

Local Family Council COVID-19 Informational Call Notes

Call Details

Facility: Coyote Ridge Corrections Center

Date and Time: 02/25/2021 @ 0900

Attendees

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

Paige Perkinson, Engagement and Outreach	Kate Jansen, Administrative Assistant
Jeff Kinne, IIU	Michelle Duncan, Associate Superintendent
Bill Copeland, Family Services	Ken Jennings, Health Services Manager
- **OMBUDS**
Caitlyn Robertson, OCO
- Please note:
 - Questions for upcoming meetings are to be emailed to Kate Jansen at catherine.jansen@doc1.wa.gov no later than 8:00 am Wednesday. It is important that we received questions in advance to provide us time to research the answer. Not receiving questions may create a delay in a response.
 - All questions received afterwards will be held over to the next week or if time allows asked during the end of the conference call.
 - All questions sent to our staff before the informational sharing phone call during the week, will be answered on the Friday phone calls or forwarded onto DOCCOVID19@DOC.WA.GOV for appropriate response.
- 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.
- **Please do not share COVID-19 informational call phone-In Information with others, especially via social media.**
- 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@doc1.wa.gov or miduncan@doc1.wa.gov.

Weekly Update

Testing

Staff – 169

Incarcerated Individuals: 397

CRCC – MSC: 279 (3 in the last 30 days)

CRCC – MSU: 118

In hospital: 0

Isolation: 1

Quarantine: 36

MSU Unit Operations:

The MSU living units continue to run on cohorts' schedule.

MSC Unit Operations

The MSC living units operate with the identified cohorts and schedule.

Safe Start

WA DOC remains in Phase 1 of the Safe Start Initiative. We haven't received any information in regards to visitation resuming at this time.

Questions

Question 1

Can you answer anything regarding food, such as running out of food, or giving expired food like milk?

Answer

We will have to ask some questions regarding this as I do not have the information on this and I have not heard of any complaints regarding expired milk. We will reach out to our Food Service Department and inquire on your concerns. I do know that the meals that are served are based on standard dietary requirements and meet the required calories.

The Food Service Manager had noted that due to COVID-19 the Food Service Department have needed to substitute some food items if they cannot be sourced. The menu is subject to change at any time, and while we try hard not to substitute meals, COVID has made it impossible at times. They also noted that they will keep an eye on the milk to ensure that it is not expired. If you loved one receives food that is expired, please have them contact a staff member immediately so that it can be exchanged.

Question 2

I receive the COVID Bulletin from the Department of Corrections, and I notice that Coyote Ridge hasn't been on it. Why is that?

Answer

That Bulletin is specifically for facilities in outbreak status. If the facility is no longer in outbreak status, then they are removed from that bulletin.

Question 3

I was curious about the comfort kits. Have you heard or received them? It was discussed at the Statewide and I just wanted to know.

Answer

I haven't heard about comfort kits but will reach out to HQ and see if I can get some information regarding this.

Question 4

Has there been talks about a change in the schedules or anything at all?

Answer

No, we will likely continue to run our operations this way for a while longer.

Question 5

What about vaccinations? How is that going?

Answer:

We continue to vaccinate our staff according to prioritization, as well as for the incarcerated. Those in our senior living unit have been vaccinated, as well as others within the population who are over the age of 65. We are anticipating a large shipment of vaccine, and hopefully we will get another large portion of our population vaccinated at that time.

Question 6

What about visitation? When is the next review for that?

Answer:

I believe it is scheduled for March 15 or March 16.

Question 7

What about the phone issues? The individuals couldn't call out, they don't connect, etc. This is happening in every unit and not at specific times.

Answer:

There was a significant disruption due to the electrical issues in Texas, as the GTL hub is located in Texas. We are not the only facility that has experienced this issue. Below is some information provided by GTL regarding common phone concerns and how to resolve them.

If you experience any problems receiving calls, the recipient should call customer service at 877-650-4249 right away. Some of the complaints below require an example be submitted within a few hours of the problematic phone call attempt.

Meanwhile I hope the explanations below will be helpful:

1) Delayed/Slow Prompts: We need specific detailed examples of delayed prompts. Some phone networks have had weather related issues in recent weeks which may cause degraded service on some calls. If this becomes a persistent issue, we need to know which prompts are delayed – is it the prompts the caller hears when he lifts the receiver, is it the announcement after the call rings through, or is it just that the call never rings at all?

2) Unable to accept calls by pressing 5: If this has just recently started it could be due to the power outages and weather emergencies that are occurring across the country – especially in Texas. If this is an ongoing issue it will require a line trace, the person who is attempting to accept the calls should report

the problem to Customer Service with specific examples of date and time of the attempted call, and facility the call came from. The reason it works after several attempts is that each attempt can be processed along slightly different routes of phone lines. The closer the problematic section of the route is to the person receiving the calls, the more often they will experience the issue.

3) Calls that do not ring through, the caller only hears silence after the “your call is being processed message”, or have a “silent ring” which may display the incoming call but they do not hear their phone ring – are all indicators that the calls may be encountering a SPAM block. GTL does not place SPAM blocks which is why they cannot remove them. The person who receives calls will need to work with their phone service provider to ensure the calls are allowed to pass through the SPAM filtering software that is used by their phone service provider. (Additional details on SPAM blocks below)

4) When calls drop at exactly 15 minutes with no warning, this is usually an issue with a specific line carrier, and only affects specific phone numbers. To resolve this we need specific examples including the phone number called so that we can notify that carrier, and route the calls differently to avoid the problematic carrier until the issue is resolved

5) Static can be caused by a variety of issues that occur anywhere between the phone used to place the call to the phone used to receive the call. Some facilities have had additional temporary lines added which can cause some degradation to call quality, but the trade-off allows for better availability of phones. We need specific examples to determine if the phone used needs repairs such as a broken handset, or if there is some other wiring issue within the facility that is affecting specific phone lines, or if there is a carrier somewhere along the call route that needs to fix their portion of the lines, or if this seems to be an issue affecting calls to a specific phone number only in which case they may have weak cell phone signal, faulty equipment on their end, or possibly using speakerphone (which commonly has lower call quality).

SPAM BLOCKS (ROBOCALL FILTERS)

The main reason calls from the inmate phone system get blocked by SPAM filters is because we have lots of outbound calls, no inbound calls, and use an automated greeting which in combination makes the calls *look* like robocalls to SPAM filtering software. When a user signs up for a do not call list, or downloads cell phone apps to block unwanted calls, they are much more likely to have calls received from the inmate phone system blocked as well. GTL is not blocking these calls, and because the SPAM blocks are not placed by GTL, we cannot remove them if they occur. The owner of the phone number being called must work with their own service provider to make it so the calls are allowed to ring through to them

SPAM blocks are used by all major phone carriers, by software on most cell phones and by robocall blocking services, to block unwanted sales or scam calls. Sometimes the carriers will use a "silent" ring, which displays an alert indicating the call is "likely SPAM", but no audible ring is heard. Sometimes the calls are sent straight to voicemail, or they are never allowed to ring through at all. When only silence is heard by the caller following the "your call is being processed" message, (no ring is heard) or the calls go straight to voicemail, it usually indicates the call has encountered some type of SPAM blocking or call filtering software outside of the inmate phone system.

If the person who is being called happens to use Verizon, there is a form provided by Verizon which their customers can use to request an exception for calls they want to be

allowed to pass through Verizon's SPAM Filter. It's a really easy, quick form to fill out and avoids the hassle of getting through to a Verizon customer service agent. Verizon mentions they are blocking *Billions* of robocalls and spam, and they provide some additional context on what they are doing to filter calls and why. The Verizon link is: voicespamfeedback.com

If a person is unable to receive calls after speaking with their own service provider, they can call:

GTL ConnectNetwork Customer Service: 877-650-4249

<https://web.connectnetwork.com/contact-us-via-email/>

Question 8

Are these issues affecting the video visits?

Answer:

There could be disruptions and quality issues due to bandwidth; however I have heard that they have significantly improved.

Question 9

How are we supposed to go about sending pictures to our loved ones? Can we no longer use a third-party vendor?

Answer:

I will get some clarification about this. There has been some clarification provided to our mailroom staff on photographs and 3rd party vendors recently. It is outlined in policy 450.100 only the 20 page bound book may come from the photo vendors such as Shutterfly. All other photos must come directly from the family 10 photos per envelope.

Additional information:

The Department is getting away from using Skype and will start to use Microsoft Teams. Microsoft Teams app can be downloaded onto any phone or computer. A new calendar invite will be sent out with an invitation for Microsoft Teams. If you are unable to connect via the application, there will be a phone number and a PIN that you will still be able to call into.

- Thank you for joining us. Next week's call will be Thursday March 11, 2020 @0900.