



**COVID-19
Feedback Collection
6 July 2020**



Supported by the Justice
Programme of the European Union

	Infected		Isolated / quarantine		Dead		
	Prisoner	Staff	Prisoner	Staff	Prisoner	Staff	
Slovenia	2	1	28	14			
Poland	6	7	59	52			
Slovakia	0*	0	6	2			*1 positive tested prisoner has recovered
Belgium	14	61*	50**				*25 of the 61 are recovered and back at work; **on average 50 per day in quarantine
Czech Republic	1*	2**	3	8			*in pre-trial detention prison hospital; ** 11 recovered
Israel	0	7*	7	56			*6 all recovered
Spain	72*	17**	101	112	2	4	*84 total, 16 already recovered; ** 278 total, 257 already recovered
Catalonia	4*	33**					*89 recovered; **128 already recovered
Sweden	125*	**	20-30	0			*107 recovered fully
Italy	132*	192**			1	2	* 2 of them are hospitalized; **184 of them penitentiary police / 8 administrative staff; 11 hospitalised
Austria	2*	7**	0	0			*2 already recovered, **7 already recovered, 481 inmates and 91 staff tested negative
Norway	0*	1**		69			*9 prisoners have recovered; ** 10 staff members have recovered
Netherlands	20*				1		*14 in prisons, of which 11 are recovered, 1 deceased and 1 released from prison; 6 in forensic care of which 5 are recovered
Hungary	0	1*	0	1*			*1 infected staff member that is in quarantine
Finland	0	0*	6	1			*5 already recovered
Lithuania	0	0	0	0			
Georgia	0	0	0	0			
Latvia	0	0	0	0			
Luxembourg	1	0	2*	0			*prisoners quarantined upon their arrival are not calculated. Every new detainee stays in isolation for 7 days before being transferred to regular sections.
Malta*	0	0	0	0			
Bulgaria	0	0	0	0			
Romania	0	9					
Estonia	0	4	some	some			
Denmark	0*	0					*1 prisoner is recovered
Moldova	1	7	9	28	0	0	
Croatia	0	2*	138**	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	
Portugal	0	7					
Ireland	0*	47**	15***				*10 awaiting testing (results) **337 cleared from isolation

Which system have you implemented for inmates to make video calls with their relatives and friends during the Covid-19 situation (Skype, Skype business, jitsi, whatsapp, other)?

Austria Beside the telephone solution for inmates we use mobile phones and started to implement Zoom on premise VC solution.

Which kind of device and/or setting has been made available for their use (smartphones, tablets, computers, computer room, cabin)?

Austria Smartphones, AiO Computers with Zoom on premise and "Zoom Rooms".

Before the actual video call takes place, are you doing any verification about the line or account in which the inmate's relative receives the video call?

Austria The relatives have to apply via e-mail and after approval they get a link for the VC session.

For instance, in case of using whatsapp, are you verifying that the family member receiving the call is actually the holder of that telephone line? How do you check this?

Austria The relatives have to apply via e-mail and after approval they get a link for the VC session.

When using other platforms and sending the meeting link to the relative to their email, do you verify that the relative is the actual holder of that email account? How do you check this?

Austria No, this is not possible.

When using platforms such as Skype and making the call from user to user, how do you verify that the relative is the actual owner of that Skype account? How do you check this?

Austria We are not allowing user to user video calls.

Once the video call is already taking place, do you verify the identity of the relative who is on the receiver end? How?

Austria The officer starts the video call and connects the relatives to the inmates. He can also interrupt the session and normally knows the persons involved.

Do you keep a record of the date, time and receiver of every video call?

Austria Yes we do.

Is there the possibility of recording the video calls of an inmate in compliance with a court order?

Austria Yes it is possible

Any other relevant aspect you wish to share with regard to the introduction of video calls as a means for the communication among inmates and their families?

Austria The system has proved very successful in the Austrian PS.