



STATE OF WASHINGTON

OFFICE OF THE CORRECTIONS OMBUDS

2700 Evergreen Parkway NW • Olympia, Washington 98505 • (360) 664-4749

April 17, 2020

Steve Sinclair, Secretary
Department of Corrections (DOC)

Office of the Corrections Ombuds (OCO) Monitoring Report

Enclosed is the report of the monitoring visit that the Office of the Corrections Ombuds (OCO) conducted to the Monroe Correctional Complex on April 10, 2020. OCO staff were joined on the visit by State Representative Roger Goodman and Governor Inslee's Criminal Justice Policy Advisor, Sonja Hallum.

I appreciate that since Friday's visit, DOC has made several positive decisions to both release individuals and to improve conditions of confinement for persons in isolation. Regarding the latter, OCO believes even more should be done to improve conditions in isolation units around the state and we would appreciate additional attention to the matter. Thank you for the opportunity to work collaboratively with DOC to identify issues in need of improvement.

Any member of the public who wishes to report a concern to OCO is welcome to contact the office at (360) 664-4749 or at the address above. All concerns are logged into the OCO database and used as part of its overall reporting to policymakers and analysis of issues within DOC.

Sincerely,

Joanna Carns
Director

cc: Governor Inslee

OCO Monitoring Visit to Monroe Correctional Complex

Background

- The Office of the Corrections Ombuds (OCO) received numerous concerns regarding the Department of Corrections' response to COVID-19, including lack of adequate prevention measures and poor conditions of confinement for those on quarantine or isolation status. These concerns particularly centered around Monroe Correctional Complex (MCC), which is the site of 12 positive COVID-19 testing results of both staff and incarcerated individuals, as of April 10, 2020. Further, on the evening of April 8, 2020, over a hundred individuals at MCC in the Minimum Security Unit (MSU) reportedly engaged in a mass disturbance. For the above reasons, on April 10, 2020, OCO Director Joanna Carns, accompanied by Washington State Representative Roger Goodman, Criminal Justice Policy Advisor to Governor Inslee Sonja Hallum, and OCO Early Resolution Ombuds & Racial Equity staff LaQuesha Turner, conducted a monitoring visit to MCC. The purpose of the visit was threefold: (1) conduct a welfare check on any individuals placed in a disciplinary unit due to involvement in the disturbance; (2) inspect the units where it occurred and speak with incarcerated individuals in those units; and (3) observe quarantine and isolation conditions of confinement.

Executive Summary/Key Findings

- The facility is unable to effectively impose social distancing due to facility structure and population size. Both staff and incarcerated individuals asked for a release of individuals to create greater space and smaller cohorts of individuals, which would also reduce stress on staff.
 - Staff may make isolated attempts to impose social distancing in chow halls or other designated areas, but incarcerated individuals physically cannot social distance in the hallways of housing units, around phones, in lines, and other areas. Both incarcerated and staff were observed in congregate groups.
 - Further, the large populations housed together results in larger quarantine populations when a single individual becomes symptomatic, ultimately resulting in a large amount of stress in the population, potentially leading to disturbances.
- Staff are under tremendous stress. Multiple negative interactions were viewed between the staff and the incarcerated, and between staff themselves. DOC administrators shared that staff shortages due to COVID-positive or quarantined staff have resulted in several dozen staff working overtime and serving in relief roles, causing confusion and disruption in the units.

- Incarcerated individuals reported that stress, fear, and frustration with both their situation and with staff resulted in the disturbance.
- Individuals in disciplinary isolation for involvement in the disturbance appeared to not have suffered mistreatment or injuries and were receiving food.
- All units appeared clean. However, incarcerated individuals reported a delay in fresh laundry exchange and were observed not using preferred chemicals for cleaning.
- Symptomatic individuals in isolation did not report medical distress and reported that they were receiving medical care. However, conditions in isolation are grim, with individuals reporting only receiving showers once a week, complete lack of access to communication with loved ones or legal counsel, lack of any personal property including televisions or Jplayers, lack of recreation, and poor cell conditions.

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

Disciplinary Unit

- According to the DOC press release following the incident, over a hundred incarcerated persons were involved in a disturbance at the MSU, reportedly due to recent positive tests for COVID-19.¹ Later reports indicated that slightly more than 50 people were “actively” involved. DOC moved 18 people to the disciplinary unit at SOU. The monitor group walked the unit to speak at cellfront with the individuals.
- All individuals reported that they had not suffered any mistreatment and were receiving food. They had not yet received showers or out of cell time, but none appeared upset by that and all appeared to expect that these basic privileges would be afforded. No one reported any medical concerns, or any concerns in general other than the fact that almost all of them reported that they were not involved in the incident and should not be in the IMU, discussed below.
- The monitor group also observed the use of staff PPE while opening cuffs and passing items to and from the incarcerated population. [Photos D and E in the Appendix]

¹ <https://www.doc.wa.gov/news/2020/04082020p.htm>

- Almost all of the individuals appeared to disclaim any participation or liability in the incident.² As there are no cameras in the MSU at MCC, objective evidence is difficult to obtain. DOC administrative staff said that they were relying on statements by both staff and other incarcerated individuals to identify the 18 individuals. Subsequent to the monitoring visit, staff relayed that likely only ten individuals would receive infractions and that the evidence included self-admissions.

Minimum Security Unit (MSU)

- The monitor group then toured both D unit and B unit of the MSU. D unit is where the disturbance happened. Staff reported that mattresses and other items had been used to barricade doors and entryways, and that there was general destruction of the unit. [See Photos G and H in the Appendix.]
- The environment in the units could be described as tense. The monitoring group observed several negative interactions between staff and the incarcerated. At one point, a member of the monitoring group intervened in a discussion because she feared a physical confrontation was about to erupt. Incarcerated individuals relayed that this negative interaction was a primary cause of the disturbance, that there was an “us versus them” attitude rather than both groups working together through the conflict. They reported that incarcerated individuals were frustrated that staff would only enforce social distancing at times “for show” such as at the chow hall, which disrupted programming and recreation, but then they had to crowd together in the housing units anyway. They further reported that staff themselves did not social distance and were concerned they were the ones bringing in the disease.
- Incarcerated individuals relayed that staff sent mixed messages of both promoting social distancing as the best way to stay safe from contracting coronavirus and at the same time attempted to “bribe” them into moving into congregate housing by giving them McDonalds, which they said was disingenuous. DOC staff relayed that the food was not a bribe but a positive gesture in a difficult time.
- Social distancing was not observed by either staff or incarcerated individuals and it was not possible in the MSU space. To use the phones, individuals had to sit close together. The hallways are narrow and individuals had to closely pass each other. Individuals also crowded together at the doorways. [See Photos in the Appendix.]
- The incarcerated individuals relayed that they had not had linen/laundry exchange in two weeks, which included sheets, towels, and even their underwear that they had to wear

² From their reports, there was a fire alarm earlier in the day, causing the doors to open via an emergency system. The individuals exited to the yard. A sergeant came out and told them to return to their cells, which they reportedly complied with. They saw officers “lined up with bean bag guns.” Reports vary as to whether they were all directed back outside or whether staff asked for any individuals *not* involved in the incident to return to the yard; after they returned to the yard, they were directed to sit down on the ground, their hands were zip-tied, and escorted to the IMU.

several days. They shared that there were fresh linens available behind a locked area that they were not allowed by staff to access. Staff stated the incarcerated had been due for a linen exchange on Wednesday, which had been disrupted by the disturbance, and that it would be addressed.

- The general housing unit area appeared clean and the unit smelled of bleach. However, although the smell of bleach may be comforting to persons for whom the smell is synonymous with cleanliness, it is not one of the preferred EPA-approved disinfectants recommended for use and may be an irritant to those with breathing conditions. Containers of appropriate disinfectants were sitting out, but it was unclear where or how they were being used and an incarcerated individual was observed using a bleach solution to wipe down the phone. When asked why, he responded that it was “quicker” since the recommended disinfectants have to sit for a period of time on the surface in order to be effective.
- It was apparent that both the incarcerated and staff had the option to wear masks. Some but not all staff and incarcerated individuals wore masks or other PPE. During the monitoring visit, it was announced that a directive had gone out from Secretary Sinclair that would require staff to wear masks and provide for masks to be given out to all incarcerated.

Isolation Unit for Symptomatic Individuals (E Unit)

- The monitoring group consisting of the OCO Director and staff accompanied by the DOC Chief Medical Officer and infectious disease expert proceeded to the isolation unit for those with symptoms or those who had tested positive for COVID-19.
- A primary issue evident on the unit was once again staff stress. The monitoring team observed negative staff interactions with the incarcerated, with each other, and with the monitoring team. It is quite difficult to imagine the mental and emotional strain of the custody staff coming in each day to work with a population sick with a terrifying pandemic disease and who are kept in stark conditions for which they have legitimate complaints, but the staff do not have the power to change.
- Of the two tiers, the OCO Director went on the one with the diagnosed positive cases and collected letters from both. The individuals on the tier appeared to be in good health; all were asked about their medical care and none had any concerns in that regard, which is very good. However, they did have a number of concerns about conditions of confinement, as outlined below.
- E unit was a previously soft-closed segregation unit that was reopened for this specific purpose. In speaking with an incarcerated worker on the unit who had been held on the unit in isolation and who volunteered to continue working on the unit once he was released, the unit was reportedly freezing cold with cold, brown, undrinkable water. The

room temperature had since improved, as felt by the monitoring team, but the cold, brown water reportedly was still an issue. One individual reported that when he attempts to use the sink, it floods the entire cell. He showed that he was using his linens on the floor around the toilet to soak up the water. Other individuals in neighboring cells reported similar issues.

- The primary concern was the lack of access to telephones to speak with their loved ones, both for their own emotional wellbeing and for their families, who were worried and without any information. They reported that they had paper and pencils, but as they were completely without personal property, they did not have their address books to know where to send the letters. One individual stated that he did not have his reading glasses to be able to write. They also were worried about sending letters to their loved ones, concerned that it might be infectious, indicating they also did not have access to basic information about the disease and contamination.
- The second large concern was the lack of access to showers. Staff relayed that the incarcerated were allowed showers three times a week, but multiple incarcerated individuals stated that they were only allowed one shower every seven days and in between were offered what was colloquially known as a “birdbath.” The birdbath is a basin with hot water and a rag. [Photo R in Appendix.]
 - Note: The decision to limit showers was made by DOC’s Chief Medical Officer and infectious disease expert to reduce the spread of the disease.
- The third primary concern was the lack of access to personal property, including anything with which to occupy their minds. They did not have personal televisions or Jplayers, and it did not appear that they had much if any reading material. They had no access to news or information. They felt frustration at being kept in stark conditions. One individual’s chief request was simply coffee, which he had brought with him to E unit and then was not allowed to have.
- Individuals raised concerns about the lack of recreation, stating that they only were able to leave their cells once a week to get an X-ray. They stated that “guys in IMU are treated better,” which is an accurate statement when it comes to the level of privileges.
 - Note: The decision to limit recreation was also made by DOC’s Chief Medical Officer and infectious disease expert, also to reduce the spread of the virus.
- Individuals on the other tier who passed letters for OCO reported that they were placed in isolation on little to no basis. One wrote, “I was put in here on 3-22-20 with a small rash on my leg and a cough. I was told 14 days in admittance. Then I was told 14 days after no more symptoms. Then I was told I would be released on April 8th, and on April 9th I was told I coughed on March 30th so my 14 days started all over again on April 12th I would

be here three weeks. I'm not sick and I want out of isolation...I can't call my family, no shower in 1 week now. I haven't been outside since March 22nd. This whole operation over here is horrible. I want out! Please get me out of here." Another wrote, "I never said I had symptoms of sickness. I was ripped up and out of bed at midnight on April 5, 2020. I tested negative for COVID for which they said I had symptoms for and was recently moved from the 5 COVID-infected people. But now I am still around the sickness. This is a punishment...I want to go back. I never had any symptoms." [Photos N and P in Appendix.]

- Based on the concerns relayed, it was unclear how decisions were made regarding privileges, what rationale existed to strictly limit privileges and property, and who was responsible for ensuring basic quality of life. For example, the individual's request for coffee clearly has neither a security nor a public health implication and yet it was denied. Facility administrative staff relayed that personal property wasn't allowed in isolation because they had been told they would have to destroy it after the person left; medical staff relayed there was no medical need to do that. DOC administrative staff at Headquarters had clearly engaged in a discussion about the bare *minimum* of privileges to be afforded, but it was unclear whether staff had also held a discussion about the *maximum* privileges that could be given while also maintaining public health standards, or had made attempts to ask the individuals in isolation what would make their situation more tolerable while they were afflicted with a potentially deadly disease through no fault of their own.
 - Officers on the unit were asked who made decisions about unit operations and the answer given was the "Emergency Operations Center."
 - Staff also indicated that barriers existed to effective, efficient decision-making, with all decisions having to be approved by the US Center for Disease Control and the WA Department of Health. In a quickly evolving situation like a pandemic, greater speed may be necessary.

DOC Response



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April 17, 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 Report on the 'the monitoring visit that the Office of the Corrections Ombuds (OCO) conducted to the Monroe Correctional Complex on April 10, 2020' completed by the Office of Corrections Ombuds.

Recommendation	Response
The facility is unable to effectively impose social distancing due to facility structure and population size. Both staff and incarcerated individuals asked for a release of individuals to create greater space and smaller cohorts of individuals, which would also reduce stress on staff.	<p>The Department of Corrections has continuously informed the population of the much encouraged physical distancing guidelines recommended by the Centers for Disease Control (CDC). The department is encouraging all staff and incarcerated population to follow physical distancing recommendations to best protect themselves during this pandemic.</p> <p>In the minimum security units and co-located facilities, we have repurposed currently unused space, such as weight decks, visit rooms, extended family visit units, unused dining areas, classrooms, etc. into temporary housing quarters to further enhance physical distancing.</p> <p>The department has begun to implement an incarcerated population reduction effort to better address the space constraints, both in the Monroe Correctional Complex as well as across all Washington state correctional facilities.</p>



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	Please see the Attached Memo
Staff are under tremendous stress. Multiple negative interactions were viewed between the staff and the incarcerated, and between staff themselves. DOC administrators shared that staff shortages due to COVID-positive or quarantined staff have resulted in several dozen staff working overtime and serving in relief roles, causing confusion and disruption in the units.	<p>The Department recognizes the high anxiety faced by everyone during this worldwide pandemic. The Employee Assistance Program (EAP) is being promoted among staff for free counseling assessments and consultation. Mental health professionals continue to be available, make rounds through the correctional institutions and remain accessible for appointments and consultations.</p> <p>The agency is accustomed to a frequent overtime staffing model due to staffing models being under-funded in the agency operating budget. Correctional administrators shared that staff shortages due to COVID-positive or quarantined staff have resulted in several dozen staff working overtime and serving in relief roles, causing some confusion and disruption of normal routines in the units. The agency emergency operations center (EOC) is actively working to update the staffing models within the isolation and quarantine units to provide relief and alleviate staff and to alleviate concerns pertaining to the pandemic.</p> <p>Employees have had to rapidly adapt to changing processes and protocols while still managing security and safety for everyone inside the prison. Staff are working tremendous amounts of overtime while worrying along with the incarcerated about their own health and</p>



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	<p>families. It is reasonable to expect that the increased stress and frustration may affect temperament and interactions between staff and with the incarcerated population.</p>
<p>Incarcerated individuals reported that stress, fear, and frustration with both their situation and with staff resulted in the disturbance.</p>	<p>The Department of Corrections recognizes the stress, fear, and frustration that the incarcerated population is reporting. The agency is working to minimize the level of disruption to the incarcerated population's sense of normalcy. High-risk individuals are encouraged to isolate, but are allowed to stay in their housing unit if they wish. In-housing unit activities are being provided in the event that recreation time or dayroom use is limited, and have extended video visitation hours to encourage communication to those who have access.</p> <p>Frequent scheduled meetings with representatives of the population and frequent management walkabouts within each facility is not indicating that additional disturbances will be occurring at this time. Local family council meetings are still occurring weekly with facility management and the local family councils are not reporting hearing anything about additional disturbances.</p> <p>The department is making constant efforts to communicate with the incarcerated population to keep them informed of the changes as they are being implemented and are taking their feedback into consideration as protocols are being adjusted. Given the seriousness of the situation and the amount of change that</p>



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	<p>has been quickly implemented, the overall population and staff are managing emotion and change extremely well.</p>
<p>Individuals in disciplinary isolation for involvement in the disturbance appeared to not have suffered mistreatment or injuries and were receiving food.</p>	<p>The mentioned individuals were placed in restrictive housing for investigation of their involvement in the disturbance. We appreciate the OCO's recognition that individuals in restrictive housing do not "suffer mistreatment or injuries" and do continue to receive food. The humane treatment of those in restrictive housing is a matter of policy and practice across the system.</p> <p>The Department of Corrections responds to large disturbances as best as the situation allows. As there were no cameras in the area of the disturbance, the agency relies upon the testimony of the incarcerated individuals and the staff on duty to identify those who were involved. The investigation into the disturbance is ongoing and early in its preliminary investigative stages, as the disturbance was six business days ago.</p>
<p>All units appeared clean. However, incarcerated individuals reported a delay in fresh laundry exchange and were observed not using preferred chemicals for cleaning.</p>	<p>The Department acknowledges the delay in laundry service due to the disturbance at the Monroe facility on April 8, 2020. In response to the delay, Correctional Industries workers worked overtime on Saturday, April 11, 2020, to ensure that the facility laundry services were current. Since that time, the laundry schedule has returned to normal schedule.</p>
<p>Symptomatic individuals in isolation did not report medical distress and reported</p>	<p>The Department has ensured the facility is allowing the use of personal property in</p>



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<p>that they were receiving medical care. However, conditions in isolation are grim, with individuals reporting only receiving showers once a week, complete lack of access to communication with loved ones or legal counsel, lack of any personal property including televisions or Jplayers, lack of recreation, and poor cell conditions.</p>	<p>the isolation units, such as JPay devices, televisions as permitted and address books for letter writing. To prevent the continued potential spread of COVID-19, the agency has restricted access to recreation activities for those who are on isolation status because of a positive test result or portraying symptoms of the virus, until being cleared.</p> <p>Where the infrastructure exists, personal electronics were moved with individuals. Where the infrastructure does not exist, big screen televisions and other diversions to keep idleness to a minimum were introduced. When possible, telephones were introduced.</p> <p>With regard to showers, isolation cells do not contain their own shower so all showers must be shared by those on isolation. Any movement and use of shared items outside an isolation room risks exposure to others. The Department is following the agency's infectious disease physician's recommendations.</p>
<p>The environment in the units could be described as tense. The monitoring group observed several negative interactions between staff and the incarcerated. At one point, a member of the monitoring group intervened in a discussion because she feared a physical confrontation was about to erupt. Incarcerated individuals relayed that this negative interaction was a primary cause of the disturbance, that there was an "us versus them" attitude rather than both</p>	<p>The Department of Corrections recognizes the stress, fear, and frustration that the incarcerated population is reporting. The agency is working to minimize the level of disruption to the incarcerated population's sense of normalcy. High-risk individuals are encouraged to isolate, but are allowed to stay in their housing unit if they wish. In-housing unit activities are being provided in the event that recreation time or dayroom use is limited, and have extended video visitation hours to</p>



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<p>groups working together through the conflict. They reported that incarcerated individuals were frustrated that staff would only enforce social distancing at times “for show” such as at the chow hall, which disrupted programming and recreation, but then they had to crowd together in the housing units anyway. They further reported that staff themselves did not social distance and were concerned they were the ones bringing in the disease.</p>	<p>encourage communication to those who have access.</p> <p>The department is making constant efforts to communicate with the incarcerated population to keep them informed of the changes as they are being implemented and are taking their feedback into consideration as protocols are being adjusted. The department continues to encourage physical distancing among the incarcerated population.</p> <p>The department has informed the population of the much encouraged social distancing guidelines recommended by the Centers for Disease Control (CDC) and is encouraging all staff and incarcerated population follow these recommendations to best protect themselves during this pandemic.</p> <p>The department has begun to implement an incarcerated population reduction effort to better address the space constraints, not only in the Monroe Correctional Complex, but across all Washington State Correctional Facilities.</p>
<p>Social distancing was not observed by either staff or incarcerated individuals and it was not possible in the MSU space. To use the phones, individuals had to sit close together. The hallways are narrow and individuals had to closely pass each other. Individuals also crowded together at the doorways.</p>	<p>The department has informed the population of the much encouraged social distancing guidelines recommended by the Centers for Disease Control (CDC). The department is encouraging all staff and incarcerated population to follow these recommendations to best protect themselves during this pandemic.</p> <p>The department has begun to implement</p>



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	<p>an incarcerated population reduction effort to better address the space constraints, not only in the Monroe Correctional Complex, but across all Washington State Correctional Facilities.</p> <p>Please see the Attached Memo</p>
<p>The incarcerated individuals relayed that they had not had linen/laundry exchange in two weeks, which included sheets, towels, and even their underwear that they had to wear several days. They shared that there were fresh linens available behind a locked area that they were not allowed by staff to access.</p>	<p>The Department acknowledges the miss in laundry service due to the disturbance at the Monroe facility on April 8, 2020. In response to the delay, Correctional Industries workers worked overtime on Saturday, April 11, 2020, to ensure that the facility laundry services were current.</p>
<p>The general housing unit area appeared clean and the unit smelled of bleach. However, although the smell of bleach may be comforting to persons for whom the smell is synonymous with cleanliness, it is not one of the preferred EPA-approved disinfectants recommended for use and may be an irritant to those with breathing conditions. Containers of appropriate disinfectants were sitting out, but it was unclear where or how they were being used and an incarcerated individual was observed using a bleach solution to wipe down the phone. When asked why, he responded that it was “quicker” since the recommended disinfectants have to sit for a period of time on the surface in order to be effective.</p>	<p>The Department of Corrections issued a Cleaning and Disinfecting Guidance memo to all superintendents on April 8, 2020. This memo outlines the specific cleaners that are approved for use in the facilities and how to properly use them. Superintendents were instructed to print the included guidelines and distribute to the incarcerated population for their knowledge as well.</p>
<p>It was apparent that both the incarcerated and staff had the option to wear masks.</p>	<p>The Department of Corrections distributed a memo, Mandatory use of Face</p>



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<p>Some but not all staff and incarcerated individuals wore masks or other PPE.</p>	<p><u>Coverings – ALL DOC LOCATIONS</u> on April 10, 2020. The memo informed Superintendents that the agency is now requiring all staff entering a DOC location are required to wear a face covering, and all incarcerated individuals will be given the resources to create a face covering for their use as well. Facilities have begun implementing this protocol since the release of the direction.</p>
<p>A primary issue evident on the unit was once again staff stress. The monitoring team observed negative staff interactions with the incarcerated, with each other, and with the monitoring team. It is quite difficult to imagine the mental and emotional strain of the custody staff coming in each day to work with a population sick with a terrifying pandemic disease and who are kept in stark conditions for which they have legitimate complaints, but the staff do not have the power to change.</p>	<p>The Department recognizes the high anxiety environment for everyone during the worldwide pandemic. The agency is accustomed to a frequent overtime staffing model due to our facilities ideal staffing models being under-funded in the agency operating budget.</p> <p>The agency emergency operations center (EOC) is actively working to update the staffing models within the isolation and quarantine units to alleviate staff of the high stress environments, to provide relief and to alleviate concerns pertaining to the pandemic.</p>
<p>E unit was a previously soft-closed segregation unit that was reopened for this specific purpose. In speaking with an incarcerated worker on the unit who had been held on the unit in isolation and who volunteered to continue working on the unit once he was released, the unit was reportedly freezing cold with cold, brown, undrinkable water. The room temperature had since improved, as felt by the monitoring team, but the cold, brown water</p>	<p>The Department of Corrections reopened the E-unit at the Monroe Correctional Complex for the purpose of providing an isolated area for the COVID-19 pandemic. As the problems reported in the unit have been identified, the facility leadership is putting together a plan to move those in E-unit to a different isolation location that will remedy these identified issues.</p>



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<p>reportedly was still an issue. One individual reported that when he attempts to use the sink, it floods the entire cell. He showed that he was using his linens on the floor around the toilet to soak up the water. Other individuals in neighboring cells reported similar issues.</p>	
<p>The primary concern was the lack of access to telephones to speak with their loved ones, both for their own emotional wellbeing and for their families, who were worried and without any information. They reported that they had paper and pencils, but as they were completely without personal property, they did not have their address books to know where to send the letters. One individual stated that he did not have his reading glasses to be able to write. They also were worried about sending letters to their loved ones, concerned that it might be infectious, indicating they also did not have access to basic information about the disease and contamination.</p>	<p>The emergency operations center (EOC) is working with the Chief Medical Officer and the Infectious Control Physician to develop a protocol that will prevent the potential spread of the COVID-19 virus and allow the incarcerated population telephone access to communicate with their loved ones. Those who are in isolation do have access to their JPay players if they had them in their possession before their being placed on isolation status.</p>
<p>The second large concern was the lack of access to showers. Staff relayed that the incarcerated were allowed showers three times a week, but multiple incarcerated individuals stated that they were only allowed one shower every seven days and in between were offered what was colloquially known as a "birdbath." The birdbath is a basin with hot water and a rag.</p>	<p>The department is following the WA State DOC COVID-19 Screening, Testing, and Infection Control Guideline. These guidelines were put into place to prevent the potential spread of the COVID-19 virus with the direction of the Infectious Control Physician and the Chief Medical Officer.</p> <p>The department recognizes the need for maintaining hygiene during this time, and</p>



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	<p>in response is issuing each individual a wash basin, soap that will be replaced as needed, and wash rags that will be replaced daily for use in between the allotted showers.</p>
<p>The third primary concern was the lack of access to personal property, including anything with which to occupy their minds. They did not have personal televisions or Jplayers, and it did not appear that they had much if any reading material. They had no access to news or information. They felt frustration at being kept in stark conditions. One individual's chief request was simply coffee, which he had brought with him to E unit and then was not allowed to have.</p>	<p>The Department has ensured the facility is allowing the use of personal property in the isolation units, such as JPay devices, televisions as permitted and address books for letter writing. To prevent the continued potential spread of COVID-19, the agency has restricted access to recreation activities for those who are on isolation status because of a positive test result or portraying symptoms of the virus, until being cleared. Individual situations, such as those involving coffee, will be addressed on a case-by-case situation.</p>
<p>Individuals raised concerns about the lack of recreation, stating that they only were able to leave their cells once a week to get an X-ray. They stated that "guys in IMU are treated better," which is an accurate statement when it comes to the level of privileges.</p>	<p>To prevent the continued potential spread of COVID-19, those individuals who are on isolation status because of a positive test result or portraying symptoms of the virus, the agency has restricted access to recreation activities until being cleared of isolation status.</p>

Staff in all capacities are working extremely hard to keep the potential spread of the COVID-19 virus from our facilities, and limited to, and treated within, the one minimum security unit in which it does exist. 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 our mission to the best of our ability.

The Department of Corrections continues to appropriately align its practices to reflect the guidance of the CDC and Department of Health (DOH) to ensure the health and safety of the incarcerated population and staff in the Washington correctional facilities. The



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department will continue being part of the solution, adjusting protocols and precautionary measures being taken accordingly during this uncharted time.

Sincerely,

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

Steve Sinclair, Secretary
Washington Department of Corrections

Appendix

Photo A



Caption: Entry officer with screening questions and touchless temperature gun.

Photo B



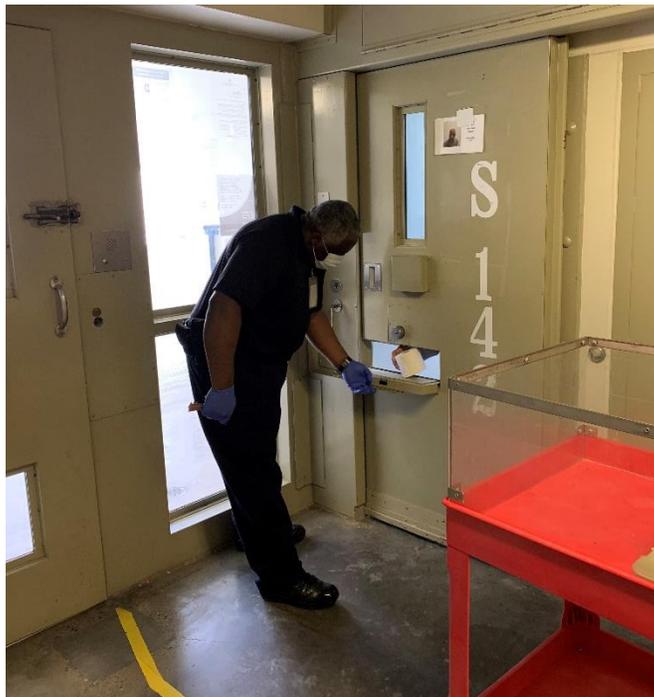
Caption: From left, Superintendent Mike Obenland, Superintendent Jack Warner, Criminal Justice Policy Advisor to Governor Inslee Sonja Hallum, and State Representative Roger Goodman, standing in IMU

Photo C



Caption: OCO Early Resolution Ombuds & Racial Equity staff LaQuesha Turner

Photo D



Caption: Officer wearing PPE distributing toilet paper to incarcerated individuals in IMU

Photo E



Caption: Officer in PPE taking trash from incarcerated individuals in IMU

Photo F



Caption: Cell in IMU for individual charged with involvement in disturbance

Photo G



Caption: Photo of destruction of MSU unit during disturbance

Photo H



Caption: Photo of destruction of MSU during the disturbance.

Photo I



Caption: Housing unit in MSU

Photo J



Caption: Incarcerated individuals crowded at doorway in MSU

Photo K



Caption: Individuals at phones in MSU

Photo L



Caption: Representative Goodman talking to an incarcerated individual in MSU hallway

Photo M



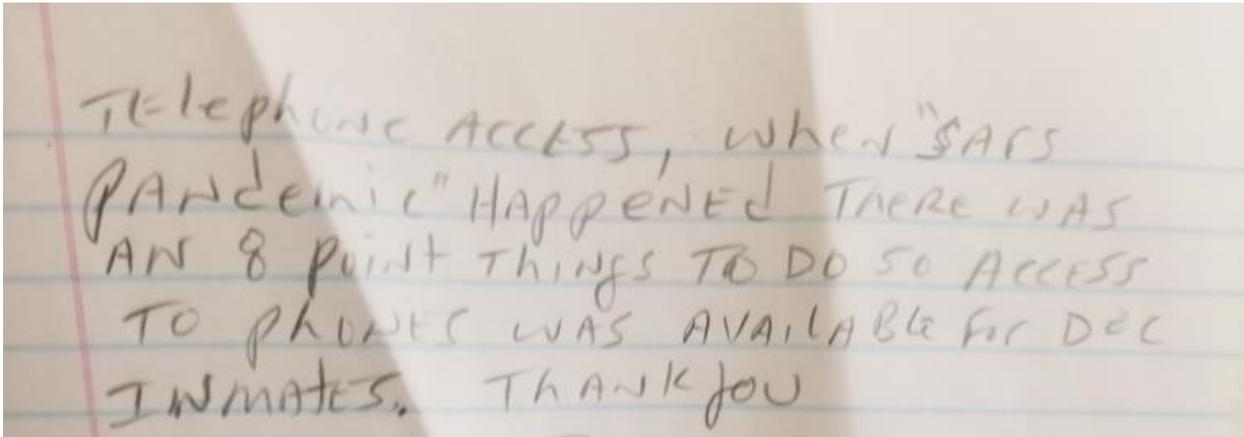
Caption: E Unit tier of symptomatic but non-COVID-positive individuals

Photo N

I WAS PUT IN HERE ON 3-22-20 WITH A SMALL RASH ON MY LEG AND A COUGH. I WAS TOLD 14 DAYS IN ADMITTANCE THEN I WAS TOLD 14 DAYS AFTER NO MORE SYMPTOMS THEN I WAS TOLD I WOULD BE RELEASED ON APRIL 8TH AND ON APRIL 9TH I WAS TOLD I COUGHED ON MARCH 30TH SO MY 14 DAYS STARTED ALL OVER AGAIN, ON APRIL 12TH I WOULD BE HERE THREE WEEKS. I'M NOT SICK AND I WANT OUT OF ISOLATION. THIS IS SO WRONG AND LIKE I SAID I'M NOT SICK AND THIS IS CRUEL AND INHUMAN I CAN'T CALL MY FAMILY, NO SHOWER IN 3 WEEK NOW. I HAVEN'T BEEN OUTSIDE SINCE MARCH 22ND. THIS WHOLE OPERATION OVER HERE IS HORRIBLE. I WANT OUT! PLEASE GET ME OUT OF HERE. THANK YOU

Caption: Letter with concerns from non-positive tier of isolation

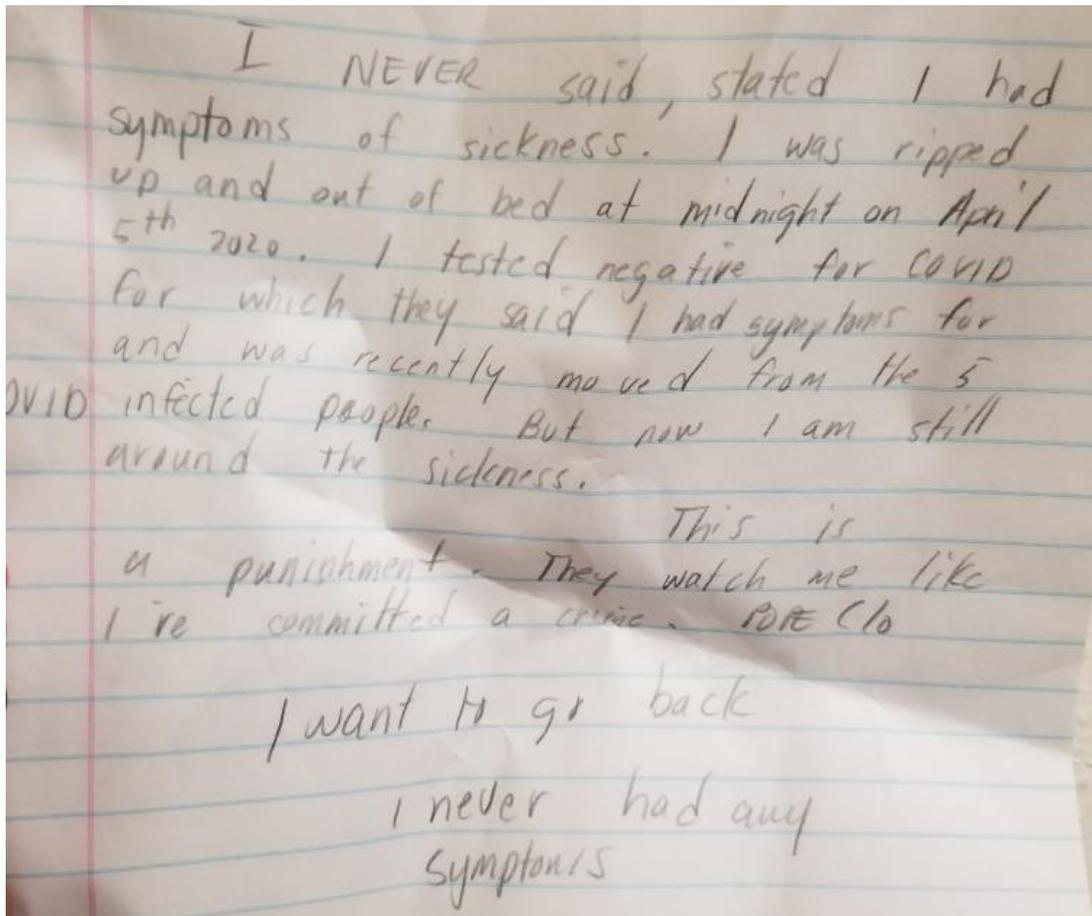
Photo O



TELEPHONE ACCESS, WHEN "SARS
PANDEMIC" HAPPENED THERE WAS
AN 8 POINT THINGS TO DO SO ACCESS
TO PHONES WAS AVAILABLE FOR DOC
INMATES. THANK YOU

Caption: Letter with concerns from non-positive tier in isolation

Photo P



I NEVER said, stated I had
symptoms of sickness. I was ripped
up and out of bed at midnight on April
5th 2020. I tested negative for COVID
for which they said I had symptoms for
and was recently moved from the 5
COVID infected people. But now I am still
around the sickness.

This is
a punishment. They watch me like
I've committed a crime. PORE (to

I want to go back
I never had any
symptoms

Caption: Letter with concerns from the non-positive isolation tier

Photo Q



Caption: Outdoor recreation area on E unit, used as staging area

Photo R



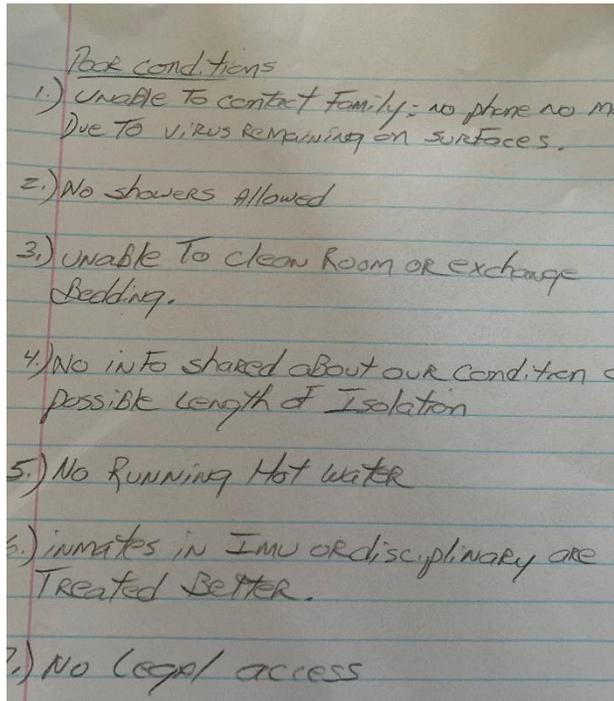
Caption: Basin used as a "birdbath" for self-bathing in E unit

Photo S



Caption: OCO Director on E unit tier with COVID-positive individuals

Photo T



Caption: Letter with concerns from COVID-positive individual on isolation unit

Photo U

They have Refused to:

- give me access to phone for a week.
- allow me to take a shower
- give me proper medical attn.
- wont allow me any property.

Sunk floods house
House full of bugs.
Spiders
Silver Fish.
Lowest living conditions

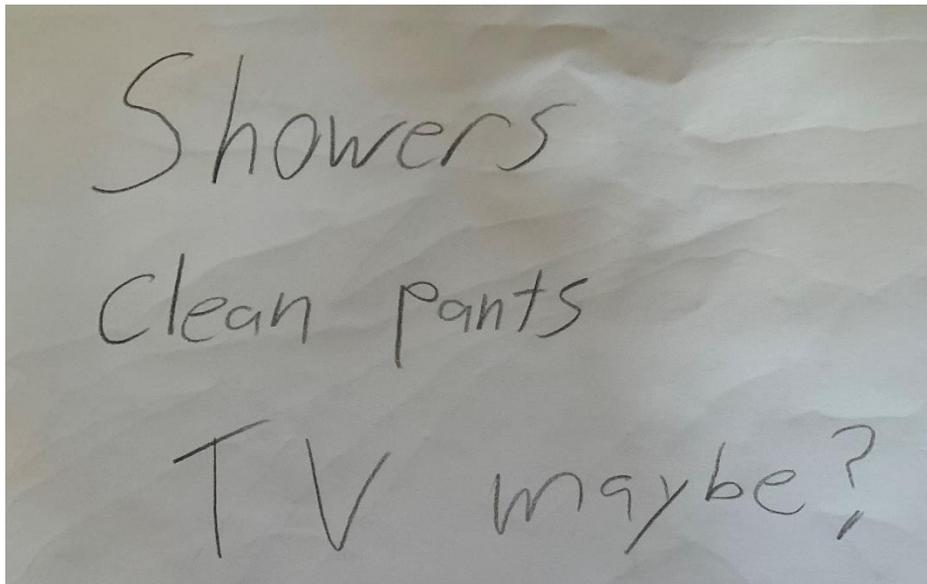
Caption: Letter with concerns from COVID-positive individual on isolation unit

Photo V

No access to phone
no showers
No access to any of our
properties IE! coffee etc
we brought coffee with
us & they denied us having
it.

Caption: Letter with concerns from COVID-positive individual on isolation unit

Photo W



Caption: Letter with concerns from COVID-positive individual