



Division of Development:
Improvement and Readiness

Volunteer Training Manual

"Inspiring success by transforming one life at a time."

Florida Department of Corrections
Division of Development: Improvement and Readiness
Bureau of Programs

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FOR DEPARTMENT EMPLOYEES ONLY: There is a corresponding PowerPoint Presentation titled, "Investing in the Incarcerated – General UPDATED" located in the [Training Folder on the ServerCommon link](#).

Introduction to Volunteer Services

Volunteer Services is part of the Bureau of Programs that establishes the administrative policies and procedures that facilities use to train Volunteers from many fields and backgrounds. Volunteers offer numerous levels of experience and give those in custody of the Florida Department of Corrections (FDC) the ability to have an all-inclusive environment. These humanitarians help the Department meet the educational, socio-economic, and religious traditions and backgrounds of inmates, offenders, and staff, as well as many other societal conforming and principled ways to help improve their lives. Volunteer involvement provides additional resources, and enhances inmate/offender programs and services. It plays an important role in community transition and continuum efforts, creating opportunities for a greater public understanding of the challenges of Florida Department of Corrections (FDC).

Volunteer administration staff includes the Chaplaincy Administrator who serves as the Volunteer Administrator. There is also a Volunteer Specialist in the Central Office that serves under the supervision of the Chaplaincy Administrator. Four Regional Library/Volunteer Coordinators help address volunteer needs across the state. The structure of the FDC Volunteer Services provides programs and tools for those in FDC custody

Additionally, Volunteer Services seeks volunteers from diverse backgrounds for a large selection of programs, dealing with such topics as reading comprehension, personal responsibility, financial accountability, parenting skills, primary worship opportunities, religious education, and a host of self-betterment classes.

Why Does the FDC Need Volunteers?

Volunteers play a significant role in the criminal justice setting and the transformative rehabilitation of inmates and offenders. Because of a volunteer's first-hand experience and devoted interest in specific fields, volunteers have the ability to gain the attention and respect of those they teach in the corrections system.

Volunteers are key players in a system designed for the development, improvement and readiness of inmates and offenders, to ensure they have a smooth transition back into the community. Participation in this type of process helps produce inmates and offenders who tend to be better aligned to strengths and skills to successfully manage the problems they face as they reintegrate back into the community. FDC's goal is to assist them to become law-abiding citizens in their communities. Volunteers are the role models for the journey and provide much needed support to FDC staff and facilities who have limited resources.

Volunteer Opportunities

There are numerous programs available for inmates/offenders where Volunteers are needed along with the skills they are able to contribute. Some examples of those areas include:

- Academic Education – Teaching GED and TABE classes to inmates who are preparing themselves for successful readiness to re-enter society.
- Alcoholics Anonymous/Narcotics Anonymous – Volunteer facilitators assist these groups in telling their stories and sharing accountability to change.
- Chaplaincy – Volunteers are important to help the chaplain diversify with all the different religions and denominations that are represented within the inmate population. Chaplains have a responsibility to provide a primary worship opportunity as well as a religious study for as many inmates as is possible on a weekly basis.
- Faith & Character Based Programs – These programs seek to unite Corrections and the Faith Community to effect an inner transformation of inmates. They last between 18 to 36 months and are open to inmates from any or no faith affiliations. Mandatory classes are faith neutral, and faith classes are all voluntary. There are presently 34 Faith and Character Programs in FDC facilities.
- Library Services – Helping inmates/offenders use the library system, filing books and keeping resource materials in order.
- Mentors- Mentors are used in faith and character programs as well as in chapel programs. A mentor is a regular service volunteer who is matched with one inmate of the same gender as the volunteer. The mentor will provide a positive role model for the inmate(s) and may continue to work with the offender after release into the community. An occasional service volunteer may serve temporarily as a mentor, but must become a regular service volunteer after five (5) visits.
- Office Helpers – These Volunteers help in an institution or Community Corrections office and assist with answering the phone, showing visitors to their room or venue, making copies, filing general paperwork, completing data entry (non-inmate/offender related) and performing other simple administrative duties.
- Self-Betterment and Wellness Programs – These programs address the various subjects from personal development to community transition, and can vary at each facility. Additionally, wellness programs, addressing topics on physical health, may also be available. These programs are designed to afford participants the opportunity to engage in activities while incarcerated and promote a healthy lifestyle and help spend free time in a positive manner. Available programs vary by facility. Ask your AWP for more information.
- Special Education – Assisting inmates under the age of 21 who have been identified as having special education needs and/or who may have been enrolled in a public school special education program.

- Thinking for a Change (T4C) – Helping the Department place one instructor at each institution and Community Corrections Circuit Office to teach T4C classes which is mandatory for each inmate/offender served. This involves a commitment to training to deliver this program.
- Transition Skills – Helping inmates who are close to their release date gather the information they need about community resources as well as employment opportunities and employability skills.
- Tutor – The Volunteer can check homework, assist with test preparation, make suggestions about research, check the inmate/offender’s assignment list regularly, and tutor them, if materials are provided by the teacher or staff person at the facility.
- Veterans – Assist and work with Veterans to help them in a variety of ways – seek and apply for benefits, utilize programs available to them at the facility, mentor them, etc.
- Vocational Training - Provide inmates an opportunity to acquire vocational skills in order to obtain a job after release. If you are interested in teaching or participating in a vocational program, speak the AWP or Deputy Circuit Administrator at your volunteer facility about your desire to work in this area.
- Youthful Offenders (YO) - Inmates meeting certain criteria may be considered youthful offenders if sentenced under the Youthful Offender Act or if such classification is determined appropriate. These inmates are housed in designated facilities as appropriate and in accordance with Florida Statute. Those facilities housing youthful offenders implement programming aimed at reducing inmate idleness and increasing young inmates’ chances of becoming law-abiding citizens upon reintegration into the community. These YO’s need mentors and Volunteers who will nurture them in a much different way than the adult inmates/offenders do. If you are up for the challenge, this is a great opportunity to use your life skills.

Volunteer Eligibility and Approval

Volunteer Eligibility

The Florida Department of Corrections has two types of volunteers, Occasional and Regular, and each one has different training requirements. Here are the definitions:

- Occasional Service Volunteer refers to the individual performing voluntary service who has not entered a Department facility for this purpose more than five (5) times cumulatively in a one-year period. Occasional volunteers must complete volunteer orientation prior to or on their first visit.
- Regular Service Volunteer refers to any person engaged in specific voluntary service activities in any Department facility or facilities on an ongoing or continuous basis, more than five (5) times annually and has completed the Departments' standardized volunteer orientation and training program prior to being granted permission to enter a facility or office.
- Volunteer Orientation is an introduction to fundamental rules and regulations of the Department, to include HIPAA and Prison Rape Elimination Act (PREA), as well as facility-specific information to ensure a volunteer's basic awareness of expectations and issues affecting their service.
- Volunteer Training Program is the required training that is necessary prior to becoming a regular volunteer.

To become a FDC Volunteer, each applicant must meet the following eligibility criteria according to Department Policy 503.004:

1. A volunteer must be at least eighteen (18) years of age. Underage exceptions will be considered on a case-by-case basis with approval by the Warden.
2. An employee of the Department will only be allowed to serve as a volunteer in the following situations: The volunteer service does not conflict with the requirements of fair labor standards laws or place the volunteer in a professional role that conflicts with the Florida Administrative Code or Department procedures and the volunteer service is not at the employee's work location.
3. Any applicant with a previous criminal history must meet the following:
 - i. A Volunteer applicant who was previously in prison is not eligible to serve as a Volunteer until a minimum of one year has passed since their release from a FDC facility or any other county, state, or federal correctional agency.
 - ii. Each inmate/offender will be reviewed on an individual basis and will be approved or disapproved by the approving authority the Regional Director or his/her designee, .
 - iii. An individual who has received an unconditional pardon or clemency with no community supervision will not be considered an ex-inmate or ex-offender for approval as a Volunteer.

Volunteer Approval

To be approved for Volunteer status, an applicant must complete the following steps and meet the following criteria:

1. Complete an FDC Volunteer Application which is located on the Department's volunteer [website](#) and follow the application process below.
 - a. Volunteer applications are to be submitted online to the Facility where you want to volunteer. The facility e-mail addresses are available on the Department's [main website](#). The application must be completed in its entirety to be submitted, and all sections must be filled in to be a complete application. The application will be reviewed by the Assistant Warden or Circuit Administrator at the designated facility.
 - b. The AWP/CA will complete the background check and processes the application. The applicant will be notified of approval/denial.
 - c. The applicant will be scheduled for Volunteer Training by the AWP/CA or their designee.
2. Pass an NCIC/FCIC background clearance or be approved by the proper approving authority as laid out in FDC Policy 503.004, Volunteering. This clearance will be run annually.
3. Complete Volunteer Training or Volunteer Orientation depending on volunteer status.

Training will be scheduled by the Assistant Warden of Programs at the institution level, or the Deputy Assistant Director in the Community Corrections Office (or their designee), where the volunteer will assist. At the completion of Volunteer Training, the volunteer will be contacted by the AWP/CA and given next steps and instructions on when to report.

Upon completion of training, the volunteer will understand the following:

- a. The basic organizational structure of the facility or office;
 - b. The quality and frequency of volunteer participation that is expected based on area of expertise and availability;
 - c. The volunteer's work areas of responsibility and authority;
 - d. Who to contact for information, direction, or advisement;
 - e. Who to contact to communicate ideas and/or dissatisfactions;
 - f. Who the volunteer is to contact to report any rule infraction or unusual incident;
 - g. The volunteer's expected conduct in the event of an emergency;
 - h. Confidentiality requirement(s) for certain records and documents; and
 - i. That the volunteers are subject to random drug testing and searches of person and property.
4. Volunteers may not be on the visiting list of an inmate who is housed or supervised where the volunteer is assigned;

5. Volunteers may not volunteer at a facility that houses an inmate who is related to them. It is the applicant's responsibility to report this information to his/or her supervisor immediately if this is the case;
6. Volunteers providing professional services will require additional screening and approval by the approving authority to ensure the Volunteer is:
 - a. Certified;
 - b. Licensed; and/or
 - c. Is otherwise qualified to provide such services.

Strict security policies may cause some applicants to be denied. Some of the reasons are covered above. Applicants who are denied may yet submit an appeal to the Central Office Review Panel. This body considers the appeals of volunteer applicants who are denied and volunteers who are suspended or terminated.

A volunteer who is authorized for extended responsibilities may be required to attend more training depending on the duties assigned to her/him. Extended responsibilities may include:

1. Visitation to assigned areas of the compound including:
 - a. inmate housing areas (not available at all facilities);
 - b. confinement;
 - c. visitation park;
 - d. work areas;
 - e. infirmary, and
 - f. other areas as needed.
2. Checking out keys to Volunteer locations
3. Supervising Volunteer activities, and/or
4. Serving as a volunteer chaplain.

Once a volunteer has completed a Volunteer Application, been approved and trained, you will be asked to sign a Volunteer Agreement* - then you will be ready to volunteer!

FOR DEPARTMENT EMPLOYEES ONLY: Each volunteer's information should be entered into the FAST system when approved, trained, or otherwise status changed. Further detail on how to enter volunteer information on FAST may be found on the FDC network at this link in a file titled ["Instructions for Volunteer Entries in the FAST System."](#)

*See Appendix One

General Volunteer “Job” Duties and Descriptions

Every individual has a specific talent and skill which can be utilized to enhance the individuals they work with, and there are many volunteer “job” opportunities throughout the FDC.

General Volunteer Job Description

Primary Purpose: To reduce the potential of an inmate/offender returning to the criminal justice system.

Commitment for Volunteers: The Volunteer will be matched to a program and/or initiative based on the need(s) of the facility and the volunteer’s own expertise.

Volunteer Supervisor: Designated staff member over the area in which the volunteer is assigned.

Responsibilities of all Volunteers:

- Meet the Needs of the Facility – Volunteers are asked to evaluate their talents to see where they fit the needs of the facility. This means volunteers will need to use the skills and talents in the programs and initiatives currently being performed within the Department. All of this falls into the Department’s commitment to provide religious and scientific, evidence-based programs to those served so they have maximum opportunity for growth.
- Set Goals – The Volunteer will work with the inmate/offender to set goals for their development. The success of this relationship will depend on the Volunteer helping the inmate/offender make progress toward their goals.
- Be a Role Model – The Volunteer will be a role model for the inmate, demonstrating values of punctuality, dependability, and reliability.
- Encourage the Inmate/Offender Stay Out of Trouble – The Volunteer will help the inmate/offender appreciate the importance of education, both personally and professionally. Helping the inmate create a tangible reason for staying out of trouble and out of prison.
- Be a Listener – The Volunteer will listen to the inmate/offender; understand the obstacles their situation presents and, help him/her find solutions. He/she will work with the inmate/offender to use existing services in the facility or FDC system. The Volunteer can help with spiritual guidance, being a sounding board for personal/family issues, questions about community resources, or other issues the inmate/offender may be facing.
- Accept the Inmate/Offender – the inmate population is very diverse and the inmate/offender may be of a different race, religion, culture or economic circumstance than the Volunteer. A Volunteer is expected to respect the inmate/offender for who they are as individuals.

- Be Positive and Praise! – Help inmates/offenders to understand they have the ability to achieve and succeed in life if they work and apply themselves. Actions rewarded are actions repeated; never forget to praise an inmate for a job well done.

Volunteers and Security

Most rules, regulations, directives, and policy statements governing the conduct of the Department of Corrections employees apply to Volunteers and Non-Department employees such as contractors.

Serious violation of rules may result in immediate removal from the institution and future denial of access by the Warden or his/her designee.

1. Security is the number one priority at the institutions. Volunteers must respect an officer's authority. No Volunteer shall be insubordinate, neglectful, or unwilling to follow lawful orders given by an officer of the FDC. All orders given to volunteers are for their benefit and safety; especially during Staff Accountability Drills. Following these orders when given is crucial to the safety of all.
2. No Volunteer shall solicit, trade, barter, or accept a gift or any compensation from an inmate, an inmate's family, or anyone under the supervision of the Department. Volunteers shall not give any gift to an inmate, the inmate's family, or anyone under the supervision of the Department. Do not bring anything in, or take anything out of the facility without getting prior approval from your supervisor, making the proper arrangements, and obtaining a memo signed by your supervisor and the supervisor above them. Do NOT give any inmate cash, coins, or stamps. Do NOT place money on an inmate's account – whether through the Inmate Trust Fund, J-Pay, or any other inmate account. Being in possession of something whether a pharmaceutical, projector, computer, or other object without permission may be considered possession of contraband. Always err on the side of caution, have a signed memo.
3. Each Volunteer shall make a full, written report to the Secretary, Warden, Regional Director, Circuit Administrator, or Officer-in-Charge, within three calendar days of any criminal charge filed against him/her or any arrest for any violations of any law or ordinance except minor traffic violations for which the fine or bond forfeiture is \$200.00 or less.
4. Volunteers will not distribute literature to inmates/offenders without prior approval by the Volunteer Supervisor. Approval of literature and other material will be determined by:
 - a. appropriateness;
 - b. space availability; and
 - c. offender possession rules per "Admissible Reading Material for Institutions," Procedure 501.401.
5. Volunteers shall not reveal confidential information found in any Department of Corrections records to unauthorized persons. All Health Insurance Portability & Accountability Act of 1996 (HIPAA) rules must be followed. The following three reasons are exceptions to the confidence rule and must be reported to a supervisor:
 - I. An inmate says they will hurt themselves;
 - II. An inmate says they will hurt someone else; and
 - III. The security of the institution is threatened (a planned escape, riot, etc.)
6. The Department extends the opportunity to participate in religious activities and programs to all inmates/offenders, subject to individual facility restrictions. The FDC does not discriminate against

anyone due to his/her religious beliefs, and makes sure all inmates and offenders have the same program opportunities and inclusive environments and surroundings.

7. An employee, contracted personnel, or Volunteer will not discredit or disparage the religious beliefs of any inmate or compel an inmate to make a change of religious faith/affiliation

Contraband

All corrections facilities struggle daily with the discovery and elimination of contraband.

The control of contraband is one of the more important areas of institutional security. As a very broad definition, contraband can be defined as anything in the possession of a person that is contrary to the rules and regulations of the institution. The punishment for contraband is severe and ranges from being banned permanently from any/all Florida correctional facilities, to the filing of formal charges, and arrest with possible jail or prison time.

Contraband doesn't always have to be an item that is totally prohibited by the facility, such as knives or cell phones. It can also be something that may not seem inherently dangerous, such as a hollowed-out book or candy, but is still forbidden by policy.

Contraband enters the institution in a number of different ways.

- Brought in by offenders who are not searched or poorly searched.
- Brought in by visitors who come for visitation.
- Sent in through the mail.
- Dropped off by accomplices to an agreed spot within or outside the facility.
- Manufactured by the offender.
- Brought in by a volunteer or correctional staff.
- Volunteers or staff members who consider bringing contraband into the facility have been manipulated by an inmate or multiple inmates. If you ever feel compelled by an inmate to bring something inside (or to take something outside) of the institution, please notify your supervisor, the warden or a chaplain immediately. There is no shame in reaching out for help prior to making what could be, the biggest mistake of your life.

Do not question the facility's decision to restrict any items. Do not question the categorization of anything you may not consider contraband.

Do not bring anything into or remove anything from the facility that has not been authorized by the facility administrator or designee.

Although you may think an item is completely safe, it may be formed into tool of power by an inmate. Something you may view as being harmless can be detrimental to FDC staff, other Volunteers and visitors, or inmates.

Safety, Emergency, and Security Information

Safety Information

Blood and Body Fluid Precautions

Because of the potential hazard of contracting Hepatitis C and or the Human Immunodeficiency Virus (HIV) that are transmitted by blood or other body fluids, you are asked to please refrain from assisting in any situation which may lead to contact with blood and/or body fluids. Any spilled blood or bodily fluid is treated as contaminated in Department facilities. Please notify staff in the case of an emergency.

Chemical Hazard Communication Information

You have a right to know if any chemical substances you come in contact with are hazardous to you. If you have any questions regarding chemical substances you may be exposed to, contact your supervisor who will explain if there are hazards associated with the use of those chemicals.

How to Report Work Place Accidents

Contact your supervisor or senior staff person on duty and fill out a notice of injury form within 24 hours. Print volunteer after your name on the form. This form is available at the work site.

Emergency Situations

Staff is trained to deal with emergencies ranging from fires to medical problems, fights, riots, escapes, disturbances, etc. Volunteers must not interfere with the implementation of emergency procedures. It's always possible that an emergency is actually part of a set-up by inmates, and may be an attempt to divert attention from an escape or other type of disturbance – so extra caution is required. Always be prepared to act quickly and follow staff direction.

You will be informed of specific emergency procedures at each facility where you volunteer. Be sure to notify the nearest correctional staff member of your presence in any emergency. He/she will instruct you from there.

The following are a list of emergency situations that, while unlikely, you may encounter while volunteering for the Department.

- Hostile Inmates/Offenders:
 - Talk calmly with the inmate/offender and avoid being argumentative;
 - Signal to get a staff member;
 - If you are alone with the offender maneuver yourself into the vision or hearing of a staff member; and
 - Do not attempt to resolve the situation on your own. Get assistance from the staff.

- Inmate/Offender fights:
 - Summon staff and back as far away from the fight as you can. Leave the room or area if needed and allow trained personnel to contend with the altercation;
 - Do not put yourself between offenders;
 - Stay clear of the altercation and do not try to break up the fight;
 - Tell them firmly to stop;
 - Await the arrival of staff; and
 - Follow staff directions.

- Riot:
 - Do not intervene;
 - Remain where you are and secure all doors and windows that inmates have access to;
 - Find cover and stay there unless a staff member/officer is identified and giving you instruction;
 - If a telephone is available, contact staff to notify them of your position; and
 - Await the arrival of staff. Never leave a secure location on your own.

- Hostage:
 - Do not be heroic. Don't try to escape;
 - Be cooperative and obey hostage takers instructions;
 - If anything sudden happens to you or to others, fall immediately to the floor and remain still;
 - Remain calm, keep a low profile, do not increase stress for the hostage takers or the other hostages;
 - Limit conversation, do not attempt to negotiate; and
 - Pay attention to details, you may be asked to share information with staff when you are released.

- Fire:

There are fire escape plans posted in all areas of the facility. Locate them and familiarize yourself with the appropriate escape routes and emergency phone numbers. In case of fire:

 - Remove yourself and others from the area following the posted escape route;
 - Pull the fire alarm nearest the emergency if one is available; and
 - Call the emergency number for reporting a fire at the institution.

Safety in General...

It is important to recognize that your program may have to be moved or cancelled in the event of an emergency or urgent situation elsewhere in the facility. You must immediately follow the instructions given to you by staff. Please refrain from asking questions until the situation is under control and the facility has returned to normal operations. It may be necessary to detain you temporarily if an inmate count is not accurate. In the event of a disturbance, every effort will be made to ensure your safety.

Entering and Exiting an Institution or Facility

Anytime you enter and exit a facility, it is extremely important to follow the procedures in place. This is done for many reasons, primarily for your safety and the safety of the institution, as well as to ensure the time(s) and purpose of your visit are accurately documented.

Before Entering any Institution:

1. Make sure your vehicle is locked. While inside the facility, keep the keys in your pocket. Suggestion: Take only your vehicle key with you. Hide from anyone's visual periphery wallets, pocketbooks, keyrings, shopping bags, ID of any type including mail you may have that shows your address. It's a good idea to have your vehicle relatively clean inside, no tools or equipment in a pickup truck bed, and for extra measure, lock personal belongings in your trunk or cover with a blanket/coat. Your privacy is of the utmost importance to your safety.
2. No food or drinks will be permitted to be brought or sent into institutions by Volunteers for any special events, programs, or services. Approved food for noted services will be managed at the direction of the Warden through the institutional food service contract. There are only two exceptions to this directive, including sacramental foods used as integral part of worship (Communion, Shabbat) and organizations that have specific proviso language, a contract or MOU provided by the Legislature in the General Appropriations Act authorizing specific services to the FDC through contractual agreement.
3. Volunteers shall dress in a manner appropriate to their position and duties, avoiding eccentricities in personal appearance. Dress as a professional. Do not wear provocative, military or suggestive clothing, including shorts. Camouflage is not permitted in the institution whatsoever; even a camo wallet or belt is forbidden. Do not wear expensive articles of jewelry or carry over \$60.00 cash into a facility.
4. Personal searches are a part of everyday prison and probation life, staff and Volunteers should not have anything to hide. Your person or your vehicle may be searched at any time
5. Unauthorized possession of alcohol, firearms or other weapons on the Department of Corrections property, or at any place, during periods of service, is prohibited, including parked vehicles. Always make sure your vehicle is locked.
6. You must bring a picture ID on every visit. A driver license or state I.D. is perfect. It's not a good idea to bring your entire purse into the institution.
7. Make sure the Volunteer Supervisor knows you are coming so they provide the necessary paperwork to the Control Room. Without knowing your Volunteer schedule, it can take much longer to enter and start your volunteer session. Many institutions will not allow you access if your name is not on the gate list with the date and anticipated time of your arrival. Never just show up at a facility, always have a supervisor aware of your arrival at least a day prior.
8. You must sign the Official Visitor Log in the Control Room each time you enter and exit the compound. If the Control Room staff doesn't provide it to you, kindly let them know you are required to sign it.
9. You must declare all medication you have with you. Do not bring in more than you need for the

time period you will be at the Institution. Make sure the medication is in the original container. Injectable medication requires the Warden's approval.

10. Cell phones are not permitted into the institution(s) and will not be held for visitors. Leave them in your car and secure them out of sight.
11. Volunteers shall maintain a professional relationship with all persons in the custody or under the supervision of the Department, and their immediate family or visitors. No personal or business relationships are permitted.
12. No Volunteer or Volunteer organization will take photos or video at any time inside a FDC facility without the express written consent of the warden. Failure to abide by this rule will result in the denial of future Volunteer opportunities and Special Event requests.
13. Volunteers will not recommend any legal advice to any inmate or offender.

For Institutions - Entering:

1. Volunteer arrives at the facility and reports to the Control Room where they present their identification ID (driver's license/identification card.)
2. Control Room staff documents the time/date the Volunteer enters the compound.
3. Volunteer receives their emergency "Body Alarm" from Control Room staff. If the Volunteer enters the institution with a group at least one member of the group will receive a "Body Alarm".
4. Volunteer clears the metal detector, their personal effects are scanned through the "X-Ray" machine and, they are searched for any contraband items.
5. Volunteer enters the compound and is escorted to the appropriate volunteer location by staff.

For Institutions - Exiting:

1. Volunteer exits the compound via the Control Room. Volunteer shows their ID.
2. Volunteer returns emergency "Body Alarm" to Control Room staff if the Volunteer was given a "Body Alarm".
3. Volunteer exits compound.

For Community Corrections - Entering:

1. Volunteer enters the Community Corrections Office.
2. Volunteer shows their ID to front office staff to document the time/date they enter the office.
3. Volunteer reports to appropriate staff.

For Community Corrections – Exiting:

1. Volunteer goes to front office staff (or other designated by CA.)
2. Volunteer exits office.

Volunteers, Inmates and Offenders

For the most part, people who are incarcerated have had many frustrations in their lives. Many are suspicious of any offer of assistance or guidance from others they do not know.

The following guidelines provide a frame of reference for Volunteers and their relation to the inmate/offender. Following the rules will help gain the inmate/offender's respect and at the same time provide a solid foundation for a positive relationship. Failure to follow the rules puts you on the list of those in their past who could not be trusted and have added to their share of frustrations.

A. Be yourself.

Inmates/Offenders are skilled at reading people and their motivations.

B. Set boundaries early in the relationship.

Set the parameters or boundaries of the relationship from the beginning.

Make sure both you and the inmate/offender are clear regarding these boundaries and stick to them. Inmates/Offenders will test these boundaries on a regular basis. Don't be surprised when you are asked to do something that clearly violates these boundaries. When this happens, immediately reaffirm the boundaries with the inmate. If you do not, the inmate will know he/she can manipulate you.

C. Mean what you say.

Never make a promise unless you've thought it through first and are prepared to carry it out. The inmate/offender will test you, call your bluff, and see if you will deliver. This is an important part of their process of learning to trust you, which will come slowly in any case. Refrain from making promises in general. It is imperative you talk to your supervisor or AWP before you mention an idea or agree to do anything for him/her. Experienced staff will have a different view and recognize potential risks you may not have thought of.

D. Respect

Respect is the key toward developing a positive and rewarding relationship with an inmate/offender. He/she will not be open with you until he or she respects or trusts you. They will never respect you until it is clear that you cannot be conned or manipulated. Do not take sides; respect the authority of the correctional officers. There is no room for judgement or feelings of superiority. Your volunteer service is to provide encouragement, guidance, and positive influence outside of their friends.

E. Be supportive, encouraging, and friendly, but firm.

It is part of your job to be honest and objective, disapproving when it is warranted, as well as praising, supporting and encouraging when that is warranted. Demonstrate respect for yourself.

The inmate/offender will never respect you until it is clear that you cannot be conned or manipulated. Inmate manipulations may be expressed in requests for you to: influence others, bring contraband in, take something out or pass a message. Never be shy about saying "NO." The request may be for something that is borderline, and may seem insignificant. Tell the offender you

will check to see if it's all right, and then ask for guidance from the appropriate official. Remember those boundaries. Stick with them.

The most important words a volunteer should memorize are: "Before I (do that, say that, bring that, take that) let me ask my volunteer supervisor what they think". This one sentence will prevent inmates from trying to manipulate you at all. Here's a few examples:

Inmate: "would you please mail this letter to my mom, I'm out of stamps."

Inmate: "Do you think you can bring me in a few ibuprofens, my back really hurts and they don't give us medication".

Inmate: "You see how bad my sneakers (tennis shoes) are worn out, can you bring me in a new pair".

Inmate: "My family finally bought me that new watch I needed. Here's their phone number, can you call them, have them send it to you and then you can bring it in to me next week"?

All four of the above examples can be responded to with "let me ask my volunteer supervisor about that and I'll get back with you. The inmate will usually say, "Nevermind!"

F. Do not use physical contact.

Volunteers should refrain from making physical contact with inmates/offenders other than a handshake at beginning and end of sessions. Though personal contact such as a hug may be a seemingly harmless gesture, inmates/offenders frequently misunderstand the meaning of the contact and may interpret the gesture as affection.

G. Do not ask inmates/offenders why they have been incarcerated.

Let the inmates/offenders tell you in their own time about the offense committed, the family left behind, or any other personal matters. An inmate/offender may talk about crimes and past. Prepare yourself for that day and do not show judgement or disappointment toward them when they do.

H. Accept the inmate/offender as an individual who is no better and no worse than anyone else, regardless of your personal opinion about what they have done. You are there to help them move forward, not focus on their past.

I. Be patient.

Don't expect overnight miracles. When circumstances have been going wrong for years and years for a person, these circumstances cannot be corrected in a few weeks or months. Your impact on their lives may not be seen until long after you have stopped working with them or years down the road.

J. Expect hostility.

There may be a time when the inmate/offender, overwhelmed by troubles, will confront you with hostility. When that happens, don't force a conversation or respond in a hostile, sarcastic, or

anxious manner. Do not act shocked. Keep your composure. Contact a staff member and simply ask to have the inmate/offender returned to housing.

K. Do not expect thanks.

You may not receive thanks or gratitude from the inmate/offender. They may feel it but not know how to express it or they may actually feel embarrassed by it.

L. Do not be misled by flattery.

Sometimes the supposed gratitude, "you're the only person that will listen to me" is the first step towards getting you to do something that you should not do.

M. Do not make assumptions.

Sometimes, inmates may say something you don't entirely understand. Ask for clarification, especially if you think you may be experiencing manipulation. Just because it sounds like it would be the way you think, doesn't mean it is. If in doubt, always check with the volunteer supervisor and ask them to help you understand what may have been meant.

N. Do not get involved in facility/Department internal affairs; do not become an advocate for the inmate/offender.

An inmate/offender may tell you how the staff is abusing them, or how they are being deprived of something. Prisoners will frequently voice complaints to anyone they think might be able to help them get what they want. There are many internal avenues for an inmate who believes he/she is being abused or mistreated such as the grievance process, declaring a medical emergency and even placing themselves in protective custody. Tell them you aren't able to assist them in this area, and that you recommend speaking with facility staff who can better assist them.

As a Volunteer, you are there to provide a specific service. You will not fulfill your role and best help the inmate if you get involved in the inner workings of the offender/Departmental operations. Check with your volunteer supervisor if you are not sure about how to deal with the situation.

O. Confidentiality of information

What you talk about with the inmate/offender is between you and him/her. You may be able to overlook what they have done in his/her past, but others in your group may not. Keeping confidentiality boundaries can be a way of gaining their trust and respect. In a prison setting, inmates may tell you about pending violence or dangerous activities hoping you will tell the administration. By going through Volunteers, family or others, the inmate avoids the potential problems of becoming known as a "snitch" in other inmates' eyes. So, take any information you have received from an inmate about pending violence or dangerous activities and report it to your supervisor or the AWP immediately. You may be saving one or many lives.

Profile of an Inmate or Offender

When entering the corrections system, and specifically prison, inmates experience the same five stages of grief that terminally ill patients face.

STAGE 1: Denial

Denial begins when the crime is committed or when the inmate enters the prison system. Inmates focus their energy on filing appeals dreaming about the outside world, scheming of ways to beat the system and tend to blame their current situation on somebody else. They work through this stage gradually.

STAGE 2: Anger

When an inmate can no longer deny the situation, they become angry. Anger is directed at other inmates, correctional staff, the outside world, the system, their loved ones, and God. Inmates in this stage may begin joining the subcultures of the prison systems.

STAGE 3: Bargaining

They bargain with God, family, officers, and anyone else who will listen. Many become involved in religious activities. They hope for a reduction or reversal in their sentence. Other inmates contribute advice and rumors about options.

STAGE 4: Depression

Depression creeps in and the inmate is usually not aware of it. Inactivity develops into routines. Inmates begin to face the consequences of their deeds and begin to grieve their loss. Inmates in the depression stage seek a support system at any cost.

STAGE 5: Acceptance

The inmate begins to accept they are in for the long haul, some become emotionally numb. A few go through a genuine soul-searching and begin to accept responsibility for their situation. Then they begin to cooperate with staff to set personal goals and plans for the future.

Each stage is unique. One stage will progress into another. Some stages may be by-passed depending on the emotions of the inmate. Crisis can trigger the inmate to revert back. Stages may be re-visited if a traumatic event occurs in the inmate's life.

Useful Steps in Working with Inmates and Offenders

- Understand and accept the stage they are in and be supportive to them in that stage.
- Don't try to solve problems, just be there for them, learn to talk a little and listen much. Understand the difference between sympathy and empathy.
- When they are ready to move to another stage, gently guide them and share options for growth spiritually, emotionally and physically.
- Encourage them to be a role model inside the prison system or their community and with their family. Help them realize they can have a fulfilling and productive life after being behind the gates.
- Help them look beyond their own circumstances and realize they can still contribute to their family through visitation, letter writing, spiritual, and emotional support.
- Help them experience life as a journey, not a destination. Help them celebrate small victories of living.
- Encourage active participation in recreation, educational/vocational, and chapel activities.

The Games Inmates Play

Volunteers understandably want to approach their jobs in a positive, optimistic manner. But, you must be aware that some inmates/offenders will attempt to manipulate you for their own benefit.

Manipulation Definition: To manage or control artfully or by shrewd use of influence, often in an unfair or fraudulent way; "to con."

The following may help you to recognize such behavior and avoid it:

- Realize that some offenders will take advantage of you if you let them.
- Do not do anything you would be ashamed to share with your peers or supervisor.
- Keep everything out in the open, if you have questions ask your supervisor.
- Know the policies and procedures you are required to follow.
- Learn to be assertive and use the word "no" appropriately.
- Be aware of verbal and non-verbal messages you send out, particularly body language.
- Always document and confront any attempt at manipulation or game-playing.
- Verify information before you take action.

- Understand your strengths and weaknesses.
- Realize that many inmates/offenders view themselves as the victim.
- Remember the ultimate phrase "That's a great question, let me ask my volunteer supervisor if I can do that for you".

HIPAA (Health Insurance Portability and Accountability Act)

In 1996, the Health Insurance Portability and Accountability Act became law. It is called "HIPAA" based on the first letter of each word.

HIPAA made it easier for you to continue health insurance coverage if you changed jobs. It puts controls in place to help stop Medicare fraud.

HIPAA calls for "Administrative Simplification" of the health insurance system in three ways:

1. Electronic data sent from a doctor or hospital to an insurance payer, must be in approved electronic format.
2. Data systems must be secure, so information won't get into the wrong hands.
3. People that handle inmate/offender health information must protect the privacy and rights of inmates/offenders.

The last point – privacy and inmate/offender rights – is what this presentation is about.

For the purposes of this presentation, you, Volunteers, are considered staff.

HIPAA says:

1. Health plans and health providers must have policies and procedures to protect the privacy and rights of patients.
 - a. Examples of health information include:
 - A prescription;
 - A medical chart;
 - Vital signs or medical test results;
 - Overheard conversations between an offender and a health care provider.
 - b. Examples of individual identifying data include:
 - His or her name;
 - A social security number;
 - DC number; and
 - Location (i.e. work camp, dorm, bunk number.)
2. The FDC must train all staff that handle health information to make sure they know the privacy policies and procedures.
3. The FDC must have "sanctions" for staff that violate HIPAA. You can receive a reprimand, suspension, or even be fired if HIPAA policies and procedures are not followed.

There are legal penalties and even jail time for not following HIPAA law:

- Penalties apply to managers and the program, in general, if they fail to provide policies, procedures, and training.
- Penalties apply to staff and volunteers if you ignore the law, especially if you deliberately give someone's private information to another person who is not supposed to see it.

Protected Health Information (PHI) has two components:

1. Past, present, or future physical and/or Mental Health or condition information (including substance abuse information.)
2. About a specific, identifiable person.

There are rules about how PHI may be used, so it's important to know what it is!

The following things are examples of health information:

- Things that describe a medical condition, such as a diagnosis or diagnosis code;
- Things that identify a medical procedure or treatment, like a procedure code or references; to an individual consulting with a physician or nurse;
- Payment for a health care service;
- A prescription;
- A medical record;
- Vital Signs or medical test results;
- The record of a doctor's appointment; and
- Drug test results.

Any of the following are examples of information that could be used to identify a specific individual:

- His or her name;
- Social Security Number;
- FDC number;
- Location (i.e. dorm, bunk, work camp, etc.); and
- Gender or race or date of birth.

HIPAA Overview:

- HIPAA rules apply to every employee and Volunteer in the Department, not just Health Services staff. HIPAA will not hinder doing the job. The law says that the Department can continue to treat people, help contracted providers get paid, and monitor operations (in a similar manner to what was done in the past).
- You may already be doing most of the things HIPAA requires. HIPAA aims to make sure, and to have written policies and procedures.

The safest way to ensure none of these rules are violated, just don't talk about these things with ANYONE. Keep what you see and hear inside the walls and only discuss it with your supervisor if necessary.

If you have any questions about the HIPAA Privacy Rule, you should contact your HSA, the designated Privacy Officer in your area, the Privacy Officer in Central Office, or the Office of the General Counsel.

Prison Rape Elimination Act (PREA) of 2003

This portion is intended to communicate that the Florida Department of Corrections maintains a zero-tolerance standard for sexual abuse, sexual assault, sexual battery, sexual harassment, and staff sexual misconduct within institutional and community supervision environments.

It is directed to all interns, Volunteers, and contracted staff who work in a correctional institution, Community Corrections office, or any other facility owned, operated, or under the control of the Florida Department of Corrections.

It serves to instruct interns, Volunteers, and contracted staff on the purpose and scope of the Prison Rape Elimination Act (PREA) of 2003 with its focus to *prevent, detect, and respond to* all reported and suspected cases of sexual abuse and misconduct.

What is the primary intent of the Prison Rape Elimination Act (PREA), to whom does PREA apply, and what are the purposes?

The Act supports the elimination, reduction and prevention of sexual assault and rape within corrections systems. It does so by mandating national data collection efforts; providing funding for program development and research; and creating a national commission to develop standards and accountability measures. The Act provides for the analysis of the incidence and effects of prison rape in federal, state, and local institutions in order to provide information, resources, and recommendations designed to protect individuals from prison rape.

The Act applies to all federal, state and local prisons, jails, police lock-ups, private facilities and community settings such as residential facilities.

The Purpose of this Act is to:

1. Establish a zero-tolerance standard for the incidence of prison rape in prisons in the United States;
2. Make the prevention of prison rape a top priority in each prison system;
3. Develop and implement national standards for the detection, prevention, reduction, and punishment of prison rape;
4. Increase the available data and information on the incidence of prison rape, consequently improving the management and administration of correctional facilities;
5. Standardize the definitions used for collecting data on the incidence of prison rape;
6. Increase the accountability of prison officials who fail to detect, prevent, reduce, and punish prison rape;
7. Protect the Eighth Amendment rights of federal, state, and local prisoners;

8. Increase the efficiency and effectiveness of federal expenditures through grant programs such as those dealing with health care; mental health care; disease prevention; crime prevention, investigation, and prosecution; prison construction, maintenance, and operation; race relations; poverty; unemployment; and homeless; and

9. Reduce the costs that prison rape imposes on interstate commerce.

What are the three primary objectives of Procedure 602.053 - *Prison Rape: Prevention, Detection, and Response*?

1. To establish zero-tolerance standards for sexual assault/battery in institutions and community corrections while protecting the rights of inmates and offenders, regardless of gender, or sexual preference, through accountability of perpetrators and the punishment of those institutional and community correctional officials who fail to detect, prevent, reduce and punish sexual assault/battery/harassment crimes for incarcerated inmates and those offenders under departmental jurisdiction.

2. To establish and provide implementation of standards for the detection, prevention, reduction and punishment of sexual assault/battery by increasing the availability of data, information and training on the incidence of sexual assault/battery consequently improving the management and administration of correctional facilities.

3. To establish guidelines for proper and immediate reporting of such incidents as well as providing appropriate safeguards for victims, the management of evidence, and actions to be taken from reporting an allegation to substantiation of a sexual assault, sexual battery, and/or sexual harassment.

What are the procedures for reporting incidents and/or allegations of prison rape?

The Department maintains a zero-tolerance philosophy regarding inmate sexual battery/assaults. It is of primary importance that the prevention and the reporting of any allegation or act of inmate sexual assault and/or staff sexual harassment and staff sexual misconduct as outlined throughout the procedure be a priority of all agency staff.

All staff, inclusive of, Wardens, Circuit Administrators, Deputy Circuit Administrators, Assistant Wardens, Chiefs of Security, Shift Supervisors and Department/Section Managers, Volunteers and contract employees will ensure they foster an environment within their facility(ies) that clearly precludes sexual battery. This includes, but may not be limited to:

1. Taking all reports concerning sexual battery seriously;
2. Initiating immediate reporting of alleged sexual battery, staff sexual misconduct and staff sexual harassment to the Office of the Inspector General;
3. Taking immediate steps to ensure preservation of possible crime scenes, inclusive of evidence protection;

4. Taking all appropriate measures to ensure the safety of an inmate who may have been sexually battered or of an inmate who may have reported the sexual battery of another;
5. Ensuring non-harassment and non-humiliation of alleged victims or informants of sexual battery regardless of sexual preference or transgender status of the inmate(s).
6. Classification and/or housing assignment staff and medical personnel will ensure that, within twenty-four (24) hours of arrival a screening of each inmate is conducted (by an authorized medical/mental health professional).

Any staff member who has reason to believe that an inmate demonstrates a sexually assaultive behavior or poses a risk for sexual victimization, even though an incident may not have occurred, will notify the shift supervisor. If no incident of sexual assault, etc., as described within the procedure has occurred, no PREA number is needed.

Reporting Incidents/Allegations: All incidents or allegations of sexual battery, staff sexual misconduct and staff sexual harassment will be reported in accordance with: "Incident Reports – Institutions," Procedure 602.008; "Reporting Incidents to the Inspector General and Management Information Notification System," Procedure 108.007; "Incident Reports - Community Corrections," Procedure 302.045; "Emergency Action Center," Procedure 602.012.

In all institutional instances of incidents involving sexual battery, staff sexual misconduct, improper conduct (sexual) or staff sexual harassment, the shift supervisor will ensure that an "Incident Report," DC6-210, and a "Management Information System Notification" (MINS) report are processed and submitted. Each of these reports will include the PREA identification number issued by the Emergency Action Center (EAC).

In all Community Corrections incidents involving sexual battery, staff sexual misconduct, improper conduct (sexual) or staff sexual harassment, the circuit administrator will ensure that a "Community Corrections Incident Report," DC3-225 and a MINS report is processed and submitted. Each of these reports will include the PREA identification number issued by the Emergency Action Center (EAC).

The inmate(s) suspected of committing a sexual battery will be managed in accordance with section 33-602.220, F.A.C. (Administrative Confinement) pending a complete and thorough investigation and disciplinary process, inclusive of external charges, if applicable. Inmate(s) who have been found guilty of sexual battery, through the course of either internal or external hearings will be processed in accordance with section 33-602.222, F.A.C (Disciplinary Confinement), unless otherwise ordered through judicial or administrative process.

Each Warden will ensure the inmate orientation process will encourage inmates to immediately report any concern or fear of possible sexual battery to correctional staff.

Any employee who has knowledge of or is receiving information, whether written, verbal, anonymous or third party, regarding the fear, coercion or actual sexual battery will immediately notify the shift supervisor, the chief of security or higher authority who will then take immediate steps to evaluate the inmate's concern/allegation. The authority notified will ensure proper medical treatment (if applicable) and the

safety of the inmate by means provided in section 33-602.220, F.A.C. (Administrative Confinement) and section 33-602.221, F.A.C. (Protective Management), if applicable.

a. Any employee who fails to report or take immediate action regarding these incidents, or intentionally inflicts humiliation toward the victim or informant, or trivializes a report of sexual battery will be subject to the appropriate level of discipline. This discipline will possibly include termination of employment, as outlined in section 33-208.003, F.A.C.

b. Community Corrections staff will refer to section (7) (b) and(c) of Procedure 602.008 for reporting instructions.

Inmates who have been sexually battered, or are aware of a sexual battery, or sexual misconduct of a staff member, will immediately notify the nearest correctional staff member and report the incident. All reasonable measures to secure the safety of the inmate(s) will be implemented by the shift supervisor, the chief of security, the Warden and the investigator assigned.

c. Victims of a sexual battery should try to preserve as much physical evidence of the battery as possible. Prior to reporting a sexual battery, there should be no showering, washing, etc., of the body and/or clothing or bed linen.

d. Security staff will also ensure the preservation of evidence by securing the site of the battery (if possible). The clothing or any other items of the victim and the perpetrator (which may be pertinent to an investigation) will be preserved also.

Security/Community Corrections staff will notify the Office of the Inspector General immediately of any allegation of sexual battery, sexual misconduct, improper conduct (sexual), and staff sexual harassment. An investigation will be initiated in accordance with "Sexual Battery, Sexual Harassment, and Sexual Misconduct Investigations," Procedure 108.015. 7.

If a Volunteer hears something about sexual misconduct by anyone within the fence or, by an inmate outside the fence on work assignment or, someone under the custody of probation and parole, please notify your supervisor or a department head immediately.

Final Words

Thank you for your interest in providing services to inmates in the FDC institutions and Community Corrections offices. FDC could not carry out its mission of protecting the public without the dedication of literally thousands of Florida citizens committed to inmate/offender rehabilitation and reducing crime victimization. This orientation manual should give a foundation for understanding the structure of prison life, the positive aspects of many programs and functions, as well as the potential pitfalls that must be avoided.

Whether the role is education, job training, recreation, religious programming, self-help support groups or restorative justice, a volunteer's work will be of great importance in the lives the inmates/offenders served. When they return to communities, the information imparted, the skills taught, and the sense of purpose and belonging instilled in them will also benefit their families, neighbors, coworkers and the broader community. Volunteers also help to keep the prison facilities safer for all inmates and FDC staff.

Program success is dependent upon the ability to act professionally with inmates, offenders, and FDC staff alike; to remain security-oriented; and to hold inmates/offenders accountable for their behaviors and criminal-thinking patterns. The long-term goal of all FDC programming, after all, is to teach and role model the values of honesty, respect and integrity, in order to promote the integration of inmates into the community so they become valued and contributing members.

Be safe!

This manual is available on the FDC public website: www.dc.state.fl.us

Appendix One

Volunteer Agreement

As a Volunteer for the Florida Department of Corrections (FDC), I understand and agree to the following:

- (1) FS 944.47: Except through regular channels as authorized by the officer-in-charge of the correctional institution, it is unlawful to introduce into or upon the grounds of any state correctional institution, or to take or attempt to take or send or attempt to send therefrom any of the following articles, which are hereby declared to be contraband.
 - a) Any written or recorded communication or any currency or coin given or transmitted, or intended to be given or transmitted, to any inmate of any state correctional institution.
 - b) Any article of food or clothing given or transmitted, or intended to be given or transmitted, to any inmate of any state correctional institution.
 - c) Any intoxicating beverage or beverage which causes or may cause an intoxicating effect.
 - d) Any controlled substance or any prescription or nonprescription drug having a hypnotic, stimulating or depressing effect.
 - e) Any firearm or weapon of any kind or any explosive substance. (This includes any weapons left in vehicles)
 - f) Any cellular telephone or other portable communication device intentionally and unlawfully introduced inside the secure perimeter of any state correctional institution without prior authorization or consent from the officer in charge of such correctional institution.

A person who violates any provision of this section as it pertains to an article of contraband described in subsections (a), (b), or (f) is guilty of a felony of the third degree. In all other cases, a violation of a provision of this section constitutes a felony of the second degree. Therefore, I will maintain control of my personal property while at the facility and I will immediately report the loss of any item to a staff member. I will lock my vehicle, keep all keys in my pocket, and not lay them down anywhere.

- (2) I will conduct my volunteer activities in accordance with this Agreement and the Volunteer Services Policy and Procedures, 503.004. If I am unclear about a policy, procedure, or term of this Agreement, it is my responsibility to seek immediate clarification with the staff.
- (3) I will be respectful to staff, inmates, other Volunteers, and be inclusive of all beliefs and faiths. I will honor the civil and legal rights of all offenders/inmates. I will not discriminate against any offender/inmate, employee, or prospective employee on the basis of race, gender, creed, national origin, or religious preference.

- (4) I understand I may be denied access to facility and units within and I shall not refuse to submit to a search or inspection of my person, personal property, or vehicle(s) while entering, departing, or otherwise upon the premises of an institution.
- (5) I will not recommend any legal advice to any inmate or offender.
- (6) I understand my volunteer service may be terminated at the discretion of the FDC.
- (7) I have read, understood and signed an Acknowledgement of Responsibility to Maintain Confidentiality of Medical Information, DC2-813, NI1-127, PREA Training for Interns, Volunteers, and Contractors "Read and Sign" and the PREA training "Read and Sign" for Volunteers forms. I agree to abide by the policies and procedures regarding confidentiality of records and medical information.
- (8) I acknowledge the drug-free workplace policy of the Department of Corrections and I know I am subject to random drug testing.
- (9) I will notify the FDC prior to discussing my volunteer service with the media or a public forum – including social media.
- (10) I will not use my official position to secure privileges or advantages for myself.
- (11) I hereby waive all liability to the Department of Corrections and its employees, for any and all injuries which may occur to me during my term of service with the Department of Corrections. Volunteers and interns, when working for the Department, are covered by Worker's Compensation in accordance with Chapter 440 of the Florida Statute. I understand I am the person responsible to ensure I am in compliance with any and all applicable State Law, Department of Corrections Policy, or any Regulation which may affect me during this period.

Signature of Volunteer

Date

Printed name of Volunteer

Appendix Two

Volunteer Reminders

- Lock your vehicle, keep your keys in your pocket, and do not lay them down anywhere. No weapons or alcohol of any form should be in your vehicle.
- Do not enter the institution with any: weapons, brief case, drugs, cell phones, mirrors, fingernail clippers equipped with files, over \$60.00 in cash. Anything you bring in must be pre-approved by the Volunteer Supervisor.
- Dress should be modest. You are not permitted to wear shorts, short skirts or see through material; men should maintain at least casual dress. Ladies are permitted to wear city shorts and culottes. Absolutely no camouflage clothing is permitted.
- Do not give anything to an inmate except that which has already been pre-approved by the Volunteer Supervisor. The main thing they ask for is ink pens or stamps.
- Do not take anything from an inmate; do not agree to do anything for an inmate.
- Do not put money on an inmate's account – whether through Inmate Trust Fund, J-Pay, or any other service.
- Do not correspond, in writing or by phone, with any inmate's family or personal contacts.
- Unless you are participating as a mentor or spiritual advisor, do not write to inmates at the same facility where you are volunteering. Mentors and spiritual advisors may email inmates through the tablets and kiosks, but should notify the chaplain prior to doing so. Do not give them your phone number or accept phone calls from them at your home. Inmates should not know where you live or your contact information.
- You cannot be on an inmate's visiting list at the same institution where you are volunteering.
- Stay only in those areas that the Volunteer Supervisor has designated. If you have to leave the area to go to the staff canteen or other building/area, make sure your supervisor is aware of when you're leaving and what time you expect to return.
- Do not leave any items unattended. If you lay something down it may disappear into the hands of inmates and become contraband.
- Appropriate touch only (i.e. handshakes, the laying on of a hand to the head or shoulder if necessary while praying) no hugging or embracing.
- Remain security conscious at all times. Remember this is a correctional facility and security takes precedence over all programs. If an officer gives you an order you must comply immediately.
- Do not bring in any food.
- Do not take any pictures without the express written consent of the warden. Do not attempt to bring in a camera of any sort without prior written authorization.
- Do not post, share, distribute, or publish any pictures of inmates, staff, visitors, or the institution's structure(s) without the express written consent of the warden.