Volunteer Manual
We care about...

ODRC Volunteer Manual

John R. Kasich,
Governor
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Introduction

Welcome to the Ohio Department of Rehabilitation and Correction (DRC). DRC manages 28 prisons two private prisons and Adult Parole Authority (APA) regions throughout the State of Ohio. DRC has received countless awards for its excellence in programming. The foundation of this excellence has been accomplished with the support of community volunteers.

This manual has been prepared to better assist our present volunteers and all potential volunteers. We hope that this manual will provide you with useful information as you venture into the unlimited possibilities of becoming a volunteer.

Each of the 28 institutions and 6 APA regions located throughout Ohio have developed policies that are in full compliance with the goals and policies of the DRC while at the same time allowing for the unique positive culture of programming to co-exist.

DRC Mission: To reduce recidivism among those we touch and Vision: To reduce crime in Ohio are one of the primary goals, to provide beneficial programming to offenders. A significant number of offenders will return home after serving a short amount of time (less than a year) and may not have served enough time to participate in long term programming. Others will return home after serving longer sentences and completing many programs. The Department recognizes the value of prison-based programming and involvement of Volunteers. The programming that is offered not only assists in the rehabilitation of the offenders, but also provides essential links to communities. Volunteers bring unique and life changing opportunities for the incarcerated and open the door for an offender to interact with the “community”. To effectively address recidivism, it is necessary to develop strong partnerships with community providers, employers, the faith community, law enforcement and others. It is also recognized that when it comes to offenders’ reentry transition, being crime free is important, but it is not enough. It takes a network of community support from initial incarceration to release and transitioning to the community.

This initiative is called Reentry. The Reentry Initiative is a holistic and systematic approach that seeks to reduce the likelihood of additional criminal behavior. Beginning at sentencing and extending beyond release, reentry will assess, identify, and link offenders with services specific to their needs. This will be accomplished through associations with community partners, families, justice professionals and victims of crime.

Your service as a volunteer is important to DRC and to the many offenders who benefit from the programs. You can make a difference in the lives of these offenders some who someday will be released back to their communities and also those who have already returned.
As a volunteer you can become part of the process of ensuring that offenders are given the opportunity to receive quality programming and a link to positive members of society.

We invite you to join our team of valued volunteers!

DRC Volunteer Coordinator

Your role as a Volunteer

As a volunteer you must maintain professional conduct at all times. Your role should include the following:

- Maintain good communication with the Staff Volunteer Coordinator for specific duties and directions.

- Represent the community and/or your organization outside the correctional environment in a professional manner.

- Support positive rehabilitative programming for offenders.

- Provide offenders with opportunities that promote and encourage personal growth.

- Provide opportunities for successful offender re-entry and restoration to the outside community.

- Provide feedback to the Volunteer Coordinator regarding the effectiveness of the program that you are involved in. (This is done by completing a volunteer feedback form provided annually) (see attached sheet DRC form 3289).

Procedures for Becoming a Volunteer

Prospective Volunteers should not be:

- On parole, probation, post release control, transitional control, or recently released from a correctional facility within the past six (6) months.

- Less than 18 years old.

- Providing volunteer services at an institution where a family member is incarcerated. (The Warden may make an exception on a case-by-case basis for good cause in the selection or approval of volunteers).
Approval and Assignment

To ensure that volunteers assigned to professional tasks have appropriate certification, you must provide copies of all appropriate certification, licensure, or other necessary qualifications in accordance with Ohio Statutes and professional ethics.

Re-entry Mentor

To become a “Re-entry Mentor,” you must have:

- A written recommendation from the community organization, DRC supervisory staff or Volunteer Coordinator.
- The required training for a routine volunteer.
- A written recommendation by a Staff Program Facilitator and Volunteer Coordinator.

Volunteer Policy and Compliance

To become a volunteer at DRC you will be required to complete five (5) DRC policy and compliance forms for the initial approval. The initial approval consists of completing forms:

1) **Authority for Release of Information** (DRC form 1404): This is a required form that must be completed and signed. This form gives your permission for the DRC to conduct a history background check. This information collected at the institutions will be kept in a secure location by the Volunteer Coordinator.

2) **Prison Rape Elimination Act, Background Check Authorization** (DRC 1422): The form grants permission for the DRC to conduct a background check, to ensure compliance with the law and those having contact with offenders. This information collected at the institutions will be kept in a secure location by the Volunteer Coordinator.

3) **Individual Application for Volunteer Services** (DRC form 3291): This is a required form that must be completed and signed. This information contains your person information and will be kept in a secure location by the Volunteer Coordinator.

4) **Volunteer Declaration of Understanding**: This form states that you declare an understanding that anyone who attempts to violate the list of stated rules inside a correctional facility is subject to prosecution.

5) **Staff Nexus** (DRC form 1500): Staff Nexus informs us of any connections that you may have with DRC offender in the State of Ohio. The word Nexus means “connection.” You will be asked if you have any connections with offenders that are presently incarcerated in a DRC facility in Ohio or under supervision with the
APA. Connections are defined by: personal relationships, family, friends, business associates, relative, wife, and husband or past victim.

The purpose of obtaining this information is to ensure the safety and security of the institution and Adult Parole Authority Office. Once training and background checks are completed your information will be entered into the statewide computer database. This process will make you an approved volunteer in any DRC or APA Region.

If you do have a connection with an offender, it will be up to the Warden of the institution or APA Regional Administrator whether you will be able to participate in the volunteer program.

Once the forms are completed you will be scheduled for volunteer orientation. You must attend a volunteer orientation session at the institution you are volunteering at or the APA region, prior to the start of your volunteer work. The Training Officer, the Volunteer Coordinator, or designated APA personnel will conduct the orientation sessions.

Orientation takes approximately two - three (2-3) hours to complete. Training will be conducted in clusters in conjunction with Prison Ministry Fellowship at DRC facilities and each APA region.

**Responsibilities of Volunteers**

Volunteers are expected to remain professional and vigilant regarding inmates attempting to share information that could comprise the security of the inmate, facility, volunteer or third party.

For example, if an inmate shares of an altercation between him or herself and a cell mate, and does not want to share it with the Unit Staff, then you have a responsibility to inform your Volunteer Coordinator or Unit Staff of the altercation. In another example, an inmate may share that his “girl on the street is being pressed to send money to another person to help keep him safe”. Even though this comment may be shared in confidence, a Volunteer has the responsibility of bringing it to the attention of the Unit Staff.

If an offender shares issues or concerns of a personal matter (not directly related to the volunteer activity) that could evolve into a serious issues then the Volunteer should refer the offender to a member of the Unit Staff, Chaplain or APA personnel. If the problem or issue requires immediate attention, locate any staff member. Always refer the offender to a member of his Unit Team (Case Manager, Unit Manager, Correctional Counselor, etc) or Chaplain. The Unit Team is a trained to address any problems that an offender may have. In the APA Field Offices, all staff is capable and trained to address various problems an offender may have.
Volunteer Programming

The DRC takes great pride in attracting a wide range of volunteers. Our family of volunteers has helped meet the needs of many offenders.

There exists a need for responsible volunteers and there are numerous volunteer opportunities available in the prisons and APA regions. We encourage volunteers to use their time and talents in creative ways, even if they would like to do something totally unique to the institution of their choice.

Listed below are some of the programs that are available in some institutions/regions for your consideration:

Education – Tutors, Classroom Aides, Reading Room Aides for Visiting, etc.
Recovery Services – Alcohol Anonymous, Narcotics Anonymous, etc.
Recreation – Softball, Basketball, Yoga, etc.
Religious Services – Faith based programming, Bible Studies, etc
Unit Management– Social Services Programming, Victim Services, etc.

Proper Dress

When you come into a correctional site, your attire should be considered “business casual.” How you present yourself will have a direct impact on how the offenders and members of the staff respond to you.

Suggested Clothing:

Men should wear dress slacks and a shirt.

Women may wear dresses (below the knee) or dress slacks with a blouse.

Prohibited Clothing:

Shorts, short skirts, sleeveless shirts, low cut tops and revealing clothing.

1. All attire worn upon entry into the facility must be worn throughout the duration of the visit, with the exception of appropriate outerwear such as a coat and gloves.

2. Appropriate undergarments must be worn (i.e., bra, slip, and underwear).

3. No additional clothing is permitted to be carried into the facility.

4. Inappropriate attire includes, but is not limited to:

   a. See-through clothing of any kind.
b. Tops or dresses that expose the midriff or have open backs or open sides (such as any sleeveless clothing like halter tops, tube tops, cropped tops, tank tops, and muscle shirts).

c. Low-cut clothing cut in a manner that exposes the chest.

d. Any clothing that inappropriately exposes undergarments.

e. Skirts, dresses, shorts, skorts, or culottes with the hem or slit above the mid-knee.

f. Wrap-around skirts/dresses or break-away type pants.

g. Clothing with any gang related markings.

h. Clothing with obscene and/or offensive pictures, slogans, language and/or gestures.

i. Form-fitted clothing made from Spandex or Lycra or other similar knit material such as leotards, unitards, bicycle shorts, tight jeans, or tight pants.

j. Clothing with inappropriate holes/rips, including shoulder cut-outs.

5. No more than one wristwatch or pocket watch will be permitted.

6. Purses, handbags, backpacks, or similar items are not permitted.

7. All visitors are subject to clear the metal detector. The following items often prevent clearance of the metal detector:

   a. Hairpins

   b. Bras with metal underwires

   c. Certain boots and shoes

   d. Clothing with multiple zippers

Please review the departments Dress Code Policy 31-SEM-06.

**Operation's Management Concept (Institutions)**

The DRC unveiled the concept of Unit Management 20 years ago. This concept of management would provide better control and supervision of offenders by increasing the number of staff who has direct contact with offenders on a daily basis.

**Unit Managers** are responsible for the overall operation and security of the unit and the supervision of the Unit Staff.
Case Managers replaced licensed social workers. The Case Manager's responsibilities include: job assignments; parole plans, security reviews; processing visiting applications; and developing written treatment plans for each offender in their unit.

Correctional Counselors have the security rank of Sergeant. Their duties involve hearing minor rule infractions, maintaining security and sanitation.

Unit Administrative Professional assists the Unit Staff with processing and maintaining offender files.

As a team, the Unit Staff play an important role in addressing the needs of offenders. They assist with family emergencies and basic personal needs such as hygiene and clothing.

The Institutional Chaplains and Religious Volunteers

DRC has a strong history of innovation and pursuing excellence in religious programs. Religious Volunteers have a major influence in bringing hope and spiritual insight for offenders.

The Chaplain may consulate with other religious staff, the Deputy Warden or when appropriate designated APA personnel to determine how and when to utilize the services of religious volunteers.

Volunteers will be invited to assist in ongoing religious programs or to help start a new program; however, the direction as to how they will be deployed shall come from the supervising Chaplain(s) or designated APA personnel. Chaplains provide consultation to volunteers in every aspect of their ministry.

Volunteers shall be informed that, in all of their teachings, they are to appeal to the broadest possible range of persons in the faith groups; sectarian distinctive are to be avoided by appealing instead to the common, fundamental teachings of the faith; thus volunteers are not permitted to proselytize to win converts to their distinctive school of thought within their religious tradition; questions that may generate controversy should be referred to the Chaplain(s).

DRC Chaplains are in a unique position to consider all issues on a pastoral and institutional standpoint. Their supervision ensures a balanced approach. Volunteers that are approved to conduct services will be based upon those designated by the Chaplains.

In accordance with DRC Policy 71-SOC-01, Recruitment, Training, and Supervision of Volunteers, the Chaplain may screen and recommend to the Warden volunteers of proven worth to serve as "Re-entry Mentors." Those approved will have access to visit and mentor an inmate during the time of his/her incarceration, as well as upon the inmate's release from prison. They should also be listed on the inmate's Visiting List.
Summary

We extend an invitation to you to meet with our staff of professionals as you consider your role as a volunteer. Please feel free to contact the Volunteer Coordinator or APA Regional Administrator or designee for an appointment to discuss our volunteer programs. We look forward to answering your questions and welcoming you to our professional family of volunteers.

DRC Volunteer Coordinator
Appendix A

Correctional Terminology

In any culture it is important that you understand some of the terms that are used to define subjects, items or interpersonal interactions. The following chart provides you with some commonly used terms used by staff and offenders:

**Glossary of Terms and Meanings**

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<th>Term</th>
<th>Definition</th>
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<tr>
<td>State Blues</td>
<td>State issued clothing; pants, shirt, coat.</td>
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<td>Commissary</td>
<td>Any item purchased from the inmate store.</td>
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<td>Cell Block</td>
<td>Living area with two man cells; bunks/sink/toilet</td>
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<tr>
<td>Celly</td>
<td>Cellmate</td>
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<tr>
<td>Check In</td>
<td>Request for placement in protective custody</td>
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<td>CO</td>
<td>Correctional Officer</td>
</tr>
<tr>
<td>Cop</td>
<td>Officer</td>
</tr>
<tr>
<td>Dorm/Pod</td>
<td>Living area; with dayroom/restroom/bed area</td>
</tr>
<tr>
<td>Flop</td>
<td>Getting turned down at the parole board</td>
</tr>
<tr>
<td>Got Paid</td>
<td>Paroled</td>
</tr>
<tr>
<td>Grey Shirt</td>
<td>Correctional Officer</td>
</tr>
<tr>
<td>Mush fake</td>
<td>Fabricating something from existing material</td>
</tr>
<tr>
<td>Shank</td>
<td>Homemade knife</td>
</tr>
<tr>
<td>O-block/SMU/Hole/Segregation</td>
<td>Jail for offenders who do not follow the rules</td>
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<tr>
<td>Police</td>
<td>Correctional Officer(s)</td>
</tr>
<tr>
<td>R.I.B.</td>
<td>Rules Infraction Board-court for hearing tickets</td>
</tr>
<tr>
<td>Shakedown</td>
<td>Search</td>
</tr>
<tr>
<td>Six five</td>
<td>A warning that an Officer or staff is coming</td>
</tr>
<tr>
<td>Ticket</td>
<td>Disciplinary report</td>
</tr>
<tr>
<td>White Shirt</td>
<td>Ranking Correctional Supervisor</td>
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Appendix B – Standards of Conduct for Contractors, Volunteer, and Interns

Purpose

The purpose of this document is to provide guidance to contractors, volunteers and interns entering the facilities of the DRC or working with offenders under supervision. In view of the nature and purpose of the various facilities of DRC it is necessary that all persons who enter the facilities or work with offenders under supervision in the community, understand the rules and security requirements of a correctional environment. Persons entering a correctional facility or who provide services to offenders under supervision, have certain obligations under law to insure that their actions do not jeopardize the safe and secure operation of DRC.

Responsibilities

The Site Manager (APA Regional Administrative/Designee, appropriate Section Manager, or Warden) of each facility/region has the responsibility to ensure that all contractors, volunteers and interns understand the guidelines necessary for their safe entrance and operation while in a correctional setting. Staff will be assigned by the Site Manager to ensure that all such persons are properly oriented to working in a correctional environment. Contractors, volunteers and interns must realize their responsibility to follow the rules of conduct, ethics, policies, and law relating to their assignments. The Site Manager will approve entrance and training of all contractors, volunteers and interns and has the authority to terminate entrance authorization or working relationships for any such person who has demonstrated an inability to follow the approved guidelines. In addition, violations may result in termination of contracts/services and/or prosecution.

Personal Conduct

It is essential to the orderly operation of a correctional department that all persons conduct themselves in a professional manner. The following are several types of behavior that will not be tolerated within a correctional environment, including APA offices. (This is not intended to be an all-inclusive list).

1. The use, possession, conveyance, or unauthorized distribution of illegal drugs, narcotics, or controlled substances is strictly prohibited at any time. Use of alcoholic beverages or being under the influence of alcohol or drugs while on duty or conducting volunteer work is prohibited.

2. No person shall, without authorization from the Site Manager, allow themselves to show partiality toward, or become emotionally, physically, or financially involved with offenders, paroles, probationers, transitional controlees or their families, or establish a pattern of social fraternization with same.

   A. No persons shall offer, send or give to an offender, parolee, probationer, transitional controlee, or a member of his/her family, or to any person known to be associated with him/her, any article, monies, favor, or service which is not authorized in
the performance of the person’s duties and which conflicts or appears to conflict with the person’s assigned duties. Contractors/volunteers or interns shall not accept any gift, personal service, or favor from an offender, parolee, probationer, or transitional controlee, or his/her family, or person known to be associated with him/her which is not authorized in the performance of the person’s duties and which conflicts, or appears to conflict, with the person’s duties.

B. Contractors shall not visit an offender, parolee, probationer, or transitional controlee while such an individual is under the supervision of the Department unless such a visit is given prior authorization during the contract service period by the DRC Contact Person and Site Manager of the respective facility or the visit is part of the job duties.

C. Volunteers/Interns shall not visit an offender at the institution or DPCS office that they are volunteering at except as referenced by DRC policy 71-SOC-01. Volunteers must notify their staff supervisor and complete DRC form 1500, Staff Nexus, if/when they choose to visit an offender at another prison.

D. Contractors who become involved in any set of circumstances as described above, have an affirmative responsibility to notifying their contact person at the correctional institution who will be responsible for notifying the site manager.

3. No such person shall, without the express authorization of the Site Manager, show favoritism or give preferential treatment to an individual under supervision of the DRC to include, but not limited to offering, receiving, or giving of a favor or anything of value.

4. Brutality, physical violence, or intimidation of inmates, and/or their families, such persons will not be permitted, nor will force be used beyond that necessary to protect any person from physical harm.

5. The use of obscene, threatening, or abusive language by contractors/volunteers toward offenders or others will not be tolerated.

Work Schedule

Due to staffing and security concerns and the nature of services being performed by contractors, volunteers and interns, it is essential that contractors, volunteers and interns work out a mutually acceptable work schedule with their DRC Contact Person or Intern Mentor. Failure to perform services consistent with the mutually agreed upon schedule may be considered failure to fulfill the requirements of the contract, volunteer service or internship program.

Responsiveness

1. Inattentiveness to job responsibilities and procedures in a correctional environment can result in escapes, assaults, and other incidents. Therefore, contractors, volunteers and interns must remain fully alert and attentive during the time they are on state property or in a state operated office.
2. To ensure safety and security to the facility and DPCS operations, such persons must abide the instructions of their DRC Contact Person or Intern Mentor regarding safety and security related issues.

Confidentiality

1. Some contractors/volunteers may have access to official information, ranging from personal data concerning staff and inmates to information involving security. Because of the various degrees of sensitivity afforded to this information, official information may be disclosed or released only as required in the performance of any contractor's/volunteer's duties upon specific authorization from someone with the delegated authority to release official information. The Director or his designee in the Operation Support Center and the Site Managers are the only persons authorized to release official information.

2. The above shall not be construed as a reason to deny authorized persons access to official records and files. DRC has an obligation to supply official information in response to requests from organizations or individuals upon determining that such individuals are properly identified and acting in an official capacity. To ensure the proper use of official information the following rules of conduct are established:

   A. Contractors/volunteers will verify the identification and authority of individuals requesting access to information prior to giving or discussing records, personnel files, or other official information.

   B. Authorized persons will not be denied access to official information.

   C. Contractors/volunteers will not use, or release for use, official information for private purposes unless this information is available to the general public.

   D. Contractors/volunteers will not remove from files, or make copies of records or documents except in accordance with established procedures or upon proper authorization.

   E. Contractors/volunteers will not make statements or release official information that could breach the security of the institution/APA district office or unduly endanger any person.

   F. Former contractors/volunteers will be granted access only to information available to other members of the general public, and will have no greater standing than members of the public, irrespective of their past contractual relationship and/or any associations developed in the course of such relationships.
Illegal Activity

The very nature and purpose of the Department’s existence demand that it closely monitors any alleged illegal activity by its employees and non-employees. Should any contractors, volunteers or interns be arrested for, charged with or convicted of any felony or degree misdemeanor (except for a minor misdemeanor), or is required to be a plaintiff in any court in a criminal matter, that person shall immediately inform his/her DRC Contact Person or Intern Mentor. Such information shall be evaluated and may be reason to terminate the contract/service/internship immediately.

Conveying or Trafficking in Contraband

The introduction of contraband into or upon the grounds of any state property, or taking or attempting to take contraband there from, or otherwise trafficking in contraband without the knowledge and consent of the Site Manager of such institution/regional office is prohibited. Contraband is defined as “any” article which is intended for the unauthorized use or possession of any inmate or which is prohibited by law or Department Policy from being carried onto the grounds of an institution, detention facility or APA Office. Examples of contraband, which could be intended for an inmate’s/offender’s unauthorized possession or use, include letters, stamps, tools, paper, food, messages, and money. Examples of contraband, which are prohibited by law (ORC Section 2921.36), include firearms, knives, explosives, ammunition, drugs, and alcoholic beverages.

Investigations

Every contractor/volunteer/intern is required to immediately report to the Site Manager, or designee, any violation or attempted violation of any law or regulation, and any act or omission by any person who has resulted in a breach of institution security or jeopardizes the safety of others. Allegations of misconduct will be investigated by the Appointing Authority or his designee (could be immediate supervisor or anyone else in the chain of command). Where appropriate, investigations will be coordinated and conducted by the Department Chief Inspector and/or other appropriate agency. The Ohio State Highway Patrol is responsible for investigating violations of Ohio laws occurring on state property.

During the course of an official investigation, contractors, volunteers and interns are to cooperate fully by providing all pertinent information that they may have. Failure to answer any inquiry fully and to the best of his/her knowledge may be grounds to terminate the contract or internship.

Government Property

1. All government property, including automobiles, identification badges, supplies, equipment, telephones, and facilities are to be used for official purposes only. Loss, misplacement, theft, damage, or destruction of government property issued to and used by contractors, volunteers and interns must be reported to his/her DRC Contact Person or Intern Mentor immediately.
2. DRC credentials, identification cards, or badges shall not be used to coerce, intimidate, or deceive others or to obtain any privilege or article not otherwise authorized in the performance of official duties.

Chain of Command

Every contractor/volunteer will be assigned a DRC Contact Person, or Intern Mentor who will be responsible for informing each person of the rules, policies, and regulations relevant to their work at the institution. In their absence, the contact person shall be the Shift Supervisor, generally known as the Shift Captain or Acting Shift Captain or the previously designated APA staff. In cases of emergency, this person will always be available to respond to questions or needs.

Violation of Standards of Conduct

Violation of the Standards of Conduct may result in termination of authorization to enter the grounds of the facility or APA Office Site, referral to the Ohio State Highway Patrol for criminal investigation, referral to the Appointing Authority for investigation, and/or termination of an existing contract with the institution or APA. The following acts are prohibited and considered violations of appropriate conduct:

1. Visiting an offender unless the person is a verified immediate family member and have been approved by the Warden of the institution per DRC Policy 71-SOC-01 and DRC Policy 76-VIS-01.

2. Deliberate destruction, damage, and/or theft of state property, offender property, property of visitors, or property of an employee, including state vehicles.

3. Failure to carry out directions provided by the DRC Contact Person.

4. Commission of a felony or misdemeanor.

5. Interfering with the orderly operation of the institution.

6. Willfully making false, abusive, or obscene statements towards employees, inmates/offenders, or the general public is prohibited.

7. Any acts of discrimination or harassment on the basis of sex, race, color, age, religion, national origin, disability or sexual orientation.

8. Theft.

9. Misusing official position for personal gain, including soliciting bribes, in the course of carrying out assigned duties at the institution, APA District Office or Operation Support Center.
10. Failure to report accidents or unsafe work conditions.

11. Threatening, intimidating, or coercing another for personal gain or satisfaction.

12. Fighting with a fellow worker, employee, visitor, or inmate/offender.

13. Interfering or failing to permit an official search, including searches of your person and of your personal property, or failing to cooperate with any official inquiry or investigation.

14. Distribution, possession, misuse, conveyance, or display of weapons, explosives, money, or other contraband.

15. Loss of control of any instrument that could result in a breach of security and/or jeopardize the safety of others, e.g., to include but not limited to, Class A tools, keys, communication devices, identification badges, etc.

16. Possession or consumption of alcoholic beverages or illegal drugs while on state property.

17. Reporting to the institution, APA office or place where, as the contractor, volunteer, or intern, you are performing official duties, under the influence of intoxicants, alcohol, or illegal drugs.

18. The posting or removal of any matter on a bulletin board without permission.

19. Other actions that could harm or potentially harm others.

20. Use of excessive force or physical abuse towards an inmate/offender.

21. Threatening or intimidating an inmate/offender.

22. Giving preferential treatment to an inmate/offender, the offering, receiving, or giving of a favor or anything of value to an offender without authorization from DRC.

23. Engaging in unauthorized personal relationships with inmates or their families, including correspondence or phone communications with inmates and their families.

Entry Procedures

Institution Entry

The DRC Contact Person or Intern Mentor will coordinate the initial on-site visit. It is the responsibility of this person to ensure that contractors, volunteers and interns are aware
of the rules and regulations governing activities in the institution. A designated administrative staff member must authorize entrance into the facility. Any person entering a correctional environment is subject to search at any time. This search may include a metal detector search, a frisk search, or a strip search. Failure to comply with any authorized search will result in removal from the institution and possible denial of future entry.

All contractors, volunteers and interns must show identification to enter. Generally, a driver’s license or state picture identification is appropriate for this identification process. Contractors, volunteers and interns will be issued either a temporary badge or a temporary picture identification badge, which must be turned in at the conclusion of services each day. Such identifications are government property and may only be used at the institution/APA District Office/Central Office for identification purposes. They must be worn at all times and must not be left unattended.

Contractors, volunteers and interns must sign in and out upon entry and exiting state property. Appropriate attire for men includes a shirt and slacks. Women may wear a dress or pants, and a blouse or sweater. Shoes are required. Shorts, short skirts, see-through blouses, men’s sleeveless shirts, and clothing with vulgar symbols or statements are examples of items of clothing are not permitted.

It is recommended that only items necessary for the volunteer/contracted service or internship be brought into the correctional environment. Large sums of money, pocket knives, cell phones, etc., are not permitted. The contractor/volunteer will be asked to store the items either in their car or available lockers in the entrance area. If a contractor/volunteer requires medication they should take only that amount that is necessary for the day. All persons must sign the medication log if they require a dosage during their stay. This log will identify the type of medication and the amount. The institution cannot be responsible for loss of property. If a tradesman requires tools to perform their contracted service, all tools must be inventoried and a copy supplied to the Major. The Major may wish to review institution tool control policy and discuss security of equipment. A written authorization for all tools from the Deputy Warden of Operations or Major will be required before they are authorized to enter the institution.

The contractor/volunteer service or internship may or may not require contact with inmates/offenders. Contractors, volunteers and interns are prohibited from developing any relationship with inmates outside of contractor, volunteer or internship activity. They cannot mail letters or make telephone calls to the inmate/offender for them. If a contractor/volunteer/intern receives mail or telephone calls from inmates or their families, they must report this to their DRC Contact Person or the Deputy Warden, or APA Administrative Assistant. A contractor/volunteer/intern should never disclose personal information such as their address, telephone number, or any personal information about their family or friends. There is no instance where sharing such information will serve a useful purpose.

DPCS Office Entry
Entrance procedures will be explained during the orientation process to each DPCS Volunteer or Contractor that must report to a regional office. If at any time a contractor/volunteer has a question, they should contact their DRC Contact Person, Intern Mentor, DPCS Administrative Assistant, the Shift Captain, or the Deputy Warden of Operations. I have read and understand the Standards of Conduct. Contractors/Volunteers/Interns, including the rules and guidelines listed above, understand that entering a correctional institution, APA Office, or the Operation Support Center carries responsibilities necessary to ensure safety and security to the facility and will abide by all rules and guidelines contained herein.

**Inappropriate Relationships**

It is important to always remember to conduct yourself in a professional manner. As a volunteer you have a professional responsibility to conduct yourself in accordance with the standard of conduct.

Never allow emotions to over shadow conduct that may lead to stepping beyond the "professional boundary." The effects of stepping over the line of "professional boundaries" could have disastrous effects to your personal life.

Our goal is to assist offenders by preparing them for re-entry into society. The following may be considered signs that the line of "professional boundaries" may have been breached:

**Warning Signs**

- Do you look forward to seeing a particular offender for other than professional reasons?
- Have you done something with or for an offender that you would not want your family or friends to know about?
- Do you talk about personal matters or seek advice from an offender?
- Do you have thoughts or fantasies about touching an offender?
- Do you think it is right to touch an offender whenever and wherever you want?
- Do you ever have a feeling or emotion of not being able to see an offender?
- Do you find yourself sharing good or bad news with a particular offender?
- Have you ever allowed an offender to talk about sexual experiences, share sexual fantasies or tell sexually explicit jokes in your presence?

**Interaction with the Correctional Staff**
The correctional staff is always available to assist you. Our first concern is for your safety. When you arrive as a guest our staffs of professionals take great pride in showcasing the institution or Regional Office. We want your visit to be as enjoyable as possible. Always follow the instructions of the staff members and stay in the area that you are assigned to.

**Manipulation**

When volunteering with offenders, it is imperative that you are always on guard when it comes to offender manipulation. Offenders are totally dependent on the Correctional Staff for most of their basic needs. To get around this dependence, offenders seek out ways of getting what they want by other means.

If an offender asks you to do something that is inappropriate or something that just does not feel right, do not allow yourself to be pulled into a discussion with him. Never fall for "I swear, I will never tell anyone!"

When it comes to being a volunteer, there should never be secrets between you and an offender. Do not allow yourself to be put in a compromising position.

If an offender asks you to do something that is a violation of policy & procedures, use the following guidelines:

- Tell the offender "NO."
- Report the incident immediately to a staff member: express your concerns.
- If requested, give a written report (DRC Incident Report, Form 1000)

Offenders seek out instant gratification. They are not looking out for your best interest. Once an institutional offender has been reported, he/she most likely will be placed in segregation for discipline. An offender under supervision in the community may receive parole sanctions for such behavior.

Why is it important to report manipulation and have the offender placed in segregation for his behavior?

There are four (4) primary reasons:

1. You send a clear message to the offender that his behavior will not be tolerated.

2. You send a clear message to his peers that you will not tolerate any type of improper behavior.

3. It is important that you maintain a professional image.

4. For the safety and security of the institution or the Regional Office.

If you become aware of any person (staff or volunteer) involved in any set of circumstances as described above, it is your responsibility and an affirmative duty to
report it immediately. This is a correctional environment. The number one responsibility is to provide a safe and secure environment for everyone.

Hostage Situation

During this block of training we will discuss briefly an overview for Hostage Situations. History has shown hostage situations are a harsh reality of correctional institutions. Fortunately statistics show that the majority of hostage situations end with a safe release of the hostage. Over the years corrections officials have learned from these situations. Through this learning DRC has developed and set up teams to deal with hostage situations should they arise. Remember the list of do’s and don’ts if you are ever in a hostage situation. Also note that if ever in a hostage situation any person held hostage is without rank or authority. If you have any questions regarding this block of training please direct them to the attention to staff and or Volunteer Coordinator.

What To Do If Taken Hostage

- It is best not to continue to resist once taken hostage.

- Remain Calm.

- Be prepared for a long wait.

- Be cooperative and obey the hostage takers commands without appearing hostile.

- Don’t speak unless spoken to.

- Attempt to humanize yourself.
  **Note:** Try not to let them cover your head or your eyes. It is easier to harm an object than it is to harm a person.

- Maintain eye contact but do not stare. Captors are less likely to harm someone they are looking at.
  **Note:** Also a part of humanizing yourself.

- Be friendly to your captors but not phony.

- Try to rest whenever possible if the situation continues for a long period of time.

- Do not make suggestions to your captors. They may blame you for a negative response.

- Inform your captors if anyone needs medical attention.

- Be observant yet avoid appearing to observe a crime in progress.
- Avoid interfering in captors discussions/activities.

- Keep a low profile while maintaining:
  - Physical descriptions/offenders.
  - Types of weapons.
  - Location of hostages.
  - Any other pertinent information.

  **Note:** If you talk to a hostage negotiator on the phone, you will be asked yes or no questions based on some of this information.

- If they are attempting to conceal their identity, make no indication of recognition.

- Do not attempt to escape unless you are absolutely sure you can succeed, if you are the only hostage.

**Codes and Signals**

DRC institutions maintain a set of codes and signals that assist the staff in responding to different types of emergencies throughout the institution. As a volunteer you should be aware of these codes and signals.

When you hear one of the announced signals over the Public Address System (PA) that are directed to the staff you should respond in the proper manner:

**Signal 3**  **Emergency:** This signal notifies all available staff to respond to an emergency. Staff, contractors and some volunteers are issued "man down alarms" that when "set off" let responding staff know where their location is and that someone is in trouble whether it is an offender or staff member.

**Signal 21**  **Count:** An inmate count is conducted.

**Signal 22**  **Count Clear:** Once this has been achieved an announcement is made over the PA that "Count is Clear." Once this announcement is made you may continue with your movement.

**Signal 23**  **Staff Accountability**: Staff Accountability, cleared.

**Signal 24**  **Staff Accountability:** If at any time a staff member or volunteer is unable to be accounted for, an emergency plan is activated. When a Signal 24 is announced over the PA, it will always be preceded by an announcement for all inmates to return to their living area. After all inmates have returned, a complete count of all residents will take place.
It is important to note that whenever a Signal 24 is announced, the Institution is locked down. This means that all the outside gates are locked and no movement of anyone is permitted inside the institution.

In case of an emergency, it is important that you follow the instructions of the correctional employees.

**Inmate Count**

DRC is required to conduct inmate counts at specific times of the day. All offenders will return to their living areas during these scheduled counts. Counts are generally conducted at the following times that you may be volunteering:

| 5:00 am | 11:00 am | 4:00 pm | 9:00 pm |

At 4:00 pm it is considered a standing count (all inmates must stand at their living area) until after the lock officer completes the count. DRC policy mandates that all inmates be accounted for through visual count to ensure that no offender has a medical condition that requires immediate attention.
Appendix C - References

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