incarcerated individuals housed in medical isolation.



**Photo R**

**Description:** Former IMU cell of COVID-19 positive tested incarcerated individual.



**Photo S**

**Description:** IMU medical isolation cell, incarcerated individual stepped out of the frame and gave permission to photograph.



## Appendix B

### Monitoring Visit Checklists

Entry *Main*

Questions	Answer	Comments
1. Does DOC staff take your temperature?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
2. Does DOC staff log the temperature? <i>above 100.4 - Log Book - screened out</i>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Note: Ask to see the log, ask whether all incoming personnel are similarly screened
3. Are staff cleansing the thermometer between uses?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<i>w/wipe</i>
4. Does DOC staff ask screening questions?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
5. Is DOC staff wearing appropriate PPE (gown, gloves, surgical mask, eye protector)	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Ask if they're changing the PPE between screens
Additional Notes <i>gowns don when not behind Barrier - Shift Changes.</i>		

Clinic

Questions	Answer	Comments
1. Is social distancing being maintained in the waiting area?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<i>Maintained</i> <i>6 feet apart Custody Staff</i>
2. Is social distancing being maintained in the pill line?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<i>Call down by unit - Quick -</i>
3. Are incarcerated individuals all wearing masks?	Yes <input type="checkbox"/> No <input type="checkbox"/>	<i>did not see any</i>
4. Is DOC staff wearing masks and other PPE?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
5. (Ask staff) Have sick call times been staggered or have staff taken other measures to reduce potential infection occurring within the clinic?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<i>Sick are priority</i> <i>The rest called @ 4 e</i> <i>a trip</i>
Additional Notes <i>Custody Staff maintain space - Larger waiting Room would help B/c only 12 m @ call out / Home 4 inside - rest outside</i>		

★ 1 person in medical isolation ★ - Nurse confirmed - COVID Tracking Stat.

Regular Housing Unit: Cunit - medium - A Pool

Questions	Answer	Comments
1. Are posters/flyers posted with information regarding COVID-19, symptoms, and how to report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Different languages?
2. Is the OCO poster/flyer posted?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
3. Does the housing unit appear clean?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
4. Are there any current maintenance concerns (e.g. broken sinks)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
5. Are incarcerated porters observed cleaning the unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Ask: How often do you clean? The whole time
6. What type of chemicals/disinfectants are incarcerated porters using to clean the housing unit?		germicide spray
7. Is soap and water available on the housing unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	saw soap handed out
8. Is hand sanitizer available on the housing unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Boo yes - NO Hand Sanitizer
9. Are incarcerated individuals maintaining six feet of distance in the sleeping area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	2 in cell - not possible
10. If dormitory/bunk sleeping area, are individuals sleeping head to foot?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	N/A
11. Are incarcerated individuals maintaining six feet of distance in the dayroom area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	not really 2 @ a time @ tables
12. Are incarcerated individuals maintaining six feet of distance at the phones and kiosks?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	all phones used @ same time
13. Are incarcerated individuals all wearing masks?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	most
14. Are staff maintaining six feet of distance?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	not really
15. Are staff all wearing masks and any additional PPE?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Cunit - April

16. Are interactions between staff and incarcerated individuals tense?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe.
17. Is there a room near the housing unit to evaluate persons with COVID-19 symptoms?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. take to medical

**Additional Notes**

ETL phone after 5 cuts of  
goes head or 1/2 get  
static

✓ olo phone worked

Regular Housing Unit: Gunit - Veteran's

Questions	Answer	Comments
1. Are posters/flyers posted with information regarding COVID-19, symptoms, and how to report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Different languages? Spanish
2. Is the OCO poster/flyer posted?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
3. Does the housing unit appear clean?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
4. Are there any current maintenance concerns (e.g. broken sinks)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
5. Are incarcerated porters observed cleaning the unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Ask: How often do you clean? Came in @ Break - Just finished
6. What type of chemicals/disinfectants are incarcerated porters using to clean the housing unit?		Saw green spray bottles
7. Is soap and water available on the housing unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
8. Is hand sanitizer available on the housing unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Box - no sanitizer
9. Are incarcerated individuals maintaining six feet of distance in the sleeping area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	not possible
10. If dormitory/bunk sleeping area, are individuals sleeping head to foot?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	n/a
11. Are incarcerated individuals maintaining six feet of distance in the dayroom area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	2 @ a table
12. Are incarcerated individuals maintaining six feet of distance at the phones and kiosks?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Phones can all be used @ same time
13. Are incarcerated individuals all wearing masks?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	inside yes outside no - working on it
14. Are staff maintaining six feet of distance?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
15. Are staff all wearing masks and any additional PPE?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	masks



Unit - veterans

16. Are interactions between staff and incarcerated individuals tense?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. calm
17. Is there a room near the housing unit to evaluate persons with COVID-19 symptoms?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. Medical go to

**Additional Notes**

✓ able to call OCO - yes

GTL bad after 5

\* saw books being downloaded  
on J player

\* another said one week old  
ε, no wifi

Kitchen/Dining Area

Main - CI Kitchen  
- spoke w/ Food Services manager

Questions	Answer	Comments
1. Are posters/flyers posted with information regarding COVID-19, symptoms, and how to report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Different languages? Spanish
2. Is the OCO poster/flyer posted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
3. Does the kitchen/dining area appear clean?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
4. Are incarcerated persons observed cleaning the dining area?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Ask: How often do you clean? as needed - frequently
5. What type of chemicals/disinfectants are incarcerated porters using to clean?		Hepast handles <sup>staff change</sup> <del>Disinfectant</del>
6. Is soap and water available for incarcerated workers in the kitchen area?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Sanitizer tables <del>is</del> <sup>at</sup> <del>the</del> <sup>for</sup> people Floor = pH Neutral
7. Is hand sanitizer available in the dining/kitchen area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
8. Are incarcerated individuals maintaining six feet of distance in the dining area?	Yes <input type="checkbox"/> No <input type="checkbox"/>	2 @ a table during break
9. Are mealtimes staggered to better enable social distancing?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	2 Hot & 1 cold lunch
10. Are incarcerated individuals all wearing masks?	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>	mostly - more than 50/50
11. Are staff maintaining six feet of physical distance from other staff and incarcerated individuals?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	- congregating in office
12. Are staff all wearing masks and any additional PPE?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	- not at start. Some spoke to me w/ mask down
13. Are interactions between staff and incarcerated individuals tense?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. Friendly Banter / Respectful
Additional Notes		
Food not being served when observing		

- 1 Hot Breakfast & frozen lunch } lunch break  
- 1 Hot Dinner -

Regular Housing Unit: SAGE - assisted - east -

Questions	Answer	Comments
1. Are posters/flyers posted with information regarding COVID-19, symptoms, and how to report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Different languages? Spanish
2. Is the OCO poster/flyer posted?	Yes <input type="checkbox"/> No <input type="checkbox"/>	did not see -
3. Does the housing unit appear clean?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
4. Are there any current maintenance concerns (e.g. broken sinks)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
5. Are incarcerated porters observed cleaning the unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Ask: How often do you clean? as needed
6. What type of chemicals/disinfectants are incarcerated porters using to clean the housing unit?		germicidal spray Bottle
7. Is soap and water available on the housing unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
8. Is hand sanitizer available on the housing unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
9. Are incarcerated individuals maintaining six feet of distance in the sleeping area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	2 & 1 to a room not possible
10. If dormitory/bunk sleeping area, are individuals sleeping head to foot?	Yes <input type="checkbox"/> No <input type="checkbox"/>	n/a
11. Are incarcerated individuals maintaining six feet of distance in the dayroom area?	Yes <input type="checkbox"/> No <input type="checkbox"/>	- no one in dayroom
12. Are incarcerated individuals maintaining six feet of distance at the phones and kiosks?	Yes <input type="checkbox"/> No <input type="checkbox"/>	- no one @ phonebank
13. Are incarcerated individuals all wearing masks?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	etc in their own rooms, in bed
14. Are staff maintaining six feet of distance?	Yes <input type="checkbox"/> No <input type="checkbox"/>	mostly
15. Are staff all wearing masks and any additional PPE?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Some gowns, gloves.

Stage east

16. Are interactions between staff and incarcerated individuals tense?	Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Describe.</b> Did not witness any interaction. everyone in Room alone
17. Is there a room near the housing unit to evaluate persons with COVID-19 symptoms?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>Describe.</b> The whole place seems like a medical facility

Additional Notes

— OCO phone works



Regular Housing Unit: Sage west

Questions	Answer	Comments
1. Are posters/flyers posted with information regarding COVID-19, symptoms, and how to report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Different languages? Spanish
2. Is the OCO poster/flyer posted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
3. Does the housing unit appear clean?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
4. Are there any current maintenance concerns (e.g. broken sinks)?	Yes <input type="checkbox"/> No <input type="checkbox"/>	?
5. Are incarcerated porters observed cleaning the unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Ask: How often do you clean?
6. What type of chemicals/disinfectants are incarcerated porters using to clean the housing unit?		germicial Detergent Spray Bottles
7. Is soap and water available on the housing unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
8. Is hand sanitizer available on the housing unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
9. Are incarcerated individuals maintaining six feet of distance in the sleeping area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Not really possible in dorm
10. If dormitory/bunk sleeping area, are individuals sleeping head to foot?	Yes <input type="checkbox"/> No <input type="checkbox"/>	mostly $\neq$ Top Bunk removed
11. Are incarcerated individuals maintaining six feet of distance in the dayroom area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	But spread out
12. Are incarcerated individuals maintaining six feet of distance at the phones and kiosks?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Temporary Barriers installed
13. Are incarcerated individuals all wearing masks?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
14. Are staff maintaining six feet of distance?	Yes <input type="checkbox"/> No <input type="checkbox"/>	mostly
15. Are staff all wearing masks and any additional PPE?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	masks-

SAGE west

16. Are interactions between staff and incarcerated individuals tense?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. Fairly calm
17. Is there a room near the housing unit to evaluate persons with COVID-19 symptoms?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. Medical Clinic Near

**Additional Notes**

Interaction also rabbit

Inc/Individuals outside → Plastic ~~Barriers~~ not enough.  
↳ Release more people

↳ Wifi doesn't work everywhere

→ What about Family visits?

★ Spoke about utilizing grievance  
Process so that  
OCO can see data

✓ OCO phone yes

Regular Housing Unit:

Willow - MSC

Questions	Answer	Comments
1. Are posters/flyers posted with information regarding COVID-19, symptoms, and how to report?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Different languages? <i>Spanish</i>
2. Is the OCO poster/flyer posted?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
3. Does the housing unit appear clean?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
4. Are there any current maintenance concerns (e.g. broken sinks)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
5. Are incarcerated porters observed cleaning the unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Ask: How often do you clean?
6. What type of chemicals/disinfectants are incarcerated porters using to clean the housing unit?		<i>germicidal detergent</i> <i>Just have to ask</i>
7. Is soap and water available on the housing unit?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
8. Is hand sanitizer available on the housing unit?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
9. Are incarcerated individuals maintaining six feet of distance in the sleeping area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<i>Some - not exactly 6 feet</i> <i>But spaced out</i>
10. If dormitory/bunk sleeping area, are individuals sleeping head to foot?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<i>Depends</i>
11. Are incarcerated individuals maintaining six feet of distance in the dayroom area?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<i>Only 10 allowed in</i> <i>Day Room @ one time</i>
12. Are incarcerated individuals maintaining six feet of distance at the phones and kiosks?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<i>nk</i> <i>NO phones in</i> <i>Willow</i> <i>outside</i> <i>phone all</i> <i>day</i>
13. Are incarcerated individuals all wearing masks?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
14. Are staff maintaining six feet of distance?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<i>Congregated in</i> <i>their area</i>
15. Are staff all wearing masks and any additional PPE?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

Willow MSC

16. Are interactions between staff and incarcerated individuals tense?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. Respectful
17. Is there a room near the housing unit to evaluate persons with COVID-19 symptoms?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Describe. medical <del>next door</del>

**Additional Notes**

Showers & JPay  
Back in regular unit.

JPay players don't  
work/connect in  
Willow

even the  
2 who said  
they didn't  
like Willow -  
Back & forth  
respectful

EFU → not like a  
prison

3 to a cabin

- Big Televisions throughout
- Potluck Room - volunteered to Willow  
& got to pick "Roomies"





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

May 29, 2020

Joanna Carns  
Office of Corrections Ombuds  
PO Box 43113  
Olympia, WA 98504

Dear Ms. Carns:

The Washington Department of Corrections appreciates the opportunity to respond to the 'OCO Monitoring Visit to Coyote Ridge Corrections Center' completed by the Office of Corrections Ombuds (OCO).

The Department of Corrections takes very seriously the health and safety of the incarcerated population and staff in the Washington state correctional facilities. The agency appreciates the opportunity to have your staff tour the Coyote Ridge Corrections Center and evaluate the facility's implementation of the protocols and procedures, especially cleaning and communication tools, put in place to respond to the COVID-19 pandemic. The information provided by the OCO was useful to ensure the Department of Corrections is doing everything it can to ensure an incarcerated individuals health and safety while incarcerated, especially during the COVID-19 pandemic.

We also appreciate your team's understanding of the unique implementation across facilities and the addition of policies and procedures being put in place to protect our populations. The facility will continue to remind staff and the incarcerated of the importance of wearing their face coverings at all times, has purchased and issued new cleaning rags, and will continue to implement any further precautionary measures as the COVID-19 pandemic progresses. The facility has recently ordered approximately 2500 new laundry bags that we hope will address the concerns related to laundry being lost. Moving forward, Washington Department of Corrections will continue to collaborate with the Office of the Corrections Ombuds on any future quality assurance visits.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Sinclair".

Steve Sinclair, Secretary  
Washington Department of Corrections

*"Working Together for SAFER Communities"*