

Statewide Family Council COVID-19 Informational Call Notes

**Some questions were grouped together as they were asked by more than one person.
If specific questions about individuals were asked, they were removed.
If you have specific questions about your loved one, please contact your local facility.**

**Please do not share Local Family Council or Statewide Family Council Informational Calls
Phone-In Information with others, especially via social media.
These are internal DOC communication lines and are not for public posting.**

Call Details

Facility:

Date and Time: 4/16/2020, 2:00PM

Attendees

- Lisa Flynn, DOC
- Elizabeth 'Liz' Hainline, DOC
- Paige Perkinson, DOC
- Arminda Miller, DOC
- Dawn Taylor, DOC
- Mike Obenland, DOC
- Rhonda Roberts, DOC
- Rachel Bisbee, AHCC Rep
- Susan Cooksey, SCCC Rep
- Joanna Carns, OCO
- Gwen McIlveen, CRCC Rep
- Loren Taylor, Chair SFC
- Felix D'Allesandro, MCC Rep

Weekly Update

- Liz Hainline presented the feedback from the family members testing the visiting appointment website. Here are some of the comments:
 - some people may not know their loved one's unit. This could be frustrating for a family member or friend trying to set up a visit. If we are putting the DOC number and facility in the form, the scheduler for that facility would easily access the incarcerated individuals unit. Considering that Incarcerated individuals are moved at times as well, that information may not make it to the family member trying to schedule a visit.
 - I do not see an option for those families that do not speak English. At Airway Heights, I know that we have quite a few Spanish-speaking families that visit. If someone's visit was canceled for one reason or another (they move units, lose visiting privileges, etc.), will there be a notification sent to that person ahead of time?! If they have planned travel, they can take whatever steps necessary to cancel.
 - "Month and year of birth*" under "Primary Visitor's Information" should be changed to read "Visitor month and year of birth," to make it absolutely clear that it is not the prisoner's month and year of birth; they should enter. Living unit of prisoner should not be required info on the form. Many families who visit only occasionally do not know the name of their loved one's unit. Moreover, DOC often shuffles people around to different units as part of the punishment machine, so families can have a hard time keeping track of where their loved one is.
 - The confirmation email "Visit Notifications" should be changed to something more specific and accurate, such as "Visiting Policies." Notifications make it sound like a message that pops up on a cell phone, which it clearly is not. Also, I notice this automated email only gives Rules and "Notifications" in the text. It's nice that the system, upon scheduling, sends a confirmation email. Still, PLEASE add something pro-social and uplifting to the automatic email text (such as "We at the WA DOC are so happy you are visiting, and we welcome you back after what we

- know has been a painful year of separation during the pandemic. We strongly believe that visiting plays a crucial role in our mission and the success of those under our jurisdiction") instead of just beating families over the head with DOC's usual assumption that the only reason families might want to visit their loved ones is to introduce contraband or break other rules rules RULES RULES RULES. We are getting extremely burnt out on that negative, condescending narrative, and DOC is looking more and more out of touch with current science and social science on the positive role family visits play so long as it fixates on this myopic focus on CUSTODY CUSTODY CUSTODY. Instead of just presenting rules, please tell us what your mission is. Please tell us what we mean to DOC and what role we play in DOC's mission. This automated email is a chance to engage us, and there is so much more creativity that could be employed herein, taking advantage of that opportunity.
- The first time through, it is an easy form to fill out, everything went smooth. It caught a couple of intentional mistakes and highlighted them in red, making it easy to identify what you need to fix.
 - It's good that email and other contact info are not REQUIRED on the form for the second visitor since at least some minors will be allowed to visit. Thank you for including us in testing this software. I hope you will also take our feedback seriously that we gave you during today's meeting since we have been given zero chances to shape anything about DOC's COVID visiting plans and protocols. Links to information if people select things such as "no" to the Are you an approved visitor? Questions seem to work well. The phone number entry form seems to work well in that it seems to recognize when a non-existent number is entered.
 - Summary: happy that we're utilizing a scheduling tool; I tried out the scheduler for myself, one of our adult sons, and also our minor son. In my opinion, it seems to be very user-friendly. It is very straightforward, so most families should easily navigate it. I love how it gives you 3 schedule date/time choices to choose from!
- DOC has paused using the J&J vaccine, but there have been no adverse reactions. We have vaccine clinics running across the state. We received 3,000 more Moderna vaccines.
 - DOC has created videos encouraging everyone, staff and incarcerated, to get vaccinated.

Pre-Submitted Questions

Question 1

A minority of elderly visitors don't use the internet at all. Recommend making a way they can call HQ to help schedule a visit.

Answer

This is the system that we have in place, and we do not have resources available through HQ to assist with scheduling. If someone wishes to schedule, they can work with friends and family to schedule.

Question 2

Will they replace the transport that used to be available, and are housing vouchers still available?

Answer

We are not looking at replacing the old transportation contract. It did not provide for a broader utilization and was excessively expensive without providing service to families in Eastern Washington traveling to Western Washington facilities. However, the Lodging Assistance Program (LAP) is new and extended to every facility providing an offset of expense for motel rooms. Visitors wanting to use the service can work through the facility Community Partnership Program Coordinator (CPPC) for information.

Additional Questions

Question 1

They have found some help with "long-haulers" with COVID. Will DOC prioritize those individuals?

Answer

Unless the individual is having active symptoms, it would be hard to identify the long haulers. This will be confirmed with Dr. Strickland.

Question 2

Due to opening vaccines to everyone, DOC worried about a shortage of vaccine?

Answer

No, we have enough for anyone that has requested to be vaccinated.

Comments/Closing

- Next COVID meeting April 30 at 2:30 pm.