

Local Family Council COVID-19 Teleconference Notes

Stafford Creek Corrections Center

April 29, 2020 10:00 a.m.

Facilitator: CPM Rob Schreiber for Gina Penrose, Associate Superintendent of Programs

Attendance: SCCC staff: Supt. Haynes, ASP Penrose, Admin. Asst. Tatro, CPM Bohon, CPM Sec. Senior Myers

HQ: P. Perkinson OCO: J. Carns & M. Gyde Family Services: C. Melhuish

LFC family officers: Family State Rep Cooksey, Family Co-Chair Fry

LFC family members: D. Sifres, E. Broussard, J. Revay, V. Westman, B. Duschene, V. Clark, H. Dockery, K. Wilks, J. Griggs & K. Stuart Stevenson

Purpose – To obtain information related to the COVID 19 outbreak and send to the families to help them understand the steps being taken by DOC to keep the Incarcerated Individuals safe and healthy.

Approval of 4-22-20 Minutes – Minutes were approved by LFC officers & family members.

UPDATES:

Quarantine status – We have 1 incarcerated individual currently in quarantine status.

Field events – Associate Van Ogle's office is working on some upcoming field events.

****UPDATE** - There is no roll out date determined as of today, but the weather will play a role in this. Ms. Gamroth states there will not be a full bbq meal, but goodie bags will be given out at the end of the event. She is hoping to order products by next week. More info. will be forthcoming.**

Yard – On 4-27-20 Captain Mainio notified the population of activities that were authorized effective that date. This includes:

Incarcerated individuals are to wash their hands before and after, wear masks and ensure that items are properly sanitized between uses:

- Fitness machines must ensure 6' distancing
- Single use of basketballs are authorized for activities such as HORSE, free throw competitions, etc.
- Frisbee, horseshoes, cards, board games, etc.
- Pickle ball, badminton, corn hole boards, etc.

No contact or team sports are authorized due to risk of direct contact exposures.

Summer QFP Catalog & Order Form Corrections – On 4-23-20 an announcement from CI HQ was sent by kiosk to all incarcerated individuals as well as being posted in all living units. This announcement was sent due to several errors being found within the catalog itself. The changes to each product was noted on the announcement. If a family member is placing an order online, all of the information on the website is correct. A flyer will be added to commissary orders in an effort to clear up any confusion that might be caused due to the errors.

Mask updates by Captain Mainio – In reference to COVID-19 Tier Rep questions relating to clarification on mandatory requirements of wearing mandatory masks, the below is a summary provided by Captain Mainio. This information was included in our 4-28-20 COVID-19 Tier Rep Meeting Minutes with copies for each Tier Rep and posting in all units.

Per Captain Mainio - The directive from HQ is to cover the nose and mouth with the face covering. It is mandatory anytime outside of the cell when indoors. Obviously one cannot wear the face covering while actually showering or brushing teeth; however the covering must be worn to and from the bathroom. Incarcerated not wanting to take their covering into the shower, should consider making an effort to cover their nose/mouth by using their shower towel, wash cloth, etc. Initially it was asked of the population to make an effort to either wear the mask or some sort of covering over the nose/mouth. However, as we progress forward during COVID-19 in an effort to normalize face coverings, the expectations of the incarcerated will be increased to include proper wearing and fully covering nose/mouth. We're locally making face coverings for the incarceration that are better fitting and a bit more practical for all day wear. We've started issuing these in H6 and will move onto the other units as we have the supply. As supply and options become more available, we may clarify what is acceptable and what is not. Incarcerated should not be infracted if they are making an effort and responding appropriately to reminders and corrective action by staff. However the requirement to properly wear a face covering while outside the cell is mandatory. This includes while on phones and JPay.

Updates to previous questions:

1. Q: Issues regarding JPay movie download issues need to be addressed.
A: Per Ms. Cassas at Securus, their development team is working on a fix now that will resolve this issue.
2. Q: Are mop heads washed separately from incarcerated individual's clothing?
A: Yes, they are washed separately. The following are also washed as separate loads: Food Services, Medical, IMU, khakis, white bags, blankets & linens.

Questions/Answers forwarded for this week's meeting:

1. Q: Is there a possibility that until the quarantine is lifted, that the mailroom staff/workers could work on weekends, to expedite the mail to population?
A: The mailroom has had extra help, have met the required time frame per policy and have been able to screen all messages by Friday each week.

2. Q: Can you ask when they plan on putting the dividers up on the phones? If started, please estimate the end time that all units will have them.
A: Dayroom phone partitions have been installed in all units and all phone banks are available for usage.
3. Q: There are still phone issues with dropped calls, long lines and no ability to do the video calls. It can't be a bandwidth issue as there are not as many phones in use in the facility - what is JPay saying and what can SCCC do to improve this situation?
A: Per Ms. Cassas from Securus, the issue of video calls dropping should've been resolved in an update that was pushed out last Friday 4-24-20. If continued complaints occur, please contact JPay.
A: Per IIU Gleason regarding phones, we are not aware of any issues with dropped calls; however, we can't account for outside cellular dropped calls. Any incarcerated individual who has a recurrent problem can report an issue directly to the "Inmate KITE Line" at 360-555-1212 free of charge. They can also send a Kiosk message to IIU and we will check it, or forward to the GTL rep for review. They should also report the time, date and the number called. This is the same number that is posted in the units and has been available for incarcerated use for years.
4. Q: Can anything be done about inmates losing their store items when in quarantine - can't items be whipped down or handled only by the inmate? Families suffer here too as many do not have an abundance of money that they can keep putting on their loved one's spendable account.
A: The current process is that those that are put on Quarantine and/or Isolation have their store taken from their sending unit (i.e.: H-4), stored in the outside warehouse until next delivery to G Unit and then delivered to the incarcerated individual at that time. This has been brought to Mr. Haynes and Ms. Cotton for review and will be followed up on.
5. Q: After numerous complaints to JPay about the kiosk in H2 A side being broken, JPay said DOC has to be the one to tell them it's broken so it can be repaired. Would SCCC please notify JPay and request that they repair it?
A: H2 CUS Wakefield sent this request to JPay several times as well as Ms. Myers, CPM Bohon's Secretary, who received a confirmation of ticket #16900695. Per Ms. Cassas from Securus, the technician has been monitoring the kiosk for issues with audio/video. As for ticket #16900695, I just escalated this and asked for an update. I will make sure if we are unable to resolve remotely today, that we request an FST to be dispatched. (She received examples submitted by Ms. Myers to review for problem diagnosis.)
6. Q: Do you have any idea when potentially at the latest visitation will reinstate & will it be modified, ie number of visitors at a time, less seating d/t 6ft social distancing, shorter or scheduled visitations.?
A: LFC State Rep Cooksey states there is a formal work group assigned to address visitation. CPM Schreiber will touch base with Jeneva Cotton and information will be addressed at next week's teleconference.

Questions from today's teleconference:

- 1. Family Friendly Events:** Can former events that were cancelled be rescheduled (i.e. Significant Women's Event & Dude's Day)? Will the summer events take place? These questions will be addressed at next week's teleconference.
- 2. Stimulus checks for the incarcerated:** What is the protocol for incarcerated individuals receiving stimulus checks? The families of those incarcerated will need this information to move forward. This will be addressed at next week's teleconference.
- 3. Status update on EFV's:** Per CPM Bohon's Secretary Ms. Myers, HQ staff have been reassigned to other areas during COVID-19. Set up will be in June with letters to follow.