

### July – September 2024 Monitoring Visits

#### Prisons

**7.2.24 WCC:** OCO staff visited with individuals in various living units and sat in on the quarterly tier rep meeting between incarcerated individuals and DOC staff.

**7.11.24 CRCC:** OCO staff prepped for the quarterly community meeting by confirming plans with DOC staff and doing a tech run in the education building.

**7.12.24 AHCC:** OCO staff prepped for the quarterly community meeting scheduled for the next week. Staff also met with people housed in K-Unit and attended an LGBTQ Pride group meeting.

**7.12.24 AHCC:** A group of OCO staff visited AHCC and met with residents in specific living units. During the visits, OCO staff completed intake of individual complaints and worked to resolve issues while at the facility.

**7.18.24 CRCC:** The OCO staff presented the quarterly public meeting to representatives of cultural groups, religious groups, and tier reps; toured the facility; and met with various DOC staff.

**7.19.24 AHCC:** OCO staff presented the quarterly public meeting to residents of K-Unit, toured the facility, and met with various DOC staff.

**7.22.24 WCC:** The OCO director met with some of the incarcerated individuals recently transferred from Green Hill School and with WCC facility leadership.

**7.23.24:** OCO staff met with incarcerated representatives of religious groups to discuss issues between groups and facility management. The OCO team

also met with the Religious Coordinator afterwards, to discuss issues raised during the meeting.

**8.2.24 WCC:** OCO staff visited living units Pine, Evergreen, and Cedar. Staff also met with individuals in R4 and the education building.

**8.6.24 MCC:** Multiple OCO staff went to MCC and visited the medical unit at WSRU, attended a multi-cultural celebration, interviewed an individual at SRTU, and walked through TRU.

**8.7.24 WCC:** OCO staff and a representative from the Correctional Association of New York (CANY) visited the facility kitchen and conducted informal interviews with the food services manager and individuals employed in the kitchen.

**8.8.24 SCCC:** OCO staff and a representative from CANY visited the kitchen and H2 housing unit.

**8.13.24 WCC:** All OCO staff conducted the first pilot of “OCO Open Hours” in Evergreen, Pine, and Cedar living units. During open hours, OCO staff provided technical assistance and collected feedback.

**8.23.24 WCC:** OCO director confidentially met with two individuals in Ad-Seg.

**8.23.24 AHCC:** OCO staff attended the Pride event and met with incarcerated individuals attending the event, DOC staff, and sponsors for the Pride group.

**8.23.24 WCC:** OCO staff attended the regularly scheduled Friday evening meeting of the Black Prisoner’s Caucus.

**8.27.24 SCCC:** OCO staff met with LGBTQIA+ community, tier representatives, and individuals in restrictive housing. OCO staff also toured the facility laundry operations and spoke with line workers about issues.

**8.29.24 MCC:** OCO staff attended the 5<sup>th</sup> Annual MCC Pride event.

**9.10.24 WCC:** OCO staff attended regularly scheduled Tuesday evening meeting of the Concerned Lifer's Organization.

**9.11.24 CCCC:** OCO staff met with facility leadership and discussed a plan to visit a fire crew during break time in the Bois Fort area.

**9.12.24 SCCC:** OCO director and staff member met with members of the Washington Way Resource Team in the IMU, spoke with incarcerated individuals working in the CI warehouse, met with members of the Black Prisoner's Caucus, and met with facility leadership.

**9.12.24 MCC:** OCO staff traveled to MCC and celebrated the graduates of the TRU Freedom Group.

**9.13.24 CCCC & OCC:** OCO staff visited the base camp for DOC fire crews from CCCC and OCC outside the Bois Forte region. While the line crews were not in camp, OCO staff was able to visit with support staff from the camp and monitored the portable kitchens as well as met with DNR staff.

**9.20.24 WCC:** OCO staff visited facility to review concerns of Securus tablet FYI app information access and met with incarcerated individuals to examine their personal tablets and discuss their experiences with the app.

**9.24.24 WCCW:** OCO staff conducted the second pilot of the OCO Open Hours Program visiting every living unit at WCCW. During the pilot, OCO

staff collected concerns, feedback, and provided in-person technical assistance.

**9.25.24 WCCW:** OCO staff conducted the second pilot of the OCO Open Hours Program visiting every living unit at WCCW. During the pilot, OCO staff collected concerns, feedback, and provided in-person technical assistance.

### Reentry Centers

**7.11.24 Eleanor Chase Reentry Center:** OCO staff met with residents, viewed the facility and met with leadership. Staff also attended the quarterly meeting of the Statewide Reentry Council, in person.

**7.12.24 Brownstone Reentry Center:** OCO staff met with residents, toured the facility, and met with facility leadership.

**7.31.24 Reynold Reentry Center:** OCO staff met with residents and discussed issues, concerns, and opportunities individuals are experiencing during the reentry process.

**7.31.24 Ratcliff Reentry Center:** OCO staff members met with the reentry center manager and toured the facility. OCO staff made plans to attend the September house meeting.

**8.9.24 Olympia Reentry Center:** OCO staff met with new facility manager and other staff members. A meeting with residents will be held in the evening hours so individuals have an opportunity to share questions with OCO staff.

## OCO Open Hours Pilot at WCC & WCCW

The Office of the Corrections Ombuds undertook strategic priority planning last year to improve our services. We sent surveys to internal and external stakeholders to gather their feedback. Through this process, incarcerated individuals voiced requests for more in-person access to OCO staff. The OCO took this information and developed a strategic plan – “OCO Open Hours” – meant to meet that request.

During Open Hours, OCO staff are present in the unit, providing incarcerated individuals with more opportunities to ask questions and speak with OCO staff about their concerns. We also provide technical assistance and information about our office.

The OCO has run two pilots of this project: the first one at WCC in August and the second one at WCCW in September. Each one was a great success and OCO staff are excited to continue bringing Open Hours to more facilities across the state.

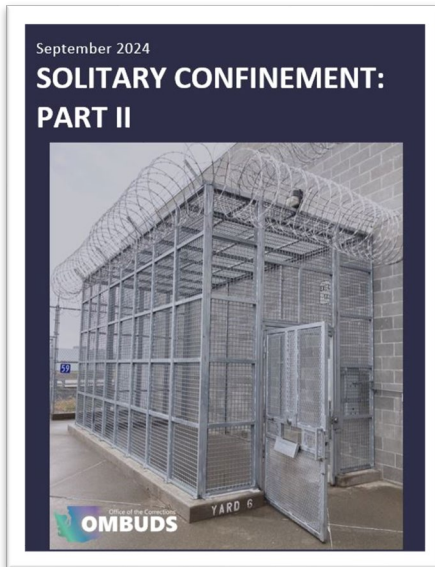
Some of the immediate outcomes from the pilots:

- **The power in a cell in Pine Unit was fixed.**
- **All the units were given soap.**
- **The Evergreen kiosk was fixed.**
- **TVs are on order from Union Supply for Evergreen Unit.**

- **DOC is looking into a concern regarding access to healthcare for a heart issue.**
- **DOC will be reviewing dental concerns systemwide.**
- **DOC agreed to consider how to avoid facility-wide restricted movements whenever possible.**



## Solitary Confinement Report: Part II Now On Your Tablets & in all WADOC Law Libraries



**Solitary Confinement: Part II**, released September 19, 2024, builds on the information shared in Part I. Part II highlights the voices and experiences of a sample of 13 individuals who have spent extensive time in solitary confinement while incarcerated in the state of Washington. This report also provides key terms, photographs, and further context for public understanding of solitary confinement in Washington State prisons. The goal is to provide greater transparency around the conditions and experiences of people living in solitary.

**Solitary Confinement: Part III**, planned for release later this year, will be a discussion of opportunities for further administrative policy changes and legislative solutions.

**If you have any questions about the OCO's first two Solitary Confinement Reports, please call our hotline so we can appropriately address your concerns.**



## OCO Assistance Provided - Medical Specialist Access

A patient reported that the medical treatments he was receiving from health services were not working, and DOC staff were refusing to let him see a specialist. David Skattebo, Early Resolutions Ombuds, investigated this concern by reviewing medical records and reaching out to DOC staff. He was able to substantiate that there was a delay in care and the patient's request to see a specialist was never reviewed by the Care Review Committee (CRC). Additionally, David found that the consult was submitted as a CRC request but was denied by the facility medical director, who has authority over clinical decisions that are elevated to the CRC. After this outreach, the patient was approved to see a specialist, and this office verified an appointment with the specialist was scheduled. If incarcerated individuals are denied a CRC review by the facility medical director, they can file a health services resolution request and request the CRC to review.

### OCO Spotlight: Urgent Care at Stafford Creek Corrections Center

The OCO supported a collective effort by tier reps, patients, and DOC healthcare staff to make improvements in healthcare services for incarcerated individuals at Stafford Creek Corrections Center. Tier reps requested OCO's assistance in inviting Health Services leadership to discuss a twelve-point list of concerns gathered from patients as well as their ideas for solutions. As a result of these meetings, DOC at Stafford Creek established an Urgent Care process for patients to address appointment access and medical emergencies. Now, the SCCC Urgent Care Pilot Model has expanded to Coyote Ridge Corrections Center. The OCO encourages Urgent Care, in place of sick call, to expand to all prison facilities.

**What does this mean?** Patients now have access to urgent care services from 7 am to 8 pm every day, including weekends, with medical movements scheduled every 30 minutes. This new system has replaced the previous sick call model, where patients had to request appointments through kites and wait to be added to sick call lists, a process that often led to longer waiting times for medical attention. Instead of staff spending time triaging written kites from patients about their symptoms and concerns, staff are able to assess the person based on the symptoms presenting at the time of the appointment.



### Submit a Complaint

-  **Confidential Hotline:**  
(360) 664-4749
-  **Mailing Address:**  
PO Box 40009  
Olympia, WA 98504
-  **Online:**  
[oco.wa.gov/submit-complaint](https://oco.wa.gov/submit-complaint)

