



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



Supported by the Justice Programme of the European Union

	Infected		Isolated / quarantine		Dead	
	Prisoner	Staff	Prisoner	Staff	Prisoner	Staff
Slovenia	2	1	28		14	
Poland	3	7	55		68	
Slovakia	0*	0	2		9	*the infected prisoner reported earlier has recovered
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	*tested negative staff 91 and inmates 42
Norway	7	11				
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	
Denmark						

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.
Slovakia	At the moment, we are dealing with the current situation. There are discussions about the future, but so far nothing has been made public. It will depend on the decisions of the Government.

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 phones 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, psychologists 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.
Latvia	The officials working in Latvian prisons - in case of necessity - may receive a professional psychological help (in this emergency situation only by phone). This, though, is not an additional support established specially for the crisis situation, this type of support for officials is ensured permanently. The special psychological support measures have not been introduced at the moment.
Slovakia	Regardless the current pandemic, in each prison there are psychologists who provide psychological services and care and help not only to inmates, but also to staff. The colleagues address them with personal, family or work problems. These are mostly discrete interviews with the psychologists that by its disburdening and supportive nature lead to enhancement of psychical dealing with the increased burden and pressure of stressful situation. Besides this, in four prisons (Bratislava, Leopoldov, Košice and Prešov) there is a Hotline active – the phone line independent of the phone network of the prison service, thus the anonymity of the caller who is provided help of psychologists is. Exactly the communication with psychologists – personal or phone interviews regarding the individuality and particularities of each individual who needs help, have proven in practice as a permanently effective tool for mental health maintenance of prison staff.
Luxembourg	There is no specific emotional support foreseen for staff members.

Romania Staff wellbeing it is an institutional priority of the National Administration of Penitentiaries. We are offering support to those who are going through difficult situations professionally and/or personally. For this reason, a special section regarding COVID-19, was created on our website (<http://anp.gov.ro/blog/Ink/covid-2019-informatii-utile-pentru-personalul-anp/>). In this section, employees can find psychological recommendation on how to cope with this situation and useful information from reliable sources.

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 chirurgial 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.

Latvia The prisons have made the face mask reserves if a case of the disease is detected. Currently, face masks have not been handed out to prisoners.

Slovakia All prisoners have been provided cotton face masks, 2 pieces each. Their exchange and disinfection is ensured by prisons. Inmates are obliged to wear them whenever they leave their cell or bedroom.

Luxembourg All prisoners at Schrassig Prison (closed prison) received masks during the last week. At Givenich Prison (semi-open prison) masks are only distributed in specific situations. However, Givenich Prison will also receive masks during the next week.

Romania Yes, we do offer masks for inmates.

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

Latvia At the moment, in Latvia we are not considering to limit the use of multi-person cells, but, in case of the infection with Covid19 among prisoners, this option may be reviewed.

Has there been new equipment / modes of communication made available during the COVID-19 crisis?

Is this offered to inmates cheaper or free of charge?

Have there been contributions from private partners to financially support these measures?

Have these changes caused an increased workload for your staff?

Slovenia After we had temporarily cancelled visits in prisons we encouraged inmates to use telephones calls more often. In Slovenia inmates can call via phone anyone through own prepaid system. As Prison administration we have purchased for each prisoner two telephone credit cards (in value of 5 EUR) by now. However we try to find other solutions for inmate as such as Skype, internet connection etc. but we also need to take into account legislation limitations on this field. Telephone credit cards were free of charge for inmates. We asked telephone company provider to reduce prices of calls and are awaiting their response. These changes did not increase workload for our staff.

Estonia In Estonian Prison Service no new communication equipment has been introduced during the COVID-19 crisis. Prison staff communicates via Skype, Video Conferencing and Virtual Meeting Rooms – but this was used already before the C-19 situation. Also, Video Court Hearings were used already before the crisis. 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. No private partner contributions concerning communication equipment have been made. Only libraries and media publishers have donated different periodicals and magazines for prisoners.

Slovakia No new equipment or modes of communication were made available. On of the measures of the Ministry of Justice concerning support of social contacts of inmates was enabling inmates the purchase of credit for phoning without

	<p>previous reimbursement of claims registered in the prison. At the same time, regarding the technical possibilities of prisons, inmates were enabled limitless (more frequent) calls. The company providing phoning in prisons granted a non-refundable phone credit of 2 Euro to all inmates. This has not cause increased workload.</p>
Spain	<p>In Spain we have given inmates more number of telephone calls. They are free for those without resources. We have tried to make them cheaper, negotiating with the provider, but till now it was not possible. In relation with staff, we have tried to have the minimum of staff all together, not increasing the workload.</p>
Poland Catalonia	<p>The possibility of telephone and online calls has been increased. There are no new devices. The prisoners can talk a few minutes longer. There's no extra workload for the staff.</p> <p>Increase from 10 to 20 phone calls to their relatives; videoconferences are taking place via jitsi on the desk computers available in every prison computer room where inmates learn ICT skills; videocalls via whatsapp on 250 smartphones specifically purchased for this crisis end and distributed across all prisons. Phone calls are free for those inmates without income, also when relatives live abroad. The provider charges the cost to the prison service budget. Jitsi and whatsapp are free apps. The cost of the smartphones has been covered by the prison service budget. All the extra costs are being covered by the prison service which belongs to the Secretariat of Criminal Sanctions, Rehabilitation and Victim Support, under the Department of Justice. It is rather a change of workload as currently there aren't any kind of actual visits that need to be dealt with in any prison. Prison staff manages the scheduling of videoconferences and videocalls with the same criteria and means with which they used to manage the scheduling of family and other visits. Prison staff are now supervising the time of videocalls/videoconference and managing the device so that the inmate does not need to touch it. At the same time, trying to ensure privacy for the inmates to the extent possible.</p>
Latvia Luxembourg	<p>No new equipment or modes of communication have been introduced for now. Prisoners have been allocated additional phone and video calls. But these changes have not caused an increased workload of the prison staff.</p> <p>In Schragig Prison (closed prison) we increased the number of devices in order to offer more possibilities to contact families through Skype. We have now 8 individual visiting rooms provided with options to conduct videochats. Other than that, detainees received a single premium of 50 € to make phone calls. All costs are taken in charge by the Prison Administration. In Givenich Prison (semi-open prison) most detainees have their own phone and cell phone contract. If they don't, telephone credit cards (10 €) are available.</p>
Norway	<p>The Norwegian correctional service has purchased 800 tablets (I-pads) for communication. These have been distributed to the prisons in Norway. It takes some time to install technical equipment in all prisons, but the tablets are popular and many prisons have started to use them. They are used for video-communication (meetings with family, doctors consultation, meetings with lawyers etc.). Inmates are receiving additional time for telephone conversations. The correctional service is continuously working to improve the offer to increase the time for telephone conversations for inmates. The number of extra minutes may differ in different prisons. Some prisons do only have the capacity to give 10 extra minutes per week, other prisons can offer more. Hotline for family members/relatives of inmates was established yesterday – 15.04.20. Inmates are receiving additional time for telephone conversations. In this period it is free of charge for inmates to make domestic phonecalls. No contributions from private partners, all measures are financed by the government. The work load has not increased, but it has rather changed. Most facilities operate now with two shifts (12 hour shifts). Under the current circumstances it is extremely important that staff members communicate with inmates and spend time with them. This is very important in order to avoid damages from isolation and prevent disorder and potential riots.</p>
Czech Republic	<p>Availability of phone calls has increased in all prisons, particular access differs according to individual conditions of each prison, but most of inmates can have a phone call almost daily; Video/skype visits with the families have been introduced in some of the prisons where it was technically possible, in others, the devices are being installed; Video/skype visits with prisoners' lawyers have been started within a pilot project; Unfortunately, we couldn't introduce any discount on the phone calls, video conferencing is for free, of course; We are negotiating with the telecommunication provider about lowering the price of the phone calls, not with a particular result yet; These changes haven't really increased the workload, but they changed it a bit. In some of the prison regimes making a phone call requires physical presence of a staff member, so increased amount of phone calls brings an increase of workload. On the other hand, visits inside prisons have been temporarily cancelled which obviously results in workload decrease.</p>