

OFFICE OF THE CORRECTIONS OMBUDS

Monthly Outcome Report: December 2020

The Office of the Corrections Ombuds (OCO) investigates complaints regarding any Department of Corrections' (DOC) actions or inactions that adversely affect the health, safety, welfare, and rights of incarcerated individuals (RCW 43.06C.040). Per RCW 43.06C.040(2)(k), at the conclusion of an investigation of a complaint, the ombuds must render a public decision on the merits of each complaint.

Starting September 1, 2020, all cases open at the time and all cases opened since by OCO are considered "investigations" for the purposes of the statute. The following pages serve as the "public decision" required by RCW 43.06C.040(2)(k). Although an individual case report with recommendations for systemic reform is not being produced for the cases herein, the cases will still inform and may be included in a future systemic issue report.

In providing an anonymous summary of each complaint, OCO staff have worked to limit as much identifying information as possible while still providing a substantive explanation of the concern so as to protect the complainant's confidentiality while also providing transparency into the office's work.

Note: The following case summaries also include OCO's closed case reviews, in which a complainant whose case was closed requests a review by the supervisor. These are marked in the summaries as such. OCO is still evaluating how to best portray these cases.

All published monthly reports are available on <https://oco.wa.gov/reports-publications>

Case Status	Explanation
Assistance Provided	OCO, through outreach to DOC staff, was able to achieve full or partial resolution of the person's complaint.
DOC Resolved	Case resolved by action of DOC staff prior to OCO action.
Lack Jurisdiction	Complaint does not meet OCO's jurisdictional requirements (not about an incarcerated individual, not about a DOC action, or person did not reasonably pursue grievance/appellate procedure)
No Violation of Policy	After reviewing all relevant documents and DOC policy, OCO staff determine that DOC policy was not violated.
Unable to Substantiate	Insufficient evidence exists to support the complainant's allegation.
Information Provided	OCO provides self-advocacy information.
Substantiated	OCO substantiates the concern/allegation and it is neither resolved by DOC nor can OCO assist with impacting change.
Decline/Other	Some other reason exists for the closure of the case, generally release.

December 2020 Monthly Outcome Report

Institution of Incident	Complaint/Concern	Outcome Summary	Status Reason
Airway Heights Corrections Center			
1.	Complainant does not have shoes that fit properly. Reports that staff was disrespectful when he raised the issue. In 2016 he was granted an HSR for shoes because he requires extra wide shoes.	The person has since received two pairs of fitting shoes from medical. It also appears that the staff member named was reminded about respect when working with complainant.	DOC Resolved
2.	Complainant alleges inadequate treatment and/or lack of treatment by AHCC medical despite multiple kite requests.	Complainant was evaluated by provider after OCO outreach. Confirmed multiple specialist appointments, although acknowledged that COVID restrictions could cause delay.	Assistance Provided
3.	Cellmate was sent from MSU to work in the main when there was an outbreak in the main and then he brought back COVID to the MSU. DOC could have just shut it down but they didn't. Complainant is concerned that he has been infected.	Complainant said he primarily wanted to just document the issue in case he gets COVID. He is releasing tomorrow. Informed him that we raised this issue with AHCC admin; workers needed for food and laundry.	Information Provided
4.	Complainant was approved to leave on the GRE program. He has now been pulled into the TC program for 18 months and will not leave for GRE. Will be transferred across the state and away from family support to complete the TC program.	Raised concern with DOC. He will still have to complete TC, however he will stay at AHCC to complete it. After that he will be eligible for GRE.	Assistance Provided
5.	Concerns related to Unit M-A side's quarantine process.	Elevated concern to facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
6.	Complainant's legal documents were confiscated by DOC staff when he was attempting to file a lawsuit against DOC. No consistency with appeals of property issues. Would like us to review policies.	Several of complainant's recommendations were addressed through updated mail policy. Also included his recommendation regarding property contraband appeal process in upcoming property systemic report.	Assistance Provided
7.	Complainant reports wrongful serious infractions. States that there were procedural errors with the infraction process. Also, that the serious infractions had a negative impact on his progress and rehabilitation while in prison. He was removed from the	Closed Case Review. OCO staff reviewed video and spoke with DOC staff. Not a violation of the disciplinary policy as his	No Violation of Policy

	honor pods, the dog program, and lost other privileges as well. Wants OCO to review the serious infractions and get them dismissed.	actions appear to meet elements of 663 violation.	
8.	Concern about COVID-19 response in MSU.	Elevated concern to the facility. Emailed external complainant with information related to DOC's response to COVID-19 and made a follow phone call to discuss additional details.	Assistance Provided
9.	Concerned about the COVID-19 response at AHCC. Suggests that the media is being lied to about the severity of the outbreak.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
10.	Concerned about the COVID-19 response, especially as her husband is in a dry cell in K Unit.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
11.	Concerned about the COVID-19 response. Son has tested positive and relocated to the gym with more than 100 other people.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
12.	Concerned that loved one was transported to the hospital with COVID-19 symptoms and requested help with contacting DOC to obtain information.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
13.	Concerned that family member is located in a tier in MSU that does not want to move and is refusing to move. Complainant believes that this tier is being retaliated against because of her activism. Additional complaints related to the tardiness of meal distribution in MSU.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
14.	Concerned about the response to the COVID-19 outbreak especially lack of access to showers and telephones.	Elevated concern to the facility; emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided

15.	Concerned about the facility's response to the COVID-19 outbreak. Son received a positive COVID-19 test.	Emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Assistance Provided
16.	Complainant reports that Suboxone prescription was cut to one-third of original dose when he arrived at facility. Ten days later it was discontinued. This caused him to go through withdrawal. Filed an emergency grievance and was given an anti-diarrheal. Requested Suboxone be reinstated.	The occurrence of the withdrawal symptoms is past tense. No further withdrawal medication can be given 2 months after the date of incident.	Unable to Substantiate
17.	M unit– turned in laundry and it hasn't come back days later. They let 19 people go to work that are positive. Also concerned about the memo that came out about not getting holiday dinner. They keep shoving people in the room at all different stages of positive. We're all mixed together in one big dayroom. They're just keeping it around. How is anyone going to get cured? Didn't even announce the name of the guy's name who died – trying to cover it up. Walls are dirty. Only spraying that happens is after everyone is celled in after 9:30. Nothing gets cleaned up. Would like to be released.	Told complainant that we would lift up to the superintendent for assistance, particularly laundry issue.	Assistance Provided
18.	Complainant has documented degenerative arthritis in back and hip and arthritis in his jaw. The pain is due to the mattress that complainant sleeps on – it's flat. Asking for an air mattress. He has spoken to medical and told it's a long process with many hoops. Also spoke to CUS and was told that they would replace it but don't have any in stock.	Complainant hasn't filed grievance yet, so told him to do that. However, he's taking all the correct steps of working with medical and CUS in the meantime.	Lack Jurisdiction
19.	Complainant's ERD was at the end of November. Supposed to be released yesterday but not being released because he was placed on quarantine. Has one negative test already. Told he is going to have to stay till the end of the year. Willing to do the rest of the quarantine at a hotel after release, but just wants to be released.	Sent immediate notification to CC, CPM, superintendent, and HQ to get clarification and hopefully get him released.	Assistance Provided
20.	Complainant is still eating out of boats at breakfast meals. Says many incarcerated individuals are complaining and ready to strike. He doesn't know whether they will or not, but he encouraged guys to call the Ombuds so we are aware.	He did not disagree with finding but just wanted to elevate new systemic food workgroup review.	Information Provided
21.	Complainant says that AHCC could have done more to prevent the spread of Covid by not screening the guards and staff who enter	Informed complainant that OCO continues to monitor DOC's response regarding CDC-	Information Provided

	<p>the facility. He says that he is only allowed half an hour to shower with 8-10 other people, He said that this does not allow for the incarcerated individuals to properly cleanse themselves and be safe from Covid. Wants COs to take Covid tests and take precautions before they are allowed to be in contact with the incarcerated individuals. He also says that they have no access to phones and only are able to communicate to people through letters.</p>	<p>recommended COVID-19 guidelines and will uplift concerns to facility.</p>	
22.	<p>Complainant says that they are not being provided with cleaning materials for their cells and community areas are not being sanitized. He also says that windows in the facility are left open, which makes the facility cold and Covid thrives in the cold. He says that on several occasions they receive their meals late and the food is cold. Also, there has been a shortage on foods like eggs, milk, fruits, and other items.</p>	<p>Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.</p>	<p>Information Provided</p>
23.	<p>Family initiated complaint that ISRB extended sentence, which they consider unfair treatment.</p>	<p>Spoke to family on the phone. Explained ISRB process, OCO jurisdiction, and provided some self-advocacy resources. Sent letter to family and complainant with additional information.</p>	<p>Lack Jurisdiction</p>
24.	<p>Complainant was issued two infractions, 600 and 103 for two separate incidents. Complainant believes that during the major infraction hearing DOC staff violated policies 320.150 and 460.140.I.F by changing a WAC 103 infraction to which he was found guilty of, to a WAC 600 infraction for which he had already been found not guilty of due to his roommate's confession and was sanctioned for the WAC 600. The hearings officer thus changed a minor infraction to a major infraction against policy.</p>	<p>Elements of infraction met. No evidence that he had previously found not guilty for 600; 600 is on all documentation. The minor 103 is what was dismissed. Cannot find violation of disciplinary policy.</p>	<p>No Violation of Policy</p>
25.	<p>Complainant was placed on COVID-19 quarantine, CUS and sergeant stated that those in quarantine would get their store items but he was denied access because he was on quarantine. He was promised by multiple staff that they would have access to store. He placed an order and was placed on quarantine the next day. Never received store items.</p>	<p>Reviewed and he was never charged for the commissary he ordered, due to being moved into quarantine. Facilities at this time were either refunding commissaries or not charging folks because they were not going to transfer the commissary to the quarantine units. This was to slow the spread of COVID and to mitigate loss of commissary items.</p>	<p>Information Provided</p>
26.	<p>As of 12/3, CI is closed down and staff are filling in. Counselors and CUSs went door to door asking everyone if they were interested in volunteering to work at main institution. Very few</p>	<p>Informed complainant that I would raise the issue to the superintendent, which I did. Raising concern about transmission and</p>	<p>Information Provided</p>

people were comfortable doing so. So later that day, all the DNR workers were essentially told that they have to do it and work in kitchen, food factory, and laundry. Some of the guys voiced their concerns, but they were told that they have to go. They don't want to, but they don't have other options. Today they started calling people to the dayroom to see if they wanted to volunteer for CI and once again everyone voiced concerns that they don't want to and now they're being told that if they don't get enough people to volunteer, it will be mandatory. For MSU, where there are zero cases, to go work in the main side-by-side with staff to fill all these roles, it's not safe.

appropriate screening for people who are at higher risk of complications due to COVID.

Bishop Lewis - King County

27. Complainant said he was terminated from Work Release when he was staying at DOH for COVID quarantine. He said he and other residents were all accused of not following rules. There is no infraction in OMNI. He has now been released and his concern was resolved. Information Provided

Brownstone - Spokane County

28. Brother was sent to work release. He got a job working 40 hours a week. He was roomed with a gentleman and then right before they left, they switched rooms and he moved in with another gentleman and then the guy who he was first rooming with said he wasn't feeling good, and now his brother was put in quarantine. He has tested negative twice and he's not able to go to work. He has been quarantined for 10 days, but DOC says he has to stay there 14 days even though he has two negative tests. He will be released in January and go on ankle monitor. His brother has an RV set up for him on release, it's nice, but DOC said that he can't live there. DOC immediately released him from quarantine. They said that fifth wheel not allowed under GRE program due to mobility. I gave the caller self-advocacy information on who to call to discuss further, and I will follow up. Assistance Provided

Clallam Bay Corrections Center

29. My loved one was transferred to CBCC for quarantine because he and many others came in contact with staff who was positive for Covid. DOC says that the guys are not being punished and they're just in quarantine since they are in the closed custody unit but they are not being treated fairly, equally or like a basic human being. So far they only get out once a day for 45 minutes but there been an on- going issue where one tier gets to come out during the day shift and then other tiers having to wait till evening shift but when shift change happens then they get told they aren't Uplifted concern to assistant ombuds for outreach to facility. COVID-19 concern. Information Provided

getting their day room time. All of their meals are received so cold it's next to frozen, they were given maybe 2 or 3 outfits but as of today was told they no longer will have clean clothes because they are short staff and don't have anyone to supervise the laundry room so they aren't getting new clothes and the clothes they have cannot be cleaned for who knows how long...

30.	Complainant says he has been housed in IMU for months without an infraction, pending transfer, but there has been no change in transfer status this entire time. He feels as though he is being punished for no reason because he doesn't have access to visits/video visits/phone/property/job or other opportunities.	Complainant said that this case could be closed as he was transferred to Monroe. Still did not receive an infraction, though.	DOC Resolved
31.	CBCC & DOC via WAC 137-48-020 are violating complainant's state and federal constitutional rights discriminating against heterosexual prisoners by way of preventing written words (books, magazines, pamphlets, pictures) of women and descriptions of sexual and intimate nature while allowing homosexual prisoners to purchase female undergarments from catalogs.	Person is contesting a federal rule to a state DOC policy. OCO lacks jurisdiction to federal mandates.	Lack Jurisdiction
32.	Caller states that a DOC staff member is harassing him and he was warned by two Correctional Officers that this staff has a history of targeting people and to be careful.	Was not able to find evidence to support a pattern of harassment with the named CO.	Unable to Substantiate
33.	Complainant says that since the pandemic the chain bus schedule has slowed down. This has led to an increase in the number of individuals awaiting transfer, which has led to a decrease in privileges. Some of these privileges that have been revoked are the ability to order from commissary, access to Jpay media tablets, obtaining personal property, and telephone privileges.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
34.	Complainant states that he was assaulted at CBCC while in general population. Both IMU counselors and complainant believe that this was STG retaliation of some kind. Complainant states that if the CUS and the CPM had informed him of the existence of STGs and what to do when approached he wouldn't have been attacked resulting in a 1cm vertical scar on his left eyebrow.	Was not able to find evidence to support that staff violated policy by not warning him of any possible STG activity. Could not find evidence that COs were aware that he was going to be assaulted.	Unable to Substantiate

Coyote Ridge Corrections Center

35.	Concerned about the temperature in F Unit; cells are apparently very cold, and the day room is very warm.	Informed complainant that he and other individuals in F Unit-B Pod were authorized for third blanket and heating system was prioritized for maintenance.	Assistance Provided
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36.	Complainant has been in the Intensive Management Unit (IMU) for over 80 days with no infraction or any other protective custody that he is aware of. He's supposed to get transferred to WSP, but because of the outbreak, is now stuck in IMU until WSP begins taking transfers again.	DOC followed policy 320.200 by placing him in segregation after he expressed safety concerns to a CO.	No Violation of Policy
37.	CRCC IMU has a policy that you can't level up if you're there for violence. Complainant came in for a fight, but only had seven days of segregation time and then was supposed to be transferred out at six weeks. He has been approved for transfer. But due to COVID-19 restrictions, his transport has been canceled, so he's continuing to sit in IMU. Everyone else has been able to get privileges but complainant is going to sit there until March with nothing in IMU.	Said that I would lift the issue to HQ. I agree that it is a problem and that conditions should be improved for people in longer term living situations in IMU due to COVID.	Information Provided
38.	Complainant says that he went through a series of grievances but was told that Covid is not a grievable matter. Says that DOC is not complying with social distancing and Covid standards. He says that taking temperatures and asking staff if they have any symptoms does not work. Wants better Covid regulations and standards to be upheld.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
39.	Complainant says the appeals process is unfair and biased. He was served with infraction #605 (impersonating staff, incarcerated individual, or visitor) for allegedly wearing a badge with the wrong tier number. He says there is no evidence to support it other than one officer's statement and staff discounted his witness.	Unfortunately, one officer's statement is sufficient to find someone guilty. Witness statement does not absolve complainant and there is no evidence to show the officer statement was wrong.	No Violation of Policy
40.	Complainant publicly disclosed his own records. The mailroom at CRCC rejected 104 of the 107 pages. He grieved and they rejected that as well. Wants reimbursement.	We are not able to provide reimbursement; directed him to file a tort claim.	Lack Jurisdiction
41.	Complainant applied for Graduated Reentry Program Partial Confinement and was denied. He says he meets the qualifications, and that the program originally wouldn't take sex offenders, but they told him that they would.	Person is not eligible for GRE program per DOC policy.	No Violation of Policy
42.	Complainant receiving meals with missing food, specifies fruit and hard-boiled eggs. Not receiving enough food.	DOC is willing to provide missing food items on tray.	Information Provided
Larch Corrections Center			
43.	Complainant received a general infraction for not following his HSRs (he was using one crutch, rather than two, and using the stairs). In the infraction report, it states that the officer discussed	The superintendent confirmed that he would look into the situation and infraction.	DOC Resolved

his HSRs with the medical provider, which he feels is a violation of his medical privacy.

Monroe Correctional Complex

44.	Complainant is having difficulty using the right side of his body -- extremities go numb, weak and tingle to a point where he stumbles, falls, loses balance. He busted his head open about a month ago when he fell, and almost fell again recently. Hardware in his spine is clicking and extremely painful. He has been consulting with medical for years and was assured he would be assisted. His symptoms continue to worsen. He has irreversible damage and is disabled now. When he filed an emergency grievance, he was told his concerns are not urgent.	Seen by specialist who states that post-op recovery period can be up to two years or more. Plan is for repeat testing in four months, along with in-person follow up.	Information Provided
45.	Cable reception on complainant's tier went out over a year ago. He has grieved with a level two response three separate times. DOC responds that they will fix it but it has not been fixed yet. Money from his account is being deducted for cable every month. Prisoners are paying for cable but unable to watch it because DOC won't fix the issue.	Individual released from confinement prior to ERO getting to his case.	Lack Jurisdiction
46.	Complainant states that his health and safety are being compromised by individuals on his living unit that burn incense oils on their reading lamps. This exasperates his asthma and he had to be placed back on a rescue inhaler. He has written several grievances since 2018 and was promised an aggressive response by DOC staff. The issue still has not been resolved.	MCC-WSU conducted sweeps of tiers and sent out memo reminding population that if they alter reading lamps or use them other than for their intended purpose, they will receive a negative BOE and confiscation as contraband.	DOC Resolved
47.	The CUS in MCC/TRU D-Unit went into a cell alone, without another staff member present and with the door closed for around 10-15 minutes. Complainant reported this to I&I; fears retaliation and that it could happen to him.	Spoke with Unit Staff; not aware of such an incident occurring. Scenario would have to include the consent of Control Booth Operator. Timeframes for retrieving video from July has passed.	Unable to Substantiate
48.	Complainant says they were advised by kiosk message that his address for release was denied because their sponsor is "a drug user/seller or affiliated with drugs due to having been on a DOSA". She (sponsor) is not on any form of supervision, does not have any pending or current charges, and when she completed the terms of her J&S she was given an early discharge for "exceptional behavior." She was denied by HQ, not the field office.	OCO has no jurisdiction over Community Custody decisions. Provided I/I information regarding his application for Housing Voucher but will not release prior to ERD as he was requesting.	Lack Jurisdiction

49.	He has filed appeals and hasn't heard back from them. He was also informed he was time barred when the appeals were sent next day. When he appealed at AHCC he would give the appeal to the mail room. When he attempted this at MCC, a staff member told him he had to send it to HQ.	Complainant is now in possession of the four photographs initially rejected as the rejection was overturned.	Problem Solved
50.	Complainant has been having an ongoing issue with coughing up blood. He was supposed to have an outside appointment to address the issue and it got cancelled last minute with no reason indicated. DOC has not told him when he will be able to go see the specialist again. He is worried this will get worse.	Specialist appointment rescheduled after intervention by OCO.	Assistance Provided
51.	Retaliation related to OCO case. DOC issued him a 552 major infraction and mentioned his contact with Ombuds in the infraction report (infraction for giving "false information to Ombuds").	OCO was able to substantiate his concern regarding lack of evidence to infract him. The infraction was dismissed by the superintendent. Other case related to retaliation is open.	Assistance Provided
52.	Complainant describes an incident with staff and he grieved the staff involved. He states that staff refuse to review the timeframes of the level I grievance and provide video of the incident as requested.	Met with complainant by phone. He wanted an avenue to request video about his concerns. I gave him the contact information and current policy related to those requests.	Assistance Provided
53.	Complainant alleges systemic and individualized racist employment practices by incarcerated individuals with some hiring power and the unit sergeant. The procedure of following whoever is the first person on the hiring list is not being followed. A grievance has been filed. Subsequently, the sergeant has threatened to retaliate. Would like to see DOC create equitable hiring practices; replace racist employee.	Complainant withdrew concern in order to first address other complaints he has filed with our office.	Declined
54.	Complainant wants to know if he is being investigated for PREA or if DOC staff are abusing the monitoring policy.	No grievance regarding this matter and no reach out made by incarcerated person. Actions of recourse given.	Lack Jurisdiction
55.	Complainant's typewriter has been broken during transportation four times over the previous several months. Due to the fact that the technician uses a test page to prove it is fixed upon leaving the shop and the high improbability that the typewriter would be broken that many times, he suspects that DOC is intentionally breaking his typewriter. Complainant is currently considering litigation. Wants typewriter fixed.	Complainant should grieve this concern and file a tort for damages. Actions of recourse provided when we met.	Information Provided

56.	PA diagnosed complainant with a hernia and sent him for routine diagnostics. Tests found a growth and confirmed the diagnosis of a hernia. She put in a request to see the general surgeon and prescribed him pain medications shortly before she ended her employment with DOC. Complainant then ran out of meds, and the new medical person said that she didn't see that he had a hernia, that he had been prescribed pain meds, or that he had had the CT scan/MRI. He has put in medical kites/grievances, but he still hasn't seen the general surgeon and the only pain meds he's had access to for the last three weeks have been Tylenol.	Complainant has received treatment already for the condition of concern. Will consider including complaint in future systemic report regarding delayed access to care.	Declined
57.	Sister sent a book and it was rejected because it was used. He appealed it. Mailroom sergeant sent a kite back that it had been sent to headquarters. He filed a tort claim and they denied it because they said the state is not liable for your property.	DES agreed to reopen tort claim and review.	Assistance Provided
58.	Complainant alleges that the Rec CO stole his beadwork when he was about to transfer out of state in the expectation that the complainant wouldn't be able to do anything about it. Says that this is an ongoing problem with this CO, whom he believes is selling incarcerated individuals' beadwork for personal financial gain.	Complainant hasn't grieved beyond Level 0; Superintendent says no evidence of kites on this; no internal investigation has been conducted; complainant hasn't relayed names of other individuals who are allegedly also victims.	Unable to Substantiate
59.	Complainant states that MCC mailroom withheld two mail rejections from being sent to him that stopped him from being able to appeal the rejections within the allotted time frame per policy 450.100 of 10 calendar days.	Complainant presents this as a policy issue. OCO will include this for consideration in the mail systemic report.	Investigation Substantiated
60.	Complainant states that mailroom staff are using case law as a reason for mail rejection. In the DOC policy and glossary there is not a definition for case law. The mail being rejected is also not case law related.	Complainant presents this as a policy issue. DOC agreed to create definition of case law and include in policy. Will include this in mail systemic issue policy report.	Investigation Substantiated
61.	Inaccessible shower in IMU. Complainant has not been able to shower in 16 days.	DOC purchased a temporary showerhead that is more ADA accessible and also brought in outside contractor to evaluate/improve shower situation.	DOC Resolved
62.	Complainant's prison-based DOSA sentence was revoked. He completed his prison based portion of the sentence, but during the second half of the community portion, he left the state and was extradited in 2020. No local charges were filed. DOC conducted a Violation Hearing and decided to revoke the community custody portion of his original DOSA sentence. He,	OCO does not conduct statutory interpretation and cannot assist with complex sentencing laws interpretation. Referred to additional community resource.	Declined

therefore, was reclassified and ordered to serve the unexpired term of his original sentence in total confinement. His ERD is in February. He is concerned regarding a potential sentencing calculation error as it relates to an additional term of community custody of 9-12 months following his release from incarceration.

63.	Person was infracted for breaking sanction for attending day two of a religious ceremony event. Person had gotten permission to attend both the first and second day of the event even during sanction. Then officer wrote him up for the major infraction and did not let him attend ceremony. There was a lack of communication between staff and also possibly lack of knowledge of how certain ceremony events work.	Closing case as the infraction has not had a hearing yet, but did relay that the infraction should be appealed if found guilty. They are welcome to contact us after that and we will reopen case.	Lack Jurisdiction
64.	Complainant says that restrictions should be lifted for outside recreation because people are being cooped up inside the housing units and that's actually worse than being allowed outside, where risk of COVID transmission is actually less.	Informed complainant that OCO cannot independently change limits, but I would email HQ/EOC to lift up concern, as I think it is valid.	Information Provided
65.	Complainant had surgery in 2018. Pins were placed in fingers five years too long. He has since had stage 2 reconstructive surgery after pain and infections but needs stage 3 reconstructive surgery. CRC has denied the request from the off-site surgery team. He has a swan neck deformity as a result of stage 2 reconstructive surgery.	Request for additional surgery has not yet been presented to CRC. Encouraged complainant to make an appointment with provider ASAP to have a current evaluation and discuss need for additional surgery.	Investigation Unsubstantiated or Unfounded
66.	Complainant is in a single man cell, however, WSRU is doubling-celling men in cells designed to house one man. Complainant is African American and at health risks especially with COVID and not being able to social distance.	DOC moved complainant to a single man cell.	DOC Resolved
67.	Complainant is a family member of incarcerated individual. She had purchased and sent a pair of hair clippers to him through Union Supply but DOC denied them. She was refunded. He needs these clippers to maintain health related to ingrown hairs and history of MRSA. He attempted to get an HSR for clippers but was denied. He is being housed in medical area; usually he has clippers in his property but when he was sent to a hospital his property was kept at Walla Walla, so family purchased a new set. Also, his JPAY was shipped to MCC but he hasn't been able to access it. Other people in his unit have their players.	Sent complainant's family member an Ombuds Review Request form; will reopen case if he wants to pursue concerns that family member called about.	Information Provided

68.	Complainant says he has been placed on AdSeg pending the outcome of an investigation regarding the introduction of contraband, but he has been in AdSeg for 50 days. In October, IIU got their second extension they can get before they have to give him an infraction or let him out of segregation.	Found guilty of introducing contraband. No appeal filed.	Declined
69.	Complainant says that COs are frequently not wearing their masks and are not social distancing. Other inmates have asked them to properly wear their masks, but the COs are refusing to do so. Then the CO will target the individual who asked that the mask be worn properly.	Provided information to complainant. OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
70.	Person states he wants to be transferred to SCCC where they play soccer and he can be closer to family. He is in MCC SOU.	Mental Health staff determine when it is appropriate for a transfer out of SOU. Counselor creates Plan Change to recommend HQ from previous override. Relayed that OCO was informed that appropriately engaging in programming is key for transfer to Stafford.	No Violation of Policy
71.	Complainant is in SOU/IMU. Reports not receiving treatment or access to the outdoors. Difficulty calling OCO because they have to call the same time that they get out. They're not pulling inmates out for groups or congregate activities. Not giving him a radio and he hears voices and needs distraction. Being punished for being mentally ill. Worried that they will move him out of SOU. Would like to stay and receive treatment.	Confirmed that DOC does not plan to transfer complainant and that he can access treatment. IBMP being planned. Received incentive radio; should receive TV soon. COVID limitations on outside time for all.	Information Provided
72.	Caller is past his Earned Release Date (ERD). He states that DOC staff don't want him to release and are trying to keep him in.	Explained why he is past his ERD and that DOC staff have followed the current release planning policy. Expressed that OCO is aware of the issues within release, and we are considering it for systemic review.	No Violation of Policy
73.	She is being housed at a men's prison, despite history of housing at women's centers and women's jail. She is starting to feel unsafe at current facility but she is afraid to say so because DOC might put her in IMU. She requested to be transferred to a women's prison and her housing transfer is being denied/delayed.	Complainant was approved for housing at a female facility.	DOC Resolved
74.	PREA incident happened two months ago but because DOC delayed the investigation he was told the video evidence is no longer available.	Reviewed PREA packets and admin timeline. DOC did not mishandle cases and evidence does not support allegations.	Unable to Substantiate

75.	Use of force incident occurred in September. States that staff put him on a restraint chair and beat him up and put a pillow over his face. Is in IPU. One of the officers came into the room and beat him up. States that it was because he was calling DRW making reports. COs stated that these orders came from superintendent. Says that this is what happens when people talk too much. Would like DOC to return his phone call privileges, give him the correct MH services, and stop the abuse.	Complainant reports he has informally resolved this issue with DOC and asks to withdraw complaint from OCO.	DOC Resolved
76.	Complainant says he is still not receiving mental health treatment for the PREA related incident that took place earlier this year. Has been referred to mental health a few times but it's been five months and still hasn't been seen for this issue. Was referred to a mental health facility by the doctors at Monroe, but HQ turned it down. Is seeing mental health provider currently for hallucinations, but isn't able to get help for issues related to the PREA incident.	Alerted DOC to complainant's request for MH services. DOC indicated that he is receiving services. Provided complainant with information for contacting DRW.	Information Provided
77.	Wants compensation for the working hours missed due to COVID-19 prior to March 27th, 2020. DOC has stated that they will not reimburse prior to that date.	Person was seeking compensation for hours worked prior to DOC policy memo issued March 27 th . Cannot impact DOC decision to pay prior that date.	Lack Jurisdiction
78.	DOC COVID-19 response, medical. They are under quarantine and the main problem is KOP medications. Those on KOP have been unable to refill on time. Would like prescriptions filled on time when they submit for refills seven days before they run out.	Two meds were received by complainant but two others were not. Refills of missing meds were requested.	Investigation Substantiated
79.	Complainant received an HSR for symptoms of carpal tunnel syndrome. A few months after that, he was seen by someone different, a physician's assistant. She refused to renew his HSR because she denied he has carpal tunnel syndrome. He offered to provide a copy of the previous HSR, but she refused and she didn't believe him. He asked for a second opinion from a doctor and she said she would schedule a nerve exam even though he already had a nerve exam. They argued and she said she was going to schedule him for a painful nerve test at CUSR.	Prior HSR issued by contract doctor without an exam. No objective evidence to support need for HSR at this time. Testing scheduled by DOC to confirm diagnosis but complainant refused.	Investigation Unsubstantiated or Unfounded
Olympic Corrections Center			
80.	Complainant says before their evaluation they had a kiosk message of their counselor with threats that they need to participate in the T.C. program and that they will do it without being evaluated. They have already told us this but wanted to	He was ordered for treatment in his J&S and he did not move to TC until after his assessment.	No Violation of Policy

bring it back up because the counselor is married to the grievance coordinator and their grievances are rejected.

Reynolds - King County

81. Complainant 's loved one became a victim of relation by Reynolds 20-30 minutes after his sister spoke at a peaceful protest caravan outside the building. He was infracted for actions he did not take. This will impact his upcoming release through GRE. Retaliation substantiated. His infraction was lowered and he was approved for GRE. See published investigation report. Investigation Substantiated

Stafford Creek Corrections Center

82. Complainant's husband's mail is now being heavily screened and outgoing/incoming messages are not being delivered. He is being retaliated against for speaking out. Extremely concerned about staff at SCCC ignoring COVID precautions. No fresh air. Rules being made arbitrarily by staff. Uplifted the main COVID concerns to the assistant ombuds, who will raise with the facility. Information Provided

83. Sick staff are coming to work and infecting incarcerated population. Staff should face consequences for coming to work when sick. Complainant raises several concerns regarding air circulation and purification. Healthy people are being confined to their cells, having privileges taken away/cancelling video visits and cutting off communication. Several concerns regarding COVID restrictions and what COVID-positive individuals are allowed to do. Lifted COVID concern to the assistant ombuds to check with the facility on update. Information Provided

84. Complainant received multiple infractions while at work. Everything was later dismissed, he was supposed to return back to work, but he couldn't he talked to his counselor about it, and counselor asked I&I why he couldn't go back to work. They said that they won't let him go back to work and they are going to suspend his hub access for 60 days, and that they won't let him beat them due to a technicality. He wasn't found guilty. He went back to work for two days, then I&I said that they are going to rewrite the infraction for him being terminated. Complainant believes that it is retaliation. Found no violation in I&I department investigation. No Violation of Policy

85. Complainant would like to reopen his case concerning the moldy substance that grows in the toilet and pipes. He says it is correct that the incarcerated person hired by DOC and his boss went into the cell and sprayed bleach and heard all this go down two cells away. Spraying bleach around the cell doesn't do anything to kill an unknown fungus/mold. The complainant is especially concerned because he lived in that cell for 55 days. Complainant says that entire unit and/or plumbing would have to be ripped out/replaced to satisfy his complaint and we cannot achieve this resolution for him. Declined

86.	Complainant was moved because of COVID to a higher security wing. He was not allowed to take anything with him except his tablet. Has not been given anything at all -- no hygiene, clean clothes, shower slippers, etc. He has been denied the opportunity to even shower! He was told by COs that they ran out of clean clothes for them. Food is also not being served 3 times a day.	Made outreach and gave them contact information for superintendent and LFC calls.	Information Provided
87.	Complainant's husband was infracted for using the kiosk to send a kite to confirm that his postage refund had been received. The staff member infracted him because they are only letting people send kites for medical and banking after everyone has left for the day. Complainant reports that staff are making up rules room by room, pod by pod, and the rules differ by staff. This combined with not being allowed outside is causing people to simmer with anger.	Provided superintendent's email address to complainant and encouraged them to make outreach for LFC calls.	Information Provided
88.	Complainant expressed concerns about COVID prevention. He would like plexiglass barriers to be installed in the dining hall to mitigate COVID risk.	Informed him that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
89.	Complainant's son is in isolation for his own safety. There is black mold in his toilet and he is getting sick. He was moved to another isolation cell, but there is black mold there, too. There is also mold in the kitchen but staff have incarcerated people clean it before visits from the health authority.	Confirmed with incarcerated individual that black mold concern had been resolved because he was moved to new cell. Substantiated that he has been held for 3.5 months in segregation pending transfer.	DOC Resolved
90.	Complainant is being targeted by officers for their gender identity. Officers are strategically inciting other incarcerated people with this harassment. This results in jeers, threats of rape, and physical violence from other incarcerated people.	Complainant was transferred to another facility four days after contacting OCO. No longer in contact with staff he found problematic.	No Violation of Policy
91.	Community member reported a use of force.	Spoke with incarcerated individual who was involved. He did not want OCO to open a case regarding this use of force.	No Violation of Policy
92.	Concerned about the 23/1 lockdown due to COVID outbreak. Wants corrections officers to receive the vaccine so that movement and visitation can be restarted. Also wants whitening toothpaste to be sold again.	Shared information regarding DOC COVID response. Informed of upcoming site visit to SCCC tomorrow. Shared that DOC is pursuing vaccinations for COs. Told to kite CI Commissary regarding toothpaste.	Information Provided
93.	Recently DOC conducted extensive COVID-19 testing. Complainant's husband is negative but reports that DOC is moving	Based on DOC's response, this person received a positive test result and is now in	Information Provided

	him to a unit with positives. He's had three tests come back negative. They're denying showers and communication.	the isolation area per DOC protocol. Sent email to complainant/wife.	
94.	Complainant's husband was diagnosed with COVID. He was then moved without his property, and then moved back. More than five days have gone by without his property or a change of clothes. He reports that DOC is locking people up for hours at a time without access to running water. Some people have been moved from sick to healthy units. During the constant moves, some people went without bathrooms for 15 hours straight.	Conducted site visit to SCCC and published report. DOC is taking corrective action to improve conditions for persons in this unit. See published report.	Assistance Provided
Washington Corrections Center			
95.	Complainant is concerned for brother's safety given COVID outbreak at Shelton. Brother is in a 6x9 cell with two others and all around him people are sick with COVID. He reports that the cooks are all sick, so the COs are doing the cooking and laundry. Concerned about ongoing transfers.	Contacted facility and confirmed that complainant's brother's unit is on quarantine and that he arrived at WCC prior to the Governor's prohibition on transfers.	Information Provided
96.	Complainant says over the last six months he has been working in the healthcare infirmary dealing with hazardous materials, blood infections, and clean up during the COVID-19 pandemic. He has not received the correct pay for the last six months and all his checks have been incorrect.	Grievance sent to Accounts Investigator at DOC HQ. Case closed pending HQ's decision; encouraged to report back if he wishes us to reopen case.	Information Provided
97.	Complainant is not being acknowledged as having a disability and is being denied an HSR for a lower bunk. He requested medical records from Social Security that the facility never received.	Provided contact info for SSA records request. Explained that DOC will most likely rely on recent DOC health services assessments to determine need for HSR.	Information Provided
98.	Complainant was in a car accident in a DOC vehicle that did not have seatbelts. He was diagnosed with whiplash. He questions medical's findings. DOC is ignoring grievance timelines. He is trying to find an attorney to seek damages but the phones won't dial out to find legal help.	Gave relevant RCW DOC is following regarding seatbelts. Gave next steps for medical. Gave tort information and other resources requested.	No Violation of Policy
99.	Complainant concerned about another incarcerated person. He is being neglected by staff and infrastructure that are not designed for his severity of reality dissociation. This person is reported to have not showered in months and is often incoherent. Staff are using food to punish his inability to meet staff expectations. Complainant wants OCO to investigate possibility of transfer to a more equipped facility.	Spoke with Superintendent during monitoring visit. Relayed concerns about showers, meals and MH care. Confirmed that needs being met.	No Violation of Policy

100.	Complainant states an officer threatened to spray him with OC as he was being moved out of his cell pending issues with cellmate. The officer loudly made unprofessional and threatening comments related to complainant's crime. Complainant stated he was not resisting. The sergeant was present and did not reprimand the CO.	Could not substantiate due to lack of evidence. Video does not include voice recording.	Unable to Substantiate
101.	Complainant states that he was told that if he followed his pathway directly he would get his good time back. He has followed the pathway and now his new counselor is not allowing him the good time restoration.	DOC conducted tolling review including thorough review of J&S and made adjustments from consecutive to concurrent community custody terms. OCO has no jurisdiction over sentencing. Good time concerns addressed.	Lack Jurisdiction
102.	Complainant states that he is getting double charged for mailing out mail. He says that it comes back to him with no mail rejection, this means that to get it sent out, he pays for postage twice.	DOC resolved original mail concern. Sent OCO Review Form in the event that he would like the complaint reviewed by OCO's Race Equity Specialist.	Problem Solved
103.	Complainant states that he was overridden to closed custody based on only on three negative BOEs and they will not tell him why else he's being closed out. Policy states that BOEs are not allowed to be the sole reason for custody demotion.	HQ issued an Initial Custody Designation (ICD) Override based on complainant's behavior at WCC Reception, where he received seven infractions in addition to the negative BOEs. Change Custody Review Score reviewable June 2021.	No Violation of Policy
104.	Complainant says that he currently being housed in a cell with two other individuals in a cell meant for only two people. One person is forced to sleep on the floor near the toilet, which is very unsanitary and a blow to their already compromised immune system. Complainant says that their masks are "handkerchiefs" that are not being changed out or cleaned. Also, the gym is being used for overflow, so phone calls have to be made outside in the cold/rain, further exposing people to sickness.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
105.	Complainant says that they are not being allowed to clean their cells during isolation. He is also not allowed to shower every day, which negatively affects his hygiene. Also, complainant says that he is not allowed in the yard and is being denied phone use.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
106.	Complainant is concerned that he is being held in a facility where other incarcerated individuals and staff are positive for COVID. Those who have tested negative are still being held in the same areas that those who have tested positive are being held.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided

107.	Complainant says that he was quarantined with two other people in a cell meant for only two people, so one person is sleeping on the floor. He also says that he is not receiving adequate meals and clean clothes. He says he is stuck in the cell 24/7 and he is not receiving medical care. Others are being forced to sleep in the gym and in tents. Complainant says that the staff are the ones bringing in COVID to the prison and are exposing the other incarcerated individuals.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
108.	Complainant says that COs are not wearing their masks; one in particular is not wearing a mask while serving food. Complainant has severe asthma and is at a high risk for transmitting COVID, but the staff does not care. He also says that they have not been able to clean their cells or contact their families since November. Complainant says that COs who are sick are still being allowed to work, despite the outbreak within the facility.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
109.	Complainant says that his unit had no COVID cases until positive people were moved there. He complains that his recreational time has been stripped away and he is forced to be in a cell across from people who are positive for COVID. He says that he has limited access to cleaning supplies and he is unable to receive visitation. He says that because he is being held in close quarters with positive COVID cases, he feels as if he is receiving a death sentence.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
110.	Complainant says that he is currently being held with two other men in a cell which is not meant for three people, so one person is sleeping on the floor with a thin, flattened mattress. They are also not allowed to shower daily and the last shower that they had only lasted five minutes. Complainant says that the food has also been cut back and is either under or overcooked. Living conditions are bad and he wants DOC to change this.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
111.	Complainant says that he is at a high risk for contracting COVID and requested that he be quarantined in a single man cell. He says that DOC has been not be sending anyone out but has been consistently bringing people in, thus incarcerated individuals have been forced to sleep on the floor. He says that because of the overcrowding he is not being protected.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
112.	Complainant says that he was moved with the knowledge that there was a positive COVID case in the new unit. Says that they	Informed complainant that OCO continues to monitor DOC's response regarding CDC-	Information Provided

	are being denied phone calls that are important to his health and safety.	recommended COVID-19 guidelines and will uplift concerns to facility.	
113.	Complainant says that he was convicted on a simple possession but now feels like he's been given a life sentence because of COVID. He says that they are being forced to have three people in a cell and their privileges are being taken away.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
114.	Complainant reports that rights such as movements and phone time are not being upheld. He says that people are not social distancing and he is concerned for his health.	Informed complainant that OCO continues to monitor DOC's response regarding CDC-recommended COVID-19 guidelines and will uplift concerns to facility.	Information Provided
Washington Corrections Center for Women			
115.	Complainant is kiting and grieving medical for discontinuing her suboxone prescription. She was not found guilty of her infraction, but DOC still will not allow her to resume taking suboxone. She has leukemia and is in constant pain. Medical cleared her to work in the kitchen; she is now receiving infractions for failure to program.	DOC has changed protocols for the MAT program. The incarcerated person is now released. The final report is located on our website.	Investigation Substantiated
116.	Complainant says that she was found guilty of WAC 549 and later appealed it. The report did not provide details and elements of the infraction. She later appealed the infraction. She says that she is confused about the outcome of the case.	A PREA investigation was unfounded. PER policy 490.860 a 549 infraction can be served if the PREA concern is unfounded.	No Violation of Policy
117.	Complainant wants an HSR to address her back pain. She has occasional back pain that prohibits her from getting out of bed and going to work, but if she doesn't go to work, she is infractions. She wants her condition to be documented so that she can do a lay-in when necessary.	She was given an HSR for lifting and standing. She met with medical and they gave her instructions on how to call out if she has a medical issue. They are working to resolve her medical concerns.	No Violation of Policy
118.	Complainant grieved incident with officer and staff asked her if she wanted it to be investigated as a PREA, so she said yes. Since that time, the officer has been doing overtime in her unit, has had other officers writing up the incarcerated individual for a tongue ring, and she's been bragging to other officers about being able to work in the unit. The CO never previously worked in the unit since the complainant has been there, and now she's there and threatening major infractions. Hasn't heard anything further about the PREA. The original incident: CO didn't touch her, she just said something inappropriate about bending over. Frustrated that it's a PREA and she's being retaliated against. The officer isn't	Her concern did not fit PREA criteria and she did not file a grievance or receive an infraction. I wrote her a letter and asked her to file a grievance and to contact us.	Information Provided

	going after her personally, she told the sergeant that complainant had a tongue ring and to write her up for a major infraction.		
119.	Person was demoted to closed custody because of a felony warrant. TC program administrator will not take her out of the system as still in TC. Person wants to program in IOP but cannot with that hold.	Her warrant quash was received and she will move back to TC	Assistance Provided
120.	The Prison Pet Partnership program has been discontinued due to COVID, although other programming groups at WCCW are still meeting. The men's facilities and Mission Creek have resumed their pet programs and it is unclear why WCCW has not.	The program has been approved for restart.	Information Provided
Washington State Penitentiary			
121.	Complainant has diabetes. Due to years of negligence he is in a wheelchair and needs multiple treatments for diabetes and ailments stemming from diabetes and infections. Multiple grievances filed from September 2019 to now. Has reported numerous issues with medical staff and he has reported not getting care due to staff negligence.	Treatment for his priority condition was provided by DOC.	DOC Resolved
122.	Complainant's family member lost his DOSA and EHM and has been in the IMU for more than one year. He was told he was to complete the requirements, which he did. They believe HQ approved his transfer, but he is still sitting in IMU. He is not doing well in isolation. He lacks human contact and services that he deserves.	OCO attempted to meet with this individual but he denied assistance from our office.	Declined
123.	Complainant reports sexual assault and harassment by DOC staff and other incarcerated people at WSP. Would like to be moved to different facility while in ongoing litigation.	Reviewed PREA and grievance documents, including investigative records associated with retaliation. DOC determined PREA unsubstantiated. Found no errors in grievance or PREA investigative processes.	No Violation of Policy
124.	Complainant has been in pain over achalasia condition.	Complainant moved to work release and can access care in the community.	Declined
125.	Complainant reports that their brother was given his oral medications by a nurse who did not change gloves between sticking their fingers in the others' mouths. Complainant's brother asked for the nurse to change gloves and the nurse said, "if I have to change my gloves, I will write that you refused your medication." Complainant's brother tested positive for COVID-19 a few days later. Now that he is in isolation, DOC is abruptly	Nurse who allegedly refused to change gloves could not be identified; positive test was from sample taken before alleged incident. Meds taper was due to diversion; multiple dates recorded by DOC.	Investigation Unsubstantiated or Unfounded

	reducing the dosages of medications that he has taken for many years. DOC claims he was refusing medications but he was not.		
126.	Complainant wants to know if there is discussion about more releases due to increasing COVID numbers. Says that the COVID situation is very bad right now, over 350 people testing positive at WSP. Also heard that legislators passed something related to good time and releasing people over 150 days and releasing them on ankle bracelet.	Relayed information about earned credit legislation and DOC's budget proposal, which would need to go through legislative process in upcoming session.	Information Provided
127.	Concerns about DOC's return to work waiver plan in critical staffing shortage areas.	Emailed external complainant with information related to DOC's response to COVID-19 and contact information for the facility and Local Family Council.	Information Provided
128.	Complainant was assaulted in unit dayroom because officers were not monitoring dayroom activities. He did not see who assaulted him, but he needed medical attention as a result of the attack. Filed grievance for staff not performing duties. If officers are not watching the dayroom it is unsafe for the incarcerated individuals.	Closed Case Review. OCO staff reviewed entire video with Superintendent and cannot find that staff was at fault for failure to respond. Staff handling of case appears appropriate.	Unable to Substantiate
129.	Complainant says that he's being sexually harassed by staff in the IMU. Attempted to make a PREA report and told that he was lying. Says that he feels suicidal and staff won't let him see mental health.	Immediately notified WSP. WSP responded that PREA report has been filed and will be investigated; asked staff to have MH see the individual.	Assistance Provided
130.	Complainant's son reported several concerns with DOC handling of quarantine measures at WSP.	Provided complainant contact information for the facility superintendent and Local Family Council.	Information Provided
131.	Complainant says he is on ad-seg pending transfer to a safe harbor unit but he will be going to IMU soon. He is concerned staff are trying to harm him. The IMU has excessive noise levels at night and another offender can beat on his wall to keep him from sleeping. He suffers with anxiety as a result of being assaulted (why he is in protective custody).	Person has received a few major infractions and that is the reason for his IMU placement -- not safe harbor at this time. He will be considered for safe harbor once his infractions have lapsed.	Information Provided
132.	His release date is off by a year, his J&S says all charges served concurrently with each other and concurrently with the sentences.	Person has been released, closing letter was sent to him at the address found.	Information Provided
133.	Complainant does not believe his recent appeal of two infractions was carefully reviewed or considered. Feels it is unfair that the superintendent can uphold a guilty verdict without listening to any of the complainant's valid points. Feels that there is	Not a violation of disciplinary policy for all persons to be DOC staff. It is an internal disciplinary process. Will consider for future systemic changes, though.	No Violation of Policy

inherently a conflict of interest with DOC staff writing the infraction, hearing the infraction, and handling appeals.

134.	Complainant reports staff misconduct, overuse of IMU, and DOC stealing intellectual property.	No specific incidents recorded in the complaint regarding IMU overuse so I provided information regarding DOC's current collaboration with The Vera Institute (considering alternatives to use of solitary confinement). Informed complainant that we recognize that DOC staff culture needs a shift. Unable to find evidence to support claim that intellectual property (specifically a poem) was stolen, however I do see that DOC staff admitted that the original paper that the poem was on was lost by his counselor. She had it because she was typing it up for him. Confirmed that he has received the typed copy and his journal.	Unable to Substantiate
135.	Complainant filed six PREA cases against staff over a two-month period. He claims retaliation and ongoing racial and religious discrimination. (Complainant is Black, Muslim, and disabled.)	No evidence of policy violations or retaliation. Met with complainant and elevated disclosed medical concerns. Requested DOC Religious Coordinator engage with complainant.	Partial Assistance Provided
136.	Complainant relayed concerns regarding use of force and inadequate response to expressed self-harm ideation.	Reviewed video evidence and infraction hearing. Spoke with unit staff about incident. No evidence of violation of policy. Use of restraints occurred after assault on staff and failure to comply.	No Violation of Policy
137.	He received a JPay message from his daughter expressing that his son-in-law had passed away. He requested a courtesy call to console and pay respects to his daughter and grandson and was told no by DOC staff. Also is having issues accessing copies for a pending legal case.	Contacted DOC HQ to address the issue with emergency phone calls; they stated that they are actively getting more phones in so that folks who are on quarantine or isolation can have access to their families. Explained to complainant how to access legal copies at WSP camp.	Assistance Provided
138.	Complainant says DOC has handled the COVID outbreak very poorly. Instead of closing down only half a unit, DOC should have closed down the whole unit and tested everyone at the same time. Instead, they allowed six days to go by before testing the second half of the unit, but by then they had already been	Uplifted the COVID-19 concerns to the Eastern Assistant Ombuds and thanked complainant for reporting his concerns.	Assistance Provided

	exposed. One day his cellmate was pulled out for testing positive, but they left the complainant in his cell. They didn't provide facial shields until August. If they have an emergency in their cells they have no way to get help until staff does a walkthrough.		
139.	Complainant had an accident with a woodchipper that resulted in the loss of a finger. He was promised compensation by DOC and L&I. It has been eight months and DOC won't respond to him with the necessary paperwork so he can file the L&I claim and/or a lawsuit.	Provided resources to publicly disclose health records and how to contact L&I about his pending claim.	Information Provided
140.	Complainant says approximately 50% of all food served to him in Rainier Unit is spoiled, rotten, or otherwise not consumable. He is forced to spend about \$300 of his own money each month on food.	Enclosed copy of the interim report we published on Food Services and explained that we are still working with DOC to provide recommendations regarding the food program.	Information Provided
141.	DOC confiscated complainant's property while he was in IMU. He has filed a grievance, a tort claim, and has two statements from staff stating that he has attempted to rectify his issue. He wants his property back and a copy of the documentation that he sent to the office of risk management.	Specific request was to look at why his tort claim was denied. We do not have jurisdiction for this request.	Lack Jurisdiction
142.	The intercom button by the door frequently fails to signal the booth CO.	Person is in a different unit where the intercom works and DOC fixed the intercom in original complaint.	DOC Resolved
143.	Complainant has blood in his stool and defecation incontinence. He has to sit on clothe to catch the blood in his wheelchair and has had to go to the shower to clean up during times he wasn't allowed in the shower.	Medical care being offered by DOC but patient refusing to attend. Attempted to speak with complainant but unable to schedule due to lockdown. Explained need to comply with provider evaluations via letter.	Investigation Unsubstantiated or Unfounded
144.	Complainant needs help with obtaining appropriate dental care including dental surgery.	Dental care being offered by DOC but patient refusing to attend. Attempted to speak with complainant but unable to schedule due to lockdown. Explained need to comply with provider evaluations via letter.	Investigation Unsubstantiated or Unfounded
145.	DOC is not doing regular blood pressure checks on complainant. He said his last blood pressure check was 175 on a regular day. DOC is retaliating against him regularly, causing extreme stress. Chest pains and heart racing. He says high blood pressure developed at this facility because he is being attacked by staff on	Medical findings are normal and do not indicate need for treatment. Allegations of retaliation are being addressed by AO in another case.	Investigation Unsubstantiated or Unfounded

all shifts. Retaliation is happening because he is pursuing a lawsuit for use of force.

Facility Not Specified

146.	Complainant is calling about his nephew. Nephew was violated by his CCO and is being kept in jail indefinitely. Supposed to have hearing in 30 days, but it's been more than 60. Nephew has a serious heart condition and no medication. After sitting in jail for 45 days, he got COVID. They have released other people who have tested positive, but not him. Told he is going to be transferred back to prison.	Person is on community custody and held in a jail. Gave the caller (uncle) self-advocacy info in the form of email addresses for DOC Assistant Secretary over Community Corrections and Hearings Administrator.	Lack Jurisdiction
147.	Complainant says their complaint is that there is no one to help him file an appeal to the board (ISRB) directly. His second issue is there is not any transparency within the board. The board has changed their mind on a decision about the complainant -- they said he was found "not guilty" before but the board is now finding him "guilty."	ISRB decisions can be appealed to the Court of Appeals. Reviewed all recent ISRB documents and find that they were transparent in telling complainant exactly what conditions they wanted him to meet for release.	Information Provided