

|                | 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          | 46       | 233   | 389                   |       | 810      | 1     | 3   |
| Catalonia      | 56*      | 48    |                       |       | 297      |       | *32 of which tested positive but presented no symptoms and 4 have been already discharged;                                |
| Sweden         | 3*       | **    | 20-30                 |       | 0        |       | *6 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         | 9*       | 10    |                       |       | 69       |       | *6 from prison, 3 from probation – 1 of the three is recovered  |
| 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        |       | 4                     | 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     |                       |       |          |       |   |
| Moldova        | 0        | 6     | 8                     |       | 46       | 0     | 0   |
| Croatia        | 0        | 2*    | 137**                 |       | 27       | 0     | 0   |

\*one staff member was quarantined immediately after returning from travelling abroad and has been on sick-leave since then (never entered a prison). \*\*all newly admitted prisoners are isolated for reasons of precaution

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?

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|----------------|---|
| 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. |
| Moldova        | No recovery plan has been considered yet  |

Croatia We are currently not yet in the phase of recovery planning, but still more focused on preventing the virus from entering the prisons. All steps are taken in accordance to measures and recommendations of the Civil Protection Headquarters of the Government and this will continue to be the case. As the national situation with the pandemic seems to be under control, this gives a reason for modest optimism, but it is still too early for any concrete planning.

#### 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?*

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| Slovenia       | After we had temporarily cancelled visits in prisons we encouraged inmates to use telephone 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 COVID-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 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.   |
| 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; 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.   |
| 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 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.  |
| 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 calls 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.   |
| Moldova        | We made video calls available for the inmates. Also e-learning have been put in place for the juveniles in prison service.   |
| Finland        | There is no new equipment or modes of communication available but the possibility to make Skype-calls has been increased. There is also more time to make normal telephone calls. In open prisons, where non-smartphones are provided by the prison, the prisoners get to possess the phones longer in the evening.  |
| Croatia        | In order to mitigate the adverse psychological effects of preventive measures and to allow contacts between prisoners and their families, prisoners were offered more frequent and longer telephone calls (partially free of charge and with the support of UNICEF, the existing possibility of video visits for convicted prisoners with minor children were expanded and gradually enabled to all prisoners (convicted and on remand, with or without children). Video-visits are all free of charge.  |

#### 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?*

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| 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. |

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| 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 "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.   |
| Moldova        | <b>Yes. All family visits are shut down at the moment. We offer Skype-calls and more telephone calls to relatives.</b>   |
| Croatia        | <b>Since March 14th prisoners' right to visits is restricted and visits can be granted only with the special permission of the director, and when necessary to protect the rights of prisoners in court proceedings or in other urgent and unforeseen cases (such as death in the family). Visits are replaced by more phone calls and video-visits</b>  |

#### Do you give masks to prisoners?

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| 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 external visitors (lawyers, priests, delivery services, ...) are obliged to wear a FFP1 of a surgical mask. All inmates who enter 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 Schressig 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.  |
| Netherlands    | Only detainees who are isolated, because of a (possible) infection, and need to leave the cell are wearing masks.  |
| Moldova        | <b>We do offer masks to the inmates subject to transfers, involved in food distribution and laundry collection. All inmates suspicious or that have been in contact with a confirmed/suspicious case.</b>  |
| Finland        | <b>Masks are not given to prisoners unless there is some particular reason.</b>  |
| Croatia        | <b>Yes, prisoners are provided with masks.</b>   |

#### Emotional support service provided for free for staff by specialised psychologists

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|                | <i>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?<br/>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?</i>   |
| 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 counted 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, 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.  |

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| 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 ( <a href="http://anp.gov.ro/blog/lnk/covid-2019-informatii-utile-pentru-personalul-anp/">http://anp.gov.ro/blog/lnk/covid-2019-informatii-utile-pentru-personalul-anp/</a> ). In this section, employees can find psychological recommendation on how to cope with this situation and useful information from reliable sources.   |
| Moldova    | Such service have not been established. They can call 112 and Green line. Also all information related to COVID-19 is available on our web page  |
| Finland    | There is no specific emotional support organized because of the COVID-19 crisis but the regular psychological support is available from the occupational health service.   |
| Croatia    | Since the beginning of the crisis, there has been a proactive approach towards prison staffs. Each officer received two leaflets "Psychology of Fear of Infectious Diseases (Corona)" and "Psychology of Responsible Behavior" with the aim of psychologically preventing the fear of infectious diseases, preventing the spread of the Corona virus and creating a positive attitude towards responsible behavior. Since the beginning of the crisis, the Psychological Crisis Intervention Team has been on stand-by to provide psychological support to the prison officers and the Team members communicate and coordinate with each other online using the Cisco Webex Internet platform. Psychological assistance is provided by telephone or direct contact (face to face), respecting safety standards. The process of requesting and providing psychological support is carried out according to previously established and prescribed procedures for providing psychological assistance in crisis situations.  |

#### Is your prison service considering, given the current risk of COVID\_19 infections, to limit the use of multi-person cells?

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| 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 fulfillment 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.  |
| Moldova        | Not yet   |
| Croatia        | Existing prison infrastructure allows for the single cell accommodation only exceptionally (usual size of the cells in Croatian prisons is for housing 2-8 prisoners). Only the newly admitted prisoners (and prisoners with symptoms similar to Covid-19 infection) are isolated in separate cells for at least 14 days.   |

#### Early release & intake of new prisoners

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| 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.   |
| Moldova     | The National Administration of Penitentiaries is not considering releasing any kind of categories of inmates.   |
| Croatia     | The Minister of Justice recommended to the county, municipal and misdemeanor courts that, wherever possible, the date of referring offender to the enforcement of a prison sentence be extended, and that offenders' requests for postponement of referral to the enforcement of the prison sentence be approved, as well as prisoners requests for intermission of the enforcement of the prison sentence. A recommendation was also submitted to the State Attorney's Office that in the case of a decision on the intermission of the enforcement of the prison sentence, they should take into account the expediency of submitting legal remedies. To temporary reduce the number of prisoners, the assistant minister of justice responsible for the prison system used her legal right to submit to the courts a request for intermission of the prison sentence for around 60 prisoners. It is also noted that number of pre-trial prisoners has reduced in last period, as courts are as far as possible not extending the measure of custody in remand. |

#### 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?

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| 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 |

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|         | 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.   |
| Moldova | No incidents related to COVID-19  |
| Croatia | We had no incidents or security concerns related to Covid-19 measures. All measures are regularly communicated to prisoners and we try to meet their concerns by explaining the situation and enabling their communication with family members. |

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

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| 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. |
| Moldova     | Workshops activity is reduced. We are active in sewing masks and assembling face shields.   |
| Croatia     | Only the prisoners' work outside the prison is temporarily stopped. Prisoners work inside the prisons/penitentiaries is carried out while respecting all the precaution measures for preventing epidemiological risk and maintaining social distancing. We started the manufacture of face masks in one penitentiary, but only with limited production capacities.  |

#### What are the working hours and shifts?

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| 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.<br>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. |
| Croatia | In order to reduce the possibility of virus transmission, the work of correctional institutions is organised in such a way that at the same time there is a minimum number of state officials - prison staff in the correctional institution, with whom it is possible to organize necessary regular work. For this purpose, wherever possible prison staff work in two separated teams and officers are encouraged to use the days of their annual leave to stay home as much as possible. Working hours and shifts are the same as during regular times, only with less staff in one shift.                  |

#### Do officers and civil servants use masks and gloves during service?

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| Spain          | In Spain there is general lack of material, but last week, inmates started to make masks and masks were also distributed among prison staff.   |
| Lithuania      | Prison staff in direct contact with prison population must wear protective face masks and gloves. Others are recommended   |
| Israel         | Prison guards and officers within the prisons use masks & gloves. We have no civil servants  |
| Luxembourg     | Prison staff in direct contact with detainees must wear masks and gloves.  |
| Estonia        | Prison officers must wear a face mask and gloves when: in direct contact with a prisoner; searching a cell; performing admission procedures; searching and escorting prisoners (inside and outside the prison); working in the admission facilities (unless, communication is performed through glass); in prison kitchen at all times.  |
| Belgium        | FFP1 masks are worn by all staff members (guards and administration). Gloves for serving food, fouilles, ... FFP2 masks and gloves are worn to have contact with prisoners in medical isolation.   |
| Norway         | No, they do not unless they are in contact with inmates that are suspected infected or proven infected by test.  |
| Bulgaria       | Personal equipment (masks and gloves) and disinfectants are provided for security and other prison staff. For medical staff working in prisons additional equipment is provided like special safety glasses and protective clothing.   |
| Austria        | All staff members and inmates are to be equipped with the surgical masks available in the prisons according to the respective circumstances and possibilities and with explicit consideration to maintain a sufficiently large stock. As soon as possible, these masks are to be replaced by mouth-nose protection masks produced by the prisons. All staff members on duty should wear an appropriate mask as far as possible. One mask per day should be used, and two masks per day particularly long and intensive (in terms of contacts) service. Inmates must always wear surgical masks or mouth-nose masks for a period of four weeks after being transferred from the access department when leaving their detention room. One mask per day is calculated. The sewn protective masks from our own production are to be reused after removal of the filter insert. The masks have to be changed daily and they can be boiled out. Each staff member have to be equipped with a set of five sewn protective masks. If the masks cleaning cannot be carried out in the Prison or externally, they are to be prepared privately for reuse. Stricter protective measures, e.g. in the isolated access departments, in the infirmaries and at the new admission, remain unaffected. - All Prisons are requested to restart or expand the production of sewn protective masks in their own facilities in accordance with the applicable standards and in consultation with the Budget- and Economic Department in the General Directorate and the prison doctors. - In addition, the Directorate-General has also notified the need for protective masks of various classes, gloves, protective suits, etc. for the prisons in the framework of the State crisis and disaster management (critical infrastructure). Other sources of supply were also requested for procurement. |
| Slovakia       | <b>Face masks:</b> The prison staff is obliged to use face masks during fulfilling the service tasks, especially when they are in contact with other persons. Each member of the prison staff received an appropriate number of reusable face masks provided by the Prison service. Their disinfection is carried out individually by prison staff. <b>Gloves:</b> It is up to the prison staff whether they decide to use them. Single-use gloves are available in all prisons. It is obligatory to wear the gloves during certain service activities (e.g. when serving food, measuring body temperature, changing laundry, when contacting inmate suspected of having COVID-19 etc.; medical prison staff should wear them always when performing their duties).  |
| Poland         | Inmates produce weekly about 150,000 protective masks, 2,500 protective suits, 9,000 protective aprons, and disinfectant. In the nearest future we want to increase the production of masks to 800,000 per month and the production of liquid for disinfection to 80,000 litres per month.   |
| Poland         | As of 6 April officers who come into contact with prisoners shall wear protective masks.   |
| Latvia         | Officers and civil servants working in imprisonment places use masks and gloves. The administration follows that, especially, the employees who contact with prisoners directly, wear the personal protection equipment. Medical personnel   |
| Czech Republic | Both civil servants and officers use face masks all the time. Gloves are not mandatory. Medical personnel have "stronger" equipment for treating those potentially infected (plastic face shields produced by the Prison Service, FFP3 respirators, protective suits... However, we have no infected inmates so far). Personnel working at entry gates have to wear FFP3 respirators.  |
| Catalonia      | All prison staff directly dealing with inmates, wear masks. In addition, they will wear gloves, protection glasses or the entire PPE if the situation requires to do so and always when dealing with a person that has tested positive.  |
| Sweden         | Neither officers nor civil servants use masks and gloves during regular services. They do use such equipment if they are in contact with someone suspected or confirmed of being infected  |
| Finland        | Yes, they are used always when considered necessary. Also a spit hood may be used if there is a risk that the prisoner spits intentionally.  |
| Netherlands    | FFP masks and other protective equipment (gloves, aprons and safety glasses) are used when in contact with (suspected) COVID-19 cases.   |
| Italy          | Personal Protective Equipment (PPE) is available for staff who perform operational services that may involve direct exposure to infected persons.  |
| Croatia        | Yes, officers use gloves and masks and additional equipment is provided for medical staff.   |

#### Are COVID-19 tests performed in prison, i.e. is the sample taken by the prison health service?

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| Spain     | Tests made are till now few and centralised by the Health Public Authority.                    |
| Lithuania | Tests are performed only in cases of medical indications, but not by the prison health service |
| Israel    | Covid-19 tests were taken only for staff that were in touch or near confirmed cases.           |

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| Luxembourg     | Tests are only being performed when the concerned person shows symptoms as defined by the Ministry of Health. In Luxembourg, we have a convention with the Centre Hospitalier de Luxembourg. Their medical staff decides about the necessity to make a test and if there are indicators, they perform a test.   |
| Estonia        | Prison medical department performs the tests and sends the samples to the National Laboratory for analysis.   |
| Belgium        | No, the private doctor of the staff can ask for tests. The tests for prisoners are taken by the own medical service of the prison.  |
| Norway         | Tests are done by the prison health service (employed by the local municipality – in Norway we have the "import model" of services to the prisons)  |
| Bulgaria       | In case of doubt about COVID-19 for an inmate/detainee assistance is sought from the Regional Health Inspectorate (RHI) and the Emergency Medical Service Centre (EMSC) to ensure collection, storage and transportation of material for virological examination. In exceptional cases, medical specialists in prisons also take material for a virological examination.  |
| Slovakia       | Do not have a uniform procedure for COVID-19 testing. Medical prison staff does not take samples for these tests. Some prisons carry out escorts of inmates to the relevant hospitals (infectious clinic) in order to get them tested. Some prisons use for testing a Mobile testing unit (means a mobile ambulance/ other vehicle adapted for taking samples; with trained staff; taking samples in different venues of the country), that can come to the prison and take samples directly from the inmate. |
| Latvia         | In Latvia, the COVID-19 tests are performed by the Centre for Disease Prevention and Control (CDPC).  |
| Czech Republic | The Czech Prison Service medical personnel do not perform COVID-19 tests. If tests are needed, we cooperate with a responsible regional body - a public health/hygienic authority is contacted which then ensures taking the samples in prisons (to avoid transfers/escorts of prisoners outside prison).   |
| Catalonia      | Tests are performed by health care staff working in prisons which belong to the Health Department, hence under the same criteria and sent to the same labs that the tests in the community hospitals.   |
| Sweden         | Yes, tests handled by healthcare staff are performed in prisons since 1 April.  |
| Finland        | No. Prisoner health service does not take any coronavirus tests. In case of suspicion of coronavirus the prisoner is taken to local testing station of public health services.  |
| Netherlands    | COVID-19 tests are performed in prison and are carried out by the Regional Health Service or the local physician in consultation with the Regional Health Service.  |
| Italy          | Medical tests are always performed by the Healthcare staff  |
| Croatia        | COVID-19 tests are carried out by the Regional Health Service - in prison or in hospital, according to individual consultation with the Regional Health Service   |

#### How to handle infected inmates

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|         | Are they isolated within the prison? If so, who is taking care of them?<br>Are they being treated in a civil hospital?<br>How did you handle all the other inmates (and staff) who had been in contact with the infected inmates?  |
| Spain   | Inmates are isolated in facilities of the prison, that have been previously prepared for that aim. Infected inmates are most of them in hospital. Two of them with low symptoms are in their prison. Also, staff and other inmates that were in contact with one positive must do the quarantine established by Health Authorities.  |
| Italy   | Prison governors agree with Health Authorities and local crisis centres clear procedures during period of swab sampling and for the treatment of the cases suspected of infection with COVID-19 among prison population, including possible measure of solitary confinement.   |
| Croatia | Until now we had no Covid-19 positive prisoners but we developed a protocol for the treatment of prisoners manifesting respiratory problems and/or other symptoms that may indicate the illness. According to the protocol the prisoner will be separated from the common room and in the event of suspected infection by a new coronavirus, the competent services of the Croatian Institute of Public Health will be contacted for further instructions on how to proceed. Where prisoners are required to be escorted to a public health facility, securing of a prisoner will be conducted in accordance with security assessment, with due regard for health protection measures. |

#### Other measures

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| 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 more <b>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 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         | <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.   |