



**COVID-19
Feedback Collection
15 April 2020**



Supported by the Justice
Programme of the European Union

	Infected		Isolated / quarantine		Dead	
	Prisoner	Staff	Prisoner	Staff	Prisoner	Staff
Slovenia	1		1	28	14	
Poland	2		3	50	40	
Slovakia	1		0	Several	several	* 23 inmates and 5 staff members have been tested
Belgium	12		49			
Czech Republic	0		11	8	54	
Israel	0		5	0	0	
Spain	31		209	389	810	1 1
Catalonia	56*		48		297**	*32 of which tested positive but presented no symptoms and 4 have been already discharged; ** on sick leave for positive Covid-19, symptoms, and other illnesses
Sweden	2*		*	40	0	*5 have recovered from COVID-19
Italy	37*		163**			* 9 of the 37 are hospitalized; ** 5 civilian/administrative and 158 penitentiary police officers
Austria	0		7	43	250	
Norway	2		7			
Netherlands	6					
Hungary	NONE	NONE	NONE	NONE		
Finland	NONE	NONE	NONE	NONE		
Lithuania	NONE	NONE	NONE	NONE		
Georgia	NONE	NONE	NONE	NONE		
Latvia	NONE	NONE	NONE	NONE		
Luxembourg	NONE	NONE	NONE	NONE		
Malta*	NONE	NONE	NONE	NONE		*had suspected cases 5 staff and 3 prisoners, none of them confirmed after testing
Bulgaria	NONE	NONE	NONE	NONE		
Romania	NONE	NONE	NONE	NONE		
Estonia	0		1	0	0	

Have visits been shut down entirely?

(1) If no: Under which circumstances is it possible to visit a prisoner?

(2) If yes: What alternatives have been provided?

(3) If partially: Who is still allowed under which conditions (prevention measures) to visit a prisoner?

Poland	In Polish prisons the visits have been shut down entirely. The alternative - the possibilities of contact by telephone, mail and instant messaging have been increased in order to ensure contact with the detainees' relatives. Detainees also have greater access to television, radio and the press. Procedural visits, e.g. with legal proxies, take place whenever possible in a way that prevents direct contact (plexiglass), upon presentation of a health certificate.
Austria	No reception of visits (family, friends, etc.). Privileged visits (lawyers, adult representatives, probationary services, etc.) are to be given the best possible preventive protection in all directions in accordance with the previous orders. The instructions are appropriate to the situation and must be communicated to inmates and visitors with a request for understanding. Attention must be paid to the inmates to ensure appropriate atmospheric balance by internal measures and possible benefits. Among other things, video telephony and extended telephone calls are now granted.
Ireland	The Irish Prison Service have ceased all family physical visits and provided video link visits to prisoners. Professional visits (solicitors/legal representatives) are still permitted if required.
Slovakia	In Slovakia, from 6 March 2020 all visits of inmates were suspended until further notice. This does not apply to service official acts of criminal proceedings authorities (e.g. prosecutions, courts, police force and the like) and advocates/lawyers. Compensation: Due to cancellation of visits, the Corps of Prison and Court Guard wants to support the contact of inmates with their close persons and that in the form of making more phone calls and correspondence. In Slovakia, the costs connected with making phone calls are borne by inmates. In the view of above mentioned and after intervention of the Corps, the operator (company) providing telephoning for inmates, decided to provide one-time credit in the amount of 2 € (approximately 20 minutes of calling) to all inmates recorded in system of the Corps. Provided credit is valid from 17 March 2020 and inmates can use it until the time when the visits can be again performed. In case that the inmate does not use this credit, the rest of it shall not be paid to the inmate after his release from prison.
Italy	Substitute visits with relatives or third parties, other than defence counsel, with remote talks through available tools in the prison such as skype, telephone calls, that can be authorised to exceed the previously set limits. Visit to penal

	institutions and meetings with defense counsel, the defense counsel visitor shall make use of an adequate protection device.
Belgium	From 13 March 2020 all visits of inmates were suspended until further notice. This does not apply to service official acts of criminal proceedings authorities (e.g. prosecutions, courts, police force and advocates/lawyers. Compensation: Due to cancellation of visits, Belgian Prison Service wants to support the contact of inmates with their family in the form of making more phone calls. Every inmate get 10 euro/week to make phone calls.
Latvia	Prisoners may be attended by lawyers, performers of procedures and employees of the State Probation Service. Visits are organized in a short-term meeting rooms with a protection glass. Other visits with third persons are not allowed. Prisoners may do additional phone calls and video calls.
Lithuania	The Lithuanian prisons are practically shut down. Defenders/ prosecutors/ pre-trial investigators are allowed to prisons in exceptional cases, the temperature is being measured at the gates, provided it's higher than normal - a person is not allowed inside. Pre-trial investigation proceedings are limited to minimum, unless they are inevitable. In case a contact interview or other procedural action is necessary these actions are carried out in specialized rooms keeping the obligatory 2m distance or in contactless visiting rooms.
Spain	Suspended all visits as general principle. As compensation measures, inmates have more telephone calls and mobile phones have been also distributed in order to facilitate contact with families. With lawyers, if possible, we are also implementing video conferences.
Estonia	In Estonia all visits to prisoners are suspended, except visits by criminal defence counsels, representatives who are advocates, ministers of religion, notary and consular officers of country of nationality to prisoners. In order to enable all prisoners phone calls, Estonian Prison Service loads extra talk-time to the calling cards of these prisoners who do not have sufficient funds to do it themselves.
Czech Republic	All family visits have been cancelled entirely since 14 March (for all groups of inmates). (2) - More time for telephone calls. - Video call visits (Skype) - Prisoners can receive one extra parcel with food and personal belongings above the legal limit (legal limit is 2 such parcels / year / up to 5kg each) - More outside time (walking yards), - A higher financial limit for prison-canteen purchases; (3) - Only prosecuting authorities can still visit prisoners. But they are encouraged by the Prison Service to do that only in exceptional cases and use other means of communication instead (telephone calls / video calls). Anybody who enters a prison facility has to wear a face mask and undergo a body temperature check.
Romania	All visits were suspended, but in order to maintain the contact with their relatives, the duration and number of phone calls and on-line conversations has been increased.
Israel	All our facilities are closed since the middle of March. Only staff working in the prison are allowed in. The staff is going in only to the prison they work in. They are not allowed to enter other prison. In order to "compencete" the inmates they have more time for phone calls, theyare allowed more money for buying in the prison canteen, soon they will be able to have a video phone calls with their families.
Catalonia	All kinds of family visits have been suspended since 16 march; number of phone calls has been doubled (from 10 to 20); conference calls via jitsi on existing computers and video calls via WhatsApp on smartphones are implemented in all prisons in Catalonia. Only religious representatives can provide religious support to inmates who require so at individual level on a room with a parititon glass
Finland	Yes they have. All family- and normal-visits are shut down at the moment. The possibility of Skype-calls is increased and widened. The use of normal telephone communication from the prison is also allowed more, there is more reserved time to make the calls. The only persons to visit a prisoner are other authorities (such as police) and prisoners advocates.

Planning for "after COVID-19"

*How do Prison Services think to restart – priorities, reopening visits, steps to take...?
Is there any recovery planning? And if yes, how does it look like?*

Luxembourg	Developed a deconfinement strategy that outlines a progressive suspension of the restriction measures, the plan contains multiple stages. Will communicate more details once the plan has been approved. I can already tell you, that concerning visits, we agreed to follow the example of the strategies implemented by nursing homes. So far there hasn't been any information on how they are going to proceed. In any case reopening visits for families and friends is supposed to be the last step of the plan.
Slovenia	We have no recovery plan yet and we are still not thinking about the restart. We are still in a position to try to maintain a stable situation.
Poland	Currently, the Polish Prison Service has not yet developed plans for restart "after COVID-19". We are dealing with the current situation.
Norway	The Directorate of Norwegian Correctional Service has not developed plans yet for the situation after "Covid- 19". We are not there yet.
Finland	At the moment, we are still concentrating on the preventive measures (0 detected infections among prisoners, 0 in staff) phase. Restart-plans after Covid -19 have not been done yet in our organisation
Austria	We are still at the start Position in planning of recovering the System. At the End of April we are planning to restart the system.
Sweden	The Swedish Prison and Probation Service are still in the very early planning phase for the situation after Covid- 19. At the moment we have nothing substantial to share, but are grateful for all the input given here.
Spain	We are still under a general confinement. We are waiting to the general planification of our government that will be published these days. We have some ideas to recover step by step the penitentiary activity, but we have to wait to general instructions.
Israel	As of now in Israel we are still focus on preventing the coronavirus from entering the prisons facilities. We are not planning as of now "the day after"
Italy	No recovery plan has been considered yet
Catalonia	For the Health Department, the priority of the contingency plan continues to be on addressing the current health situation with the number of infected people, improving compensation measures, readjusting treatment activities and continue to prevent the spread. For now, not yet the time for planning the "restart" although the gradual "deconfinement" has started for the rest of the citizens in the community.
Latvia	For now in Latvia the emergency situation will continue until 12th May, thus we are currently focusing on the current situation – how to protect both staff and prisoners from infection. In any case, the end of emergency situation and termination of current protective measures will be closely connected with the decisions made for the whole country.
Czech Republic	We are currently not yet in the phase of planning of "after-Covid restart". However, our government claimed that this week it is going to reveal a kind of plan/schedule for loosening the current measures, though it is still not clear when exactly it will be applied. The Prison Service is going to start preparing its own schedule accordingly when the governmental plan is known.
Estonia	Estonian Prison Service has not yet developed plans for the situation after Covid- 19. For now the emergency situation in Estonia will continue until 1st of May and the current focus is on preventing the spread of C-19 to prisons. Like already stated by others - the end of emergency situation and termination of current protective measures will be closely connected with the decisions made for the whole country.
Lithuania	the situation in Lithuania is similar like in other countries - the lockdown officially continues till 27 March, currently the Government is considering the mitigation of existing conditions for some economic sectors (prison service is not included). The government is very cautious when evaluating the current situation and keeps its plans confidential, so the prison service shall consider "restart" of its activities following the official plan of the Government.

Romania The state of emergency was prolonged with 30 more days, the National Administration of Penitentiaries is taking all precaution measures in order to prevent the spread of COVID-19 in the penitentiary environment. We are positive that the situation will turn for the better if we all respect the measures that are meant to protect us all, staff and inmates. We will be making plans depending on how the situation will develop.

Emotional support service provided for free for staff by specialised psychologists

Has the prison administration implemented any programme or communication strategy aimed at preventing the emotional toll on prison staff as a result of the current stressful situation?

Are there any policies that could be implemented in a proactive way, in order to better equip prison staff to deal with the current challenges in prison?

Spain There have been some proposals of intervention with staff, but not yet put in practise. They will probably be included in the future planning.

Slovenia From the beginning of Corona-virus period three of our colleagues – psychologist from the Prison System - have been accepting phone calls from the staff to offer them support and counselling. All staff were informed that they have such possibility if they need to be heard. We do not have any other options during this period for the prison staff. However there will be some bonus in payment for all those who were in risk of contacting with people infected with virus. This is governmental decision but criteria who in the prison environment will be count into this group are not yet clear.

Sweden The SPPS have, beside the regular support to staff in health/crisis issues, no specific measures taken for communication or staff support.

Israel We opened an information center to our staff and families. We shared the phone number to all the staff and their families. We get call especially from the wife of the prison guard who are concerned. We have a team of our HR division including psychologists who answer the inquiries. Our psychologists also gave the prison managers tools and guidance on how to operate under stress and how to treat the staff in emergency situation. At the spokesman office we produced a lot of videos for the staff : greetings from their families, greetings from our commissioner, words of explanation from our commissioner, guidance videos regarding hygiene and more. We send this videos through the whats up and also at the social network.

Lithuania No specific psychological support was offered to the prison staff

Norway Staff in Norwegian prisons, may through the health service provided by the employer, receive psychological support. This is not especially established for the crisis situation with Corona- this is a permanent service. In addition to this, each facility has a general planning for crisis situations, where staff members might need emotional professional de-briefing. This might also be natural to use in this situation with the Corona, especially in prisons/facilities with infected inmates and/or staff members.

France There is at the regional level, psychologists available for a telephone interview or a video call. These psychologists are attached to a prison. So every agent can have their coordinates. If necessary, the prison director can report a worrying situation to the psychologist too. This measure is not especially established for the crisis. It exists even in "normal" time. To be complete in my answer, you should know that since March 31, 2017, prison agent in distress can call a new toll-free number, from a landline or a mobile, available 24/7 / 7, throughout the national territory, for immediate psychological support. It is called "Allo écoute personnels pénitentiaires". On the line, a staff of psychologists, independent of the administration, listen, advise and guide, in complete confidentiality, the personnel in difficulty. This system completes the work of prison support psychologists.

Czech Republic There is a regular help line for staff members to get connected with psychologists to discuss any issues connected to their work or any other. Apart of this, psychogists are available in each prison not just to work with inmates but also provide help to staff members if required. Under current circumstances of COVID-19 pandemic we haven't noticed extended interest in this service.

Belgium There is an extra help line for staff members to get connected with psychologists to discuss any issues connected to their work in this period of Covid19. These psychologists are working in the Headquarter. For the moment only 2 of the 35 prisons asked for this extra help line.

Italy In the last days, the Head of the Italian Red Cross and the Head of the Penitentiary Administration undersigned an agreement to deliver a support telephone service to the prison staff. The Italian Red Cross psychologists are now delivering telephone service of psychological support to the Penitentiary Police staff, committed in a huge effort to ensure security of prisons and safety of inmates. The Italian Prison Service took further measures in favor of the Penitentiary Police staff who, upon medical order, is obliged to a quarantine measure or is under self-isolation in the barracks of the prisons or at home. In the barracks billets, a) free Wi-Fi connections have been activated; b) the staff under quarantine or isolation does not pay the fee due for lodging; c) the staff under quarantine or isolation receive meals for free; d) many televisions were purchased by the Body for Staff Support (Office of the Prison Service for staff welfare and well-being) and delivered in the billets which were not equipped with TV set.

Estonia Estonian Prison Service has not set up a special emotional support strategy for the prison staff for the Covid-19 situation, but psychological aid is provided, like in ordinary circumstances, by outside psychologists contracted by the Prison Service. Inside prisons, also prison chaplains are available for immediate emotional support for the staff. Crises related psychological first aid, support and advice is offered by the national crises hotline that operates 24/7 in Estonian, Russian and English. The hotline is meant for everybody, including people fighting the virus on the frontline: doctors, policemen, rescuers etc, to support their ability to continue their work and prevent the burnout.

Do you give masks to prisoners?

Norway In our prisons in Norway we only issue masks to inmates that are infected or suspected infected

Israel In Israel we are about to distribute face masks for all the inmates. The masks are sewn inside the prison for a couple of weeks now. We also made a movie to the inmates explaining how to wear the masks.

Czech Republic All prisoners have been provided cotton face masks, 3 pieces each. Their exchange and disinfection is ensured by prisons. Inmates are obliged to wear them whenever they leave their cell or bedroom.

Lithuania Masks are given to inmates only if needed: in case an inmate is transferred or has a visit.

Spain In Spain some inmates working in special tasks are wearing masks, but it is not a general measure.

Belgium All staff members and all extern visitors (lawyers, priests, delivery services, ...) are obliged to wear a FFP1 of chirurgical mask. All inmates who enters the prison from outside (pre-trial) have to be 14 days in medical isolation and have to wear a mask. All inmates who work in the food chain have to wear a mask.

Italy Local Healthcare Agencies (not the prison service) provide masks to prisoners who are sick and show symptoms of flu or fever.

Estonia In Estonia prisoners wear face masks in following situations: a) doing the unavoidable prison domestic service work (cleaning, kitchen etc); b) working in the prison workshop (sewing face masks); c) prisoners with clinical symptoms of C-19 while outside their cell; d) prisoners independently arriving to serve their sentence, when entering the prison and located in the isolation unit; e) in the isolation and quarantine units when in direct contact with the staff.

Is your prison service considering, given the current risk of COVID_19 infections, to limit the use of multi-person cells?

Austria	The necessity of multiple occupancy cannot be excluded. However, we try to avoid double or multiple occupancy, especially in the access/isolation departments.
Slovakia	At the moment in Slovakia we are not considering to limit the use of multi-person cells.
Belgium	At the moment in Belgium we are not considering to limit the use of multi-person cells.
Lithuania	The Lithuanian Prison Department is not yet considering to limit the use of multi-person cells, but in case of COVID-19 infection among prison population this option may be reviewed.
Estonia	In Estonia 28% of prisoners live in single-occupancy cells, all other prisoners live in double-occupancy cells. There are no cells for more than two people in Estonian prisons.
Italy	Prison governors are assigning to healthcare confinement the inmates who need to be isolated from the rest of prison population, therefore they place those prisoners in single cells in specific wings dedicated to healthcare confinement. Prison facilities in Italy cannot provide single cells accommodation to all inmates.
Czech Republic	No. At the moment, there are no capacities within our system to employ such a measure.
Israel	We are not considering to stop using multiple cells (there is no option for that). We did release some inmates in order to make the cells less crowded.
Poland	No. But it's limited to moving from one wing to another. If there are State Sanitary Inspection indications, the prisoners are in isolation (currently 50 such prisoners).
Finland	Finland has not yet given any restrictions concerning the use of multi-person cells in prisons. It has been discussed by the newly founded Alert and Readiness- group in the Central Administration. The cell-structure in Finnish prisons is concentrated mainly on one- or two-person cells already. Some of the prisons reception block cells are multi-person, but the inner movement of prisoners inside the Prison System is cut down to bare minimum for now, so the risk on fulfilment of these cells is lesser. Every prison has to have a plan of how and where they are putting the quarantine- and confirmed infected (with COVID-19) prisoners in the prison, usually in own separated cell-block

Early release & intake of new prisoners

Israel	240 prisoners remainder serving time less than 1 month
Latvia	imposition of short term custodial sentences has stopped
Norway	applying early release measures to decrease prison crowding, 126 inmates were released, 10-20-30 days earlier, if security allows
Estonia	no early release
Lithuania	no early release; temporary no intake of pre-trial detainees
Finland	no early release; temporary postponement of prison sentence execution for max 6 months sentences and conversion of sentences for unpaid fines until 20 June
Slovenia	provided security allows: early release for sentences left of max 6 month before release; temporary suspension of imprisonment for one month
Austria	provided security allows: temporary suspension of imprisonment for sentences up to three years
Netherlands	The category of inmates that might be eligible for an extended leave of absence, given the COVID-19 infection, are inmates who are residing in a very low security regime and are at the end of their prison sentence. During their leave they are monitored through electronic means. A very low security regime means that the inmate is only in the correctional facility during the night and must go to his job during the day.
Italy	The number of prisoners released since 29 February 2020 until 6 April 2020 is 4,093
Romania	The National Administration of Penitentiaries is not considering releasing any kind of categories of inmates.

What are the working hours and shifts?

Romania	In the headquarters, we are working in two shifts in order to ensure that the morning shift does not come in contact with the afternoon shift; in the penitentiary units, we are working in 5 shifts, in order to relieve the pressure on the staff; staff psychologists are counseling and offering support to all employees in need. The National Administration of Penitentiaries has modified the work schedule to comply, as far as possible, with measures to prevent the spread of the SARS-CoV-2, including adding organizational and hygienic-sanitary measures, in the HC and subordinated units.
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Have you noticed any security concerns or incidents related to Covid-19 or measures taken to curb the spread of the virus within your jurisdictions?

Netherlands	There have been no irregularities worth mentioning. In general there is a lot of understanding among the inmates.
Italy	A wide and detailed awareness-raising campaign was carried out by prison managers and staff with the support of Healthcare specialists and of the National and local Guarantors of prisoners' rights in every prison, in order to inform inmates about the reasons of the restrictions imposed on family visits and on some activities in the prisons. Many compensations were activated, including the increase in the number of telephone calls available to prisoners and the possibility to have video-conversations with families through Skype and through smartphones, provided by the Penitentiary Administration.
Romania	Until this point, we have not had any incidents related to restrictions caused by Covid-19, inmates are not pleased by the measures but they do understand that it is in their best interest.

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Are your production workshops closed? Fully or partially? What type of work do you maintain? Are they only opened for sewing mask?

Netherlands	The different facilities are responsible for the daily programming within their facility. The essential daily activities, like airing and maintaining contact with the outside, are being continued as much as possible. Furthermore, the protective masks are being made by male and female inmates divided over five different locations.
Italy	Limit both, external and internal working activities which involve people coming from outside.
Romania	The necessary activities are carried out, by inmates (males or females, depending on the penitentiary type), under close observation while respecting all the rules for preventing situations of epidemiological risk and maintaining social distancing. At this time, we are not producing personal protective equipment in penitentiaries.
Spain	Two more prisons have restart inmate's working activity in order to make sanitary instruments
Italy	In Italy, only those workshops ensuring all the safety conditions for workers can keep functioning (PPEs available to workers, inter-personal distance, safe paths to reach the workplace, sanitization and disinfection equipment, etc.). As for masks production, the Italian Penitentiary Administration has been recently authorized to carry out the conversion of some prison workshops into the production of masks. The first pilot experience is ongoing at Massa prison, in collaboration with the Regional Health Authority of Tuscany. The "protective mask prototype" made has received the endorsement of the health authority, enjoying the minimum requirements imposed by law. Regularly paid prisoners will be employed to produce the masks. The masks produced inside prison workshops cannot be sold outside. Further details about other workshops producing masks will follow in the next weeks.

Other measures

Catalonia	A helpline has been put in place through which prison social workers are providing support to families and friends of inmates.
Czech Republic	We have not noticed any incidents related to COVID-19 measures so far. On the contrary, the situation in prisons seems rather stable.
Austria	With 01.04.2020 the regular transport of inmates with large-capacity buses has been stopped. Any Transfers must be reported in advanced to the Directorate General. Urgent, non-postponable transport will take place in small buses under application Hygiene and safety measures. Additional order to our heads of institutions for implementation as soon as possible: A group system already implemented. Staff from a common household may not be divided into different groups. The risk of infection is thus further minimised. In view of the increased hygiene measures, the prison management is requested to provide the inmates with more hygiene articles in simple design (primarily soaps).
Catalonia	11 inmates that have tested positive and 1 of them has already been discharged. These have been transferred either to the Prison Hospital of Terrassa or to Hospitals in the Community. Units where the positive inmates were placed , have been "confined" meaning that they cannot access to common areas outside the unit. In these "confined" units various measures have been implemented to flexibilise the daily activities and times they can get in and out their cells. Arts and handcrafts instructors are providing materials for these inmates to carry out activities within the unit. Individual sports routines have been provided. They can still access to the various means implemented to communicate with families (increased phone calls, jitsi conference calls or whatsapp on smartphones)
Spain	Measures introduced: Release from Probation to telematic control (if you need more information, let me know without any problem). Compensations. More telephone calls and distribution of cell phones between inmates so that they can make calls and video conferences with families. Inmates are producing masks and other clothes for sanitary workers. Apart from health measures that have been communicated (distribution of masks and isolation), we are trying to go on with the basic administrative activity. Trying to use this isolation time for the better, we have also distribute online Help courses among the staff . (these are new measures)
Poland	As of 6 April there is also a total ban on prisoners going outside to work.
Poland	Visits to all detention centres and prisons have been suspended since March 19. Since March 12, the temperature has been measured for all those entering prisons - people who have a fever are not allowed in. At the same time, the possibilities of telephone, correspondence and instant messaging have been increased in order to ensure contact with detainees' relatives . The prisoners also have greater access to television, radio and the press. Additional therapeutic, educational and cultural-educational activities have been introduced, individually and in small groups. The Penitentiary Service has kept prisoner transports and movements within the units to a minimum.
Norway	Hotline for family members and relatives. The Norwegian correctional service has established a hotline where relatives and family members of inmates and persons in custody can receive information and support during the Corona crisis. The aim of the hotline is to inform family members and relatives of inmates about the measures which have been taken by the correctional service in order to prevent the spread of Covid-19 in prisons, as well as to inform on how these measures affect the inmates. Another important function is to give relatives and family members emotional support during this difficult period. The hotline is not meant for general questions about Covid-19. Such questions should be referred to official national channels established by the national health authorities. The hotline is not meant for questions concerning individuals or specific prisons. If needed, family members and relatives will be referred to the facility in question. The hotline is operational as of 15 April 2020, and is open from 0900-1500 daily. The hotline will be in service until 29 April 2020, after which continuation and expansion of the service will be considered.