### FAMILY COUNCIL MEETING MINUTES

**Location:** AHCC  
**Date:** 12/8/2020  
**Time:** 5:30-7:15 PM

**Teleconference details:** 1-360-407-3825

### Meeting Attendees

<table>
<thead>
<tr>
<th>Department/facility co-chair: Associate Kay Heinrich</th>
<th>Family co-chair: Anita Barker</th>
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<tr>
<td>Facility/council secretary: Jessica Robb</td>
<td>Family secretary, if applicable: Donna Jaramillo</td>
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### Members present:

- Christina Current
- Julianne Presson
- Bill Hargrove
- Yoshi Garcia
- Rachel Bisbee
- Ellen Hargrove
- Bryanna Johnson
- Teresa Golden
- Beth Ann Diagre
- Caitlin Robertson OCO
- Michelle Mason
- Juanita Rodriguez
- Doug and Valerie Smith
- Kehaulani Walker
- Ashley Werth

### Non-council member attendees:

- Kandie Multiauaopele
- Sherry Winstead (Staff)

### Agenda

#### Old business

<table>
<thead>
<tr>
<th>Topic</th>
<th>Discussion/Key Points</th>
<th>Next Steps</th>
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</table>
| Review of previous minutes | - MSU parking area  
  - Gheorghe Turcin’s presentation on hotel vouchers and family services information for MSU. Mr. Turcin is not on this call. This is continued to February meeting.  
  - Family members and the recommendations of the IIBF funds  
  - Nominations for LFC and SFC. Anita for co-chair, Ellen Hargrove for secretary, Rachel Bisbee for SFC. Each one cited their qualifications. Congratulations.  
  - Color printer for incarcerated population to print color photos  
  - IIBF questions submitted by Michelle Mason | |
| Action Items | - Severely handicap individuals being allowed at the front of visit line.  
  - This topic is on hold until we find logistics of visiting re-opening.  
  - IIBF Recommendations – On the agenda for today’s meeting  
  - MSU Parking Issue- On the agenda for today’s meeting  
  - Color printers to be available for I/I for printer photos. This action item will be added to the next agenda until further reviewed. | Refer to the Family Council Action Items document |

#### New business

<table>
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<tr>
<td>Caitlin Robertson, OCO</td>
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I am the Assistant Ombuds for Eastern Division. This means I am responsible for Airway Heights, Coyote Ridge, and Washington State Penitentiary.  

I know the term “Ombuds” is confusing. It is a Swedish term that means public advocate or legal representative. This is a common position in Europe. The US started to implement these in the 90’s. We are an independent small agency that is part of the governor’s office. We do not work for DOC, but have oversight of DOC. We look at complaints of I/I health, safety and rehabilitation rights. We can review and make comments and suggestions for DOC, but we do not have the ability to direct or force DOC to take actions. We can only showcase recommendations.

[WWW.OCO.WA.gov](http://WWW.OCO.WA.gov)
We want to make change, and reduce litigations. We are a complaint driven organization. Many of this information you can find on the website. Our hotline is staffed Monday thru Thursday 8:30-4:30. This is a no cost and non-monitored call that I/I can call. We hope to prioritize incarcerated’s calls to our hotline. We also receive complaints on the ombuds’ complaint form. We receive letters for complaints, and on our website, we have a complaint form for family members and friends to utilize.

We have a manager you can email for our early resolution department. We have a weekly Thursday call from 4-5 PM for anyone to participate in. This information is on our website. Starting in September you will see monthly reports showing all the complaints we closed each month.

**D. Jaramillo:** Does an individual need to do a grievance prior to reaching out to your office?

**C. Robertson:** Our goal is to allow DOC resolve complaints and follow process appropriately. Yes, they need to file a grievance first, unless there is an emergency.

**Associate Heinrich:** Caitlin comes to the facility often. She comes to tier rep meetings and participates in LFC and COVID calls. She is an integral part of the facility.

**C. Robertson:** I also participate in the weekly serial testing just as all staff do.

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**Associate Heinrich:** A PREA presentation was requested at our last meeting. You can also look these policies up on the DOC website.

- WADOC has a zero tolerance for any sexual behavior. Sexual behavior of any type is prohibited. All participation in sexual activity will be investigated and is subject to sanctions. There is no consensual sex in a custodial setting. All sexual behavior and romantic relationships between DOC employees, contract staff, or volunteers and incarcerated individuals are inconsistent with professional and ethical principles and policies of DOC. All allegations of sexual assault/rape, sexual abuse and sexual harassment will be investigated. If applicable, criminal charges will be filed. Investigations may result in corrective and/or disciplinary action, up to and including termination (490.800).

**PREA**

490.820- Risk assessment- The Department has established uniform procedures for assessing the risk of sexual victimization and/or predation for all offenders under its jurisdiction and maintain information for use in housing and program assignment decisions. Associate Heinrich: We do a PREA assessment in each I/I’s file. These are done in person with a counselor. These must be completed within 72 hours of arrival at each facility. Intake assessment must 72 hours of transfer. Our current policy uses the word offender, and DOJ uses this as well.

490.850- PREA Response- The dept. will respond to allegations of sexual misconduct to support and provide assistance to the alleged victim, enhance security, and maximize the ability to obtain evidence to use in investigations and criminal prosecutions where applicable. Associate Heinrich: This criteria is how we respond to each individual that files a complaint. These complaints can be filed anonymously,
through a Colorado form, PREA hotline, and verbally to any staff. When staff hear a potential sexual encounter they must immediately report to shift LT. Shift LT does an interview with the individual, and if there is concern we separate the individuals immediately until an investigation is completed.

490.800- The department recognizes the right of individuals under its jurisdiction to be free from sexual misconduct.

Associate Heinrich: This policy refers to prevention and reporting. Staff are trained yearly on PREA. This is logged through our training department. We are in a PREA audit currently.

490.860 – The Department will thoroughly, promptly, and objectively investigate all allegations of sexual misconduct involving individuals under the jurisdiction or authority of the Department.

Associate Heinrich: A common question asked by staff is “What training have you received for PREA?” Training is done at CORE. We have yearly mock drills specifically for custody staff to be sure they respond in an appropriate and sensitive manner. We work with local PREA advocates who also do training with us to assist when needed. Our shift office has a log of the PREA advocates’ pictures, so the advocates have the ability to come on site at any time. The key to PREA is to help maintain the incarcerated population and our staff to be free from sexual abuse and harassment. The PREA hotline number is located next to the Ombuds (OCO) number in each unit as well as having posters up throughout the facility showcasing the information they need to get the assistance they need in regards to PREA.

K. Walker: Looking at the PREA Audit from 2018, you did an extraordinary job. It looks like there were seven corrective actions on the audit report, and two standards that exceeded expectations. How would AHCC strive to have all standards exceed DOJ expectations?

Associate Heinrich: I do not have the audit in front me to reference. If there are any corrective actions, we have six months to respond to these. To exceed expectations means they are above and beyond meeting the standards which is a goal and objective.

Y. Garcia: How are the incarcerated able to report a PREA allegation with the COVID issues happening?

Associate Heinrich: No adjustments were needed due to COVID. They do have access to the dayroom where the phones are and can always access a staff member/officer. I/I have access to PREA forms as this is important and it’s for the safety and security of our population and staff.

LFC member: What about phone access when they are on restricted movement?

Associate Heinrich: They do have access to the dayroom where the phones are and can always access a staff member/officer.

C. Robertson: The population also has the ability to reach the OCO as well. I have received many calls from AHCC.

K. Walker: Did you ever figure out the memo about the PREA reporting process being stopped?

Associate Heinrich: This was addressed on the notes for the LFC COVID teleconference on 11/18/20.
• Update: There was a memo sent out March 27, 2020 stating “Due to office closures, the Colorado Department of Corrections is currently unable to receive PREA-related information from the incarcerated individuals using DOC form 21-379, Report of Prison Rape Elimination Act (PREA) Allegation. Any forms deposited in grievance boxes will be forwarded to the Shift commander or Work release Supervisor to address.”

• Update: April 9th, a memo was sent to classification counselors stating the PREA Risk Assessment process was reviewed and deemed an essential service and must continue, however we needed to examine processes for quarantine or isolation instances to ensure initial (72-hour) assessments were completed on time and COVID-19 protocols were maintained.

• Update: On November 10th a memo was sent out letting the incarcerated population know these restrictions have been lifted and all reports from (DOC 21-379 Report of Prison Rape Elimination Act (PREA) Allegation) deposited in facility mailboxes will again be mailed directly to the Colorado Department of Corrections as previously done.

R. Bisbee: My loved one is not allowed to use the phone where he is at. How can it be anonymous if they have to ask permission?

Associate Heinrich: To my understanding I/I have access to the phones. There is time out for showers and phone use during dayroom usage. We hear what you are saying and we will check on this and get back to you.

LFC Member: For those in the gym, how would they be able to reach out to anyone in regards to PREA concerns?

Associate Heinrich: They can always contact staff.

M. Mason: How many staff in the gym do you have on first shift?
Associate Heinrich: We will check on this.

• Update: First shift is from 2150-0620. We have 2 officers, 3 if there is staff available.

J. Presson: How is going to a staff member anonymous?

Associate Heinrich: I will check and see with my PREA specialist and see if the Colorado forms are in the area.

• Update: Colorado forms are accessible in E-building and the RCF for confidential reporting.

MSU Parking Area

D. Jaramillo: On November 19, I met with Mike Klemke and Associate Rivera. I used my GPS tracker to determine the total distance that MSU visitors had to walk. It was a little over 1/10 of a mile. At the time, Mr. Rivera suggested that the last three parking spaces of each row be used for MSU visitors. I countered and asked that the entire second and third row be used for visitors. There has been no further feedback since the walkabout.

Associate Heinrich: Associate Rivera and Mr. Klemke, who is our ADA coordinator and helps manage visitation and programs, spoke to me and stated we could make some adjustment and work with the Captain. When visitation opens up again, we may have a solution. Once things calm down a bit we will work collaboratively towards an answer.
<table>
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<th>Release of Information Forms</th>
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**M. Mason:** Why can’t you start this before visitation opens so it will be ready? Do you know when this process will be started?

**Associate Heinrich:** Right now, we will take this week by week. Before visitation is in Phase 4, we will put something in place.

**LFC Member:** Is there any indication of what this solution might be?

**Associate Heinrich:** I am not sure when visitation will open up, but when we start moving forward, I will meet with the Captain and Associate Rivera and we will figure something out.

**J. Presson:** There are several vehicles in the parking lot that are not in use, usually white vans. Could they possibly park these closer to the center of the parking lot to free up some spaces?

**M. Mason:** Can you please add the map to the meeting minutes?

**Beth Ann:** I will email it out.

**Associate Heinrich:** Could you send me an email regarding the specifics of this and we will look into it.

**K. Walker:** Family members are being told by the administration that family members are not allowed to mail these forms to I/I. I believe during this time we should be able to know what is going on with our loved ones if they agree to release their medical information to us. Mr. Key stated that the individuals need to ask their counselors for these forms, however with furloughs they don’t have access to their counselors. How are our loved ones able to access these forms?

**Associate Heinrich:** Furloughs have been completed and there are staff on the units they can ask.

**M. Mason:** Why as family members can we not download these forms, fill them out and send them in?

**Associate Heinrich:** That is a great question, and we can find that out.

- **Update:** The fastest process is for the I/I to request the Authorization for Disclosure of health information themselves, to be signed by the I/I and sent back to medical.

**LFC Member:** I work in health care, and most people in hospitals have to sign a HIPAA form. Is this a HIPAA form and does POA cover HIPAA?

**LFC Member:** This is not a HIPAA form. This is a release of information. This gives DOC permission to release inmates’ information to a person of choice.

**K. Walker:** I am about to email Mr. Johnson about what forms we need to use. Could I CC you on the email and the secretary could email this out?

**Associate Heinrich:** Sure, thank you.

**IIBF Recommendations**

**M. Mason:** I typed these questions up and submitted them. They are not in the previous notes and have not been answered. When will these be answered? These were shared with LFC and SFC. I am asking for clarification on when these will be answered.
Associate Heinrich: These questions, as well as some updates, are on 3 pages of the previous meetings minutes.

M. Mason: Some of them were answered but many were not. When will my questions be answered?

Associate Heinrich: I will go back and review the ones that were not answered.

Associate Heinrich: This the list we received from the Co-chair and Secretary. We need to go through and pick ones that impact the facility as a whole and are reasonable.

- Repair rental TV’s.
- New exercise mats.
- Additional exercise equipment.
- Add a second drinking fountain in the yard.
- Add some type of cover in the yard to provide shade for I/I.
- Replace ice machines, the ones in K-Unit only produce 6 cups of ice in an hour.
- Color printer available for all incarcerated with IIBF (unsure for each day room or one for MAIN and MSU).
- Cable TV.
- Additional incentive programs (option of food, art supplies, and music supplies).
- Music gatherings to practice playing (No singing).
- Art activities to grow as artists.
- Education opportunities: Meditation.
- Calming music to wake everyone up.
- Shade or Cover in the yard, protection from the elements (air/snow/rain/sun).
- Leasing of an Earth Satellite Station with an option to purchase from Verizon to be used for the Individual Incarcerated Population for secure internet services to be used for Educational Programs on-line and for Individual Incarcerated Population to properly communicate with their family and loved ones during their stay at Airway Heights Correctional Facility.

Associate Heinrich: This used to be called OBF, and now it’s IIBF. We need to work with the business manager, Henry Brown, to determine the criteria for how the funds can be spent. These can’t be used for one unit. It has to be utilized for all the incarcerated population. Cable TV is already available to the population. It is accessible in the dayrooms.

M. Mason: I had heard they were talking about replacing the mattresses. Shouldn’t that be taken out of the maintenance funds?

Associate Heinrich: Those mattresses should not be coming out of IIBF. This is a unit specific requirement and we can check with Henry Brown.

LFC Member: Do you know how often these need to be replaced?

Associate Heinrich: I’m not sure what that is at the top of my head, but will check.

- Update: Mattresses can be replaced once every 2 years, or if they have been ripped or torn.

R. Bisbee: Why do cable funds need to come out of the betterment fund, when each I/I gets charged .50 a month for cable TV? This goes onto their indigent debt.
**Roundtable open discussion**

Any COVID related questions to be discussed at the weekly scheduled LFC COVID Teleconference.

Next meeting location: **AHCC Phone Conference**  Date:  **TBD**  Time:  **______________**

Comments:  

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Distribution:  **ORIGINAL**  - Family council co-chairs
<table>
<thead>
<tr>
<th>Reference</th>
<th>New Action Items Opened</th>
<th>Assigned To</th>
<th>Date Opened</th>
<th>Date Due</th>
<th>Date Closed</th>
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<tr>
<td></td>
<td>Name of Issue Discussed in Meeting: Handicapped Individuals being allowed to be at the front of the visitation line; Making a poster in regards to escorting individuals to the front of the line. Update (8/2020) Kay Heinrich met with Mike Klemke the ADA Coordinator to look at different options. Together they had ideas for a proposal on what can be done in and outside the building, parking, as well as other options. These areas will be revisited and presented at the next meeting. Update (10/20/2020) This topic is on hold until all the information is available regarding how visitation will be like once it is opened. Update (12/08/20) This item is on hold until visitation resumes.</td>
<td>Owner of Issue</td>
<td>mm/dd/yyyy</td>
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<td></td>
<td>Update: Update from each meeting till closed</td>
<td>Kay Heinrich Mike Klemke</td>
<td>2/15/20</td>
<td>02/2021</td>
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| What would the LFC like to see Incarcerated Individual Betterment Fund funds used for? Update (8/2020) Jess will send a questionnaire to LFC members and gather responses. She will distribute the responses to the LFC officers. Update (10/20/2020) Donna and Anita will send an email to LFC members asking them for their suggestions. These will be assembled and presented at the 12/2020 LFC bi-monthly meeting. Update (12/08/20) A list of suggestions will be sent to LFC members asking them to pick the top three suggestions that they would like to see implemented. Dr. Heinrich will meet with tier reps for their suggestions. | Jess Robb  
Yoshi Garcia  
Anita Barker  
Donna Jaramillo | 2/15/20 | 02/2021 |
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<tr>
<th><strong>MSU Waiting Area - Proposed area or building for visitors to wait in during inclement weather</strong></th>
<th><strong>Kay Heinrich</strong></th>
<th><strong>2/15/20</strong></th>
<th><strong>02/2021</strong></th>
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<tr>
<td>Update (8/2020) There have been some preliminary meetings with maintenance on this. Talks were suspended when COVID-19 hit. There are plans to regroup. Kay Heinrich will provide information on ideas we can consider. <strong>Update (10/20/2020) A LFC member proposed that 30 parking spots near the MSU visiting center be designated to be used by visitors. Kay Heinrich will meet with Mr. Klemke, the ADA Coordinator and Anita Barker, the LFC Co-Chair. Together they will walk the area proposed and report back.</strong> <strong>Update (12/08/20) Donna met with Mike Klemke and Associate Superintendent Frank Rivera to do a walkabout in the parking area. Kay stated that they would need to work with the Captain to make any adjustments to the parking area. They are unable to work on it right now, but Kay is certain there will be a resolution to the situation before Phase 4.</strong></td>
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<tr>
<td>Question</td>
<td>Updates</td>
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<td>Can MSU get an new area for Family Services resources (pamphlets) and a</td>
<td>Update (10/20/2020) None at this time as Gheorghe Turcin has not been</td>
<td>8/24/2020</td>
<td>02/2021</td>
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<td>more prominent placement of the Family Services Poster Update (10/20/2020) None at this time as Gheorghe Turcin has not been able to go in, look, and talk to visitation staff as the MSU visiting room is currently being used for another purpose related to COVID-19. Update (12/08/20) Gheorghe Turcin and Ann Wise were not in attendance at this meeting. This is continued to February meeting.</td>
<td>8/24/2020</td>
<td>02/2021</td>
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<td>more prominent placement of the Family Services Poster Update (12/08/20) Gheorghe Turcin and Ann Wise were not in attendance at this meeting. This is continued to February meeting.</td>
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<td>There are some incarcerated individuals who have color photos on their JPay tablet who would like to download these and have the photos printed in color. This is currently available for a black and white photograph. There is a color printer in the visiting room and the LFC member is wondering if color printers may be made available to the incarcerated as an option. Kay Heinrich will investigate if color photos can be downloaded from JPay and then printed in color. She will also check the contract with JPay. If color printers are an option, it was suggested that IIBF may possibly be used to pay for these. Update (12/08/20) Due to Covid, continued to February meeting.</td>
<td>Kay Heinrich</td>
<td>10/24/2020</td>
<td>02/2021</td>
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<tr>
<td>Reference</td>
<td>Closed Action Items</td>
<td>Assigned To</td>
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<tr>
<td></td>
<td>Name of Issue Discussed in Meeting: Key Points/Discussion: Description of issue Update: Update from each meeting till closed</td>
<td>Owner of Issue</td>
<td>mm/dd/yyyy</td>
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<td>A process needs to be implemented for Public Access to allow visitors into LFC meetings. This could be posting in visiting room encouraging new visitors to attend meetings and letting officers know the process as well. Update (8/2020) There will be some posting and additional education. Information was also put on the video TV monitors. There was a glitch when the officer who normally processes was on annual leave. Item has been resolved and to be closed.</td>
<td>Kay Heinrich and Visiting Room Sergeant</td>
<td>2/15/2020</td>
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<td>Prior to the visitation being closed, a sign was posted on the key card vending machine which disallowed key cards to be filled after the last visitation. This caused a great inconvenience to family members. It is difficult for family members to fill their cards prior to visitation as the area is crowded, and visitation is often opened late which further cuts into the time loved ones have to visit. Dr. Heinrich will look at this and the schedule and get back to the family council on this. Update (10/20/2020) Dr. Heinrich reported that there was a meeting on this and when visitation is open, times will be scheduled so that this can be available. Item resolved and considered closed.</td>
<td>Dr. Heinrich</td>
<td>8/24/2020</td>
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DOC 530.155  
Data classification category 1
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