

Tennessee Department of Correction (TDOC) Response to COVID-19 and Continuity of Operations

General Activities

- TDOC maintains Emergency Operations Plans / Continuity of Operations Plans for a variety of emergency events and has implemented a series of these as this fluid situation develops
- Chief Medical Officer/Acting Assistant Commissioner of Clinical Services monitors situation providing daily updates and guidance to the executive leadership team for collaborative decision making
- Constant communication with other state DOCs to evaluate potential developments and operational changes
- Informed staff to use their best judgement and avoid the workplace if they are sick or symptomatic
- March 17th update, implementing enhanced Alternative Workplace Solutions (AWS) strategies for those whose work can be accomplished remotely

Prison Operations

- Current state
 - All visitation and volunteer services are cancelled until further notice
 - Parole hearings and legal visits will continue and utilize below screening process
 - Facilities are evaluating all inmates upon intake and returns from court/medical and all outside work locations
 - Facilities will be conducting noninvasive screenings of everyone for symptoms such as fever (over 100.4F) and difficulty breathing prior to entry to maximize prevention efforts (no touch thermometers ordered)
 - Currently utilizing temporary screening questions and observation until receipt of no touch thermometers
 - March 17th update, in custody educational programs
 - The department will continue to operate educational programs as normal due to the self-contained nature of the population
 - Tennessee Board of Regents has extended spring break through March 20th, effectively suspending TCAT and community college classes at TDOC facilities
- Anticipated plans in the event an inmate presents with flu-like symptoms

- Immediate isolation and enacting contact precautions and personal protective equipment (PPE)
- As facility infirmary capacity becomes strained, TDOC has identified regional facilities to accommodate overflow isolation and treatment
 - Consideration of proximity to major medical facilities included (MCCX, DSNF, RMSI, WTSP/WTRC)
 - Internal transportation will be utilized with contact precautions/PPE and disinfected after each use
- Movement to outside hospital facilities would be on a case by case basis dependent on respiratory distress
- Continue to work with contracted medical vendor to ensure staffing levels are sufficient to provide necessary medical care
 - Management and coordination of needed medical supplies are responsibility of vendor
 - TDOC has audited, inventoried and secured current personal protective equipment as well
- Waived copays for inmates in need of medical care
- Food service operations
 - Ensuring food service vendor is diligent in adherence to food safety measures
 - Contingency meal plans are in place
 - Evaluating supply chain confidence for any necessary adjustments to contingency plans
- Free weekly phone calls to maintain contact with family members
- Monitoring staffing levels and utilizing support staff as needed to ensure essential service delivery
 - Utilize AWS for essential services that can be conducted offsite

Community Supervision

- Current state
 - All probationers and parolees continue to be supervised according to risk
 - Any in office reporting will incorporate noninvasive screenings prior to entry
 - Supervision protocols have been modified to limit high traffic in Probation Parole offices and limiting exposure to offenders' individual residences
 - These include video reporting (FaceTime, Skype, etc.) when available and telephone calls
 - Home visits will be conducted through residence verifications
 - In office reporting will be conducted for homeless offenders and those who do not have access to telephones or other technology

- Increased officer communications with offenders through text and phone calls
 - Updated reporting instructions, etc. available on TDOC website
- March 17th, expanding use of AWS and maximize alternative supervision strategies to limit in office staffing and use while ensuring public safety
 - Alternative supervision strategies will be supported by technology to accomplish normal in person contact
 - In office supervision will be limited to services that cannot otherwise be completed remotely such as intake, drug screens, etc.
- Regular stakeholder communication with judiciary and board of parole regarding supervision strategies
- Anticipated plans in the event of site closures
 - Identify essential services that would need to be provided through AWS in the event of office closures
 - Coordinate necessary resources to support this service delivery

Day Reporting Centers (DRCs)

- Current state
 - DRCs are operating as normal with precautionary measures in place to screen staff and offenders prior to entry
 - March 17th update, utilizing modified schedules to minimize group size while ensuring essential program/treatment delivery
- Anticipated plans in the event of site closures
 - Utilize AWS for essential service staff
 - Implement telephonic programming delivery
 - Tele-health triage, assessments, and individual therapy services conducted by clinical staff
 - Risk needs assessments completed by video capable platforms (FaceTime, Skype, etc.)
 - Residence checks will be completed by Probation and Parole Officers to limit physical or environmental contacts

Operational Support & Human Resources

- Developing plans and coordinating resources to support potential increased alternative workplace solution (AWS) scenarios for non-essential personnel in the event of site closures
- March 17th update, the Tennessee Correction Academy (TCA) has been closed to all training functions

- Current preservice training classes will be conducted locally and supported by TCA staff
- All currently scheduled in-service or specialty training will be accomplished virtually or rescheduled to a later date
- Established guidance for staff who wish to self-isolate due to being high risk
 - Allowing CDC classified high risk staff to request ADA accommodation to self-isolate based on medical advice until March 31st

Central Office and support staff

- Centralized effort for procuring approved supplies and commodities such as hand sanitizers and cleaning products
- Identifying services that would need to be provided through AWS in the event of office closures
- Coordination of necessary resources and equipment to support this effort

Communication

- Frequent and ongoing communication with internal and external stakeholders through all channels to inform of current status and changes as they develop

Other Activities

- Continuous review and coordination of agency staffing resources to ensure all essential functions are maintained across the state (utilizing OIC, Central Office, CCC, etc.)
- Delayed upcoming audit activities to limit staff travel and exposure
- Identify and effect any needed policy exemptions to mitigate noncompliance issues during audit processes