

| | Infected | | Isolated / quarantine | | Dead | | |
|----------------|----------|-------|-----------------------|-------|----------|-------|--|
| | Prisoner | Staff | Prisoner | Staff | Prisoner | Staff | |
| Slovenia | 2 | 1 | 28 | 14 | | | |
| Poland | 2* | 6 | 59 | 52 | | | *pre-trial detainees that came to prison with COVID-19 infection |
| Slovakia | 0 | 0 | 4 | 8 | | | |
| Belgium | 14 | 61* | 50** | | | | *25 of the 61 are recovered and back at work; **on average 50 per day in quarantine |
| Czech Republic | 0 | 6* | 3 | 8 | | | *5 staff members have recovered |
| Israel | 0 | 6* | 11 | 72 | | | *1 staff member recovered |
| Spain | 51 | 240 | 530 | 470 | 1 | 3 | |
| Catalonia | 52* | 55 | | 297 | | | *61 in total, 9 have already been discharged |
| Sweden | 4* | ** | 20-30 | 0 | | | *7 have recovered from COVID-19 ** on sick leave for positive Covid-19, symptoms, and other illnesses (7% prison&probation) |
| Italy | 132* | 226** | | | 1 | 2 | *13 are hospitalized; **7 of them civilian/administrative |
| Austria* | 0 | 7** | 43 | 250 | | | *tested negative staff 91 and inmates 42 **6 recovered |
| Norway | 9* | 10 | | 69 | | | *6 from prison, 3 from probation – 1 of the three is recovered |
| Netherlands | 14* | | | | | 1 | *8 in prisons and 6 in forensic care |
| Hungary | 0 | 1* | 0 | 1* | | | *1 infected staff member that is in quarantine |
| Finland | 0 | 4 | NONE | 22 | | | |
| Lithuania | 0 | 0 | 0 | 0 | | | |
| Georgia | 0 | 0 | 0 | 0 | | | |
| Latvia | NONE | NONE | NONE | NONE | | | |
| Luxembourg | NONE | NONE | NONE | NONE | | | |
| Malta* | NONE | NONE | NONE | NONE | | | |
| Bulgaria | 1* | 0 | 0 | 0 | | | *pre-trial detainee that went directly from court to civil hospital |
| Romania | 0 | 9 | | | | | |
| Estonia | 0 | 2* | some | some | | | *both infected staff members were working from home when tested positive and had no direct contact with prisoners |
| Denmark | 0* | 0 | | | | | *1 prisoner has recovered |
| Moldova | 1 | 7 | 9 | 28 | 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 |
| France | 35 | 51 | 127 | 312 | 1 | 1 | |

Emotional support service provided for free for staff by specialised psychologists

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

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

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| Spain | There have been some proposals of intervention with staff, but not yet put in practise. They will probably be included in the future planning. |
| Slovenia | From the beginning of Corona-virus period three of our colleagues – psychologist from the Prison System - have been accepting phone calls from the staff to offer them support and counselling. All staff were informed that they have such possibility if they need to be heard. We do not have any other options during this period for the prison staff. However there will be some bonus in payment for all those who were in risk of contacting with people infected with virus. This is governmental decision but criteria who in the prison environment will be count into this group are not yet clear. |
| Sweden | The SPPS have, beside the regular support to staff in health/crisis issues, no specific measures taken for communication or staff support. |
| Israel | We opened an information canter to our staff and families. We shared the phones number to all the staff and their families. We get call especially from the wife of the prison guard who are concerned. We have a team of our HR division including psychologists who answer the inquiries. Our psychologists also gave the prison managers tools and guidance on how to operate inder 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 |

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| | and/or staff members. |
| France | There is at the regional level, psychologists available for a telephone interview or a video call. These psychologists are attached to a prison. So every agent can have their coordinates. If necessary, the prison director can report a worrying situation to the psychologist too. This measure is not especially established for the crisis. It exists even in "normal" time. To be complete in my answer, you should know that since March 31, 2017, prison agent in distress can call a new toll-free number, from a landline or a mobile, available 24/7 / 7, throughout the national territory, for immediate psychological support. It is called " "Allo écoute personnels pénitentiaires". On the line, a staff of psychologists, independent of the administration, listen, advise and guide, in complete confidentiality, the personnel in difficulty. This system completes the work of prison support psychologists. |
| Czech Republic | There is a regular help line for staff members to get connected with psychologists to discuss any issues connected to their work or any other. Apart of this, psychogists are available in each prison not just to work with inmates but also provide help to staff members if required. Under current circumstances of COVID-19 pandemic we haven't noticed extended interest in this service. |
| Belgium | There is an extra help line for staff members to get connected with psychologists to discuss any issues connected to their work in this priod of Covid19. These psychologists are working in the Headquarter. For the moment only 2 of the 35 prisons asked for this extra help line. |
| Italy | In the last days, the Head of the Italian Red Cross and the Head of the Penitentiary Administration undersigned an agreement to deliver a support telephone service to the prison staff. The Italian Red Cross psychologists are now delivering telephone service of psychological support to the Penitentiary Police staff, committed in a huge effort to ensure security of prisons and safety of inmates. The Italian Prison Service took further measures in favor of the Penitentiary Police staff who, upon medical order, is obliged to a quarantine measure or is under self-isolation in the barracks of the prisons or at home. In the barracks billets, a) free Wi-Fi connections have been activated; b) the staff under quarantine or isolation does not pay the fee due for lodging; c) the staff under quarantine or isolation receive meals for free; d) many televisions were purchased by the Body for Staff Support (Office of the Prison Service for staff welfare and well-being) and delivered in the billets which were not equipped with TV set. |
| Estonia | Estonian Prison Service has not set up a special emotional support strategy for the prison staff for the Covid-19 situation, but psychological aid is provided, like in ordinary circumstances, by outside psychologists contracted by the Prison Service. Inside prisons, also prison chaplains are available for immediate emotional support for the staff. Crises related psychological first aid, support and advice is offered by the national crises hotline that operates 24/7 in Estonian, Russian and English. The hotline is meant for everybody, including people fighting the virus on the frontline: doctors, policemen, rescuers etc, to support their ability to continue their work and prevent the burnout. |
| Latvia | The officials working in Latvian prisons - in case of necessity - may receive a professional psychological help (in this emergency situation only by phone). This, though, is not an additional support established specially for the crisis situation, this type of support for officials is ensured permanently. The special psychological support measures have not been introduced at the moment. |
| Slovakia | Regardless the current pandemic, in each prison there are psychologists who provide psychological services and care and help not only to inmates, but also to staff. The colleagues address them with personal, family or work problems. These are mostly discrete interviews with the psychologists that by its disburdening and supportive nature lead to enhancement of psychical dealing with the increased burden and pressure of stressful situation. Besides this, in four prisons (Bratislava, Leopoldov, Košice and Prešov) there is a Hotline active – the phone line independent of the phone network of the prison service, thus the anonymity of the caller who is provided help of psychologists is. Exactly the communication with psychologists – personal or phone interviews regarding the individuality and particularities of each individual who needs help, have proven in practice as a permanently effective tool for mental health maintenance of prison staff. |
| Luxembourg | There is no specific emotional support foreseen for staff members. |
| Romania | Staff wellbeing it is an institutional priority of the National Administration of Penitentiaries. We are offering support to those who are going through difficult situations professionally and/or personally. For this reason, a special section regarding COVID-19, was created on our website (http://anp.gov.ro/blog/lnk/covid-2019-informatii-utile-pentru-personalul-anp/). In this section, employees can find psychological recommendation on how to cope with this situation and useful information from reliable sources. |
| 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. |
| Netherlands | Specialized social workers are available for the prison staff. They can be reached by phone on workdays from 08.00 until 20.00. Furthermore, online Q&A threads have been made available for the prison staff. |