

To: Prison Issues Board  
Meeting: September 24, 2019

DOC/MSP paint a pretty picture of nothing being wrong in the prison. There are a lot of problems that are going on at MSP.

**Visitation:** You must have an IC Solutions account in order to schedule a visit. We were told in a letter that family members could call in and make an appointment. All this sounds good. But in reality it made visitation harder if not impossible for those that are seniors or don't have understand or have a computer. You try to call in and no one answers or you get a message saying they will call back. Your call is not returned. Then if finally you get someone to answer they can't access IC solutions to make an appointment. This also doesn't help those who come from out of state to visit who want a special visit. When I signed up for visitation on Sept 15<sup>th</sup> IC solutions showed only 1 spot open that was the 2<sup>nd</sup> block. Then they were full. 1<sup>st</sup> block had 7 tables opened, 2<sup>nd</sup> block had 6 tables open. How is this full? On Sept 1<sup>st</sup> one inmate who hasn't had a visit in 20 years sister came to visit from Kentucky. She was only allowed to visit during 1<sup>st</sup> block. She was told she had to leave. She couldn't get a special visit? Guards not being thoughtful of visitors with medical issues. One lady on Sunday had all her toes broke. She had a walking boot on. The Guards made her take off the boot to inspect it. This caused the lady pain. I wear a metal knee brace and also a compression sleeve and gauntlet on my arm because of lymphedema due from breast cancer. After a 1 ½ years of visiting MSP the last 2 times I have had to remove my brace. Which when I remove my brace and have to try to get it back on causes pain because my knee is swollen. I always wear it outside my pants so it is visible. The guards before just felt around my brace. As for my compression sleeve. The female guard yesterday was very snotty in asking what my sleeve is. I told her its for breast cancer. She said I guess I won't make you take it off. Which I said its good that you don't because I can't get it back on without my special butler (thing used to help put on compression sleeves). But she was not gentle on squeezing my arm. Another time when I was going through treatment I told the guard that I had a very bad radiation burn on my chest and side to please be careful because it really hurts from breast cancer. The guard pressed really hard on that area even with me telling her not too. I was in major pain from this guard. I was told about another breast cancer patient who went to visit. She had a double mastectomy done (no boobs). She was told she had to wear a bra to visit. She put one on but the bra was riding up to her neck because she had no boobs to hold it down. This causes issues with the bra rubbing on the scar area. I understand the rules but there needs to be some compassion from the guards on major subjects like this.

**Mail:** In an inmate mail dated Sept 1, 2019 #MSP 3.3.6 To write an inmate you can no longer use a regular stamp that you buy from the post office, grocery store. You must have a USPS meter stamped envelope. This makes it difficult for those in rural Montana or disabled family members to be able to stay in contact with a family member that is incarcerated. Those that live in rural areas may only come in on the weekends. The post office is closed then. Another issue hurts our children of those incarcerated. In a letter date Aug 1, 2019 from Warden Guyer to the MSP inmates & staff. Not allowed crayons, colored pencils, markers, glitter, and lipstick also no cards, postcards featuring painted design or picture. Some of these are understandable like lipstick, glitter, markers. But crayons and colored pencils for a child who is unable to write yet or can't write do to a disability. This brakes the contact that this child had with their parent who is incarcerated. This hurts the kids. My grandson who is 4 and can't write yet can't even color his daddy a picture because of this now. That's not right. No cards are allowed now? So these inmates who you say you are trying to rehabilitate and that family connections are so

important can no longer receive a card? No Christmas, Easter, Thanksgiving, Birthday cards? It is proven that when these inmates have connection with family on the outside that they do much better. By taking away these things all you are doing is causing these inmates to be bitter with the prison and families who pay your paychecks to be bitter. Which we all know you get more with honey than you do with lemons.

**Medical & Mental Health:** Oh good old medical that DOC & MSP try to tell everyone that they are really good. This is far from the truth. Since our son has been in DOC custody I have had to fight for him to have his psych meds over and over. Even having to go all the way up to the Doctor in charge at DOC. His meds have been missing on numerous times on Monday nights, when the pill box has been refilled. He has to go without his main med because the nurses won't give it to him. They tell me he has to kite it (which he does) but they still won't give him his med. They have even gone to telling me that they don't have to give any inmate their meds. Well this is wrong. When you take your oath to be a medical provider you are to do no harm to a patient and you are to follow doctor's orders. It's not following orders if you as a nurse flat out say "I don't have to give them their meds." The inmates kite medical and the kites most of the time are not answered by staff. There are no mental health techs available right now. So these guys who are mentally ill are supposed to know when they seem off and be able to kite medical and say I am feeling off, I am seeing things? If you have ever worked with mentally ill they can't tell they are off not feeling like themselves. They think they are fine. That everyone else is acting strange. How does this help those that have mental illness? Guards aren't trained in being able to notice these changes. Then if the inmate does kite it takes forever for someone to come see them. This could be too late for that inmate. Another issue is that medical staff take forever to show up or don't even show up for a medical emergency. A couple months ago at MSP in D pod an inmate was found down in his cell. The guard was notified. He did call medical. It took over 15 mins for medical to even show up. CPR wasn't even started for 15 mins. This is way outside the window for proper care for CPR to be given. This inmate unfortunately died. CPR was also not done on a hard surfaces (CPR board) but on the bed. Which you can't give correct compressions this way. So this inmate had 2 strikes against him already for the beginning. Our daughter had a seizure out in the visitation entrance. Medical was called. Not 1 medical person showed up to make sure nothing was going wrong. We were there for over 20 mins. So this is what DOC & MSP says is good medical & mental health at MSP? It is far from what these inmates deserve. Yes they are in there for a crime, but they are still to be treated like humans and be able to get good medical care. Subpar medical staff is not the answer. It is only looking for more lawsuits to be brought against DOC/MSP.

Thank you for taking the time to read our letter.

Caterina & Freddie Maw