



Frequently Asked Questions Regarding COVID-19 Response at Trousdale Turner

CoreCivic has launched a 24-Hour COVID-19 Information Hotline for family members of incarcerated individuals at Trousdale Turner only: (615) 263-3200. The hotline will operate 24/7 and be monitored by a live operator.

1. Why did you test everyone at Trousdale Turner?

Testing was proactively conducted for everyone at Trousdale Turner in coordination with our government partner, the Tennessee Department of Correction, who also conducted testing at all state-run facilities. You can learn more about this initiative by visiting the TN Department of Correction's website: <https://www.tn.gov/correction>.

2. What kind of medical care do you provide at Trousdale Turner?

Comprehensive medical care is provided around the clock at all CoreCivic facilities. Our health services team adheres to CDC guidelines related to COVID-19. Of the positive cases at Trousdale Turner to date, only two individuals showed any symptoms. The remaining cases were all asymptomatic, meaning they had none of the symptoms associated with the virus. Asymptomatic cases are common and have been documented globally, making this virus challenging to manage worldwide.

3. Can I continue to send/receive letters and calls from my loved one?

Yes, mail is still allowed and phone calls are generally permitted. However, due to the movement of inmates to quarantine status, phone calls have been temporarily suspended until Monday, May 4, 2020. We encourage you to continue communicating with your loved one. For individuals at Trousdale Turner, send letters to:

Inmate's Last Name, First Name, TDOC #
Trousdale Turner Correctional Center
140 Macon Way
Hartsville, TN 37074

4. Has visitation at my loved one's facility been suspended?

In an effort to prevent the spread of coronavirus, many of our Government Partners have decided to halt visitations temporarily until the significant risk has passed. We have provided a list to each facility's updated visitation policy [here](#).

5. How can I stay in contact with my friend or family member if visitation is suspended?

Telephone calls will not be affected by changes in visitation policy. Review the facility visitation policy [here](#) to learn what is and is not permitted at this time.

6. Are facilities on lockdown due to coronavirus?

Trousdale Turner is currently on lockdown as we work to move inmates to quarantine status. The current plan is to release TTCC inmates for phone calls on Monday, May 4, 2020.

7. Do the individuals at CoreCivic facilities have access to hand washing supplies?

Yes. Soap, washing facilities, and other supplies are available for staff and inmates/detainees/residents to use often.

8. How is CoreCivic working to prevent the spread of COVID-19?

We are continuously educating staff and those in our care about the best prevention measures recommended by the CDC. Additionally, we have increased the disinfecting of high touch areas in our facilities and are adhering to updated visitation policies mandated by our government partners. We continue to monitor the situation and will adjust as necessary to protect the wellbeing of everyone in our care.

9. How will CoreCivic address coronavirus in a facility?

Each of our facilities has a comprehensive plan in place to address coronavirus which includes processes to: detect and track disease, collect, analyze and report data on individuals exhibiting signs of illness; and separate the sick from the well. All of our facilities are actively promoting the following recommended prevention habits: regular hand hygiene, respiratory etiquette (coughing or sneezing into a sleeve or tissue), and avoiding touching one's mouth, nose, or eyes. Our health services administrators cooperate fully with local and state health departments and our protocols mirror local, state and federal recommendations.