

COVID-19 Update - April 13, 2020

Hi all-

Happy Monday! I hope everyone was able to have a great Easter Sunday! I have a couple updates for you and a request for help. Let's get to it.

Staff Testing for COVID-19: The Idaho State Health Lab continues to provide priority sample processing for our staff that work in our prison and CRC facilities. We are aware that several of our prison staff have gone to healthcare providers for COVID-19 testing and not had their samples sent to the Idaho State Health Lab, despite specific routing requests. This happens for two reasons: 1) the healthcare provider has an internal lab they use to process their samples, or 2) the healthcare provider has a contract with a private lab for sample processing. In both instances, it can be difficult to get the provider to send a sample to the State Health Lab, which generally results in a longer waiting period for test results. To help with this issue, we have identified a provider in the Treasure Valley that will ensure your sample is properly routed. **Emergency Responders Health Center at 9976 W. Emerald in Boise** will send your sample to the State Health Lab for priority processing, just let them know that you are an IDOC prison or CRC staff member. For an appointment call 208.229.3742. If you are unsure if you need to get a COVID-19 test, you can call 208.866.0880 for an Emergency Responder telehealth screening. For staff that are not located in the Treasure Valley, please note that most of the primary hospitals throughout the state are aware of the process for sending a sample to the State Health Lab. It is best if you call your healthcare provider in advance to see if they will properly route the sample for you before seeking a test.

Thermometers: We finally have our first no-contact thermometer! Starting on **Wednesday, April 15th at 0600**, we will begin doing a temperature check at the Point of Entry for all staff who work at SBWCC, IMSI, ISCI, and SICI. Every person who passes the POE will have their temperature checked so please add a few extra minutes to your commute if at all possible to avoid getting caught in a traffic jam. As soon as we have enough thermometers to have one at each site, we will move temp checks to the facilities instead of the POE. We're going to have to work out some kinks, but your patience and cooperation is appreciated.

Your Bright Ideas: Everyday we're adopting new ways of doing business during this crisis, and many of those changes will leave us in a better place when this is all over. Strangely, some people have dared to suggest that not ALL of the best ideas come from the central office, so we know we haven't thought of everything. If you have ideas that could help us leverage technology, rethink our processes, and help us focus on what matters most – the success of our staff and those under our jurisdiction – please be sure to share those ideas with us. We've already found that necessity is the mother of invention so let's be sure we're thinking critically about how we've always done business and how that could be improved. We'll have a special email address created, but in the meantime, email your ideas to me or Bree Derrick (bderrick@idoc.idaho.gov). We'll capture all ideas in an agency-wide list called "Bright Ideas." The list will be made available on EDOC and updated periodically so you can see what actions have been taken regarding the ideas submitted.

I find myself saying it a lot lately, but it's never been truer. . . our job isn't to be right. It's to get it right. That means we have to take this unprecedented opportunity to learn about ourselves. Nobody knows more about your job than you do, and I'll bet there are a lot of you out there with ideas to make your time more productive or your work more fulfilling. Let's hear 'em!

Thanks again for all you do! Be safe, take care of yourself, and keep looking out for each other.

Thanks-
Josh