

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: Coyote Ridge Corrections Center

Date and Time: 6/19/2020, 9:00 am

Attendees

- **Local Family Council Members**
- **DOC Staff:**

Jeff Uttecht, Superintendent	Ken Jennings, Health Services Manager 1
Bill Copland, Family Services	Kate Jansen, Administrative Assistant 3
Michelle Duncan, Assoc. Superintendent	Paige Perkinson, Engagement and Outreach PS4
- **OMBUDS**

Joanna Carnes, Director Ombuds	Caitlin Robertson, Assistant Ombuds
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Weekly Update

- CRCC continues to see an increase in COVID-19 cases.

Total Number of Individuals Tested:

Positive: 96 Transferred to a RCF: 81
Current at CRCC: 5
In hospital: 2
Released from isolation: 8

Negative: 38

Waiting Results: 8 pending 2nd negative

Quarantined: 1856

Isolation: 22

Staff Positive: 38 CRCC staff have tested positive for COVID-19. An additional four (4) of the staff members were at training in Walla Walla, WA and were not onsite.

- Please note:
 - Questions for upcoming meetings are to be emailed to Kate Jansen at catherine.jansen@doc1.wa.gov no later than 8:00am Thursday. Any questions received afterwards will be held over to the next week or if time allows asked during the end of the conference call.
 - Thursday mornings, questions will be categorized and reviewed by Associate Superintendent and Superintendent to have responses ready for the teleconference Friday at 9:00am.
- Additional guidelines:
 - Meeting time will be one (1) hour.
 - We will answer all the questions first and open up for questions/comments afterwards.
 - If any questions are left unanswered at the end of the meeting, we will add them to the next meeting.

- Please ensure your phones are on mute.
 - Please provide your name before asking a question or responding to assist.
- LFC representatives are free to gather questions to ask, and to share responses; however, these calls truly need to be limited to LFC members in order to be productive, and to ensure that participation in these interactions can continue.
- If you, or you know someone that has a loved one at CRCC and would like to be added to the LFC list to receive call in information, meeting minutes and other correspondence the facility may send out please send an email to Catherine.jansen@doc.wa.gov or miduncan@doc1.wa.gov.
- Update from Michelle
 - First and foremost it is with great sadness that I must announce that we had an incarcerated individual pass away this week due to COVID related illness.
 - Earlier in the week we had changed the procedures for the MI3 Custody living units. The cells are no longer double locked. Incarcerated individuals may open their door to request restroom use, but must receive approval from assigned custody staff in the area prior to leaving the cell and proceeding to the restroom.
 - Staff on the tier will allow bathroom use, 2 cells at a time to use available bathrooms.
 - Incarcerate individuals in the MI3 custody living units are provided 4 bottles of water a day.
 - 2 cells at a time will be allowed out for 30 minutes daily to shower, use telephones, JPay, Kiosk, Microwaves, hot shots, and ice machines.
 - We are not allowing for any MI3 custody essential workers at this time.
 - Porters are out in all living units to clean.
 - In the medium units, 4 cells are allowed out for the 30 minute time frame.
 - We do have one MI3 custody living unit that has been placed on double lock due to a staff assault. These individuals are still allowed out for their 30 minutes daily but cells are double locked when not out. At this time we do not have information on when that will be released.
- This week we had an individual in our camp that developed flu like symptoms. He was placed in isolation and as a precautionary measure the tier that he was on was placed in quarantine.
- Televisions – CRCC has identified 112 cells that do not have televisions and are being delivered to those cells that do not have televisions. Additionally CRCC has temporarily stopped the television rental fees. The Recreation Department has sent out activity packets to incarcerated individuals.
- Mental health is conducting rounds in every unit during business hours Monday - Friday. They check in with unit leadership and officers every day, looking for referrals for high-need patients that may have come to their attention and to answer any requests as well as kite requests. If your loved one is in need of mental health services, they can send a kite, a kiosk message during their 30 minutes out, contact the officers or talk with the nurse when they conduct their rounds. Mental Health staff is available and/or on call at all times.
- CRCC has been given direction to test all staff and incarcerated individuals. We are in the process of planning what this process will look like and what will be done with those that may test positive. At this time we do not know when we will begin testing all staff and incarcerated individuals.

Pre-Exposed Questions

There were no pre-exposed questions sent from any of the Family Council Members.

Additional Questions

Question 1

Can you confirm that all MI3 units are unlocked? Does that include G Unit?

Answer

We do have G Unit double locked due to a staff assault. We will be reevaluating this tomorrow to determine if it is safe to unlock that unit.

Question 2

JPay messages seemed to have stopped yesterday around 2:15 or 2:30. Was that a facility directions or an issue with JPay?

Answer

We haven't heard about any issues but we will look into that.

Question 3

Hygiene is very important, how can we only have the isolated individuals receiving one shower every seven days?

Answer

The protocol was established in collaboration with Health Services. They are allowed soap and water to wash while in their cell. That was a decision made by our healthcare team and many others department wide.

Question 4

Will you start disciplining staff for not following protocols?

Answer

We address our staff when necessary. We won't go into details as to how we may address our staff.

Question 5

I just wanted to let you know that I am grateful for doing this. I have taken a lot of notes here, a lot I don't understand. Can you explain what MI3 is?

Answer

We have eight living units, four are medium custody and four are MI3. It means that they score low enough custody points, based on several factors that include behavior and programming, to be housed in minimum custody, but for other reasons, they are unable to be housed in a camp.

Question 6

Is MI3 included in everyone that is going to be tested?

Answer

Yes. Our main complex houses two different custody levels. We have four units that house Medium security and four units that house MI3 or long-term minimum, and one unit that is Restricted Housing. All nine of these units will be part of the testing. All that planning is being done, so we don't have any information on how or when this will be accomplished. As we receive the information, we will be sure to share that with you.

Question 7

Another thing I appreciate is when you say I don't know but I will find out. I appreciate honesty.

Answer

Thank you for that.

Question 8

When are they going to open up visitation?

Answer

I couldn't tell you at this time. That will be a statewide decision. I would encourage you to visit our website at www.doc.wa.gov, on the website is a document that has the plan to reopen visitation and that stages involved. It is going to be a phased approach, much like the rest of the state. That may give you some more information.

Question 9

How would we know if our loved one was sick?

Answer

They can call you or contact you via correspondence or phone. We have received some phones that they can use in the isolation cells and they can call you directly. If they were in need of hospitalization, we would be sure that they were safely transported to the hospital to receive care.

Question 10

If we found out they are sick would the family member be able to take them to the hospital or would that be an option?

Answer

That would not be an option. If hospitalization is required we ensure they get proper

Question 11

How often do they get a phone call in isolation?

Answer

Once every 7 days. During the call it was told to me that it is daily; however, please note that this information was verified and inaccurate. Protocol is that is once every 7 days.

Question 12

Can someone check if the Kiosk in E Building are still not working?

Answer

They are down statewide. No date on when they may be up and running again. The kiosk is an internal way for them to communicate with staff, and it is separate from JPay.

Question 13

How long have they been down statewide?

Answer

A week or two, maybe closer to two weeks.

Question 14

I am curious how they are supposed to communicate with staff if the kiosk is down.

Answer

Anything that they can request via kiosk can also be requested from staff. They can also communicate with staff via the kite system. Additionally anytime we have an update to the population, we print them off and deliver to each cell.

Question 15

Can they get their bank balance for commissary?

Answer

Yes. We are discussing strategies are how to best give them that information before ordering commissary. I will look into this more and hopefully I can provide some clarification next week.

UPDATE information, Unit managers have been asked to get bank statements prior to store days to distribute to population until the KIOSKs are back up and running.

Question 16

Has there been any consideration to having a designated person be able to check their loved one's spending account?

Answer

That is a good recommendation. I know that they get two free phone calls a week. I know that they are also informed of their balance before they make their order for store. You can also put money on your account and see how much is in your personal account through JPay. In terms of changing this policy, we wouldn't be able to make those decisions at this level.

Question 17

For clarification I was speaking of their all spending account, medical, postage etc.

Answer

That account belongs to the incarcerated individual and we would not be able to release that information.

Question 18

You said that mental health will check with unit staff and do a check; you also said that nurses do checks daily?

Answer

Nurses do cell front checks daily and in some areas 2 times a day. Mental health is on staff five days a week, but we have a duty officer that is available at any time that those services are needed. If there is an individual that needs mental health on the weekend, we will make sure that they get help on the weekend.

Question 19

So let me get this straight, if you want to see mental health on the weekend, you have to wait until it is your time to use the bathroom and then put in a kite and then wait to have someone call in to meet with them.

Answer

If there is an individual that has needs mental health on the weekend we are going to get them the help they need on the weekend. They can request services by speaking with any staff that are working in the unit or submitting a kite. Mental health staff do have a routine that they follow and get out and interact regularly and interact with those people who need ongoing treatment as well as anyone that gets their attention. The patients can still request to be seen by sending a kite but also medical staff nursing staff go out to the units and patients have let them know that they need to be seen by Mental Health. That information is relayed to mental health and they make it a point to go out and interact with the population.

Question 20

Melissa Andrewjeski is the Incident Commander, so why isn't she on the call?

Answer

We rotate through those positions. Multiple people, including all our Associate Superintendents, fill that role. We can't be here at all times, so that is a shared role amongst many. Again we are trying to provide resources to you guys so that you understand what we are doing here and why. The intent of the meeting is to share information regarding our COVID 19 response. To answer questions about why a specific staff members is doing a specific job is out of the scope of the conversation.

Question 21

Joanna you stated on the OCO call yesterday that you will be doing an investigation at CRCC? How long does it take before we know the results of that investigation?

Answer

We did send notification to the facility that what we initiated as a review to CRCC's response to the first positive individual has been elevated to an investigation, meaning we will be conducting interviews. I can't say exactly how long that will take, a minimum of a month, but will take time and to have a report published a minimum of 2 months. We have a 30 days period for DOC response as well. This time is needed to make sure that we are being thorough.

Question 22

Can you tell us where the individual passed away?

Answer

As stated in the release, he was at a local medical center. That is all the information we will release regarding the location of his passing.

Question 23

Can you tell us what the difference is between Airway Heights and Monroe in terms of medical facility, I didn't think they had a medical facility?

Answer

The department has created three regional care facilities. The first one to come online was Airway, the second one was Monroe and the third will be Shelton. At the moment we started sending folks to Airway because they are closer to community hospitals. Now we are sending folks to Monroe. The regional care facilities are essentially the same, they are staffed essentially the same and there is no specific purpose other than the fact that Airway was opened first.

For clarification, Monroe has an isolation pod, we created when they had their initial outbreak. That isolation pod is not segregation, it is where the violators used to be housed and was turned to an isolation pod. That pod allows folks to be isolated or quarantined. They also have created a RCF at Monroe in a secondary location. They have not started housing individuals in that location because they still have space in the isolation pod. So for clarity there is an RCF at Monroe it is not utilized which is why you are not seeing it online. Those that transfer to Monroe are going into the isolation pod at Monroe.

Question 24

My husband is currently over there, it is like he is in isolation at CRCC, one shower 7 days, phone only 3 days a week, not even as much as CRCC now and he does not have access to JPay so it is not just like the living quarters there.

Answer

Thank you for that clarification. There are some differences, we do not have JPay WIFI in that location so in that respects it is not just like the living unit but I want to clarify that it is not segregation.

Question 25

Can you explain a little bit about what would indicate a change from restricted movement back to more of a normal schedule? When will they look at allowing more time out other than the 30 minutes?

Answer

Any changes that come will be progressive in nature. I think that after the testing there might be some review of this. We have no information at this time as we are still in the planning phase. We will be re-evaluating on June 25th.

Question 26

What is the recycling airflow throughout the units?

Answer

We have the most modern buildings in the state of Washington. The ventilation is considered appropriate for keeping folks in an isolated area as we do. There are documents available that speak to the efficiency of our air system that may be requested via public records request.

Question 27

What kind of counseling services or bereavement services will you be offering our loved ones due to the recent death of Mr. Bueno?

Answer

That is something that we do with our chaplain staff and when that population can move we always have some type of memorial services. It may be a little restrictive at this moment so I don't know but we always have a memorial for those that we have lost.

Question 28

Does Mental Health rotate or are they assigned to specific units?

Answer

They rotate around to the different units as they have patients in the different units. The mental health staff will wear appropriate PPE's to ensure their safety and the safety of others.

Question 29

What is the procedure when a person passes away, do you guys get called first, what actually happens in that scenario with COVID.

Answer

If any individual passes away there is a reporting structure for notification that includes notifying the next of kin.

Question 30

Mr. Luts from DOH in Spokane County, explained that they were not aware that positive cases were being transferred to AHCC and that it was our responsibility to notify him. Are you telling them that they are being transferred to those counties?

Answer

At part of our normal practice prior to establishing the RCF, stakeholders were meet with and discussed in all the counties that RCF was established. As well as our normal practice of when there is a positive case there is communication in coordination through the local health district.

We are not aware of notification not being made to Spokane County but there is a normal process that occurs.

Question 31

Can you look into the JPay issues?

Answer

We aren't aware of any issues. We have checked JPay and they are all working at this time. UPDATE: we received notification from Jpay representatives that there was delay in the messages and that they were working on it. Hopefully that message went to all the customers also.

Question 32

Do you guys cut off communication with JPay if something happens like a riot or staff assault?

Answer

No

Comments/Closing

- If you have any individual questions or concerns please feel free to send me an email, miduncan@doc1.wa.gov and I will respond as soon as I can.
- Thank you for joining us. The next call will be Friday June 26, 2020 at 9:00am.