**COVID-19 Feedback Collection 20 April 2020**

**Planning for "after COVID-19"**

How is your prison system preparing for a restart or return to normal service? What is your current plan for the period when COVID-19 restrictions are lifted?

**Setting the stage for the future**

The Danish Prison and Probation Service is actively preparing for the period after COVID-19, with a focus on ensuring safety, security, and the well-being of prisoners and staff. The service is developing comprehensive strategies, taking into account the unique challenges and considerations pertinent to each institution.

**What are your plans for the future?**

There are ongoing discussions about the future planning and strategies that will be implemented. The plans are being devised based on the current situation, with a focus on ensuring the safety and well-being of all involved. The Danish Prison and Probation Service has been proactive in adapting to the evolving circumstances and is committed to maintaining high standards of care and management.

**What are you doing to prepare for the future?**

The service is working on ensuring adequate safety measures are in place, including enhanced cleaning protocols and improved social distancing measures. The focus remains on prioritizing the health and safety of both prisoners and staff, while also addressing the needs of those who are incarcerated.

**What are your concerns?**

A concern is the potential for overcrowding in prisons if the current restrictions are lifted too quickly. The service is also mindful of the mental health implications for prisoners during this time and is committed to providing the necessary support.

**What are your goals for the future?**

The Danish Prison and Probation Service aims to continue providing high-quality care and support, maintaining a focus on rehabilitation and reintegration. The service is committed to ensuring that the transition back to normal operations is managed safely and responsibly, with a strong emphasis on preventive measures and continuous monitoring.

**What challenges do you anticipate facing in the future?**

The service anticipates challenges related to managing a higher number of prisoners, potential outbreaks within the prison population, and the need to maintain high standards of care. Additionally, there is a focus on ensuring smooth transitions and addressing any gaps in the infrastructure.

**What questions do you have for the other countries?**

The service welcomes the opportunity to share experiences and learn from other countries. Potential areas of interest include innovative approaches to healthcare, mental health support, and strategies for managing overcrowding.

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**Other countries' responses**

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**Latvia**

- The Latvian correctional services have introduced video calling facilities, allowing prisoners to communicate with their loved ones.

**Slovenia**

- The Slovenian correctional services have implemented a comprehensive approach, focusing on safety and health precautions.

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**Norway**

- The Norwegian correctional services have been proactive in implementing health measures.

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**Denmark**

- The Danish Prison and Probation Service has been working closely with the Health Department to ensure safety and well-being.

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**Israel**

- The Israeli prison system has been focusing on hygiene protocols and safe distancing measures.

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**Other countries**

- Various countries have implemented different strategies, with a focus on safety and health measures.

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**COVID-19**

- The COVID-19 pandemic has forced significant changes in the way prisons operate, with a focus on safety and health measures.

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**References**

- [1] Latvian correctional services have introduced video calling facilities, which prisoners can use to communicate with their loved ones.
On 7th April, prisoners started producing face shields in corporation with a local manufacturer.

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.

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 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 further in order to maintain the relation with the relatives of inmates.

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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.

Prisoners may do additional phone calls and video calls.

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.

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. prosecutors, courts, police force and advocates/lawyers). Compensation: Due to cancellation of visits, Belgian Prison Service wants to support the contact of inmates with their close persons and that is 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 CoE, the operator (company) providing telephoning for inmates, decided to provide one-time credit in the amount of 2 € approximately 30 minutes of calling to all inmates recorded in system of the CoE. Provided credit is valid from 17 March 2020 and inmates can use it until the week 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.

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