

Local Family Council COVID – 19 Teleconference Coyote Ridge Corrections Center April 3, 2020.

Facilitator: Michelle Duncan, Associate Superintendent

Attendance:

Local Family Council Members

Ron Thompson, Captain

Bill Copeland

Ken Jennings, CRCC Health Services

Jeff Uttecht, Superintendent

Discussion questions presented by the family members:

1. Why aren't the bathrooms being cleaned better?

We have increased our sanitation efforts. If the bathroom is in need of maintenance the individual would want to notify unit staff. If there is a specific concern, please send an email in regards to this issue.

2. There is a rumor going around that they are lifting the spendable to \$25.00 before they take out fees, is that correct?

At this time, CRCC has not received any information on this. One caller suggested that this did pass and may take 90 days to see it, but it did pass.

3. Are there janitorial supervisors that are employed by incarcerated individuals?

No. We do not allow individuals to supervise other incarcerated persons. All supervisory roles are completed by staff.

4. What are the results of the tests at CRCC to date?

We have tested six individuals. Five tests have been confirmed negative and one is still pending. We do not test our staff; they are encouraged to visit their own primary care physician if concerned with being exposed to COVID-19 and do not know how many staff may have been tested. One staff member, very recently, has been confirmed with having a positive test for COVID-19. We cannot provide details on that however, there is no identified risk.

5. Will incarcerated individuals receive infractions if they are not following social distancing protocols? Now hear there are threats that if kitchen or laundry staff do not show up for work, they will be infraacted because officers will have to do the work. Inmates should not be forced to do their job in laundry with threat of infraction if they don't show up for work.

We are not infracting for not following social distancing, we are strongly encouraging and the expectation is that all staff and incarcerated individuals are practicing social distancing. Jobs is still a mandatory programming and if they refuse there are consequence for that up to a disciplinary action. DOC Policy that covers assignments is 700.00 and 700.100.

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***Will there be PPE available for those that have to work? They are getting PPE in Michigan-Laundry, food, and lines to go to work are important for this?**

Laundry and textiles is a large space and are able to maintain social distancing. Masks have been provided for some in laundry to assist with dust, etc. and they are wearing mask for those that are processing the dirty laundry. Food Factory and CI Textile workers are also being screened before they clock in to work. There has been no direction to change that process.

***The Laundry is a huge issue not just because of distance but because they are throwing laundry all around and the virus can be on the clothing and it is not safe:**

CI Laundry workers whom process the dirty laundry are wearing masks, gloves, and smocks until it has completed the drying phase.

- 6. CRCC and CI practice lean manufacturing meaning there is not a lot of food stored and it is purchased as needed. As the COVID progresses as is estimated it will, how will CRCC feed the inmates? Officers are refusing to do the work if that happens then the disaster plan goes into effect which means the Guard comes in. How will that work?**

We do not have any problems with staffing or food supply at the current moment. However, there is an in-depth plan on how to make food should we need to. We have and continue to plan for how to receive food from different places. We have lots of supplies that could last for weeks. There is a plan for how to work the prison if we have no staff. Even if hypothetically the National Guard did come in. They would work for us, not us for them. We have no food supply problem or staffing so far. If it get worse, we will act on it. If we have to go into a lock down situation, the warehouse is stocked. There are always long term food staples. There I no indication that food is an issue.

- 7. Will all incarcerated individuals that are currently in IMU/Segregation have restrictions lifted and have access to their tablets and TV's?**

No. Those that are in Restricted Housing (Seg) for disciplinary reasons will not have privileges reinstated. Those that are in the Restricted Housing Unit for isolation purposes will and do have access to TV and their JPay players. We are working on a process to make sure those tablets are synced for them.

- 8. When an incarcerated individual needs bars of soap in their specific pod, who do they ask? CO? Sergeant? And will all staff in every unit be notified that soap can be dispensed in an incarcerated individual asks?**

The individual would want to ask their Unit Sergeant or CUS (Correctional Unit Supervisor). We have received large size bars of soap instead of the small indigent bars. Medium custody units have been issued 2 bars and the minimum custody units were issued one bar due limited stock and their access to liquid soap and water.

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***The water is not at the right temperature so how can they safely wash their hands without warm water?** We have the water temperature checked regularly and have been told they are at the proper temperature. If you have specific concerns such as this, please send me an email and we will look into it. One caller had mentioned it was C unit. C unit water was tested and A side mixed water was 112F and B Side was 113F. We try to keep those temperatures between 100F and 120 F.

9. Can these meetings please be put on the DOC website under Alerts so families are notified?

We will get with Headquarters to discuss this. If that is something that we decided to do, other facilities may want to follow suit. We will follow up in regards to this.

10. How many incarcerated individuals are on quarantine versus isolation to date?

To date 04-03-20, we have 33 individuals on isolation (28 in restricted housing and 5 in E unit) who are experiencing flu-like symptoms. There are 47 that have been placed on quarantine as a precautionary measure throughout the facility, who are not experiencing any symptoms. These numbers continue to go down as those that are housed for 14 days come off of quarantine and isolation status.

11. What is being offered to them for mental support? Access to a counselor?

Mental Health Department are conducting rounds so that services are offered to those in isolation or quarantine status. Individuals may also kite Mental Health should they ever feel the need to be seen. Mental Health staff are also working on ways of reaching out to the incarcerated individuals via KIOSK.

12. Activities still going on such as coloring pages, ping pong tables, etc.?

Yes. These activities are still ongoing. Tournaments have also been setup and started. We also have gotten approval to start showing movies, which will be starting here shortly and we have purchased popcorn. A plan needs to be developed to determine how that will be issued to units. The identified movie will play throughout the day and will be a new movie every day. A schedule of what movies will be playing is being developed. Movies started on April 5, 2020.

13. What are the hours of outdoor yard time for each unit? Would you be willing to extend outside time?

We have a very complicated movement schedule in place. This can become even more complicated should an emergency arise. Currently, each unit is receiving roughly an hour and fifteen minutes. We have extended this many times throughout the day. We added extra staff for added posts to open more yard time through the mainline time period specifically. We opened additional resources to help with this and if it is not seen it yet you will see it soon.

***My loved one has not received yard for two week.**

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They are running yard and gym for all units. If you get these types of concerns please send me a private email with your loved ones information.

14. Hand sanitizers will this be offered to incarcerated individuals yet?

Hand washing is and will continue to be the preferred method, as recommended by the CDC. If there is no access to soap and water than they may allow sanitizer to be used under supervision. We are limited as well as the community for sanitizer. We are trying to be strategic with dispensing because of that. CDC says hand washing is best with soap and water for 20 seconds. Not effective if not 20 seconds. Sanitizer is in places like Health Services for all the men going in and out.

15. Is the operations pandemic plan available through public disclosure?

I am sure that it could be disclosed if someone was to submit a public disclosure request.

16. How many beds are currently available when there is a positive result revealed? Still 100?

We have 40 beds available currently; however, that can always be extended as needed. At this moment, 30 beds in our Restricted Housing Unit are being utilized for isolation purposes. We have another 10 beds in E Unit that are also being utilized for isolation. All isolated individuals will be housed in a single cell.

17. Where?

30 beds in Restricted Housing (Seg) and 10 beds in E unit.

18. If and when there is a positive case, will the entire facility go on lock-down?

Not necessarily. We will do our best to map out where and who may have been exposed. The last case scenario would be a facility-wide lock down.

19. Will there be staff to answer family questions if the facility goes into full lockdown?

Absolutely, Michelle Duncan and Ron Thompson are always available to assist. Additionally we would likely continue with these conference calls.

20. Can DOC send out a kiosk message to the entire incarcerated population of details on how they can fill out a release of information form for families to have access too, as well as inform the population of a code families need to know? How do you get an release of information set up for your loved one?

In regards to an all population kiosk message about a Health Information Disclosure, that may be something to speak to the state representative or Headquarters. Per DOC Policy 640.020 Health Records Management, the patient has the ability to provide permission for family members or others to have verbal access to health information. DOC form 13-203 can be filled

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out and placed in the medical record. The form and a pre-arranged password developed will be used to allow approved family/friends to call, provide password and current health information can be provided. Your loved ones will just need to kite health services and request complete disclosure form 13-203. An appointment will be scheduled and the document will be pre filled. The patient at the call out can review, sign and document placed into medical record. Your loved ones would need to start this process by requesting via kite a Health Information Disclosure DOC Form 13.203. An appointment will be scheduled and the document will be pre-filled.

21. If the entire facility goes on total lock-down, will the operations pandemic plan be the plan this followed?

Yes, however, many other procedures are utilized during restricted movement.

22. Does the facility have a PPE Matrix? How is this utilized?

There is a statewide matrix that has been provided to CRCC that is followed. Many factors go in to deciding who wears what PPE. These considerations include: where do they work, what they do, how many people are around them. That being said, we do have some general guidelines. For those on quarantine status staff must wear a surgical mask and gloves. For those in isolation staff are required to wear a N95 mask, gloves, gown, and face shield. All quarantined and isolated individuals are provided a surgical mask. For transport individuals, staff were surgical masks and gloves. If transporting an individual in isolation, the escort officer will wear an N95 mask, disposable gowns, and gloves. Transporting those on quarantine the escort officer will wear a surgical mask, gloves, and gown.

23. Are all current employees that are working given PPE? And if not, how will they be able to have access to PPE?

As stated in Question 21, PPE is dependent on a number of factors. These are all taken into consideration when distributing PPE to staff members. The department has recently sent out direction that N95 masks are made available to all staff members.

24. Laundry-what are the proper PPE that the facility is using for inmates and how laundry is being handled?

There is no requirement for specific PPE to work in Laundry at this time. However, there are surgical masks available in the work area.

25. What is the current procedure for chow hall times/boats?

We are currently serving a hot breakfast, a grab-and-go lunch, and a hot dinner. We are still calling each pod (half a unit) down to the dining hall at a time and disinfecting the dining room after each unit. This is slowing down meal time, however we are doing our best to encourage social distancing and taking precautions in regards to meals.

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26. Will the staff ensure that JPay is notified that a kiosk is down or that WiFi is down?

If staff are aware of the problem they can submit a help ticket and/or maintenance request. Incarcerated individuals also have the ability to report issues via kiosk or kite.

27. Will any property packages be suspended?

No. Property packages are not suspended at the current time.

What about commissary?

Commissary is delivered from two other institutions; Airway Heights and Monroe. Correctional Industries (CI) who supplies our commissary is still running. There is possibility of a slower processing and receiving time, but Correctional Industries will continue to run.

What about quarterly packages?

A kiosk message was sent out to your loved ones stating, "There will be a change in processing the Summer 2020 Quarterly Food Packages (beginning May 6, 2020) due to the current crisis. Orders will be submitted through the normal channels but all packages will be shipped from California. This may result in a slight delay between the ordering, shipping, and delivery process.

28. Can we as families, after the high peak, present to leadership with solutions to have visits back?

This issue would be better suited to our Statewide Family Council Representative. That decision would need to be discussed outside of CRCC's management team.

29. Link for information on Portion Pak.

The following is the link to the PortionPac website:

<https://portionpaccorp.com/>

30. Can we have a clinical supervisor on these calls? What is the email address for that person?

We will do our best to have a Health Service's Manager available during these calls. The contact information for our Health Services Department is located online at:

<https://doc.wa.gov/corrections/services/health-providers/contact.htm>.

31. Link for the pandemic plan.

This is not a public document.

32. Current exact count for test and results men and staff?

As previously stated, we have tested six individuals. Five have a confirmed negative result, one is still pending. One staff member from CRCC has been confirmed positive.

***Why so many in isolation if no positives?**

They are precautionary measure. It could be flu isolation too.

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33. Have posters warning that lock down will happen for the safety of everyone if they don't honor social distancing because they are not currently doing so.

We have distributed educational posters informing everyone, staff and individual, of the benefits of social distancing and hand washing. These posters do not say anything regarding a lock-down. We are not threatening our population; simply trying to educate them in the benefits of taking precautions.

34. Officers have to stop coughing and also stop coughing on hands then patting people down.

There is no answer to this and difficult to enforce similar to enforcing it in public. Staff continue to be reminded to cover their mouths, wash their hands and maintain sound hygiene practices.

***I cannot believe that and don't!**

We educate our staff, have posters on how to cough and wash hands. We have improved dramatically. It is getting better. We continue to use all positive measure we can to make them use proper procedures. We hope we are doing the same as everywhere else and think we are well ahead of the game. There are about 2500 men about 750 staff, so there are still improvements to be made and we will continue working on it albeit we are not perfect.

***We all know there was staff who was coughing on inmates and though it was funny. *Is the Ombuds still on the call?**

Yes, and yes, the staff have been confronted, contacted, what he did was inappropriate and was corrected.

35. Four men to a table, and some standing around them. It has been up to seven guys at and near tables at once.

CRCC allows four to a table as the rule, regardless of social distancing. Should more than four people be around a table at one time, a Corrections Officer should step in and enforce this guideline.

36. One hundred staff from all OVER campus....So what if they are screening because by then it's too late. This is totally counter to answer from last week about it being okay to crowd everyone in line at chow because they are all from the same unit anyway. How can it be okay to crowd in a line only because they are in the same unit but then let kitchen come in from everywhere?

There are some social distancing challenges that we are trying to work through, and the individuals are doing the best they can. Social distancing precautions are happening. Kitchen is a difficult area to remain completely distant; however, all workers are doing their best to protect themselves and those around them. It is a big deal to put meals together and they are doing a good job.

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37. How are they supposed to be socially distant in a unit?

Social distancing in unit is a hard thing to achieve. Coyote Ridge is looking at a unit as a house. Each individual interacts with others in their house, along with shares amenities (hot shot, water fountain, etc.) and facilities (bathrooms, showers, etc.). This makes it incredibly difficult to be socially distant. However, the hope is that, should we have to close an area down due to a confirmed/positive case, that we can simply shut down the one area without it having to affect the entire facility.

On 4/06/20, a new directive was implemented to allow for increased social distancing within the living units. The upper tier of the unit Pod will be allowed out of their cells for the first half of the day and the lower tier will come out the second half of the day. This will rotate daily between tiers. Only 2 individuals will be allowed at the tables at a time and no standing around the tables is allowed. Information was sent to your loved ones on this change on Saturday 04/04/20.

38. Is the person who tested positive the same guy who was coughing?

Not the same person.

39. Is there going to be another statewide rep? I know a couple people who are interested in the position?

We will have a meeting with the co-chair to discuss about strategies on how to bring this voting issue to the council since we cannot meet.

40. How can we be assured our LO's are getting the care that they need if we can't get an ROI to them?

It is up to the clientele's discretion if family can have an ROI. They initiate the process. The assurance that they are being treated right is this way – we have a compliant process, writing to Correspondence Unit, Ombuds, and the Grievance Department. There are lots of checks and balances. All systems work very well.

The following questions were not answer due to time constraints but were read on the call so that families knew they were on the table.

41. Why was Shelly Mason – Safety officer- going cell to cell with medical? They took all quarantined inmates to B side conference room late at night.

Shelly Mason has not gone cell to cell with medical. Shelly Mason is the Safety Officer and the only thing that she has done recently in the living units is to ensure that proper cleaning was taking place. She stated she was able to observe active disinfecting in nearly every location she went to because the workers were actively cleaning/disinfecting common areas.

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Quarantine individual are monitored by medical daily and they may bring the individuals down to the conference room to assess them so that medical does not have to run their equipment up and down stairs.

42. Coyote Ridge had the most inmate in quarantine in the state and that's why you guys are hiding thing?

This is just not true. We do not know how many inmates are on quarantined and isolation statewide, I believe the numbers on the DOC webpage, but not institution specific and I assure you that we have provided you all the information that we know it to be today.

43. What day does the free 5 minute calls each week reset?

See attachment

44. We are not getting our free video – it rarely works. Also we believe it should be weekly, not just one time per account.

The issue is the amount of inmates and bandwidth is causing problems. CenturyLink, the local company is working on it. Jpay sets the free video visit and for Washington DOC it is 1 free video visit per month per account.

45. Why are our men making gowns for the other men? CRCC is putting our Loved Ones in harm's way by making them work in close conditions. It's on the news and in articles where they can clearly be seen standing next to each other?

Our incarcerated population are doing their part to provide protective personal equipment for the COVID19 pandemic. Correctional Industries and their workers are stepping up and being part of the best things going on at CRCC. They are doing an amazing job! The workers are not in harm's way. They are provided with equipment they need to safely make the gowns.

46. Are there 4 cases in B unit?

No – This rumor is not true

47. 240,000 are expected to die by next week we are scared!

We are all concerned! We are working to do the best for all of our incarcerated persons and staff!

If you have any concerns about COVID-19 or how Coyote Ridge Corrections Center is dealing with specific issues, please email covid-19@doc.wa.gov.

Thank you for taking the time to teleconference with us.

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