
**JHA COVID-19 Prison
Survey Comment
Report**



Perceptions and Experiences from People inside Prison during the Pandemic

Section: Cleaning & Physical Plant

Overview

JHA's COVID-19 Prison Survey Comment Report presents information from comments shared in response to [JHA's COVID-19 survey](#), contextualized with survey data and other information. This survey was responded to by 16,351 people incarcerated in IDOC in late April and early May 2020.

This section of the report summarizes people's comments regarding cleaning and physical plant. This is one of 12 sections reflecting the comments JHA received from people in prisons; the report's Executive Summary and all other sections can be found on our website www.thejha.org.



Cleaning & Physical Plant

This report contains subsections on both cleaning and physical plant. The cleaning subsection is further broken down by sleeping area, quality and quantity of cleaning supplies, common areas, and shared/high touch items.

CLEANING

Cells do not get cleaned on a regular basis. If you would inspect the cell house you would find that the dust has built up on the walls. It has been over 2 weeks since the gallery was swept and mopped. This is causing breathing problems for some of us.

– Menard

The supervisor in this institution is not making sure their subordinates are doing their jobs as far as the inmates getting cleaning supplies, clean living areas, they only seem to care about doing too much work by pushing food carts. – Centralia

Cleanliness, as well as good hygiene, protects everyone and is one of the few proactive things people can do about the coronavirus. Concerningly, some people in IDOC commented that that regular facility cleaning practices were in place and were not enhanced for the COVID-19 response. Throughout IDOC, people reported various issues with cleaning. For example, at several facilities people expressed additional concerns about lack of cleanliness and cleaning materials being supplied in medical isolation and segregation areas, as discussed in the other parts of this report.

At some higher security facilities, some people commented that they were told they were not given chemicals because of concerns they would be thrown at staff, e.g. someone at Pontiac commented "as always 'security' always seems to override our safety;" and at Menard someone wrote about being told this reasoning by a supervisor, "That doesn't make sense at all, not giving us cleaning supplies is putting us in danger, I'm not trying to get the COVID-19, I'm A grade."

In some settings people wrote about their ongoing concerns about cleaning due to other people's unsanitary practices endangering them and lack of cleaning up after bodily waste and fluids, e.g. someone at Pontiac wrote, "*Inmates are still spitting on each other.*"

Today (4-27-20), they put a memo on the inmate info channel stating that starting on that day (4-27-2020), cleaning supplies would be offered twice a day, but unfortunately that has not happened – Lawrence

Other people commented that they only had access to cleaning supplies "on request," and some administrators confirmed that supplies should be requested. Such provision is not best practice because some people may not request items and it is in everyone's interest to promote cleanliness for safety.

Cleaning supplies for rooms should be easier available without negative reinforcement for asking for them from officers. – Danville

Lack of provision of cleaning supplies was reportedly also leading to unnecessary heightened tensions and issues at various facilities, on top of lack of cleanliness. For example, someone wrote in comments that at the minimum-security facility East Moline, people believed they were being disciplined with major disciplinary tickets for a "peaceful protest" of remaining seated in dietary and requesting to speak with a supervisor because staff would not provide cleaning supplies. JHA has not received a response to our inquiry about this incident. Another person in Illinois River reported a situation escalating and receiving a major disciplinary infraction because of his frustration after he was passed over for cleaning supplies for days. On top of segregation time, getting major disciplinary tickets may impede people's eligibility for early release or sentencing credit awards.

SLEEPING AREAS

Staff only allows us to clean our cells once per week. I understand that's the usual schedule but with this virus I would expect to clean daily if not bi-daily. – Sheridan

They only give cleaning supplies to the porters, and they try to sell you those chemicals, and the staff know this, so you can't tell anyone. – Vienna

We don't get cleaning chemicals at all! Have never received cleaning chemicals in the four years I have been here to clean my cell! – Dixon

We never get cleaning supplies to clean our cells even before COVID-19. – Big Muddy

Me and my cellie were moved from one cell to another after we came off quarantine that they said was swept and cleaned...It took me and my cellie 4 days to clean with our soap and rags, washed walls, bed and sink. It actually took them 3 wks to come around and finally had a broom to sweep our room out. No bleach, cleaner nothing! Just my soap. – Graham

Only 15.3% of [survey respondents](#) reported receiving daily cleaning chemicals for their sleeping area, 11.8% reported receiving these 2 or 3 times in the last week, 24.6% reported receiving them once in the previous week, and **48.3% reported not getting any. The facilities with the highest percentages of people who reported they did not receive cleaning supplies for**

their sleeping areas or cells in the week prior were male medium-security prison Dixon (86.3%, 785); Logan (84.1%, 838); and the male medium-security prison containing the Central Reception and Classification Center, Graham (80.9%, 718).

Only two of the smaller facilities had more than half of the respondents report getting cleaning supplies daily, male mental health treatment facility Joliet (63%, 34) and male life skills reentry center Murphysboro (53.7%, 22), and these were also the only facilities where the majority reported they had enough chemicals to thoroughly clean this area in the prior week. Nonetheless, even at Joliet, some people commented about particular cleaning concerns, which JHA passed on in facility survey feedback to administrators.

They do not allow us to clean crisis cells. Honestly, the cells are filthy. They only give out watered down disinfectant once a week, but none for crisis. – Menard

Officers came to our cell and told my cellmate [who tested positive] to pack up because he's moving to the hospital cause he has the coronavirus. Every day, for two weeks, I asked the officers to come and spray my cell with bleach because the soap water that is being passed out is not doing anything. But nothing happens! – Stateville

Some comments about lack of supplies included that people in certain statuses (such as on crisis watch or in reception cells) were, at the time surveys were completed, not receiving any supplies. Some people commented that if they were asleep or at work assignments, they would not receive cleaning supplies.

A few times a week, an officer would come into our cell with a spray bottle with either bleach or peroxide, give no more than 2-3 sprays on our fountain/stool, and then leave. We were never offered any cleaning chemicals to clean our cell. In fact, the entire time I have been here..., there has never been an offer for cleaning supplies to clean our cell. You have to buy laundry soap from commissary and use that. – Western

QUALITY AND QUANTITY OF CLEANING SUPPLIES

My concern is that here at Vienna we never get any type of chemicals to clean our cells, so we have adapted to the situation by using our laundry soap which doesn't kill anything. – Vienna

We only get 2 small bars of soap (the size of hotel soap) to wash our hands and clean the cell. We did not get anything to sanitize our cells, per week. – Big Muddy

There are no weekly rations of chemical disinfectants to clean our cells, so we have to use what we purchase on commissary, but those items are ineffective against COVID-19. – Danville

It's been almost 2 months Hill has been locked down and they have passed out cleaning chemicals 3 times a few sprays from a bottle. – Hill

The inmates donate laundry soap to the porters to clean the house. – Southwestern

We are not given actual chemicals to clean but do get our cells sprayed with bleach or simply green if you want and/or are here 1x per day. – Graham

I have to admit they passed out bleach water and because they don't observe this process the inmates steal majority of the bleach to sell and put only a quarter or under of a gallon of bleach in mop bucket with so much water that the bleach is pretty much diluted to the point of being more water than anything. Having absolutely no smell of bleach at all. Also only given one pop or water bottle 20 oz or 16.9 oz bottle of supposedly bleach water which is supposed to last you the entire week until next Sunday. – Stateville

Only 14.5% of people felt they had enough cleaning chemicals for cleaning their sleeping area. This is an area where Agency expectations for supplies should be clarified. As most people sleep in a cell with a cellmate or share sleeping space with others in a dorm, sanitation of these areas should be attended to. Several people commented that they use their detergent or dish soap (which are not appropriate disinfectants) to clean their cells. As one man at Lawrence put it, "We clean our cell at our own expense."

We are not given any cleaning supplies. The only thing done is the staff comes around and takes a spray bottle and sprays your sink with a solution they claim is bleach but is mixed to the point that there is the faintest smell of bleach in there. – Illinois River

Only time anyone might get a tiny bit of bleach, that doesn't clean a whole cell, is if we race other inmates to the desk at our officer's discretion. – Decatur

There's a memo on TV that says we are to be given cleaning supplies twice a day 7 days a week. We NEVER receive it on the 3-11 shift and only two or three times a week on the 7-3 shift. – Stateville

Many people reported that cleaning supplies were not provided initially or that supply was inconsistent. In survey responses practices seemed to vary by location and over time. For example, at Menard some people commented that although they were now getting supplies, no cleaning materials or soap were provided to them for the first month of quarantine. At the time surveys were completed about 20% of respondents reported getting no cleaning supplies in the prior week. When people did receive cleaning supplies many commented about the quality or quantity. Many people commented that the amount of cleaning product provided was too small "a shot glass" or "1 to 2 oz" and shared by cellmates or not enough to clean all surfaces in the area or only available "first come, first serve."

When asking staff for cleaning supplies, they say "should have bought soap at store/not my problem." – Lawrence

At first, they were giving us a plastic pill cup of cleaning chemicals for the first two weeks every other day to clean our living space. Now they're just spraying a rag for you. You can barely clean your sink with that. – Pinckneyville

Many people commented that when they did receive chemicals they were "watered down."

I am a porter and the disinfectant that is distributed to the porters is already watered down before we get it. The bleach was also watered down but they have stopped passing out bleach. – Shawnee

Does 25% bleach and 75% cold water get rid of COVID-19? Germs? – Pontiac

Chemicals are limited, per security... No cleaning is enforced by security. When chemicals are provided, the chemicals are weak and insufficient. – Lincoln

We recommend educating people about the recommended concentrate. The [CDC recommendation](#) for disinfecting with bleach is quite diluted: 5 tablespoons (1/3 cup) per gallon. Most people had no way of knowing what cleaning chemicals and at what concentrate they were receiving. Education and public information about type of chemicals used and effectiveness against coronavirus would be helpful.

When it comes to cleaning supplies, the chemicals are in bottles without an MSDS label or proper directions for use according to its dilution ratio. – Vandalia

It is important for staff to ensure proper strength product is supplied. Additionally, the total amount required to sanitize the surface area of a cell or personal sleeping area should be reviewed and we recommend staff demonstrate that the area can be cleaned with what is provided or modify the distribution.

We are not allowed anything to clean our cells, we have to steal bleach or bug it and we get in trouble for having it. I'm very sick with heart problems and need my cell cleaned. – Danville

We are never given cleaning supplies to clean our cells. We have to use our own laundry soap purchased from the commissary. Bleach is not given out, and we receive tickets if we are found to have it in our possession. – Dixon

Because the chemicals are scarce, some people reported that they attempt to save some to use throughout the week, but they are confiscated during shakedowns and people reported being ticketed for having them in their possession. Making chemicals more regularly and reliably available may help with such issues.

Porters are not given proper scrubbing tools, detergents to thoroughly clean the showers. Dirt/soap scum buildup is not removed. – Dixon

People also wanted increased access to cleaning tools such as mops, brooms, scrubbing sponges, toilet brushes, or trash bags, etc.; many reporting they have to use their clothing to clean. Most toileting facilities are shared within IDOC. For example, at Menard people expressed concern regarding the shared mop and bucket among 20+ cells and that when phones were “cleaned” it was with a “dirty rag.” Likewise at Pinckneyville, several people expressed concerns about the shared “bleach bucket” that people dip dirty rags into, expressing concern that the chemicals were not high enough concentrate to be sanitizing, and that this method may cause germs to be spread across the prison. Some people at Stateville commented that they had to have a container to receive the diluted cleaning fluid distributed and share it with their cellmate. At Graham a porter reported being denied in grieving the issue of not having enough clean mopheads or a way to clean them.

Toilet cleaning supplies, none whatsoever. We are expected to put our hands in the commode with a rag of ours to clean it. – Centralia

They will not give us anything to wipe the cell toilet down with. The officer might spray some weak solution if you're lucky. It is way below standards what you would do at home. – Graham

We did get a cup of bleach water last week, but some weeks we get none. It comes when the porters just happen to bring it. Only received 1 cup full, so to do a good cleaning, it is more like a one-time use. Also, no cleaning tools (mops, rags, brushes, etc.). – Menard

When we are allowed to clean our cells, usually either Saturday or Sunday, we are given a broom, dustpan, mop and bucket with the mop head that is to be used for every cell without the changing of water, which by the way if one of the prisoners do not put soap in the bucket, it will be just water in the bucket. Soap is not provided by staff to be put in mop bucket. – Illinois River

Porters also claimed that they “don’t have proper cleaning utilities (like shower brush) to clean the showers properly. And the showers only get scrubbed maybe once a week.”

COMMON AREAS

The reason why the common areas such as dayroom, bathroom, and showers don’t get cleaned thoroughly or at all is because everyone on the “service crew” is only worried about using the phone. – Southwestern

I am a shower man here at Graham and I can tell you that I don’t get proper supplies to clean showers daily. – Graham

Common area cleaning was also a frequently reported problem. While IDOC reported they expected these areas to be cleaned multiple times per shift and provided schedules, prisoners reported in practice this was not occurring at the time surveys were completed. JHA surveys asked, “Did the common areas you have access to get cleaned twice a day?” **Only 26.3% reported all common areas were cleaned two times a day**, while 36.3% reported that some but not all common areas were cleaned more than once a day. Some facility administrators responded to concerns shared from their facility’s surveys regarding cleaning practices by reiterating their expectations of cleaning schedules and practices, some of which were more specific or reportedly also now included some deep cleaning practices.

I am a porter on the dayshift. Most things don’t get cleaned because we don’t have time or enough soap or bleach to clean things with, but there is a somewhat effort to clean most things when we can. – Lawrence

Again, only at two smaller facilities did the majority of respondents answer that all areas were cleaned, Joliet (53.6%, 30) and male life skills reentry center Kewanee (71.8%, 56). The three facilities with the highest percentage of people reporting common areas were not cleaned at least twice a day were the three male maximum-security facilities, Stateville (44.9%, 244), Menard (44.3%, 437), and Pontiac (41.5%, 211). These facilities do not have dayroom areas and people are locked in cells so may not know about cleaning of areas, although some people who were celled adjacent to showers said they were not cleaned. People also commented on dirty or uncleaned galleries, bars, railings, bullpens, etc. Some commented that the main floors were

mopped but the higher levels or gallery walks were not being cleaned. People commented on built-up dust as JHA has observed on visits, particularly in vents.

Hundred coming up and down the stairs – get wiped like once every 2 weeks.
– Stateville

Although people could reply to the question about common area cleaning saying that some but not all areas were cleaned or that they were unsure, many instead asserted that the areas were not cleaned. Again, some people commented they were unsure because they were locked down.

The shower crew employed in this facility is not making its rounds since the onset of precautionary actions being implemented. – Danville

The shared shower area is cleaned once before the showering starts, but not in between shower lines of 16 at a time. – Stateville

At several facilities there were many comments about showers not being well cleaned. Many people reported concerns about mildew and mold, including speculating that this was affecting their health. We continue to recommend health and safety inspections and testing for such concerns and making results public. A few people at various facilities also shared concerns about others' bodily waste in showers. For one example, at Lawrence it was reported that people are forced to urinate in showers because some staff would not let people back in cells during dayrooms. Again, there were reports of insufficient strength and quantity of cleaning chemicals to make common areas clean, as with sleeping areas.

Porters are not supervised or trained for sanitation. – Robinson

Never been able to get cleaning supplies unless you give a porter what they want for it by getting charged X amount of dollars for the chemicals that I'm supposed to get for free. – Shawnee

Chemicals, mainly bleach is available to purchase from porters for \$1.50 per 20 oz bottle, it's very diluted. I won't buy it because I don't want to support the thieving ring. Also I can't afford it. – Graham

There were many concerns about inadequate supervision of incarcerated porters in the adequacy of cleaning and in some places with porters reportedly selling cleaning chemicals. Additionally, at some facilities porters reported not being let out of cells to clean as well as inadequate supplies, and when incarcerated workers had movement restrictions it was unclear whether staff had been assigned to take over their cleaning duties. Logan administrators responded to concerns about cleaning raised in survey responses by stating that they have doubled the amount of cleaning supplies available on each housing unit every shift daily and that people are allowed to request the supplies from housing unit staff to clean their rooms and living areas; that a cleaning schedule has been developed with instruction to provide porters with masks and gloves when cleaning common areas (showers); and all bathrooms are included in the facility-wide deep cleaning schedule.

People wanted power-washing, steam-cleaning, and other deep cleaning and sanitation. Someone commented that living units used to be power-washed a couple times a year, but he had not seen that happen in over a decade.

Stateville was nasty before COVID-19. Thank God that they were forced to pass out some supplies. – Stateville

SHARED / HIGH TOUCH ITEMS

We are not able to clean phones or kiosks between uses because cleaning products are not given to us at all. – Graham

The tabletops, telephones, and door knobs are wiped down, but nothing else – no chairs, the water fountain, etc. – Graham

Porters are supposed to clean phones and tables in between each limited dayroom but don't. – Big Muddy

The CO staff do not monitor the Porters at all. There is inadequate cleaning of phones, tables, showers, and handrails. – Danville

I have not been allowed cleaning supplies for cleaning phones. I was told by staff that only authorized porters may use cleaning supplies, and those are only given to night shift porters. – Robinson

Showers aren't getting cleaned every day, and when they do, it's only once. No one cleans the phones before or after they use them. – Shawnee

In [JHA's April 8th recommendations](#) we particularly stressed that IDOC should ensure that phones and kiosks, as well as any other shared high touch items and areas, are cleaned between use by different people. Additionally, people should have ready access to practice good hand hygiene after contact with such items. There were many concerns in survey comments about high touch surfaces such as phones and kiosks and also door and shower handles, etc. not being cleaned between use. Sometimes people reported these were cleaned just once a shift.

Many people commented about concerns of contagion spread via phones and commented that they would like the phone app to be available on tablets to reduce this risk, as further discussed in the Communications section of this report.

People also commented on medical equipment or areas not being properly wiped down and sanitized between users.

The Accu-chek [glucose monitoring] machine is not sanitized with bleach or disinfectant between use. Only 2 nurses so far have actually wiped the Accu-chek machine down with an alcohol wipe. The 2 cages where we get our insulin has not actually been cleaned since we went on this lockdown. There is dried and caked up blood on the bars and chuck hole ledge. I have repeatedly asked Sgt. ... to have the area in question cleaned with bleach, but it hasn't been done. – Pontiac

There were concerns about other carceral specific high touch items.

I do not know whether handcuffs/shackles are disinfected after each use. – Pontiac

Staff still do not walk around with a mask unless a higher authority is around. They do call passes and do not wipe off cuffs when putting them on one inmate to another. Also, do not wear any gloves when doing so. – Menard

*I wear handcuffs that are not clean in line with chain holding five inmates at a time.
– Stateville*

Nonetheless, 79.6% of [COVID-19 survey respondents](#) reported they personally followed good health practices in the last week by cleaning shared items such as phones after use. 17.4% reported they did not, and 38.7% reported others did not, perhaps due to lack of cleaning materials.

While some inmates attempt to be as vigilant as possible about keeping their environment clean, there will always be a select group of inmates who don't seem to either recognize the severity of the situation, or they just don't care. – Lincoln

Again, cleaning should be supervised, and people should be educated that it is the high touch areas (e.g. handles) that should be cleaned between use and people should be able to practice good hand hygiene after exposure.



PHYSICAL PLANT

Stuff is steady breaking and falling apart. – Vienna

*If COVID-19 hits this prison we're f***ed. We'll go on lockdown but everyone still breathes the same air. – Lawrence*

I do appreciate your concern but now it's time for action. I'm tired of SURVEYS! I've been here so long and I'm tired so tired of surveys. Nothing comes of the surveys! The plumbing is horrible! The buildings are decayed and falling in! Please don't get me started on the mold and mildew we're breathing in. ... I do understand it could be worse. But please know it could also be so much better. – Logan

JHA has long [reported](#) on and expressed concerns regarding crowded neglected physical plants within IDOC. Such conditions are also subject to constant ongoing litigation at some facilities. IDOC's facilities are not built to hold as many people as they do and double celling in small cells and crowded dorms are common. As noted in the Social Distancing section of this report, people commented about their inability to be six feet away from their cellmate or others they are housed with, or difficulty maintaining physical distance in other more cramped and crowded parts of prisons, such as dining halls, bullpens, showers, during movement, in healthcare, etc. Some people also commented on the additional difficulty of being housed and in constant forced close proximity with someone who was not clean or hygienic.

As is typical, although JHA's COVID-19 surveys did not have questions regarding physical plant, we received many concerns. In particular, we received many comments regarding plumbing, e.g. *"Pontiac facility is old and breaking apart, the plumbing don't work in cells, water leaks everywhere, bad water, ... and electrical hazards in cells from inmates tampering with electrical*

wires, cells are not civilized and it is a health hazard and dangerous to staff and inmates;" and from Pontiac MSU, "The sink water runs 24/7 and has been like that for more than 8 months. I have request to get it fixed but they always said tomorrow the tomorrow never comes." Of the 12,780 people who responded to [prior JHA surveys](#) at 21 facilities between April 2018 and May 2019, 72% of people disagreed that when something is broken it is fixed in a timely manner.

We also have only 3 working toilets, which 2 different dorms have to share, each dorm has 40 inmates on it, so 80 inmates share 3 toilets, and it is cleaned maybe once a day. – Murphysboro

The showers are never cleaned. It's a shower that 150 men share, 8 at a time, with only 3 shower heads that work. – Sheridan

Toilets have been broken for over 2 weeks, and no one came in to fix it. We had 5 toilets for 100 inmates, and now we have 4 toilets for 100 inmates. – Robinson

Only 5 out of 7 toilets work, and 3 of the 5 splash urine and feces onto the floor every time they are flushed. – Robinson

Every toilet we have leaks. It's so bad that when you sit down and flush, your clothes get wet, and the bathroom floor is always wet. You have to stand in standing water to even urinate. – Southwestern

10-person shower only 1 or 2 with adequate water pressure. – Taylorville

Five out of the nine sinks in housing unit [X] are NOT working properly, one not at all. – Taylorville

Many people wrote regarding there being inadequate functional sinks, toilets, and showers as well as standing water in their housing areas or the poor conditions including mold in these areas. For example, someone at Vienna wrote that he felt that four sinks, three toilets and two urinals for 48 men was insufficient, that the area should be cleaned more often and that the lower level bathrooms have leaks from the above bathroom, raising concerns about exposure to wastewater. The American Public Health Association's Standards for Health Services in Correctional Institutions calls for one toilet for every eight prisoners as does [Illinois law](#). Unfortunately, due to deferred maintenance issues throughout IDOC, JHA commonly raises such issues. Some of these issues have been known for years, [as at Logan](#), where there was also a power outage during the pandemic and some women wrote in COVID-19 survey comments about not having power, lights, running water or being able to flush toilets. Logan administrators responded that all physical plant issues have been reported and documented and that their maintenance department is working to mitigate the issues daily, as quickly as possible and that they had submitted a request to the Capital Development Board for back-up generators. A power outage was also reported in comments from Vienna.

We have been assured by staff that [the brown water] is safe for consumption (they say the county has been contacted and that engineers for the prison have tested it), but what I find interesting is that I've never seen staff drink it. They openly refuse to. – Robinson

People wrote about dark debris in their water at few facilities, even sending us examples of their makeshift filters (right) and wanted it to be tested at the sinks. JHA again strongly supports [outside testing and monitoring of health and safety conditions within prisons](#).



Some people in various locations wrote that some have not had hot or cold water in upwards of months, as well as issues with lack of water pressure.

Other people wrote that they wanted emergency call buttons in cells, or that where they existed, they were not functional. Others expressed concern about lack of fire sprinklers or these being non-functional. Some people wrote about being housed in cells without functional lights and not being able to get this addressed. A few people commented that they did not believe maintenance staff were onsite.

In our houses the ventilation suck in has not been cleaned in 15 years and it connects both sides of the house so if someone got sick on A-B side it will spread to other side.
– Taylorville

These air vents need to be cleaned out badly. The screen on windows need to be cleaned monthly. – Illinois River

People expressed concern about how cells, housing units and other areas were ventilated and air quality. There were also many concerns about mold and dust. Of the 12,780 people who responded to [prior JHA surveys](#) at 21 facilities between April 2018 and May 2019, 63% of people disagreed that ventilation was adequate. Air flow and ventilation is particularly important to consider for COVID-19 precaution and as more is learned about the virus and transmission, we believe IDOC and IDPH or other experts should review ventilation issues.

Instead of opening windows to get rid of stale air, they'll turn the fans on MAX all day/night. We ask them to turn them off, which they usually don't until a major or warden is "rumored" to be coming to the cellhouse. – Menard

Windows in some cells do not work, you cannot open your windows to get fresh air. The vents in the cells are full of dust and dirty where bugs come out of when their eggs hatch. – Danville

As is typical, there were also a lot of temperature concerns. Most IDOC facilities are not air conditioned and where there is air conditioning, it is often broken. Some reported windows were left open when it was very cold. Others reported being in locations where they could not open windows or being hot. People at Shawnee still reported being housed with cellmates in areas with non-functional windows despite the window repair project that was supposed to [start in 2012](#). Of the 12,780 people who responded to [prior JHA surveys](#) at 21 facilities between April 2018 and May 2019, 60% of people disagreed that temperature was comfortable.

We have to worry about the mice eating our food and getting in the bunk with us.
– Southwestern

We have a huge problem with cockroaches and mice. I have been in this unit over a year and have only seen an exterminator come and treat our cells once and I and other inmates have sent requests to wardens and ask COs to put in 'work orders' in regard to this. – Graham

We have ants and spiders in our cell, push the button for helps and nothing gets done. Ask for something for the ants and spider and they say they are going to get it but never do it. – Illinois River

Some people wrote regarding rodents and other pests.

Again, some people requested increase camera coverage and use of cameras to improve practices.

Staff also expressed concerns about the safety of physical plant issues, including the ventilation systems and ability to physically distance.



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