



**COVID-19
Feedback Collection
8 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	129*	**	20-30	0			*128 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.
Ireland	IPS leveraged existing investment in unified communication infrastructure to provide the video conferencing facilities. It was necessary to deploy approx. 200 additional Cisco Video phones and introduced scheduling software (VQ Conference Manager) to enable staff create bookings. Family members can take the video call on most smart devices, once current version of Google Chrome is installed.
Finland	Finland is using Skype, no other systems are in use.
Slovakia	The video-visits are performed in the Skype communication program.
Sweden	Sweden is using Skype.

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".
Ireland	Cisco CP-8945
Finland	Finland is using laptop-computers as chosen devices. Computers are staff-regulated and they are specific spaces in prisons where the use of these devices is only allowed. Computers have usb-blockage, closed keyboards (locked cover on

Slovakia top) and no mouse ability.
Sweden For video-visits, there are used tablets with mobile internet (i.e. tablets are not connected to the internet network of the prison service).
Only IOS devices.

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.
Ireland Family members must be on the allowed visitors list. Family member receives a web link to join the conference. Each conference is limited to two participants. In some cases there is only one person allowed on the visit. Staff do monitor area that the calls are been made from and there is CCTV is certain locations but not all. If a caller becomes irate or aggressive the officer supervising may intervene.
Finland Some verification is done, but the possibility of missuse is always present. Connections are controlled by the staff and staff opens the line everytime, not the prisoner.
Slovakia We do not verify the owner of the Skype account/ contact.
Sweden The relative have to send the actual Skype-address.

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.
Ireland Family members must be on the allowed visitors list. Family member receives a web link to join the conference. Each conference is limited to two participants. In some cases there is only one person allowed on the visit. Staff do monitor area that the calls are been made from and there is CCTV is certain locations but not all. If a caller becomes irate or aggressive the officer supervising may intervene.
Finland WhatsApp is not in use.
Slovakia We do not verify the owner of the Skype account/ contact.
Sweden The relative have to send the actual Skype-address.

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.
Ireland No, we would have no way of knowing this. It may be obvious that the person on the prisoners existing phone panel is the person whose name will also be in the email account in a lot of the cases.
Finland Platforms that need a meeting link are not in use.
Slovakia We do not verify the owner of the Skype account/ contact.
Sweden Not in use.

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.
Ireland As per above, the persons who is being called has to be already on the prisoners phone panel which is checked when the prisoner submits his phone panel.
Finland Prisoner has to request the Skype-meeting with a formal written application, in which he/she gives the same information as within the normal visiting regulations. Such as name, address and also the purpose and grounds for the need of a Skype-meeting. Skype-meetings are optional, not a right of every prisoner. Prison staff opens the call with the information given by the prisoner in the application and confirms that the person on the other side is the correct one. This is done simply by asking, which is not the best option.
Slovakia We do not verify the owner of the Skype account/ contact.
Sweden The relative have to send the actual Skype-address. And the staff participate in the conference

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.
Ireland No unless a situation develops.
Finland The video calls are always monitored by the staff. This monitoring can be done by visual means, physical presence with sound or without, dual-monitoring, videomonitoring and even recording the meeting. If the person changes in the screen or there is someone else in the background talking or anything similar happens, the calls is immediately ended by the staff.
Slovakia An authorised prison officer determines on prescribed form (invitation to video-visit), to an inmate who requested for a video-visit with a civilian (relative, close persons), an exact date and time of the video-visit and identification of the specific Skype account of the prison, that can be contacted by the civilian in the determined time. The inmate sends the invitation to the video-visit with the marked data to this civilian by postal service. The invitation to the video-visit is also marked with the prison stamp and signature of the authorised person. The video-visit itself is initiated by a civilian (he/she contacts the Skype account of the prison) in determined time. Immediately after accepting the video-visit by the prison officer (the inmate is not touching the device), he asks the civilian to submit the invitation to the video-visit and reminds him/her or any other participating persons of the video-visit that the video-visit will be ended prematurely in case of breaking the rules,. When controlling the invitation to the video-visit, the prison officer can ask civilians for their identification by showing their IDs.
Sweden See above answer

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

Austria	Yes we do.
Ireland	Logs are kept of every video call
Finland	Every Skype-meeting application is archived after decision. Every use of Skype-meeting is registered in the central Prisoner Information system with name, date, time and was it actualized or not.
Slovakia	In the information system, we keep similar data as during a standard (physical) visit – the date and time of the video-visit and the name of the civilian who was identified by the inmate as a “user” of the Skype account.
Sweden	Yes

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

Austria	Yes it is possible
Ireland	Technically yes, but not currently. Video visits treated as an in person visit supervised by staff. Business have not yet requested such a feature.
Finland	Yes there is and it does not require a separate court order. Skype-meetings are under the same principles as normal visits to prison and in Finland they are defined and controlled by the Prison Law which gives authority and legal options.
Slovakia	In case of certain inmates (e.g. accused who are placed in pre-trial detention in order to prevent from influencing the witnesses of criminal proceedings), a police officer, prosecutor or court can condition the execution of the video-visit by their presence (i.e. they can personally monitor the course of the video-visit). Recording of the video-visits is not directly possible in the Skype program.
Sweden	Not applicable

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.
Ireland	Current system allows for calls to take place without staff or prisoners touching equipment and calls automatically terminate. Staff also have the ability to monitor the quality of the calls in real time and end the call remotely if required reducing the risk of confrontation or assaults
Finland	It is important to notice that we can as authorities only control that side of the call which is in the prison, but not the one in the civil world. This year Finland has noticed a couple of attempts to record the Skype call after the meeting is over. The present version of Skype gives the recording possibility to both sides of the call and if the call is not immediately ended after the meeting, there might be a possibility to photograph, video and record sound of staff members.

Is there a second wave in your countries as well? Are the facilities that re-opened (family visits, lawyers visits, treatment and education, production centers etc.) still on?

Netherlands	The downscaling of the C-19 measures within the Dutch custodial institutions agency is still going according to plan. No second wave of C-19 infections.
France	No second wave. Yes, we are on the third phase of reopening.
Latvia	Since 9 June 2020, the emergency situation in Latvia is cancelled, some precautionary measures in public places are still kept observed. At the moment, the second wave of COVID-19 infection may not be observed in Latvia. Short-term and long-term meetings are restarted. The implementation of interest and non-formal education programmes was started again from 10 June 2020. Also, the employees of state and local government institutions may attend prisons. Prisoners are now allowed to receive parcels and, inmates, serving their sentence in open prison, may receive guests. As from 1 August 2020, third parties will be able to attend prisons, and we shall restart the mental care and free time events with involvement of third parties.
Ireland	Ireland has not experienced a second wave of the virus yet. The Irish Prison Service is still in the planning stage for the easing of restrictions such as education and family visits, which are due to return on a reduced and screened basis on 20 July. Lawyers visiting rights have been unaffected during the pandemic.
England & Wales	At present, there has not been a ‘second-wave’ of Covid-19 in England and Wales. We are now looking to restart aspects of daily prison life, such as social and legal visits, education and employment, though we are unlikely to be able to lift restrictions across the estate in a uniform way, and so this next phase will involve a more localised approach. The National Framework for Prison Regimes and Services, which sets out the conditional roadmap for easing restrictions, is available on GOV.UK: https://www.gov.uk/government/publications/covid-19-national-framework-for-prison-regimes-and-services
Luxembourg	Currently we don’t experience a second wave in Luxembourg. Although the number of infections increased over the last week, which was mainly due to the hosting of private parties. Other than that, the Government continues with the deconfinement strategy, sensibilisation campaigns and the large-scale testing program. Members of the prison staff receive an invitation to be tested on a voluntary basis every two weeks. The state of crisis ended on the 24 th June and has been replaced by the colloquially called “Covid-law”. Within prisons we re-opened workshops, school as well as visits (with some restrictions). Detainees can currently receive visits from any person above the age of 10 (lawyers and therapists included). However, barrier gestures and other preventive measures are still being respected.
Finland	No, we don’t have second wave of coronavirus in Finland. At the moment the situation is quite good and stable. Most of the coronavirus restrictions have been lifted and there has not been setbacks.
Cyprus	We don’t have a second wave yet, and we gradually return to normality. We still maintain the alternative means of communication everyday - unlimited phone calls between 0800 - 2030 hours and video calls. The visits reopened but still are carried out with restrictions - there is a plexi glass separator, the number of visits has been reduced to two for every inmate (they used to have 10 visits in a month, before COVID period). The schools, sports, work and any other activity in prisons went back to normal. Still, preventive measures are maintained for all visitors (check for body temperature, any symptoms of fever or coughing, etc), staff, and any other person (including lawyers, other staff that work in prisons) before entrance. Furthermore the visitors that come from abroad must demonstrate a negative COVID test before entering prisons.
Slovakia	Currently, we do not face the second wave of the COVID-19. The numbers of positives cases vary but they are still on reasonable level posing no real threat right now. Yes, they are. We have lifted almost all of our previously imposed preventive measures related to COVID-19 and as the situation in Slovakia is favourable, we continue with the mitigation of restrictions.
Sweden	No, we are not experiencing a second wave of coronavirus yet. The SPPS have never stopped visits from lawyers and police, nor treatment programs, production centers or education etc. The SPPS have however stopped family visits and leaves from prison to curb the virus spreading in our facilities. We are now slowly opening up for visits and leaves again; starting with leaves from prison with accompanying staff and after summer the plan is to open up for family visits again, with various measures taken to reduce the risk of infection spreading.