



UPAN Newsletter

Volume 9 Number 8 | AUGUST 2022

“Empowerment and Growth Through Knowledge and Unity”

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THE MOVE – Main Article pages 5 – 9

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Next Meeting: SEPT 12, 2022 6:30 p.m. **Guest Speaker:** Michele Rehbein, SLC Mosquito Abatement District -- **Meeting Location:** Virtual Zoom Meeting – link <https://bit.ly/3vqQjiA> Free and open to the public
Following Meeting: Mon, Oct 10, 2022 **Guest Speakers:** Linda & Dave Donaldson of Fresh Start Ventures

UPAN continues virtual meetings. Also available on UPAN Facebook Live and on Facebook page afterwards. Use link above or visit UPAN website for link (p. 10), or Utah Prisoner Advocate Facebook Page for link to current monthly meeting. Free to public.

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Disclaimer: *Formulate your own opinions about the information presented. This information is presented for the reader’s enlightenment and evaluation.*

“God grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference.” Serenity Prayer used in AA, part of a quote by Reinhold Niebuhr

Acknowledging and Appreciating 2,464 Prisoners Roles in a Successful Move

By Molly Prince, LCSW

UPAN acknowledges the immense planning and coordination of all these agencies that contributed to the actual move.

The move from USP Draper to the new prison has been a huge undertaking. The UDC has acknowledged the help of all the law enforcement agencies throughout the state in assisting with this move, as well as Adult Probation & Parole agents who have manned the prisons in officer positions throughout the process. Governor Spencer Cox was quoted on Friday, July 15 by KUTV as saying, "Ensuring a safe and secure move to our new state-of-the-art corrections facility was a monumental task and we congratulate everyone

involved on a job well done." [See references at end of article.]

UPAN recognizes and appreciates the cooperative role of the 2,464 incarcerated people who were moved.

Just as importantly, UPAN wants to remind everyone that it took incredible levels of patience, compliance, and cooperation of the 2,464 people in UDC custody to accommodate UDC moving them from USP to USCF without incident. The accomplishment of the move was in every newspaper and on every local news station by the end of the week of the moves. We are told that the

undertaking to move 2,464 incarcerated persons was accomplished smoothly.

The move may have been “smooth” from the perspective of Corrections. Those in the custody and care of UDC may have a very different perspective of what the move being “smooth” was.

UPAN wants to take this opportunity to acknowledge that the cooperation of the prisoners from USP was fundamental to the success of this historic move. Every inmate had to comply and conform to all the rules, orders, and expectations placed on them in order to accommodate a week-long move of 2,464 guests of the state without incidents that threatened the security or safety of inmates, officers, transport staff, or the public.

The incarcerated had to endure a lot to accommodate the move without incident. The majority of inmates being moved had to wait handcuffed and shackled in the July heat, sometimes (it has been reported) for several hours, before they were loaded onto the transport vans and busses to be moved to their new homes within the new Utah State Correctional Facility. Regardless of the new buildings with up-to-date designs and freshness of ideas that went into the USCF project, it’s still a prison. All the processes and losses associated with leaving and moving into a different correctional facility still had to be endured by those incarcerated sons, daughters, mothers, fathers, sisters, brothers, friends and relatives of UPAN families. UPAN extends “THANK YOU” to the 2,464 incarcerated people who cooperated and helped make the move go well.

Your families and friends out here were on pins and needles the week of the move. All were worried about your well-being, your safety, your physical health and mental health. Despite the problems and challenges that we have now learned awaited you in the new USCF, it was a relief to those who love you to know that you were moved safely.

Wives, girlfriends, husbands, daughters, sons, significant others, mothers, fathers, friends, and relatives posted constantly on UPAN’s Facebook Family Group throughout that week. They knew something was up as soon as phone calls stopped, visits stopped, and the Offender Search tool on the UDC website was down. Everyone on the Group was asking and answering questions, speculating, expressing anxiety and concern, supporting each other and showing love and care for your wellbeing during that very stressful time. They understood that you wanted to be able to call and let them know how you were and where you were. They knew you wanted to hear their voices as much as they wanted to hear yours.

There were non-stop posts of relief as you were eventually allowed to begin using your 15-minute calls home to let them know where you were, how you were, and what the conditions in your new home were like.

Once again, to this group of 2,464 incarcerated people who participated in this historical moment in Utah’s history of prisons and incarceration, “Thank you.” UPAN understands the importance of your role and the cooperation that was fundamental to the success of the move.

[https://kutv.com/news/local/over-2000-inmates-transferred-from-draper-prison-to-salt-lake#:~:text=SALT%20LAKE%20CITY%20\(KUTV\)%20%E2%80%94,Facility%20in%20Salt%20Lake%20City](https://kutv.com/news/local/over-2000-inmates-transferred-from-draper-prison-to-salt-lake#:~:text=SALT%20LAKE%20CITY%20(KUTV)%20%E2%80%94,Facility%20in%20Salt%20Lake%20City)

Medical Issues - Processes for Incarcerated and Families to Follow

By Molly Prince, LCSW

As everyone knows by now, there are serious problems to access medical attention and to receive prescribed medications after the move to USCF. This article is a reminder of the steps and processes inmates and families can use in an attempt to receive timely medical attention and medications.

UDC has acknowledged that the new electronic healthcare record system called Fusion is not working properly so a lot of things are falling through the cracks. As of the third week in August, UPAN has learned that medical staff has gotten behind in triaging healthcare requests (ICRs) and are working to catch up. Here are several steps people can take. If it doesn’t achieve results, then UPAN may be able to assist.

1. Incarcerated patient puts in ICR to Clinical Services Bureau requesting attention for whatever the medical or medication issue is.

A. If no ICR forms are available, ask an officer to print one off the computer system.

B. If officer does not print one off, write all the information necessary for ICR on a regular piece of paper remembering to include the name and offender # and give to a med tech at pill line or drop in the ICR box, whichever method is most efficient. (UPAN would like to know officer names and housing locations of correctional officers refusing to print out those Inmate Care Request forms and dates, when possible).

2. Incarcerated person needs to ask for and fill out the new medical release form called *Limited Power of Attorney to Request and Receive Private Medical Records and Information from the Utah Dept. of Corrections*, and submit to medical for their file. This allows the designated family or friend to speak with UDC Clinical Services Bureau (Medical). An article about this new form was in the May 2022 UPAN Newsletter.

3. If, after submitting ICR the inmate is not seen, scheduled for appointment, or does not start and keep receiving prescribed medications within 24 hours, family members then should call the **Family Medical Line at 801-522-7293.** Leave the caller's name and phone number, the inmate's name and offender #, their location if you know it, and a short message about the issue, or at least request a call back. They are not answering all calls as there are too many coming in, so please leave a message. They are supposed to call back within 24 hours during the work week. It could take longer on a weekend or holiday.

4. If nothing can be accomplished within a reasonable amount of time depending on the problem, email the UDC Communications Office.

Kaitlin Felsted is Director of Communications kfelsted@utah.gov Liam Truchard ltruchard@utah.gov is the Public Information Officer. They will forward to the appropriate staff and administrators in Medical.

UPAN was informed that all emails and calls going through that office are put into a data base to track trends in order to provide information about those trends

so Clinical Services can more effectively target the problems in delivery of care and correct them.

They also track trends in other problem areas that are reported. This will be helpful because this will provide UDC administrators information on the wide variety of problems that actually exist. The more people that contact them about problems they are experiencing, the more data they have.

5. Finally, if all the above steps have not resulted in success in getting medical, dental, mental health or medications to the patient, then is the time to contact the UPAN Medical Team at medteam@utahprisoneradvocate.org When you

email us, we need ALL information - name and offender # of inmate, what the specific problem is and what steps have already been taken to resolve the problem. The more information you provide to UPAN the better. This includes the dates of submitting ICRs; anything a clinical staff or CO has told the patient about getting medical services or medication; names of those staff if possible, and the housing unit name and section number. As much info as possible for us to communicate to UDC administration to locate the patient both in their computer system and physical location and address the problems.

Mosquitos. Yes, We Have Them

By Karen Thompson with information from the Education Specialist of SLC Mosquito Abatement

Welcome to your new home, where you are the main course for thousands of mosquitoes. Located smack dab in the middle of the most pristine mosquito habitat ground west of the Mississippi River, all 40,000 acres of prime breeding ground.

Four thousand new CO2 emitters, that's you humans who breathe and exhale. Plus all the lights at USCF. They all put out the Welcome Sign to these god*****awful hangtag blood sucking creatures.

We at UPAN are trying to help make sure something is done to alleviate the problem. And good news, the director of the Salt Lake City Mosquito Abatement District, (SLCMAD), is trying to help as well!

How does SLCMAD work to reduce mosquitoes?

The SLCMAD uses Integrated Mosquito Management (IMM) which is a combination of methods including physical, biological, and chemical control and is the most effective tool to help reduce mosquito populations. This includes surveillance, monitoring, source reduction, use of pesticides, personal protection methods, and more. Female mosquitoes can lay approximately 100-300 eggs at a time. It can take as little as 5-7 days for an egg to develop to an adult and larvae only need one teaspoon of water to thrive. There is a need for IMM throughout mosquito season (spring through fall).

SLCMAD has met with UDC as of August 12th. It has worked with UDC to identify the issues. It is providing education to administrators and staff about mosquitoes.

We are hearing reports that they were also allowed to do more close abatement and continue working with UDC to find a way to spray within prison grounds.

How can you help solve the problem?

Surveillance, Monitoring and Spraying are the most effective tools to reduce the mosquito population. But it takes repeated sprays and constant monitoring. That is where you can help. Don't just be a silent scratching meal but let us know how uncomfortable you are!

Tell your Loved Ones (family and friends in the community) your experiences and concerns and they can make a request for Services on the MAD web page, slcmad.org, on your behalf. The more registered requests the better. This means more monitoring and spraying in an attempt to kill both the larvae and the adult mosquitoes. This allows the SLCMAD director to provide more attention and resources to the Utah State Correctional Facility and surrounding areas.

If you do get bit, or should I say WHEN you get bit, try not to scratch. I know it is hard but it increases the chances of infection. If you do develop an infected bite, report it immediately on an Inmate Care Request(ICR).

We are trying to facilitate a connection that will benefit incarcerated persons, correctional officers, and all other prison staff. This connection needs to be between the director of SLCMAD and UDC. Specifically, those in charge of facilities and institutional operations so that

they can figure out a way to comply with safety and security and also provide access to the prison grounds to abate (terminate) those nasty little creatures that make life miserable and unsafe.

What else can you do?

- Order repellent when it becomes available on commissary and when you get it USE it. (Note: UPAN is advocating that the State of Utah should pay for all repellent for inmates AND staff in USCF).
- Wear loose-fitting light-colored clothes
- Wear long-sleeved shirts & long pants outside
- Wear socks to bed - mosquitoes love feet

- Don't scratch your bites
- Report infected bites to medical - have them looked at
- Report infestations
- Hope for an early hard frost – this is a seasonal problem ----- Spring, Summer, Fall

Let's keep this buzz up about the mosquitoes and we will do all we can to help. Here is a link to a PDF from the CDC that has some useful tips and resources about preventing and protecting yourself from mosquitoes:

https://www.cdc.gov/dengue/resources/factsheets/FS_MosqBitesUS-508.pdf - Link to CDC's West Nile virus info page: <https://www.cdc.gov/westnile/index.html>

Home Remedies for Mosquito Bites

This article has information compiled from websites listed below. It is difficult to find guidance online for how prisoners can alleviate the itch of mosquito bites. We are listing these and then leaving it up to the reader to figure out what they may be able to access and what may work for them, depending upon the institution they are in. The focus, however, is on the problem currently faced in the new prison. This impacts the incarcerated, officers, other staff, and visitors.

Cream and ointments can alleviate the aftereffects of mosquito bites. However, these may or may not be available on commissary or through USCF Medical. Several home remedies may cure the itch and redness associated with mosquito bites.

Some of these are not available in the prison setting, but some are. We are listing all of them as visitors are bitten as well.

1. Baking soda. Baking soda can soothe the itching, stinging, burning sensation and redness associated with mosquito bites. It is also effective to kill certain bacteria. Apply the paste of baking soda by mixing one teaspoon of baking soda to three teaspoons of water. Let it sit on the bite for 10 minutes or until it dries and falls off. Careful that if you wipe it away you do not reactivate the itching! Baking soda is an ingredient in most over-the-counter creams. Nevertheless, the daily use of baking soda isn't good for the skin.

2. Banana Peel. This may be a surprise, but banana peels are a great home remedy for itchy skin. Banana peels help relieve itchy skin from bug bites to poison ivy. Simply rub the banana peel on the affected area until the inside of the banana peel turns brown. Leave on for up to 30 minutes and wash off.

3. Apple Cider Vinegar. For years, apple cider vinegar has been used as a natural home remedy for hundreds of medical conditions. It can help reduce both the burning and itching sensation. Simply dab a bit of apple cider vinegar on the mosquito bite.

4. Mint Toothpaste. Toothpaste is a great way to stop mosquito bites from itching. It contains menthol and

baking soda, which are perfect agents to keep the itching away. Use a minty flavor and apply the menthol flavored toothpaste to the mosquito bite.

5. Oatmeal. Oatmeal has been used as a soothing agent to relieve itch and irritation associated with various insect bites. Apply the oatmeal paste by mixing regular oatmeal with an equal amount of water, keep it applied for 10 minutes, then wipe the area clean. Do not use the instant oatmeal that is flavored or has sugar added.

6. Vapor Rub. Did you know, vapor rub (such as Vicks) isn't just for when you are sick? Vapor rub is fantastic for mosquito bites. It cools the skin (since menthol is a top active ingredient), but it also significantly relieves the itching. Simply dab some vapor rub on the mosquito bite.

7. Mosquito Bite X on Skin. X Marks the Spot – Though this is a very temporary solution, it will do the trick in stopping the mosquito bite from itching for a short while. How to do this: Simply make an "X" shape on the bite with your fingernail. Don't apply too much pressure and do not break the skin! You just want to lightly mark an X, without actually penetrating the skin. This may temporarily stop the itching until the X fades away.

8. Ice for Mosquito Bites. Ice can reduce inflammation and numb the skin. Use a cold ice pack or fill a bag with crushed ice to stop mosquito bites from itching. Even an ice cube directly to the bite can do the trick.

9. Calamine lotion. Applied to the bites can immediately soothe the itches and reduce redness.

10. Honey. Hopefully this is available on commissary. Honey has wound healing properties that may be useful in mosquito bites. Putting a **drop** of honey and spreading it on the affected site helps to reduce inflammation and prevent infection. Besides, it soothes redness and itching due to mosquito bites.

11. Aloe vera. Aloe vera is famous for its soothing effects. Aloe vera has shown to have anti-inflammatory properties that calm itchiness and redness associated with mosquito bites. Apply the natural aloe vera gel to

the affected part and let it dry. For best results, apply two to three times a day.

12. Peppermint oil. (An essential oil that is not available to the incarcerated, but sometimes peppermint tea is. Using a tea bag on a bite may reduce the itch a little bit.) Peppermint oil has anti-inflammatory properties due to its menthol constituent. Peppermint has been promoted to reduce itchiness and inflammation associated with mosquito bites, but there is little evidence to prove it. Applying a drop of peppermint oil to the affected area may reduce inflammation.

13. Chamomile. The essential blue oil present in chamomile has anti-inflammatory and wound healing www.medicinenet.com/home_remedies_for_mosquito_bites/article.htm and <https://anypest.com/blog/stop-mosquito-bites-from-itching/>

Adjusting to the new Utah State Correctional Facility – Anxiety, Expectations, Reality

by Molly Prince, LCSW with input from a variety of others

The move from USP Draper to the new USCF in Salt Lake City was accomplished the third week of July. For the past few years, long term residents of Utah State Prison have known that their days living in that facility were numbered, with the Utah legislature's decision to build a new prison in Salt Lake City to replace the 71-year-old prison in Draper.

Anxiety. For the past year, the media and the Department of Corrections have given more and more attention to the pending prison move. Inmates were given a variety of lists of property they would be allowed to take with them to the new prison. Some of these lists were official UDC lists, and others of which UPAN received copies seemed to be created without the sanction of UDC administration yet were typed and looked official. Different staff in different housing facilities had differing answers about what would be allowed on the move. Frankly, it felt to many inmates and families like the right hand did not know what the left hand was doing. It took until shortly prior to the move for enough information to be shared with inmates and posted on the website to feel somewhat informed. And yet, there were still unanswered questions.

Anxiety increased and was running high in Utah's prison population. Not only in USP Draper, but state inmates in county jails and CUCF Gunnison also expressed concern and fear that they would also be moved to Salt Lake City into the new facility. As of July 31st, UPAN received word that inmates in CUCF were told they'd be moved to USCF. As of the third week of August, there have been moves of inmates between USCF and CUCF.

Expectations. Families and prisoners were all focusing on what the new prison would be like. Excitement mounted about the increased number of rooms for education and therapy, along with the improved medical facilities. A lot of information was disseminated about the significant amount of light in the new facility which benefits mental and physical health of inmates and

properties. Thus, it is helpful to soothe itchiness and redness. Mix two to three teaspoons of dried flowers per cup of water and use it as a compress on the affected site. NOTE: Some prisons or jails sell chamomile tea on commissary. It is an ingredient in Sleepy Time Tea by Celestial Seasonings, which is a blend of chamomile, spearmint, and lemongrass.

14. Tea tree oil. While the pure oil is not available on prison commissary, tea tree is also an ingredient in some shampoos and antiseptic sprays that may be available to prisons and jails. It is an antiseptic used to treat insect bites. Tea tree oil 100% solution can be applied to the mosquito bites. Tea tree is also known as melaleuca.

officers alike. UPAN was informed that a new process for making meals in culinary was going to be implemented in the new prison, which would assure that everyone could get hot nutritious meals that were still hot, and cold trays would be fresh.

Training was given to officers and certain inmate workers prior to the ribbon cutting and opening of the new prison. Tours were given before it was completed to various advocacy groups, community organizations, and news reporters.

Rumors were running wild based on the promises everyone was hearing about. This raised expectations on how wonderful things would be in USCF. Natural light everywhere. Better more nutritious meals due to a new method of cooking, saving, and serving meals. Tablets and kiosks would be available to everyone and speculation was that they would be for use for everything from commissary orders to video visits and emails, to a law library and Lexus Nexus access, to researching resources for parole planning. Electronic ordering of commissary was expected to streamline the process by only accepting orders for products that are currently in UCI's inventory on any given week.

Everyone was looking forward to the stability of the ambient temperature in the new prison being stable and comfortable This was to be a vast improvement over Draper where swamp coolers did not work when temperatures rose above 90 in those housing units that actually had any kind of cooling system. Those who lived in the oldest portion of Draper, Wasatch, can appreciate the consistency of reasonable room temperatures in July and August.

The large dorm style housing unit in the new Currant facility for elderly men with ADA accommodations and close proximity to the Clinical Services was seen as an opportunity to improve efficient and timely medical care

and necessary ADA services for many. UPAN directors who toured the prison prior to opening were impressed with having an entire unit (Currant) that consolidated geriatric housing for men (basically replacing the elderly men's dorm in Oquirrh 5 in Draper), a mental health housing unit (replacing Olympus at Draper), and containing a clinic which is equipped for medical, mental health, dental, and eye appointments.

Reality. In the weeks since the move was complete, these expectations have been tempered, and sometimes completely dashed with reality. UPAN has received an ongoing swarm of emails, messages, and Facebook Family Group posts with questions and concerns about what those 2,464 wards of the state walked into when they were moved.

The good news is that people are pleased with the light and windows. Everyone is telling us that those in this prison are enjoying the air conditioning and the increased light in their housing units! This even was shared by USCF officers working commenting to those touring or visiting. Well, at least until August 22 when we were informed it was malfunctioning in two different buildings. Apparently it was repaired quickly.

The distressing news. Based on the numerous reports from family members and communications UPAN has received directly from inmates, apparently USCF, as an institution, was not fully operational when residents were moved into it. Molly Prince, LCSW and Wendy Parmley, RN are the two UPAN directors that initially picked up the task of sending questions and reporting concerns about USCF to UDC. These will be discussed in this article.

Mosquitoes. Karen Thompson took on the special project of the serious mosquito problem which was not addressed by the State or UDC prior to moving so many inmates to live there, along with hundreds of staff and correctional officers to work there. (See other articles regarding mosquitoes in this newsletter.)

Hygiene and food bags provided by UDC were inadequate to replace what inmates had to throw away or send out. UPAN was told prior to the move that since UDC was requiring all inmates to surrender all hygiene and food / commissary items prior to the move, it would provide all prisoners bags of hygiene and food when they arrived. It did. Inmates have reported that UDC provided a small commissary bag about two weeks prior to the move with some snack size food items and some small hygiene items. However, they required all inmates to discard any remaining items from those bags prior to the move. The incarcerated were given another small bag of snacks and small hygiene products after arriving at the new prison. We were told that these did not last more than a few days with no way to order commissary for the first two weeks.

Within four days the women were out of the small soaps provided in those bags. Cleaning products were not available. Women who needed feminine hygiene products reported they were only allowed to receive two tampons initially, and then only two per day. This created stress for the first month. As of the middle of August, UPAN is told that all feminine hygiene has been stocked in their housing units again.

Reports by week 2 from one of the men's sections were that the housing area already smelled "funky" due to body odor. This was due to the inadequate size of soap and deodorant provided by the state, that were also virtually gone by second week. This also was attributed to the temporary shutting off of showers in some men's housing areas to repair plumbing problems.

People who need to have food snacks on hand for health reasons, such as diabetics, ran out of these little snack size portions quickly. UPAN was told by someone that was moved on one of the first days of transport that on the first day there, one meal arrived which he reported was of good quality (let's say edible and tasty) and good portion size. Yet the next couple of days everyone was fed only twice a day, with sandwiches that could only satisfy a child. The small, inadequate food portions have continued daily.

Since people were unable to order their own food and hygiene on commissary, people with health issues requiring a steady diet of healthy food to be coordinated with medications - such as diabetics - suffered. Finally, no OTC medications were allowed to be taken with inmates on the move, are not available on commissary, and it was reported that med techs have been either reluctant or unable to hand out OTC medications since the move.

Commissary. By the time this newsletter is received, everyone from inmates and officers all the way up to UDC administration are well aware of the ongoing problems with Commissary.

UPAN has been told that commissary is still run by Utah Correctional Industries (UCI), and contracts with Union Supply, who touts itself as the "fastest growing provider in the industry by emphasizing security, innovation and value across an entire product range." The "industry" means correctional institutions. UCI was detailed in UPAN's March 2022 newsletter and families can learn about it at <https://uci.utah.gov/about-uci/>

It was UPAN's understanding (or misunderstanding) that commissary ordering was supposed to occur through the use of tablets or kiosks in each housing section. However, there is still not a full supply of tablets and the kiosks have still not arrived to be installed.

Without kiosks and without enough tablets to be accessed by all inmates, incarcerated people were instructed to order over the phone. The paper ordering forms are apparently no longer used in the new prison.

Unfortunately, for the first two weeks, it appears that no one had updated the digital ordering system in the phones. The phone system did not offer product numbers to use in a phone order, nor prices of the products. The old order forms from Draper did not have the correct product numbers on them. So people who had been assured they would be able to order food and hygiene upon entry into USCF to replace those items they were not allowed to take with them could not order until a couple of weeks after the move, and many in both prisons are still struggling to receive their commissary orders in full.

The second week after the move, I was told directly from one incarcerated source, that phone ordering was not possible. His unit had been promised a paper list of all the new products and product numbers and prices. It sounds to me from other families that other units received the paper product list. Yet, after the second week, the men in Currant still were without the necessary ordering information. Once again, they could not order. This is a unit that houses older men, many with chronic medical problems who depend on commissary for everything from over-the-counter medications to supplemental food to balance low blood sugar when there are hours between their insulin shot given at pill line and receiving their last meal of the day (or vice versa).

Currant is also a unit that houses diabetics who need to have substantial snacks to counteract low blood sugar after insulin. We are told UDC is only offering a piece of bread or a granola bar as the "diabetic night box" they are supposed to be supplying. I have no way to verify this. Many have depended on commissary food items for years, to manage blood sugar drops because they go sometimes as much as 12 hours between their evening meal which is served in the afternoon and their breakfast in the morning.

UPAN was originally told that the new commissary ordering system would only offer products for purchase if they were actually in stock in UCI Commissary at the time of the order. Unfortunately, this is not currently the case. As of the third week of August, UPAN is still receiving reports of problems with commissary from both USCF and CUCF. Products on the order list end up being out of stock. Some people are only receiving half or less of the products they are ordering. Someone reported they ordered a package of pens and received only one pen. Envelopes are unavailable so they cannot write home or manage legal correspondence. These are only two examples of dozens of problems with commissary. The prices on almost everything have gone up significantly. This is compatible with the increase in prices in the community as a result of all the underlying causes of the current inflationary period we are in.

UPAN is still waiting to learn exactly when everyone will have access to tablets to order commissary. Several weeks ago family members were told that UCI has

contracted with Keefe Group to provide the electronic ordering. Keefe Group is a nationwide inmate consumer service that includes Access Corrections (an inmate telecommunication service that UDC used to use). Keefe Group. This appears to be in conflict with the other report that they contracted with Union Supply. And it is possible they have contracted with both for different services. Therefore we hope that there will be clarification by UDC in the coming weeks

Medication. A major concern. From the week of the move until today (August 23), UPAN has received numerous communications from families whose incarcerated loved ones are not receiving their prescription medications, and in at least one case, a CPAP machine.

There are a growing number of cases that UPAN is aware of in which people on psychotropic medications have not received them for days and even weeks. Going off a psychotropic medication without titrating down (weaning off) is not medically recommended and can be extremely difficult and uncomfortable for the patient. Other people have gone without blood pressure medication or oral diabetic medication.

UPAN formed a Medical Team to field all of these complaints and this team has emailed UDC about each of these situations when it receives the information. We have been assured each time that the problem was being forwarded to Clinical Services and addressed. Sometimes we have received feedback from the family member when the problem was corrected.

On August 21st UDC hosted a zoom meeting to address the reason for the problems with medications and answer questions from families. Unfortunately, the sound quality was not very good and it was difficult to hear everything that was explained. The bottom line is that Fusion was not implemented several months ago under the supervision of the previous Administrative Director of Clinical Services Bureau, which UPAN had been told it would be. Fusion was not even implemented until after the move, and it is unclear why the company that sold Fusion to UDC had not followed through with onboarding it earlier. For unknown reasons, the former Director, Tony Washington left that position a few weeks prior to the move. The new Administrative Director of CSB was assigned to that position after the move. He is left with a huge mess to clean up.

Inmate Care Request Forms. Since the move, UPAN has received repeated complaints that paper Inmate Care Request forms (ICRs) were not available to inmates in all of the housing units. We were told that the officers and medical staff alike would tell inmates that they did not have any ICRs to give them. Yet, administration would inform UPAN that every unit had paper ICR forms available on all units. As of the second week of August, UPAN was informed that every officer has access to the Inmate Care Requests and Medical

Authorization Forms (Medical Power of Attorney) in the employee system.

The electronic method of submitting healthcare requests (ICR's) has not been up and running. It is unclear when that will happen. Some prisoners were told by housing officers to just write a kite on paper and submit it. We have been told by a man that these methods are still not working. We have families doubting that ICRs and other kites about problems are even making it to the departments they are supposed to go to. As everyone knows by now, the care requests submitted each week are still not being addressed because the Electronic Health Record system is still not functioning well enough to handle data for 4000 patients.

By the first week of August, one inmate's wife reported that he was told that the "ICR system was down." When UPAN asked about this, we were assured that UDC's clinical team *"continues to have an active presence in all facilities at USCF. At this time, incarcerated individuals need to follow the process that was in place at USP in Draper, which is to submit a written ICR. We have ensured that these forms are available in all areas of USCF."*

The new Administrative Director of Clinical Services, Steve Turley is very concerned about this. He has been very helpful in assuring that some of the specific emergent medical issues that UPAN has forwarded which come to his attention are being addressed by Medical. He has told me that he knows they have a long way to go, but are working day and night and have hired additional medical personnel to assist with pharmacy and other problem areas.

UPAN was told that if a person has an immediate or urgent health need, they should reach out to the housing officers on their unit, as well as med techs when they come for pill line. This information has been shared on the Family Facebook Group to update family members. Since this prison is severely short on correctional officers, UPAN is aware that agents from Adult Probation & Parole have been also filling in as COs. It is possible that those who are doing double duty at their A P& P jobs as well as at the prison are not informed about these details, or do not know where to find the ICRs to make them available to the inmates. This idea has been brought to the attention of administration in hopes that anyone filling in as a housing officer is well informed about the ICR forms and processes.

Kiosks. During construction, UPAN was told that kiosks will be installed in housing units, and that they would be there to enhance the ordering of commissary, used to submit Inmate Care Requests, the submission of grievances, accessing of a variety of resources and forms. Early in the planning process of the new prison, we were told that the kiosks could possibly be set up at some point for email communication with families. I was assured by someone a couple of years ago that a law

library would be available on kiosks or tablets, they were unsure which.

As it stands, the kiosks that were ordered months ago have still not arrived. One reason is that some are on back order due to the lack of computer chips being processed in China or Taiwan, which was slowed due to COVID. Another has to do with transport and other supply chain issues. I asked who the contractor or vendor of the kiosks is, and the UDC representative could not answer that question. There was also speculation that they are on a supply ship somewhere in the middle of the ocean. On a recent tour of the prison, I saw an example of where kiosks will be installed in one of the sections of Bear.

Tablets. There is similar confusion about tablets. Who will have access to them? Who will have possession of them? What all can they be used for? UPAN still is not totally clear on each of these answers. UPAN directors were told in a meeting with UDC on August 10th that tablets are assigned to the bunks. Whoever is assigned to the bunk used that tablet. Since there are not enough tablets to go around at this time in a housing situation that has people on an upper and lower bunk who have to share tablets, they are checked out to inmates during the day and must be checked back in to staff at night.

A caseworker leading a tour I was on recently explained that there are two types of tablets. The ones with the orange casing are going to be for ordering commissary, submitting care requests and other inmate forms and other purposes he did not elaborate on. The tablets with the clear/whitish casing will have access to books and program materials, certain classes, and even a basic law library. On my recent tour I saw a number of boxes of tablets that have been received at the new prison and are waiting to be commissioned and programmed. We were told that it may take several more weeks for every bunk to be assigned a tablet.

Phones. By now, anyone having a loved one in USCF is aware that there is a problem with phones access. There are not enough phones in each housing unit for the number of inmates that need to use them (between 42 and 72 depending on the housing unit). It seems there are three in each housing area of the men's general population in Bear, and this appears the same in Green. I am told this is also the case in Dell. It is a particular challenge when all inmates need to use phones to order commissary during these early weeks or months in USCF.

Having enough phones available for all people housed in a unit of 60 is important for them to be able to call home and maintain their relationships on the outside. There are some housing units where all inmates are cooperative and courteous and everyone has an equal opportunity to use the phone. There are other housing units where the phones are controlled by certain groups or factions of inmates, which leaves others who are not

part of those groups unable to use the phones. UDC is aware of this and we are told they are working on it.

UPAN has been told by one source who reports to have received it from someone in administration that UDC is looking at adding additional phones. There is nothing specific, nor a timeline that we would anticipate that happening.

Toilets and plumbing. One of the basic necessities of any place where humans are housed is a toilet. As soon as people entered USCF there were reports of toilets flooding in various housing units. Some of the flooding was due to leaky valves that needed to be corrected by maintenance. One incarcerated person reported that the plumbers could not get inside the fixture to get to the valves.

When I reported that almost every housing unit was complaining of toilets either leaking or flooding, I received a very specific response. Apparently in the old prison, no matter what someone flushed down the toilet, the pressure was strong enough to send it down into the pipes. When the pipes became clogged, an entire tier or

section's toilets had to be disabled while plumbers cleared the clog.

In USCF, I was told, the toilets are designed to flush and trap anything that is not human waste or toilet paper in the toilet before it gets down into the larger pipes. This will enable plumbers to unclog one toilet at a time, rather than shutting down an entire group of toilets when unclogging sewer lines. This also means that if anyone is flushing more than human waste and toilet paper, whatever was flushed can be recovered and someone will know what the person or group of persons using that toilet are flushing.

As everyone who is incarcerated is aware, the problems continue to be discovered and UDC has assured UPAN that it will continue to work on correcting them through the appropriate prison divisions. The problems reported by families as well as UPAN are put into a database for UDC to track for trends in issues to be addressed. When the public information office receives answers to UPAN's questions, it notifies us of those answers. UPAN then posts information on the UPAN Facebook Family Group for immediate sharing of information with those who have chosen to join that group.

Dell - Emerald Topics -- Formerly *Timely Timpanogos Topics*

Transitioning from the Familiarity of Timpanogos in USP to Dell-Emerald at USCF

by Gayle Dawes

Thank heavens, there is bright sunlight streaming in from large windows throughout Dell, the women's unit. We are unsure what it looks like from Emerald. The women love the open scenery view. There is some greenery around the smaller rec area. The air conditioning feels nice, cool.

With the move from Timpanogos in USP to Dell in USCF, the view of nearby mountain peaks has been replaced by salt flats. They can look up and see airplanes from the nearby Salt Lake International Airport fly past. They hear the roar of airplanes flying overhead and then the silence.

Since the move, like any other move, the women have been dusting, cleaning, and giving Dell that homey feeling. There was much to clean upon their arrival to this new place. Debris left from construction material like sawdust, paint splatter, plastic and such needed to be cleaned up before they could settle in.

Then attention had to be paid to the problem of receiving adequate meals, commissary, and medicine. Avoiding mosquito bites has added to the stress of adjusting to the new facility. The past few days, since their move to the new prison, the women have been introspective of what possibilities lie ahead, contemplative of opportunities that await, and reflective of challenges for them to overcome.

Along with the move to the new location, our families and the women have been concerned about the

disruption of work and education programs. Hopefully these will resume soon, but as of July 31st, there is nothing certain.

On June 22nd, I was interviewed by KUER 90.1 for All Things Considered. I did state, "The women were not prepared for the move until a few months ago and we didn't even know what they're taking in terms of belongings." I explained, "The last class she (my daughter) had was culinary about a month ago, and then all the classes stopped. And they won't start back up, I believe, till August."

The interview also stated, "Dawes is also worried about the lack of employment and how that will impact her daughter and the other prisoners' ability to purchase commissary."

I think I speak for UPAN directors, families and organizations involved in helping those in the criminal justice system when I told Ivana Martinez of KUER, "She has our support, but I'm concerned about some of the women that have no one to help them. And then the small amount of currency that they do earn. And I don't think anybody's going to be working for a while earning income."

Now that the move is complete, we have learned there is much that was not ready for the move. As of the 24th of July, there's still no commissary, therefore no coffee! The women were told to order it by phone. However, they choose to use the 15 minutes allotted to talk with

family. In the meantime, the generic deodorant is giving them bad rashes and the small bit of soap they were supplied when they arrived in the hygiene bags is gone. As of the middle of August, UPAN has learned that there are problems with the design of the units that compromise the ability of women to change clothes in <https://www.kuer.org/news/2022-06-22/utahs-new-state-prison-is-here-but-some-families-of-prisoners-worry-about-the-transfer>

privacy. This has been brought to the attention of UDC administration.

Through it all, we encourage the women to keep their heads up, their hearts open and prayers offered. We'll all get through this together.

Tours for Utah State Prison, Draper – Will Not Happen

Families have been asking about the possibility for tours of the old, empty USP. Within a week of the move, UPAN was told the answer to this is “no” because UDC was no longer in charge of it, the State Division of Facilities and Construction Management (DFCM) is now over it and it was being boarded up. It is also currently being used to train first responders in a once in a lifetime opportunity.

Blessings / Cleansings for the Old USP Site

by Molly Prince, LCSW

A variety of people have expressed the importance of having some sort of ceremony and spiritual blessing and cleansing of the old prison site that will soon be demolished and that land will then be used for development for commercial and residential use by private developers. This has come up in the UPAN Facebook Family Group as well as had been discussed by my late husband, Lacey Harris, Northern Ute / Northern Paiute, with previous UDC administrators and the Salt Lake Interfaith Roundtable, of which he was a member.

governor, who got it to Director Jim Russell of DFCM. Jim and I have had a conversation, and he and Josie are working to schedule this necessary process.

Karen has also been researching, trying to find out if there were individuals buried at the Draper site that were not later moved to the Salt Lake City Cemetery. If there are still remains there, they need to be carefully and respectfully moved before any disturbance of their resting place begins.

The prison is currently under the jurisdiction of DFCM, and at some point, when whatever financial transactions take place with the state, will be under the jurisdiction of the Point of the Mountain State Land Authority.

There are many souls who have lost their lives while living in Utah State Prison over the last 71 years. These deaths came in a variety of forms - by natural causes, medical causes, violence from others, suicide, or execution. They have all left their energetic imprint at the site. Some have likely moved on into their next existence. Some have not. Incarcerated people have talked about seeing shadows or hearing spirits of the ones that have not moved on into the hereafter.

Karen Thompson, a long-time UPAN family member, has stepped up to help me with the work of connecting the people who can make this spiritual cleansing and blessing a reality. She and I have had conversations on the phone and via email with Josie Stone, past president of SL Interfaith Roundtable. She and Josie Stone have researched contacted UDC’s Jared Anderson over Chaplains and PIO Kaitlin Felsted about this.

UPAN will continue to try to ensure that the end of the Utah State Prison and the housing of thousands of human beings on that land is given an appropriate spiritual closure. As Karen states, “This will be a fitting and proper closure of the Draper site. An acknowledgment to all who served their time and ended their lives at this facility.”

I sent a letter sent to Josie and the Interfaith Roundtable. She forwarded it to an advisor to the

Couple of Smiles and Maybe a Laugh Ain’t nuttin’ funny this month! Maybe next month. Stay cool with both the temperature and your temperament. You do good! Ed.

* * * * *

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“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” Margaret Mead

UPAN leadership, volunteers, and families have been “all hands on deck” doing our best to advocate!