



Frequently Asked Questions

Centers for Disease Control
1-800-232-4636 | www.cdc.gov

Ohio Department of Health
1-833-427-5634 | www.coronavirus.ohio.gov

For questions specific to DRC please call our COVID-19 family hotline: (614) 728-1142 OR email us at: DRC.covid19@odrc.state.oh.us

The Ohio Department of Rehabilitation and Correction (ODRC) is working with the Governor's Office and the Ohio Department of Health (ODH) to monitor the COVID-19 virus and its potential impacts to our organization. ODRC remains committed to ensuring the safety and well-being of our staff, the public and those under our supervision. The information changes frequently and we will continue to update the frequently asked questions as needed.

Q. How will I know that my loved one is safe?

A: We are trying to assist you in staying connected to your loved ones. All incarcerated individuals are receiving two (2) free five (5) minute calls per week through GTL. In addition, JPAY is providing one free 15-minute video visit per week. All video visits are now limited to 15 minutes, and additional ones are available at a reduced price of \$3.50 per visit. These free phone calls and video visits are temporary while visiting is suspended. In addition to these temporary measures, each incarcerated person has 8 free emails using the JPay system per month.

Q. What is DRC doing to watch for the virus in prisons?

A: We are monitoring this situation closely. We are taking precautions by increasing sanitation, screening of individuals entering the prisons, and controlling the number of individuals coming into the prisons. We have also suspended the Medical Co-Pay for incarcerated persons exhibiting flu like symptoms so it will encourage them to seek medical assistance when necessary.

Q: If my loved one has symptoms how will they be treated by medical?

A: DRC is following the direction of the Ohio Department of Health. All of our medical staff have been trained and informed about proper treatment.

Q: What will happen if my loved one does test positive for Coronavirus?

A: Medical care will be provided in accordance with protocols developed using the guidance of the Ohio Department of Health. This may include quarantine for them to prevent the spread.

Q: My loved one has notified me that they have the symptoms and was seen by Medical and they did nothing?

A: The institutions are screening in accordance with guidelines provided by the Ohio Department of Health. There are times when symptoms may exist and they are not caused by the Coronavirus (COVID-19). Sometimes the proper treatment is just rest and monitoring. However, if you have a loved one reporting that they have not discussed these matters with medical staff and they are still showing symptoms, you should encourage them to do so.

Q: What if another offender tests positive for COVID-19, how will my loved one be protected from the virus?

A: Offenders that test positive will be kept away from those that are healthy.

Q: How long will the visiting suspension last?

A: We recognize the value it has for families and for the orderly operations of our facilities. We are dedicated to re-opening visiting as soon as possible. To do this, we will be following the guidelines established by the Ohio Department of Health and will re-open visiting as soon as it is safe to do so.

Q: What if my loved one has a Medical Emergency?

A: They will be evaluated by Medical Staff and addressed appropriately. There are no changes to our Medical Emergency care.

Q: Will my loved one still be able to receive visits from his attorney?

A: Yes, but we are encouraging attorneys to visit by telephone or video. If they are interested in scheduling a telephone interview or video meeting, please have them

contact the Warden's Office for additional information.

Q: We have had other pandemics flu epidemics before and nothing was done, why is COVID-19 different?

A: Each situation is always different because pandemics are different. We are consulting closely with the Ohio Department of Health and are basing our response on their medical advice. To receive more information on their recommendations please go to coronavirus.ohio.gov

Q: Are prisons on lockdown?

A: No, the prisons are not on lockdown. Incarcerated individuals continue to have access to programming and recreation while encouraging aggressive hand-washing, social distancing (when possible), and increased sanitation and disinfection

Q: Does DOC provide hand-sanitizer?

A: All incarcerated adults have access to soap and water, sinks, and handwashing stations. Director Chambers-Smith has changed the policy to permit alcohol-based hand sanitizers into the facilities.

Q: My loved one was scheduled for a transfer to another facility. Will that still occur?

A: Temporarily, we are suspending transfers, unless it is a mission critical transfer. So, if it is not for a mission critical reason then they may not move. Examples of non-mission critical transfers are moves closer to home (visiting transfers) and program transfers. You may also see delays in transfers for security upgrades and downgrades. The goal is to limit movement and contact as much as possible.

