## FAMILY COUNCIL MEETING MINUTES

**Location:** AHCC via Teams  
**Date:** 6/26/21  
**Time:** 0830-1030  
**Teleconference details:** 253-372-2181 ID 880267503

### Meeting Attendees

- **Department/facility co-chair:** Kay Heinrich  
- **Family co-chair:** Ellen Hargrove  
- **Facility/council secretary:** Jess Robb  
- **Family secretary, if applicable:** Donna Jaramillo  
- **Members present:** Julie Burden, April Chavis, Bill Hargrove, Rachel Bisbee (SFC Rep.), Melanie Yordanova, Hattie Wolf, Kim Raap, Michelle Mason, Caitlin Robertson (OCO), Gheorghe Turcin (Family Services), Katie Pavao (CPPC)

### Agenda

**Old business**

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<tr>
<th>Topic</th>
<th>Discussion/Key Points</th>
<th>Next Steps</th>
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| Welcome/Introductions/Roll Call | Ellen introduced herself and read the mission statement of the Local Family Council and the State Family Council.  
The OCO quarterly meeting is being held from 10:30-12:30 today. Information to join can be found at the Ombud’s website; [https://oco.wa.gov/public-meetings](https://oco.wa.gov/public-meetings) | LFC and SFC Mission statements attached. |
| Virtual Etiquette/Expectations | Ellen Hargrove read over the Virtual Etiquette Expectations as well as the guidelines for State and Local Family Councils. | All Guidelines are attached. |
| Review of Minutes and Action Items | Ellen Hargrove reviewed the previous meeting minutes and action items:  
- Anita Barker stepped down as Co-Chair.  
- Rachel Bisbee reviewed DOC virtual meeting guidelines. Ms. Bisbee gave the statewide meeting report.  
- Bonnie Scott and Barb Arnett gave an update on food services.  
- The recommendations for the IIBF went to Supt Key who reviewed and put them on a ready list and sent them to HQ for review.  
- There are now dedicated visitor parking spaces at MSU. A map was sent to LFC members.  
- Discussions will be held about covers in the waiting area in MAIN and MSU.  
- Family services updates. This is on today’s agenda. |  |
| DOC Updates/Announcements | Associate Heinrich:  
- Incentives are currently being reevaluated. We are looking at individual incentives for positive prosocial behavior. Tier reps were asked to bring ideas for incentives to the next tier rep meeting for evaluation by the executive team. This will include fundraisers, ice cream, yellow zip ties and all other incentives. We need to be consistent on incentives between the MAIN and MSU.  
- We will be implementing paint crews at the MSU to make the facility look cleaner and fresher.  
- We are increasing evening sessions in the MSU for education and CD for those who work on off-site crews and DNR. |  |
• Visiting is still being discussed by Safe Start at HQ. Hopefully, we will soon receive some updated information. We sent forward the feedback that it is difficult to hear with the barriers in the visiting rooms. HQ has purchased some items to mitigate the hearing issues. They will try some out at designated pilot locations to see if it will work. If it does, they will be distributed to the other institutions. We have contacted the ADA for this issue as well. We are working on this, but there is no solution as of this date.
• We received the question of why we issue used vs. new clothing items to the I/I. Under policy 440.050 it states “Returned clothing will be inspected and may be reissued if in serviceable condition. Clothing will be laundered before being reissued.” The clothing budget is not enough to issue new clothing and there is no RCW that requires DOC to issue new clothing items.
• Religious services have returned in the MAIN and the MSU. Services in the MAIN include Wicca, Asatru, Messianic, Buddhist, NATAM (Native American Modified Outdoor Services), Jumah, Jewish, Seventh-Day Adventist, Druid, Protestant, Catholic, Latter Day Saints (LDS) and Jehovah’s Witness. These are facilitated by the religious coordinator. We still do not have volunteers. This is done by cohort in a large room with no more than 15 I/I. MSU services consist of LDS, Jehovah’s Witness, Christian, Catholic, and NATAM. If anyone needs or requires more religious support, they can kite the religious coordinator Luce for additional needs.
• The capitol project for the air conditioning has been completed. Maintenance is here on the weekend to make sure the AC is working in this heat wave.
• We are moving to a three-unit cohort instead of two cohorts to go to programming. We will continue to wear masks, keep barriers up and maintain the six-foot social distancing. This will help to increase services to the I/I. We are revamping treatment groups so more can get their needed services. This will also help increase the flow into medical to have more needs taken care of.
• When we are able to allow tours in the facility again, we wanted to bring policy to the LFC’s attention. Policy states “Each Superintendent will define and provide facility **tours for LFC officers** twice per year. Other LFC participants may be approved to attend on a case-by-case basis with the superintendent’s approval. Tours will not substitute for an LFC Meeting”.

### New business

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<th>Topic</th>
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| Reading of Tier Rep Minutes | Ellen Hargrove read the May 20th tier rep minutes from both MAIN and MSU. Associate Heinrich gave a brief overview of the June 17th MAIN and MSU Tier rep minutes.  
  • There were some questions on visitation. I/I gave us some reasons/issues of why there are not many visitors coming to visiting. One-hour visits, investments to travel, and special visits are not allowed at this time.  
  • CI is a separate entity from AHCC. They must get approval from their dept. and HQ before any grab and go changes at AHCC can be made.  
  • Any drinking water is not reclaimed water.                                                                                                                   | Tier Rep meeting minutes from 6/17/21 are attached.                           |
| SFC Report             | Rachel Bisbee (SFC Rep.)  
  • **Pre submitted Q:** Will those who had their EFVs canceled the day before, due to COVID, still be a priority when they open back up?  
  **Answer from HQ:** Unfortunately, we may not have the record for those individuals who had to be canceled. This is a local facility managed process, so the hope is that they archived those and can get |                                                                              |
them from their files. Facilities may have changed visit staff and with not using the areas for this long for visits, it may take a bit. It would be best to ask your local facility what their process will be for scheduling when EFVs are approved to reopen.

- **Pre submitted Q:** The EFV fee has gone up. Will those who already paid, but got canceled, have to pay the increased amount?
- **Answer from HQ:** EFV fees increased to assist with creating a more meaningful and inviting environment, with that said we will be utilizing the new fee once they reopen. Each facility local business office will need to review the fees for refund or outstanding fees.
- HQ is in the process of making a plan and hoping to have an update late next week as to what the next steps will be for visiting.
- There were a couple of questions asked about vaccinations and if people could be separated based on vaccination status. The answer was no.
- The entire number of vaccinated I/I for the whole state is approximately 50% being fully vaccinated. AHCC is second in vaccination numbers. AHCC and one other facility are doing a great job at educating the I/I about the vaccine availability.
- JPay/Securus: There was a “fix” scheduled for June 29th. The fix was going to KB on June 17th and the rest of the facility was completed by June 18th. I am in communication with JPay reps and if there are issues, please report it. I would like to thank the officers in K Unit. When the kiosk was down, they allowed the I/I to call their loved ones to update them.
- I/I questioned the unavailability of some items from Union Supply. It had to do with shortages and not an issue of the item not being allowed by Airway Heights. There was a memo posted for Union Supply shortages and why I/I were getting refunds. It is posted on the DOC website. HQ sent out a memo letting I/I know about updates with Union Supply catalog.

**Ellen Hargrove: Is there a timeline for unit closures?**

Rachel Bisbee: I emailed and asked, but at this time there is no additional information. The list sent out in the memo was compiled by the previous HQ team. The new secretary is still going over this information.

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**Family Services Update**

Katie Pavao (CPPC)

- I am the new CPPC as of April 15th. We just finished Stay Connected, a hand printing activity. We had 27 participants. With the short timeframe I had to put this together I was pleased with the participation. The I/I were able to choose either a significant woman in their life or their child and send a letter of appreciation and paint their handprint on canvas. A tube of paint was sent home so the loved one could add their handprint to the canvas. I got several responses back from I/I showing their appreciation.

Rachel Bisbee: We loved this; it was a wonderful surprise.

- The video greeting program was put on hold. I/I are getting it back soon. One program is Read to Me Daddy. The I/I can pick out a book and practice reading it for a week. Then we will meet with the I/I and we will record them reading the book. Then, the book and the video are sent to the family. The other is the terminally ill and eulogy program. This provides family support and helps manage grief. The video goes to the surviving family member.

- We will be doing the backpack program again. This encourages and promotes scholastic success. We will be adding a small project to the backpack as a surprise.

- I’ve requested to hold two adult events and two child focused events. I am not sure when these will be approved. Octoberfest Bingo and Significant Woman are the adult events. Day with Dad and Santa Comes to Visiting are the child events. I am not sure if these will be
approved. If they are not, I will be creative and find other ways families can interact with each other.

Gheorghe Turcin (Family Services)

- In the past, Family Services and CPPC worked together for certain events. We are looking forward to working with Katie. We plan to meet in the future for upcoming events.
- **Lodging assistance program:** This program aligns with the department’s values to support success by increasing opportunities. The goal is to increase visiting opportunities due to the cost of travel. DOC is paying $50 for approved visitors who travel more than 150 miles to visit their loved ones. A survey was sent to about 500 families who are listed as visitors to gather information. These were compiled and considered. We contracted with community hotels/motels across the state and asked them to participate. We have had a good response. We received responses from 3 participating hotels in the AHCC area. The program in funded through the IIBF. AHCC’s allotment is about $10,000. Keep in the mind the process is not finalized. We are sending the memorandum to the participating hotels July 1st. This will outline the mechanism that needs to be utilized to access funds, how families contact vendors, and who will process these at DOC. This is still fluid; HQ is looking at finalizing this. This will be posted on the Family services website when finalized.
- **Family Guide:** This is a pamphlet with all the information needed for families who have a loved one in DOC. The last one was sent out 5 years ago. We have reviewed this and had a work group looking at the existing one. They brought feedback with new changes that need to be included. This has been forwarded to HQ who will finalize and will replace the old one. There will be an English and Spanish version posted.
- **Family Services Policy:** A workgroup addressed this policy. This has been completed, but I am not sure where this policy stands as I was not a part of this workgroup. It will be posted in the visiting areas and on the Family Services website. These should be finalized sooner than later.
- We only have four family specialists across the state, so it is difficult to keep up with phone calls. We came up with an FAQ list to post on the website. If you have additional questions you would like included on the list, please send me an email (gturcin@DOC1.WA.GOV). I am not sure when these will be posted.
- PIO (Parenting Inside Out) has resumed at both MAIN and MSU and is going well. Thank you AHCC.

Family Co-secretary Vacancy

Donna Jaramillo is the only volunteer.

- I first joined LFC in 2013 at another institution. Several years later I began serving as the family secretary. I believe active participation in the LFC is important. It has been an honor serving at WSP and AHCC. I am willing to serve and looking forward to the continued challenges and responsibilities in this position. I encourage others in the future to put in for an officer position.
- Our agenda has a new look. My husband was asked years ago by family services to create posters to promote LFC. The drawing is on the AHCC agenda.

As Donna was the only one who volunteered, she becomes family secretary by default.

Visiting Update

Associate Heinrich

- We really haven’t had much new information for updates to visiting. We were hoping to hear something at yesterday’s (6/25/21) phone
Some things are being considered. Hopefully in a couple weeks we will hear something from HQ to share with visitors.

- Safe Start Visitation announced the barriers will be removed August 15th and we will be moving to 3-hour visit time slots. Only visit per I/I is allowed each month.

### IIBF Update

**Jess Robb:**
- Jess Robb gave a virtual presentation over teams showing LFC members how to navigate the website to find the IIBF webpage.
- All IIBF information is available on the DOC website. On this webpage you can find the budget reports, meetings and materials, FAQs, resources to policies and much more. To access it go to:
  - Corrections
  - Services
  - Betterment Fund

### Closing

**Ellen Hargrove:** Thank you everyone for being present today. The next LFC meeting is scheduled for Wednesday August 18th. Time is still TBD. Thank you for being present. We appreciate your voices and comments.

**Rachel Bisbee:** The SFC meeting has been rescheduled so Secretary Strange could be there. It is now July 24th from 10AM – 3PM.

**Associate Heinrich:** Thank you Ellen, Donna and Rachel for putting this together. Be safe next week with the heat.

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### Roundtable open discussion

**D. Jaramillo:** Do you have the numbers for visiting?

**Associate Heinrich:** As of Thursday, June 24th and since visiting has opened up, we have had ten no shows, 160 I/I who came to visiting, 220 visitors, for a total of 277 visits. This is for the MAIN and MSU.

**M. Mason:** I am planning a visit for July; how do I go about finding a hotel and how do I get the voucher?

**G. Turcin:** I do not think it is possible to use this resource in July. The system will not be in place for July. The memo was sent to the hotels and they have to agree to what we have proposed. Then we have to finalize the mechanism for how to process the vouchers.

- **Update:** While the lodging process is being finalized, family members who need financial assistance for visitation can telephone Dawn Taylor, Family Services Program Manager, at (360) 580-3945 or email at the following address [dmtaylor@DOC1.wa.gov](mailto:dmtaylor@DOC1.wa.gov).

**E. Hargrove:** Michelle did that answer your question?

**R. Bisbee:** On the weekends, can they give the breakfast boats out the night before like they would normally do instead of having them go down that morning to pick up the breakfast boats. They do this on the muster day.

**Associate Heinrich:** This was asked at the tier rep meetings. The captain said the agreement to move forward with our current process was from HQ and CI. We were supposed to provide an opportunity for breakfast mainline and hot meals. This is why we have put morning mainline in place.

**D. Jaramillo:** If I made an application to visit a month before the visit, and then I find out later my husband’s sister would like to visit, how do I go about adding her to the visit?
J. Robb: The best practice is to email the DOC AHCC Visit Request email and let us know you would like to add an additional visitor. We will likely email you back asking you to put in a new visit request for documentation purposes on our end.

Next meeting location: AHCC Teams          Date: 8/18/21          Time: 1:30PM – 3:30PM

Comments:

The contents of this document may be eligible for public disclosure. Social Security Numbers are considered confidential information and will be redacted in the event of such a request. This form is governed by Executive Order 00-03, RCW 42.56, and RCW 40.14. Upon completion, the data classification category may change.

Distribution: ORIGINAL - Family council co-chairs
### New Action Items Opened

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<thead>
<tr>
<th>Reference</th>
<th>Name of Issue Discussed in Meeting:</th>
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<tr>
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<td>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.</td>
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<td>Update: Update from each meeting till closed</td>
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<td></td>
<td>Key Points/Discussion: Description of issue</td>
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<th>Date Closed</th>
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<tr>
<td>Kay Heinrich</td>
<td>2/15/2020</td>
<td>When regular visitation resumes</td>
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#### 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.

#### Update (2/27/21)
This item is on hold until visitation resumes.

#### Update (4/14/21)
This item is on hold until visitation resumes.

#### Update (6/26/21)
This item is on hold until regular visitation resumes.

### New Action Items Opened

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<th>Reference</th>
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<tr>
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<td>MSU Waiting Area - Proposed area or building for visitors to wait in during inclement weather</td>
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<td>Kay Heinrich</td>
<td>2/15/2020</td>
<td>When regular visitation resumes</td>
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#### 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.

#### Update (6/26/21)
This item is on hold until regular visitation resumes.
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<tr>
<th>Reference</th>
<th>Closed Action Items</th>
<th>Assigned To</th>
<th>Date Opened</th>
<th>Date Due</th>
<th>Date Closed</th>
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<td>3.</td>
<td><strong>Can MSU get a new area for Family Services resources (pamphlets) and a more prominent placement of the Family Services Poster.</strong> 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. Update (2/27/21) Updates are being made to position descriptions, pamphlets and the family guide. Contact Jeneva Cotton to make suggestions. The policy regarding Family Centered Services is being updated. Contact Dawn Taylor: <a href="mailto:dmtaylor@DOC1.wa.gov">dmtaylor@DOC1.wa.gov</a> to participate with this or to make suggestions. New materials will be available when visiting reopens. A more prominent place for displaying resources will be determined when Gheorghe is able to go to the visiting area and talk to staff. Update (4/14/2021) Gheorghe was not in attendance at this meeting. This is continued to the June meeting. Update (6/26/2021) The Lodging Assistance Program, the Family Services Policy and the Family Services Guide are being finalized by headquarters. The availability of a table or prominent place for Family Services literature will be discussed in an upcoming meeting among Gheorghe Turcin, Kay Henrich, and Sgt. Russell.</td>
<td>Gheorghe Turcin</td>
<td>8/24/2020</td>
<td>08/18/2021</td>
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**Reference Closed Action Items**

**Name of Issue Discussed in Meeting:**

**Key Points/Discussion: Description of issue**

**Update: Update from each meeting till closed**

**Assigned To**

Owner of Issue

**Date Opened**

mm/dd/yyyy

**Date Due**

mm/dd/yyyy

**Date Closed**

mm/dd/yyyy

**Reference**

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.

**Assigned To**

Kay Heinrich and Visiting Room Sergeant

**Date Opened**

2/15/2020

**Date Closed**

8/24/2020
<table>
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<tr>
<th>Update (8/2020)</th>
<th>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.</th>
<th>Dr. Heinrich</th>
<th>8/24/2020</th>
<th>10/20/2020</th>
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<tr>
<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.</td>
<td>Dr. Heinrich</td>
<td>10/24/2020</td>
<td>02/27/2021</td>
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<td>Update (10/20/2020)</td>
<td>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>
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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 (12/08/2020) Due to Covid, continued to February meeting. Update (2/27/2021) Associate Heinrich: JPay only offers black and white photos in Washington state. Item is closed.</td>
<td>Dr. Heinrich</td>
<td>02/27/2021</td>
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<td>Can IIBF funds be used for: Paying for all copies made for I/I.</td>
<td>Dr. Heinrich</td>
<td>02/27/2021</td>
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<td>• Update: These are considered individual use items as they go to specific individuals. They cannot be paid for from the IIBF. Paying for items made by I/I and sent to their loved ones.</td>
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<tr>
<td>• Update: These are considered individual use items as they go to specific individuals. They cannot be paid for from the IIBF. Paying for comfort items for all I/I.</td>
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<td>• Update: We gave out goodie bags in December as AHCC’s comfort item. Based on updated information, these items are closed.</td>
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<td>The possibility of establishing a dedicated soccer field.</td>
<td>Dr. Heinrich</td>
<td>02/27/2021</td>
<td>02/27/2021</td>
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<td>Date</td>
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<tr>
<td>02/27/2021</td>
<td>Dr. Heinrich</td>
<td>• Update: There is a soccer field, to include goals, at both the MAIN and MSU. Based on updated information, this item is closed.</td>
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<td>04/14/2021</td>
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<td>2017 Water contamination at AHCC. Concerns about the possible long-term health issues that could result for any I/I or staff who drank the AHCC water. Associate Heinrich has sent a request for information to the Environmental Department, but has not had a response. She will provide an update when she has more information.</td>
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<td>• Update (4/14/2021) Update from HQ on drinking water concerns: If someone from outside DOC is requesting records that DOC may have, we should be referring them to the Public Disclosure Office and process. Additionally, we may need to refer them to the Department of Health (DOH) and the Department of Ecology (DOE) public disclosure as well, as those samples would have been taken by those agencies. This action item is closed per update.</td>
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<td>I/I attendance at virtual LFC meetings. Update (4/14/2021) Associate Heinrich: Due to logistics at this time I/I will not be able to attend virtual meetings. We are sending out copies of the tier rep meeting minutes. The agenda was full for this meeting, so tier rep minutes are not on the agenda to review. Hopefully they can be on the next meeting’s agenda. This action item is closed per update.</td>
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<td>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. Update (2/27/21) D. Jaramillo reported that a survey was sent out to LFC members listing the items LFC members had suggested for funding from the IIBF fund. Members were asked to pick the top three items they would like to see funded. Nine LFC members responded to the survey. The results are as follows: 1. 8 votes for a cover for shade in the yard. 2. 4 votes for another drinking fountain in the yard.</td>
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3. The vote was a tie with 3 votes each: exercise equipment and ice machines in the units.

Associate Heinrich reported the top three suggestions from the tier reps:
- Grass for the soccer field.
- Gravel for the track.
- Repair the baseball field.

Associate Heinrich will take the survey results to Henry Brown AHCC Business Manager for consideration.

Update (4/14/2021) Mr. Brown was not able to attend this meeting. His report is attached to these minutes.

Update (6/26/21) All IIBF information is available on the DOC website. To access it go to Corrections>Services>Betterment Fund. On this webpage you can find the budget reports, meetings and materials, FAQs, resources to policies and much more.

The recommendations for the IIBF from the Tier Reps and the LFC members went to Supt Key who reviewed and put them on a ready list and sent them to HQ for review. We are awaiting word from HQ on what has been approved on this ready list. **This action item is closed per update.**

| A LFC member proposed that 30 parking spots near the MSU visiting center be designated to be used by visitors. | Beth Ann Diagre  
Dr. Heinrich | 2/15/21 | 5/13/21 |

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.

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 proposed 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.

Update (2/27/21) This is will be addressed before visiting opens.

Update (4/14/2021) Associate Heinrich: We went and walked the parking lot yesterday with maintenance, the Captain, and MSU LT. There are approximately 38 parking spaces that will be allocated for MSU visitors right in front of visiting. They will be marked, painted, and allocated on visiting days. They will be the first 4 rows. As visitation gets closer, we will send out more information in regards to this. This will hopefully alleviate some concerns. **This action item is closed.**
Family FAQ’s

1. **Q1** How can I help with the II release, or what is the release process?
Inmates are subject to different release processes and conditions due to their sentencing documents and their level of risk. Most often, an inmate will provide their classification counselor a proposed release address 6 month to one year from Earned Release Date (ERD). This address is shared with the nearest field office within the county of their first conviction. The proposed address is then checked by the new gaining Community Corrections Officer (CCO). In most cases, the gaining CCO will contact the family member prior to this first visit. During this first visit the sponsor will be asked if there are pets, firearms, alcohol and other items that may affect placement at this location. If the address is approved, the follow up will be with the classification counselor and the inmate is released to the address. If the address is not approved, the inmate will be able to provide a new address.

2. **Q2** How can I visit, or what is the visit process?
Family and friends can visit once they undergo the approval process. This begins by filling out and submitting a visit application that is found on the Department of Corrections Website. Approval is granted via email once a background check is complete.

3. **Q3** How can I send Packages or mail, or what is the mail process?
Packages can be sent via approved venders. This list and the process can be found on the DOC Webpage. If you want to send regular letter correspondence, instructions and format instructions are also found on the webpage.

4. **Q4** How can I advocate for the II medical treatment, or what is the medical referral/care process?
The inmate has methods to communicate their care and treatment requests via kites, or direct contact with staff. If input is requested from family, they may contact the facility Health Services representative. Your loved one must sign a medical release of information for our staff to discuss their treatment or needs with you.

5. **Q5** CCB and ISRB release and conditions
CCB or Community Custody Board and conditions are those conditions imposed to ensure success and community safety. The Indeterminate Sentence Review Board (ISRB or Board) was created in 1986. Before that, the Board had been the Board of Prison Terms and Paroles. The Board is a quasi-judicial board located in the Department of Corrections (DOC). The Board retains independent decision making, and has jurisdiction over the following **three types of cases:**
1. Persons who committed crimes prior to July 1, 1984 and were sentenced to prison.
2. Persons who committed certain sex offenses on or after September 1, 2001.
3. Persons who committed crimes prior to their 18th birthday and were sentenced as adults.
The ISRB reviews cases, conducts hearings, oversees supervision violation hearings, and provides services to victims of inmates under the Board's jurisdiction.

6. **Q6** Where is my loved one?
If you are aware of their DOC Number, check on the DOC Website to confirm their location. Or contact any of the Family Support Team Representatives they would be glad to assist.
7. Q7 How do I contact them?
You can contact them via regular mail instructions are found on the DOC Webpage. They can call family once a phone account is established. Instructions also found on the DOC Webpage.

8. Q8 How do I get on the visit list?
Visit applications are found on the DOC Webpage. All visitors must be approved to visit.

9. Q9 When can I call or when can they call me? How is this done?
Your incarcerated family member or friend can call you once a phone account is established. Instructions on how to complete this process can be found on the DOC Webpage. You are not able to initiate a phone call with them.

10. Q10 Who can I talk to about my loved one?
Family Services Unit via email. Email contact information for each representative can be found on the DOC Webpage. Once you make e-mail contact, the family services specialist will either call you back or reply via e-mail. Please provide your contact number and your loved one’s 6 digit Department of Corrections on your request.

11. Q11 How do I get a copy of the rules that they have to follow? For rules while in the community, You may request a copy of their Judgement and Sentence (J&S) via the DOC Public Disclosure Unit. Instructions on how to complete this process can be found on the DOC Webpage. The inmate handbook is also available on the DOC webpage.

12. Q12 What happens when I arrive at the facility for a visit the first time?
Once you arrive for the first visit you will be required to follow all instructions that are found on the DOC Webpage under visitation. Among these will be check in with visitation staff, place items in the supplied lockers, be prepared to go through a metal detector, and other instructions as it pertains to each facility.

13. Q13 What can I bring in?
Check on the DOC Webpage as the list is established by DOC Policy.

14. Q14 What can I wear?
Clothing and attire requirements can be found on the DOC Webpage under Visitation.

15. Q15 What happens during processing? During visitation?
See #12

16. Q16 What can I send to my loved one?
You may send items under approved vendors. The list of approved vendors can be found on the DOC Webpage. Correctional Industries provides two types of packages; a quarterly/bi-monthly package that is primarily food items and a monthly package with some clothing and hygiene items. This information is also on the DOC webpage.

17. Q17 How do I send it?
Follow the instructions for sending items to your loved ones as found on the DOC Webpage.

18. Q18 How can I send money?
Money can be sent via several sources Western Union, JPay. Credit as well as Debit Card. Check with the DOC Webpage for actual process to follow. Important to note; each inmate has four established
accounts; 1) Spendable 2) Education 3) Postage 4) Medical Their Spendable account is subject to required withdrawal due to payment of fines, child support, court fees.
## Tier Rep Meeting (Main)
### June 17, 2021

### ATTENDEES

<table>
<thead>
<tr>
<th>STAFF</th>
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<tbody>
<tr>
<td>Associate Superintendent – Kay Heinrich</td>
<td>K Unit CUS – Nichoel Rickard</td>
</tr>
<tr>
<td>CPM – Terry Probeck</td>
<td>M Unit CUS – Chris Fitzpatrick</td>
</tr>
<tr>
<td>NOTES – Jess Robb</td>
<td>L Unit CUS – James Watkins</td>
</tr>
<tr>
<td>Resolutions – Patrick Strand</td>
<td>R Unit CUS – Jim Rollins</td>
</tr>
<tr>
<td></td>
<td>N Unit CUS – Don Deshazer</td>
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<td></td>
<td>T Unit CUS – Julie Saiz</td>
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### TIER REPS

<table>
<thead>
<tr>
<th>L UNIT</th>
<th>R UNIT</th>
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<tbody>
<tr>
<td>L UNIT- Young, Ronald 877070</td>
<td>R UNIT- Nordlund, Frank 912173</td>
</tr>
<tr>
<td>L UNIT – David, Charles 856302</td>
<td>R UNIT- Hughes, Booker T 954701</td>
</tr>
<tr>
<td>M UNIT – Hopkins, Anthony 380366</td>
<td>T UNIT – Kerr, Rick 298491</td>
</tr>
<tr>
<td>M UNIT- Barker, Chad 346896</td>
<td>T UNIT- Farias, Daniel 852104</td>
</tr>
<tr>
<td>K UNIT – Harris, Richard 259399</td>
<td>N UNIT – Hilton, Kevin 856660</td>
</tr>
<tr>
<td>K UNIT – Medlin, Jeremy 703404</td>
<td>N UNIT – Robinson, Randy 952090</td>
</tr>
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### TOPIC |
### DISCUSSION |
### FOLLOW UP |
### NOTES

#### COVID 19

**Tone**

- **L-Unit A Side:** (2) We still have phone issues; I know there has been a ticket turned in. Things are smooth other than that. We got a new ice machine. Breakfast is a big hit.
- **L-Unit B side:** (1) No one has given me complaints. Things are going well.
- **M-Unit A side:** (3) Not having late night, and the broken phones.
- **M-Unit B side:** (3) Late night as well. We are happy about the new ice machine.
- **R-Unit A side:** (2.5) It’s mellow. Everything is going fine, not many complaints.
- **R-Unit B side:** (3) The ice machine works, but we usually run out of ice at 8 at night. The phones are working. It gets loud at night.
- **T-Unit A side:** (3-3.5) The quarantine we had recently, incoming chain, and individuals coming in from segregation. There are concerns about dealing with COVID exposure. I/I are happy with breakfasts.
- **T-Unit B side:** (5) Continuous use of the dayroom is good. We are happy the yard and weight deck are open. Upset a lot of things are still closed. We are losing the CUS and things just started running smooth.
- **N-Unit A side:** (2) People would love ice cream and fundraisers, and library would be a huge help. Tired of having to pick up a boat on weekends.
- **N Unit B side:** (5) I/I issues in the last couple days. There is a lot of tension.
- **K-Unit A side:** (2) Everyone is happy with breakfast; we got a new ice machine.
- **K-Unit B side:** (4) Upset about the lack of incentives and late nights. The morning tray meals have been complained about. They are happy about the new ice machine.
| Visiting
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<tr>
<td><strong>Associate Heinrich:</strong> There doesn’t seem to be a whole lot of visitors. Could you share some reasons why visiting isn’t getting filled? What are your thoughts?</td>
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<td><strong>L Unit:</strong> Visitor will not make a long drive to visit for an hour. It’s a huge investment of time and finances.</td>
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<td><strong>R Unit:</strong> It’s mainly the travel issue vs. the one-hour period.</td>
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<tr>
<td><strong>K Unit:</strong> Same issue. And we are not allowed special visits. Motel bills are expensive. Video visits are better, we have to sit behind a screen either way. It’s a no contact visit. It only seems to benefit those who live here locally. JPay is not equal either. One side has 2 Kiosks and one side has 1 kiosk.</td>
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<tr>
<td><strong>N Unit:</strong> Those who are having visits, are having a very difficult time hearing, and communicating.</td>
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### Can special visits happen?

**Associate Heinrich:** Under the current safe start phase, special visits are not allowed. One visit a month is allowed.

**Jess:** Please send me the posting and I will forward to HQ.

- **Update from HQ:** These special visits noted have been limited only to compassion care visits for those who are near end of life care (in the facility infirmary typically), with discretion to the Supt to allow those on a case-by-case basis.

### The breakfast meal today 6/15/21 the kitchen issued some people boats and others got clam shells. They understand there was a power outage, but they are not happy that it appears some of the population was served the scheduled breakfast and others received boats.

**Kitchen:** The total population was served the same cold breakfast components regardless of the carrier it was in (Boat or Clam Shell) as Food Service did not have the ability to serve hot components due to the lack of power to operate the equipment.

As Food Service no longer provides a daily cold breakfast boats, a limited number Inventory is kept on hand. However, Food Service does carry individual components to build cold boats, if in the event the demand increases. When this occurs, production assembly is scheduled to build more inventory to support the higher demand.

Due to the short timeline to support breakfast, Food Service made the decision to serve the cold breakfast components. Some of the population received the limited boat assemblies while simultaneously lines were set up to build Clam Shells which were filled with the same components as what the boats had in them. I can understand that that may have given the appearance of some getting something different from others, but I guarantee you everyone received the same breakfast components, with the exception of special diets.
<table>
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<th>Reclaimed Water</th>
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The weekend worker morning schedules are remaining the same as during the week, but those workers are not working when they go to the kitchen because boats are being served on the weekend. Why are kitchen workers going in at the same time on the weekends and just sitting around not cooking because the boats are being served. Why can’t those boats be picked up during the Friday/Saturday dinner mainline rather than having to go to the I/K to pick them up on the weekend. It doesn’t make sense to have all the workers there and the population movement on those mornings to pick up boats.

Captain Stockwell: The agreement to move forward with our current process was from HQ and CI. We were supposed to provide an opportunity for Breakfast Mainline and hot meals. This is why we have put morning mainline in place. I do not see a legitimate reason for changing it back for weekends only.

Will they provide hot meals on the weekend?
Associate Heinrich: We will have to look into this.

- Update from CI: Policy 240.100 address the menu wherein it states, The Food Service Administrator/designee is responsible for the statewide menu planning process. Recommendations will consider costs, nutritional requirements and meal preferences. In addition the cycle menus will be prepared by; the Food Administrator/designee and Registered Dietitian, and forwarded to Food Service Managers to assist in ensuring food service requirements are met. Consequently, local Food Service is unable to provide an answer.

Tier Reps have heard there have been some who believe the re-purpose water is causing a rash after the clothes have been washed. Has this been reported by others?
Associate Heinrich: Maintenance said they had not heard of this happening. I/I: I heard from a laundry worker, they ran out of soap and had to use a different chemical to clean the clothes. R, K, and M unit have reported rashes.
Associate Heinrich: We will check with CI.

- Update from Laundry: We ran out of turbocharge for half a day and substituted with a detergent that we have been using for a couple of years now. The substitution should not have caused any rashes as we have had no previous reports save one offender who was allergic. I also contacted ECO LAB to make sure this substitution was acceptable and they replied that it should change nothing with the laundry results or the composition of chemicals used.

There are concerns that at the ceremonial grounds the reclaimed water is being used in the spicket?
Associate Heinrich: We will check on this.

- Update from Maintenance: This is domestic water. Not reclaimed.
| Medical | There were many I/I asking about the reclaimed water in the yard. Is it reclaimed coming out of hose nozzle? The guards hook up the hose to the nozzle and use it spray the I/I as a mister during the hot days. Associate Heinrich: The water fountains are not reclaimed water. We will check on the spickets.
  - Update from Maintenance: No. All building and yard hose bibs are not reclaimed water. |

| Jpay | I have not received KOP’s in 3 days. Medical has not had issuables. Purple passes aren’t being issued either. Associate Heinrich: We will check with medical.
  - Update from Medical: We emptied the bins over the weekend. We got only one box of meds in yesterday which would have had purple passes sent out last night so they could come tonight to pick them up. We did not have an issuable line last night only because we had no meds to issue. Please send medical a kite if have not received medications and need them. |

| COVID -19 Protocols | The Jpay machine in K unit, the response comes back, and it cuts off half the screen, so we can’t read it or respond to it. Jess: I will forward to that Jpay.
  - Update from Jpay: This was fixed last week. |

| I/I Questions | We would like to have the deadtime decreased, these are locked out for a half hour before the visits. Could it be more like 5 minutes? Associate Heinrich: We will revisit this. We thought this was changed already.
  - Update from Jpay: We have already made this change to limit it to 5 mins before the visit. We have monitored the issue on our end and do not show the visits are being locked up. If a visit is scheduled and an I/I does not show, this will lock the visit and would need to be canceled if they are not able to attend. |

| | Is there any word on when COVID restrictions may change? Associate Heinrich: There is a weekly phone call when HQ informs the institutions of updates and if there are changes, we will notify the population and staff. |

| | We have been getting the COVID notes, but we heard there were some information on the statewide council meeting. Could we get those? Associate Heinrich: We send the Local family council minutes and COVID notes to the units. We do not send the SFC minutes to the units. We will check and see if we can send those out to the units.
  - Update: This has been approved by HQ. We will begin sending these out to the units to be posted. |
<table>
<thead>
<tr>
<th><strong>When will fundraisers begin again?</strong></th>
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<tr>
<td>Associate Heinrich: We have a committee of staff and tier reps who are working on the list of incentives for review. The suggestions from the tier rep should be sent to the CUS and then to Ms. Robb by Wednesday next week. We want to be consistent and sustainable in both the MAIN and MSU. These will be fundraisers, yellow zip ties, ice cream etc. We are looking for individualized incentive for 30 days, or if staff saw improvement in 30 days, and if it continues then what would be at 60 days and 90 days. We are looking for what would be low cost incentives that could be facilitated.</td>
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<tr>
<th><strong>When will the state library be open?</strong></th>
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<tbody>
<tr>
<td>State Library: We are working with the Secretary of State and DOC on WSL staff returning to the branches. We hope to have more information soon.</td>
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<thead>
<tr>
<th><strong>Has DOC considered introducing video game systems for inmate purchase and use?</strong></th>
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<tr>
<td>Associate Heinrich: We will check into this.</td>
</tr>
<tr>
<td>- <strong>Update from HQ:</strong> This was reviewed Extended Leadership Team and denied last year. Currently there are gaming opportunities provided on the JPay platform, no other gaming systems are being considered at this time.</td>
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<tr>
<th><strong>What is the status on approval for basketball and soccer balls?</strong></th>
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<tr>
<td>Associate Heinrich: The is to be determined by HQ.</td>
</tr>
<tr>
<td>- <strong>Update:</strong> A memo was sent out on July 6th regarding these activities. Outdoor Basketball and Soccer are allowed to resume, I/I must wear masks. Masks and cleaning supplies must be readily available.</td>
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<tr>
<th><strong>When will late night be reinstated?</strong></th>
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<tr>
<td>Associate Heinrich: This is a part of incentives and is under discussion. More will be forthcoming.</td>
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<tr>
<th><strong>Is there a backlog or other reason for the delay in processing grievances/resolutions?</strong></th>
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<tr>
<td>Mr. Strand: Due to the nature of emergency’s brought on by COVID 19, there was a large influx of complaints. With staff not here able to do reviews things have been delayed. The Resolutions Department is working hard to remedy this. Many of these are medical, and the health service manager is out. We are trying to get these pushed through.</td>
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<tr>
<th><strong>There is some question about Fox Sport out on the weekends and Christian Channels are out.</strong></th>
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<tr>
<td>Associate Heinrich: This has been sent to electronics. We will check on this.</td>
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<tr>
<td>- <strong>Update from Maintenance:</strong> These channels are back up and running.</td>
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<tr>
<td>Tier Rep Meeting (Main)</td>
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<td>------------------------</td>
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<tr>
<td>We have a dayshift porter in N-Unit that needs law library access for research purposes. As a unit worker he is on callout 7 days a week and therefore the Law Librarian cannot put him on the Law Library callout because of the work callout conflict. Is there a way he (and others in this predicament) can get approval to get to the Law Library?</td>
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<tr>
<td>• Update: With the new cohort, each unit has one night session a week.</td>
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## ATTENDEES

<table>
<thead>
<tr>
<th>STAFF</th>
<th>TIER REPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate Superintendent – Kay Heinrich</td>
<td>C5 CUS – Jim Rollins</td>
</tr>
<tr>
<td>Superintendent – James Key</td>
<td>CPM- Propeck</td>
</tr>
<tr>
<td>C4 CUS – Mike Rainville</td>
<td></td>
</tr>
<tr>
<td>Notes – Jess Robb</td>
<td></td>
</tr>
<tr>
<td>C5 CUS – Jim Rollins</td>
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## TOPIC

<table>
<thead>
<tr>
<th>DISCUSSION</th>
<th>FOLLOW-UP</th>
<th>NOTES</th>
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<tbody>
<tr>
<td>COVID 19</td>
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<tr>
<td>What is going on in the institution</td>
<td></td>
<td>Tone in the units is based on a rating of 1-10 (1=no issues, 10=multiple issues):</td>
</tr>
<tr>
<td>C4 West: (1) No Issues. Just waiting for information for fundraisers. We are slowly but surely getting things back.</td>
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<tr>
<td>C4 East: (1) Happy to see things coming along. Weight deck coming back and starting the painting program.</td>
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<tr>
<td>C5 North: (1) I haven’t had any complaints since the Lt. took care of the issue and noticed a big difference recently.</td>
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<td></td>
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<tr>
<td>C5 South: (-1) We are good.</td>
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Supt Key:
- I want to try to attend these more often. I want to thank the population. We could not have accomplished everything without the populations help. I hope we don’t have to go through this again. But we are still waiting for direction to move forward. You (the population) are a huge part of the success.

CUS Rainville:
- We have been approved to implement paint crews. Each unit is hiring “paint porters”. We are looking at fixing dents, scratches, existing murals etc. Exec staff will look at what exactly that criteria will look like. The “paint porters” will be working with the maintenance painting crew to provide training, supplies and do quality assurance checks. Paint crews will be responsible for keeping a log of work done.

Supt Key: I like the inspirational items. It needs to have a purpose and a meaning.

Who do individuals need to go to apply for this?
CUS Rainville: Applications will go to the Sgt, then to the CUS for final approval.

Is a GED required for this position?
CUS Rainville: This will have to be a discussion with executive staff.
### Tier Rep Meeting (MSU)
*June 17, 2021*

| Jpay       | Associates Heinrich: How is Jpay in C5?  
| I/I: Running fine. |
|------------|-----------------------------------------|
| Visiting   | Associate Heinrich: How are the movies going?  
| I/I: Over the weekend there was one that glitched. |
|  
|  
| I/I: How is Medical?  
| I/I: They are doing great. Happy dental is back open. |

- There have been some glitches with Jpay, the screen will shrink when trying to go through trouble tickets. The music catalog has been giving us troubles.
- Ms. Robb: There will be an announcement coming out in regards to the music catalog.
- Supt Key: We are working on reporting issues quickly and getting the tech on site. This is a contract. I am pushing to get things done quickly. We are doing what we can.
  - **Update from Jpay:** The screen shrinking for the trouble tickets was fixed last week. The music catalog announcement came out on 6/9/21.

- *Could people do more visits since not many people are attending and are children going to be allowed soon?*
  - Associate Heinrich: HQ has not given us an update for this yet. As of right now it’s one visit a month and children under 16 are not allowed.
  - Supt Key: Visiting is opening in a phased response. You can schedule one visit per month, not in a 30 day period. What are some hesitations visitors are having regarding scheduling visits?
  - I/I: I have been told people want more visits that have already been attending visiting.
  - I/I: A lot of people have been complaining about the barriers. Upset about not having food or refreshments. They are waiting for the restrictions to come down a bit.
  - I/I: Some guys view it as a segregation visit. Families don’t want to come all the way with gas prices for visits when they can’t hold or hug their loved ones.

- *If possible to pick up boats at dinner time instead of going in the mornings on the weekends?*
  - Captain Stockwell: The agreement to move forward with our current process was from HQ and CI. We were supposed to provide an opportunity for Breakfast Mainline and hot meals. This is why we have put morning mainline in place. I do not see a legitimate reason for changing it back for weekends only.
### When are ice cream and fundraisers coming back?
Associate Heinrich: We are looking at all incentives. Tier reps need to come up with low cost sustainable incentive ideas for positive behavior as well as timeframes (30, 60, 90 days). Once these have been compiled we will have a meeting to look at these. We want to make sure it is consistent between MAIN and MSU.

Supt. Key: If you have different incentives for different units, it’s too difficult to track. We are looking at the same incentives across the board and is the same consistency for the entire institution.

### Can we have music in the weight deck?
Mr. Witt: I am not supportive of radios in the weight decks. It has been tried many times and has been discontinued every time. Some of the reasons have included disputes over the station, vandalism of the radio, volume too loud and causing disruption.
GROUND RULES for Virtual Attendance

STATEWIDE and LOCAL FAMILY COUNCILS

❖ Be Respectful
  ◦ Raise your “virtual hand”
  ◦ Wait until called upon to speak
  ◦ Avoid interrupting/speaking over others

❖ Practice Active Listening
  ◦ Listen with intent to understand, not intent to reply

❖ No Sidebars/Side Conversations
  ◦ Chat Box is considered “side bar”
  ◦ Questions to presenters in Chat Box addressed as able

❖ Assume Positive Intent / Be Non-Judgmental
  ◦ Choose not to pass judgment based on personal beliefs
  ◦ When you assume negative intent, you’re angry. If you take away that anger and assume positive intent, you’ll be amazed. ~ Indra Nooyi

❖ Be Understanding
  ◦ Understanding means you comprehend something.
  ◦ To Be Understanding is to have a ‘sympathetic awareness or tolerance’

❖ Be Willing to Compromise
  ◦ Both sides willing to meet somewhere in the middle

❖ Be Transparent and Flexible
  ◦ Remain honest with words and intent
  ◦ Be adaptable to differences and/or changes

❖ Take a Time Out when Needed
  ◦ Turn off video/microphone, get up & move around, rejoin

Updated 03/19/2021
1. Come together for the betterment of our loved ones.

2. Identify issues that affect relationships with loved ones.

3. Resolve issues that can be handled on a local level.

4. Communicate with LFC Statewide Rep to bring issues to the STATEWIDE Family Council that cannot be resolved at the local level.

5. Local family council members are to be support and encouragement to families at the facility.

6. Partner with facility leadership teams to improve programs and opportunities.
1. Working Collaboratively:
   Local Family Council
   Statewide Family Council
   Department of Corrections

2. Bring forward unresolved or global issues from Local Family Council

3. Bring issues for Legislation

4. Share information and successes

5. Provide policy input

6. Presentation on outcomes, issues, and concerns (w/follow-up)

7. Action item list that is followed and tracked

8. How do we exhaust issues?
1. Co-facilitate council meetings.

2. Help resolve relevant issues that cannot be resolved at the LFC/SFC.

3. Celebrate Success!

4. Be the change agent:
   Work toward standardization

5. Document across all facility policies, procedure, memorandums.

6. Safety of family members, incarcerated loved ones, and staff.

7. Improving living standards for incarcerated loved ones.

8. Support health and wellness including behavioral and mental health.

9. Implement through collaboration:
   - a Decision Tree