

	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	
Belgium	12	49				
Czech Republic	0	11	8		54	
Israel	0	6*	11		72	*1 staff member recovered
Spain	39	265	389		810	1 2
Catalonia	56*	48			297	*32 of which tested positive but presented no symptoms and 4 have been already discharged;
Sweden	3*	**	26		0	*5 have recovered from COVID-19 ** on sick leave for positive Covid-19, symptoms, and other illnesses(7% prison&probation)
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	10*					*5 in prisons and 5 in forensic care
Hungary	NONE	1*	NONE	1*		*1 infected staff member that is in quarantine
Finland	0	2	NONE		22	
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	2	some	some		
Denmark	1	0				

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.
Netherlands	The Dutch Custodial Institutions Agency has not yet developed a plan of action regarding the situation after Covid-19.
Denmark	On 17th April the Danish parliament agreed to gradually start reopening Denmark after the lockdown. As a part of this agreement, the Danish Prison and Probation Service will gradually start receiving new remand prisoners who come in to serve from liberty, i.e. offenders awaiting placement in prison. This process will be strictly monitored to comply with guidelines from the health authorities. At the moment, there are no set date for when leave and visits will be granted again. The Danish Prison and Probation Service is closely following and assessing the situation.

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 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.
Spain	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 still now it was not possible. In relation with staff, we have tried to have the minimum of staff all together, not increasing the workload.
Poland	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.
Catalonia	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; video calls 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 video calls 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 video calls/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.
Latvia	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.
Luxembourg	In Schraessig 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.
Norway	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.
Czech Republic	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, visit inside prisons have been temporarily cancelled which obviously results in workload decrease.
Italy	In order to increase inmates to family members, telephone calls , 1600 mobile phone have been distributed to prison facilities . That equipment has been provided by TIM – Telecom Italia SPA Italian telecommunications company due to a dedicated agreement signed with our Department . The extra mobile calls over the number authorised by law , are free of charge due to the emergency time. For the skype the equipment was already available in most of the prison premises and in other has been provided by the Penitentiary administration. Staff workload grew in any case not necessarily due to the increase in calls and new supplies at disposal.
Netherlands	The possibility to use alternative modes of communication, like video calling, have been increased. Also, their calling credit has been increased so they can call an hour per week longer. There have been no contributions from private partners. The workload of the staff differs per institution, so no general claim can be made about this.
Denmark	Prisoners have extended access for making phone calls as well as an option to borrow gaming consoles. In addition, prisoners in open prisons can make video calls.

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 defence counsel, the defence 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.
Lithuania	Prisoners may do additional phone calls and video calls. 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 "compensate" the inmates they have more time for phone calls, they are 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 partition 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.
Denmark	Visits have been shut down entirely with the exception of visits from legal representatives. Visits from religious units are advised to take place by phone.

#### Other measures

Catalonia	A <b>helpline</b> 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 <b>transport of inmates</b> 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. <b>Additional order</b> 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 <b>more hygiene articles</b> 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. <b>Units where the positive inmates were placed</b> , 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 whasapp 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	<b>Visits</b> 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 <b>contact with detainees' relatives</b> . The prisoners also have greater access to television, radio and the press. Additional therapeutic, educational and cultural-educational <b>activities</b> have been introduced, individually and in small groups. The Penitentiary Service has kept prisoner transports and movements within the units to a minimum.
Norway	<b>Hotline for family members and relatives.</b> 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.
Denmark	On 7th April, prisoners started producing face shields in corporation with a local manufacturer.