



Volunteer Guidebook



LETTER FROM THE DEPUTY SECRETARY
OF THE DEPARTMENT OF CORRECTIONS

Dear Volunteers,

I would like to personally welcome you to the Department of Corrections Volunteer Program. Active community involvement is essential and necessary if we are to positively impact community safety and offender reintegration. You play an important role in our agency. The invaluable services you provide to both offenders and staff, and your opportunity to influence lifestyle changes for offenders, is appreciated. For those incarcerated, you provide that vital link to the community, and for those on community supervision, you provide support and assistance by developing community resources and keeping them connected, or allowing them to become connected, to the community.

Each and every one of you brings unique talents, skills, knowledge and abilities to our agency gained through training and your life experiences. The Volunteer Program provides an array of volunteer opportunities based on agency needs that are matched to your interests and skills. The Department continually strives to identify, develop, and implement "effective correctional programs" that are research based. We look to you as a "partner" in moving our corrections agenda forward.

Thank you for choosing to serve as a volunteer with the Department of Corrections. I hope that your decision to be of service to others provides you with opportunities for personal satisfaction and growth. Our state will benefit from your decision to be of assistance to others.

Respectfully,



Dan Pacholke
Deputy Secretary

Glossary

Below you will find terms and definitions of language used frequently in the Volunteer Guidebook.



Designates a topic which requires facility site specific information. Site Specific – Details to be added specific to the facility where the volunteer is providing service.

- **Allegation** – An event which is said to have happened, but has not been verified.
- **Assault** – Unauthorized touching, including spitting and/or throwing a substance or object, striking, cutting, shooting by an offender resulting in physical injury.
- **Body Fluids** – Fluids the body makes (e.g. semen, blood, and vaginal secretions). Includes breast milk, saliva, gingival (gum fluid), urine, feces, and vomit.
- **Chemical Dependency** – The addiction to alcohol or any mood altering substances.
- **Chain of Command** – Areas of assigned responsibility within the Department of Corrections related by a hierarchy of employees including first line and subsequent supervisors, up to and including the appointing authority.
- **Contraband** – Includes illegal items, explosives, deadly weapons, alcoholic beverages, drugs, tobacco products, controlled substances, and any item that is controlled, limited, or prohibited on the grounds or within the secure perimeter of a correctional facility as defined by Department and facility policy.
- **CPPC** – Community Partnership Program Coordinator is the supervisor for all the volunteers and the individual responsible for coordination of the volunteers at the facility.
- **Dangerous Contraband** - Any item that is capable of being used to endanger the safety or security of a correctional facility or any individual.
- **Discrimination** - Illegal and unequal treatment of a person or group, intentional or unintentional, based on national origin, race, color, religion, age, gender, marital status, sexual orientation, status as a Vietnam Era Veteran, Wartime Veteran, or Disabled Veteran, or the presence of a physical mental, or sensory impairment.
- **Immediate Family** - A parent, child, spouse, state registered domestic partner, sibling, aunt, uncle, cousin, nephew, grandparent or person who is closely related to another person by blood, marriage, legal adoption, or other legal obligation.
- **Intern** – A Mental Health, Health Service or College student or recent graduate undergoing Department of Corrections supervised practicum training and not receiving monetary compensation from the Department.
- **PREA** – Prison Rape Elimination Act.
- **Privileged Communication** – All religious groups recognize some form of privileged communication from their ordained clergy. While also true in a corrections setting, restrictions must be placed on communication and information shared if it pertains to matters that threaten the safety and security of a facility, staff or offenders. For those clergy who practice Privileged Communication, it must be approved and included in the position description.
- **Proselytize** - Convert or attempt to convert someone from one religion, belief or option to another.
- **Shift Commander** – Category of rank structure within the Chain of Command. The Shift Commander is a Lieutenant at major facilities and a Sergeant and minimum facilities.
- **Sponsor** – An individual who serves as the group lead/liaison. This individual has held volunteer status for a period of time, has been approved by the CPPC, and completed appropriate training.
- **Tuberculosis (TB)** – A bacterial infection which generally involves the lungs usually transmitted by the inhalation of droplets in the air that contain tubercle bacillus.
- **Volunteer** – Any person who of his/her own free will performs assigned and authorized services for the Department for which no monetary or material gain is expected or received.

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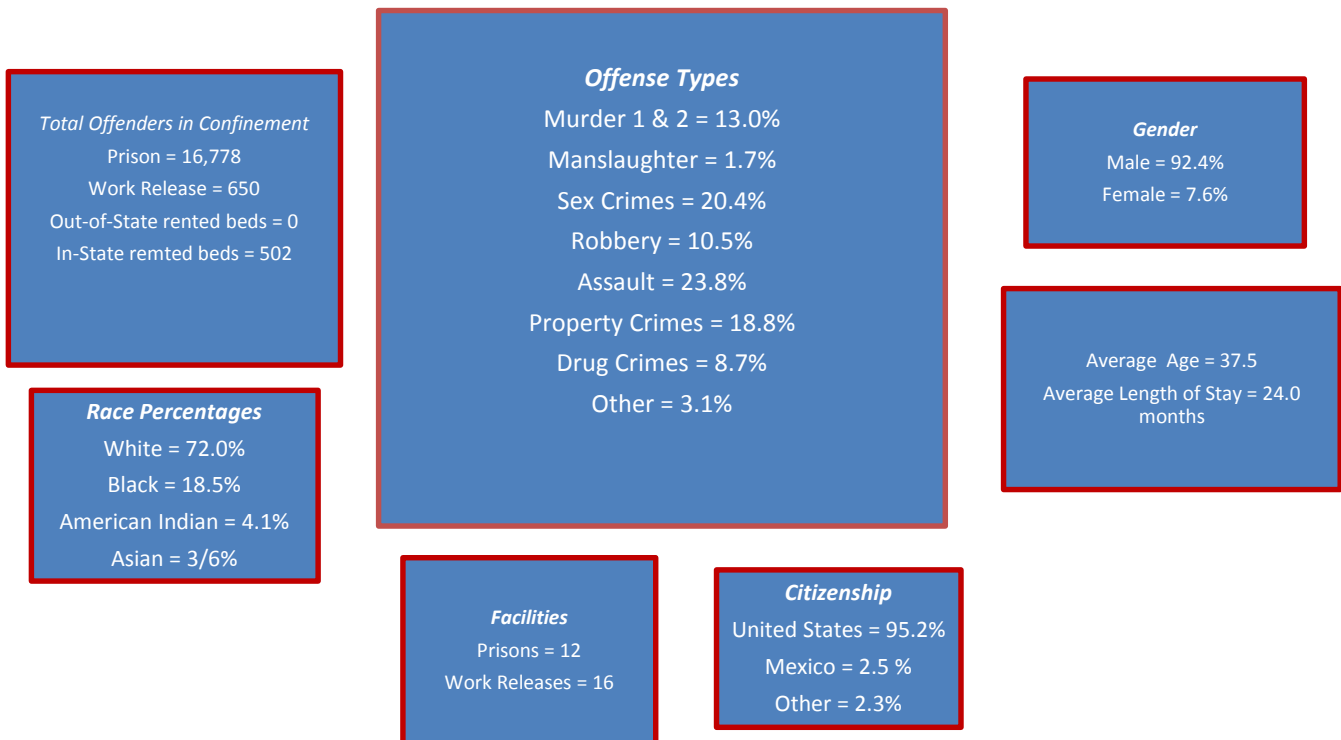
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AGENCY OVERVIEW

The Department of Corrections (DOC) is responsible for managing all state operated adult prison facilities and supervising adult offenders residing in the community. The Department is legally mandated to provide offenders with health care services and correctional work programs, and to maintain an offender tracking system.

According to the DOC Fact Card dated June 30th, 2013 the following information is factual about adult offenders under the jurisdiction of the Department.

Facts about Offenders in Confinement **2013**



Facts about Offenders Supervised in the Community

Number of Offenders on Active Supervision

15, 286

Special Sentence Types

Drug Offender Sentencing Alternative = 1,985
Special Sex Offender Sentencing Alternative = 672
First Time Offender Waiver = 1,241
Family Offender Sentencing Alternative = 53
From-Out-of-State = 2,019

Risk Level Classification

High Violent = 42.3%
High Non-Violent = 24.9%
Moderate = 15.5%
Low Risk = 16.3%

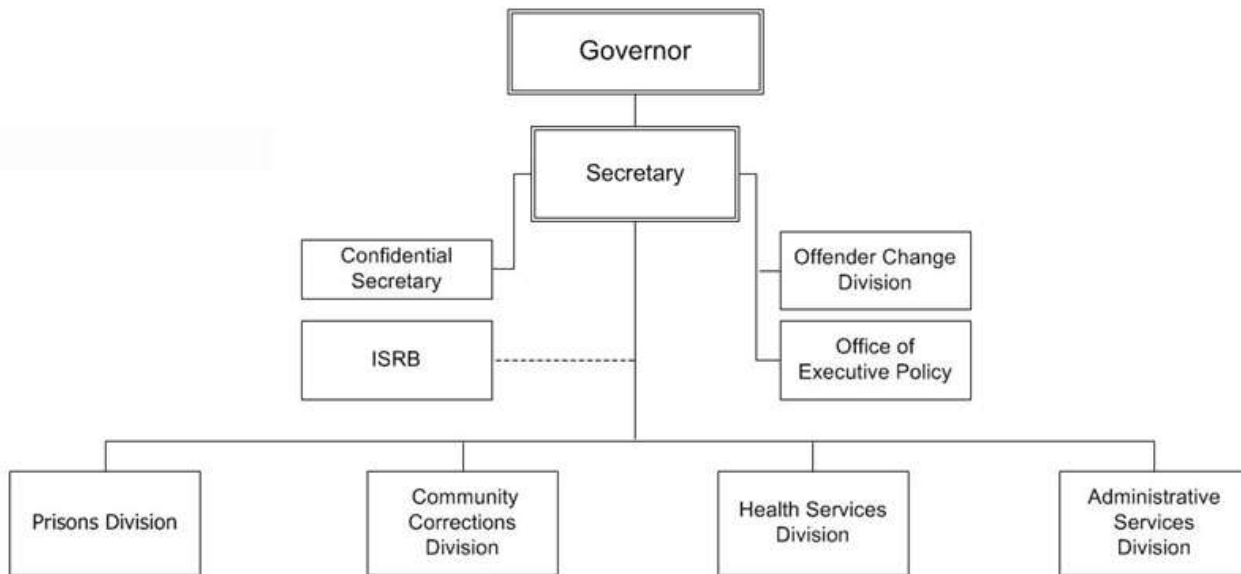
Offense Types

Murder 1 & 2 = 1.1%
Manslaughter = 0.7%
Sex Crimes = 18.8%
Robbery = 4.4%
Assault = 21.6%
Property Crimes = 17.2%
Drug Crimes = 28.7%
Other = 7.5%

Organization

Under the Secretary, which is a cabinet level appointment, the Department is broken into Operations and Administrative Services:

- Prisons - Operation of adult correctional facilities.
- Community Corrections - Community based supervision and programs.
- Health Services - Basic primary care for incarcerated offenders.
- Administrative Services – Budget, Finance, Human Resources, Employee Services, Capital Programs, Executive Strategy, Analysis & Accountability, Grants Administration, Risk Management, Public Disclosure, Records, Performance Management and Legislative Affairs.
- Offender Change – Substance Abuse, Sex Offender Treatment, Cognitive Behavioral Interventions, Education, Classification, Quality Assurance, and Community Corrections Hearings.
- Office of Executive Policy – Stakeholder partnerships, Family Services, Research, and Communications.



Our prisons, work release facilities, and community field offices are located throughout the state. Each plays a vital role in protecting the public through offender supervision during incarceration, and transition to the community upon release.

The Department encourages positive interaction with community members acknowledging that individuals have the ability to grow and change. Our focus is on increasing successful reentry of offenders by cultivating partnerships with state, community, and volunteer organizations.

Chain of Command

A chain of command is defined as a command hierarchy, a group of people carrying out orders “from the top.” It is structure that defines who supervises who. The positive aspects of a chain of command are:

- Clear reporting relationships
- Designated areas of responsibility
- Delegation of authority
- Each employee has one boss, alleviating multiple bosses
- Responsibility and accountability is clearly assigned

Ideally, volunteers should report to the Community Partnership Program Coordinator (CPPC) or Chaplain, however if it is after hours, your supervisor is unavailable, or there is an issue which cannot wait, you are responsible for reporting to the nearest Department employee.

Mission

The mission of DOC is to *improve public safety*.

Vision

The DOC vision is *working together for safe communities*.

Strategic Goals

DOCs focus is on achieving our Strategic Goals which align with the priorities of state government and contribute to improve the safety of people and property. These goals concentrate of the Department's activities that affect the priorities of government and contribute to effective management practices. The Strategic Goals include:

1. Maintain core correctional operations
 - Protect victims, community, staff, and offenders
 - Carry out the sentence of the courts
 - Hold offenders accountable for their actions
 - Provide basic care to offenders
2. Focus on the workforce
 - Promote workplace diversity and respect
 - Recruit an select qualified employees
 - Develop and retain a high-performance workforce
3. Increase successful reentry of offenders to communities
 - Increase offender readiness for reentry
 - Increase partnerships to assist in successful offender reentry
4. Improve business practices and performance
 - Create sustainable and efficient operations
 - Update business processes supported by technology
 - Implement collaborative enterprise management and decision making

Values Statement

The Department's values statement is as follows:

Staff as our greatest asset

We are committed to the personal and professional development of our staff, and actively seek staff involvement and a shared sense of commitment and service at all levels.

Professionalism and quality of service

As correctional professionals, we demonstrate our commitment through competency, accountability, ethics, and pride in work.

A safe, healthy work environment

We are committed to providing a safe and healthy environment for staff and offenders.

Respect for individuals

We recognize the diversity of individuals and their contributions, and we strive to treat all people – offenders, staff, and public – with dignity and understanding.

Clear, open, honest communication

We encourage communication that promotes unity, productivity, and understanding.

People's ability to grow and change

We acknowledge that people – offenders and staff – have the need and ability to grow and change and we support their endeavors.

Community interaction

We encourage positive interaction with the community as we strive to promote public safety, community protection, and public understanding.

Gender Responsiveness

Gender responsiveness is recognizing and accounting for the important differences between men and women in psychological development, socialization, culture, exposure to trauma, and life experiences. Gender responsive practices are relational, trauma informed, strength based, and culturally relevant.

As an organization, the Department focuses on the needs specific to both male and female offenders. Historically, policies and procedures have been written with a male-only perspective. Since 2012, policies and procedures have begun being modified, so that consideration can be given to the needs more specific to the female population. These modifications have been, in part, based on a Gender Responsive Initiative that encourages a Gender Responsive Focus.

Although the overall number of female offenders is considerably smaller than the male offender population, having a Gender Responsive Focus improves public safety outcomes.

INTRODUCTION TO VOLUNTEER PROGRAM

Volunteers provide a positive connection to the community for offenders. Evidence shows that offenders leaving prison need community support for successful transition. Cultivating partnerships with volunteer organizations provides reentry assistance beyond what is provided by DOC.

Opportunities for volunteers to collaborate with the DOC abound, whether providing educational tutoring, social services support, religious programming, or reciprocal community stakeholder involvement on boards, steering committees and advocacy councils. The Department actively seeks community collaborations such as grant projects, staff and volunteer board or council memberships, serving as proactive partners with law enforcement agencies, involved with offender change programs, advising on management teams, and helping with transitional programs.

The Community Partnership Program Coordinator (CPPC) at the facility where you volunteer your time, talent, and expertise, will provide you with facility specific information pertinent to the volunteer assignment you are given.

This Guidebook is meant to provide you with an overview of the Department and valuable information pertaining to the Volunteer Program. It aligns with the statewide Volunteer Training and acts as a reference should you have questions later. You are encouraged to direct additional questions to the Community Partnership Program Coordinator at each facility.

The goals of the Volunteer Program are to:

- Enhance and expand services to offenders
- Partner in the management of offender reentry
- Recruit and retain volunteers
- Encourage and model positive values
- Foster a culture that embodies quality volunteer services integrated into strategic goals, objectives, and priorities of DOC

RESPONSIBILITIES

Department of Corrections (DOC)

DOC encourages community partners to participate in the Volunteer Program. The Department values the partnerships and will:

- Treat you as a partner who plays an important role in achieving the goals of the Department.
- Involve you in a suitable and meaningful assignment.
- Provide you with orientation and on-going information to carry out your assignment.
- Provide you a written assignment description of the services to be performed.
- Give recognition of your services.
- Maintain records of your activities.
- Be responsive to your needs and suggestions.
- Involve you as a stakeholder in meeting the Department's mission.

Community Partnership Program Coordinator (CPPC)

The CPPC facilitates and manages volunteer recruitment, orientation, training, supervision, and volunteer recognition. He or she is responsible to post orientation schedules and track volunteer service hour data in the Volunteer SharePoint site. They work with the Agency's Business Office to report volunteer services hours to the Department of Labor and Industries.

The CPPC ensures volunteer eligibility, screening, and that training requirements are followed. He or she is responsible for ensuring the volunteers meet the policy requirements set forth in Volunteer Program Policy. The CPPC assigns volunteers to their program assignments.

Volunteers

Volunteers serve as role models for work ethics, behavior, and effective interpersonal skills. You are required to perform in your role with a sense of responsibility and professionalism and are considered part of the corrections team.

Volunteers will:

- Complete necessary training requirements.
- Remain professional at all times.
- Stay with your group and in your area.
- Comply with policy.
- Ask questions of staff, if you do not understand.
- Be dependable.
- Seek approval from your CPPC or facility Chaplain prior to using equipment or bringing items into the facility.
- Gain written permission before removing any items from the site.
- Wear your DOC issued badge at all times and on your outermost garment while on facility grounds.
- Turn in your DOC issued badge when leaving the facility.
- Follow proper sign-in and sign-out procedures at your facility.
- Report any preexisting relationship with any offender who is under the supervision of DOC.
- Provide an email address to the Department.
- Only perform job duties as listed in their assignment position description.

Volunteers will not:

- Develop relationships with offenders outside the scope of your volunteer duties.
- Participate in non-volunteer (staff) duties, such as: searches, escorts, etc.
- Provide medical or legal advice unless specified in your duties.
- Proselytize per the Religious Program Policy.
- Discuss offender specific information outside of the scope of your volunteer duties.
- Communicate with offenders via telephone, mail or electronically without prior approval from the Appointing Authority.
- Bring in, take out or distribute any items to offenders without prior approval.
- Accept or give any gifts, property or funds to or from an offender.
- Be placed on any offender's visit list while participating as a volunteer without prior approval from the Appointing Authority.
- Be immediate family members, close friends, or be related to an offender housed at the facility.
- Arrive on-site under the influence of drugs and/or alcohol.
- Perform additional duties without going through the prior approval process, see example below:

Example: If you come in to facilitate a religious service, you may not conduct premarital counseling without prior approval.

Volunteers must work within the scope of their assignment and pre-approved duties. Working outside your volunteer assignment agreement without going through the prior approval process can result in dismissal from the Volunteer Program.

Department volunteers are covered under the Department of Labor and Industries (L&I) Worker's Compensation Industrial Insurance while on assignment with the Department. L&I provides medical insurance for work related industrial injuries and illnesses. Volunteers do not receive time loss compensation, since time loss is only paid if wages are lost due to an industrial injury. If you have an accident or occupational exposure, advise a Department employee immediately and complete the Personal Injury Report Form within 24 hours.

Appearance & Dress

Volunteers will comply with the dress code standards for Staff Personal Appearance. Volunteer clothing will be neat and clean and in good repair. Clothing will not expose undergarments, cleavage, bare chest, stomach or midriff. Shower shoes, flip flops, shorts, overalls, camouflage clothing, miniskirts or dresses, halter tops and sheer see through, mesh and camisole tops are not authorized. Clothing that depicts violence, gang affiliation, alcohol, drugs, or be construed as sexual are not allowed. Volunteers are encouraged not to wear clothing similar to that of an offender.

It is expected that volunteers maintain good personal hygiene and their appearance reflect a professional image. Light, mild use of cologne or perfume is authorized. Tattoos that depict violence or gang affiliation or could be construed sexual in nature must be covered.

Confidentiality & Disclosure

The Department of Corrections responds to requests for the disclosure of public records pursuant to RCW 42.56, the State's public disclosure act and other related statutes. Volunteer information used, retained or prepared by the

Department is part of the agency's public record information and is subject to disclosure. Volunteer information that is exempt includes social security numbers, personal addresses and telephone numbers.

Volunteers must not disclose confidential information obtained while conducting volunteer related business. Volunteers are subject to the same rules of confidentiality as the paid Department employees and as outlined in the Confidentiality Agreement. It is recommended that volunteers who have questions regarding what is disclosable to offenders and/or the public, consult with the CPPC prior to disclosing information. If volunteers become aware of any information that is "life safety" related they are mandated to share the information immediately with a blue badged employee.

Professionalism

The way you look, act and speak influences how you develop relationships with staff and offenders. The Department treats volunteers as employees and service providers. The prison or facility environment is different than other environments and the clientele is different than most.

The Department expects volunteers to perform services with a sense of responsibility and professionalism. Volunteers are expected to be dependable, willing to be trained, and to ask questions of staff when in doubt. Here are some of the qualities of effective volunteers:

- Reliability and dependability
- Acceptance of responsibility
- Objective
- Good manners
- Articulate
- Ability to leave personal affairs at home
- Enthusiastic
- Respectful
- Ethical
- Empathetic, not gullible
- Trustworthy

Adults of all ages, education levels and walks of life are incarcerated. The Department needs level headed professional volunteers who are willing to share experiences and training with offenders appropriately.

Religious Programs

Religious volunteers are the largest segment of the volunteer population for the Department. They are held to the same standard as other volunteers. However, due to the nature of their service, they are required to review DOC Policy 560.200 Religious Programs and 560.100 Privileged Communication and Chaplain Responsibilities.

Some volunteers with certain religions and status may have "privileged communication" with offenders when conducting their service, for example a Catholic Priest. Any conduct of "privileged communication" must be approved in advance and written into the volunteer assignment description. If the information, privileged or not, affects "life safety" it must be reported immediately to the Shift Commander.

DOC does not allow proselytizing (not soliciting someone to a religious faith or belief).

INTERACTIONS AND PROFESSIONAL BOUNDARIES IN CORRECTIONS

Relationships and Boundaries

Volunteers are expected to conduct themselves in a professional manner consistent with state law, prudent correctional practice and Department policies and procedures. Volunteers will not develop relationships with offenders outside the scope of their assignment. Department policy and State and Federal Laws govern conduct with offenders under Department of Corrections Supervision. Volunteers are just as culpable as staff and contractors for maintaining appropriate boundaries with offenders.

Interactions

Volunteers are expected to be vigilant in avoiding any appearance of improper association or interaction with offenders. Physical contact with offenders is limited to a handshake. It is expected that volunteers possess and utilize positive communication skills. These skills promote positive change and role model what is expected in the community. What may begin as a short conversation about appropriate topics may transform into other conversations containing inappropriate content. This is where a volunteer's professionalism and intent can come into question. It is the responsibility of the volunteer to ensure the conversation remains professional.

Families and friends of offenders are considered part of the offender's personal support group; volunteers may not develop personal relationships with an offender's family and friends. Attempts to develop personal relationships with the offender and the offender's family and friends put the volunteer at risk for inappropriate contact and conduct. Likewise, correspondence outside of the volunteer's scope or agreement is not allowed.

Should an offender or an offender's family and friends request an unauthorized interaction, notify the CPPC or report it to the Shift Commander immediately. It is expected that you let the individual requesting the unauthorized action know that 1) the request is inappropriate, 2) you will not comply, and 3) you are reporting the request.

Manipulation

The Department acknowledges that some offenders will take advantage of volunteers and others, if allowed to do so. It is imperative that staff and volunteers work in partnership to protect each other from manipulative situations.

To attempt to influence others is human and is acceptable when the influence is positive but when influence is used to get something that is unauthorized it is against Department policy and creates a safety and security issue. Some offenders are quite skilled at this exerting influence for personal gain. One of the best ways you can protect yourself from being manipulated is to ensure all conversations you are a part of remain professional.

Both volunteers and staff can become targets of manipulation because they share the attributes of most people—and it is these human attributes that can be levered against us:

- People have a need for community and communal relationships – one where they are eager to be responsive to the needs of others.
- It is a human reaction to want to be liked, loved, helpful, and included.
- The more often people meet, the more they like one another.
- Exposure to people increases liking, regardless of whether the situation is positive or negative.

Offenders may seem like ordinary people. You may feel as you get to know them, that they could even be friends. That is a signal that you may already be experiencing a level of risk. A good practice to adopt is to share your perceptions of what you think is going on with employees and with the CPPC. This can help you gain balance in your approach and maintain effective boundaries.

Uncooperative Offenders

There may be situations where you are faced with a resistive or aggressive offender. The offender may be angry with you or perhaps just unhappy with their situation. Remember, safety is the number one priority. Make sure your location is known at all times and in the event the offender(s) become uncooperative, notify staff immediately.

Sexual Harassment

In the Corrections environment sexual harassment is considered a form of misconduct and may be illegal regardless of who is perpetuating the issue. Employees, contract staff, and volunteers are not to engage in any form of sexual harassment.

Some common forms of sexual harassment are:

- Referring to someone as sweetie, honey or dear.
- Leering looks or looking someone up and down.
- Repeated comments about one's looks.

If an employee, contract staff or volunteer observes or are subject to sexual harassment they are encouraged to:

- Identify the behavior to the harasser and tell them to stop.
- Notify the supervisor, Shift Commander, or appointing authority immediately.

All volunteers, just like employees and contract staff, have the right to file an Internal Discrimination/Sexual Harassment Complaint with the Department's Workplace Diversity Section if they feel satisfactory result were not attained. All allegations are investigated and retaliation for reporting is prohibited. Employees, volunteers and offenders are held accountable when warranted; offenders are infracted and volunteers and employees can be dismissed as a result of the behavior.

Prison Rape Elimination Act (PREA)

All volunteers are required to have taken the online PREA Training. The Department has zero tolerance for all forms of sexual misconduct and does not recognize consensual sexual contact while the offender is under Department supervision. Consider the following scenario:

A fellow volunteer has informed you that when Offender Jones is released, she is going to give him a ride over the mountains to where he will be residing. She says Offender Jones is very nice, is turning his life around and she would like to get to know him better. She does not feel this would be in violation of the policy and does not communicate about it with the CPPC.

While this situation may or may not involve sexual contact, think about the information this volunteer may not know or be considering:

- Volunteer policy requires approval from the Appointing Authority.
- Offender may be manipulating the volunteer and may not be sharing all information.
- History of the offender (felon).
- Volunteer is not conducting themselves per the Volunteer Agreement.
- The message her actions send to others, offenders and employees.

It is often what you don't know about the situation or the offender that is dangerous. It is easy to let your guard down, especially when someone seems nice. While the situation above may be innocent in intent, the outcome could be dangerous to the volunteer. Many times it is these innocent decisions or actions that compromise volunteers, lead to a PREA allegation and an investigation.

Volunteers are considered just as responsible as paid employees in PREA situations. The Department responds to allegations of sexual misconduct and provides assistance to the victim (offender) and obtains evidence for use in investigations and criminal prosecution. Volunteers must immediately report any knowledge, suspicion, or information regarding an allegation or incident of sexual misconduct to the Shift Commander.

A former Department employee, contract staff, or volunteer will not be permitted to visit if there is evidence that he or she was involved in any inappropriate behavior with the offender before leaving the Department.

Conflicting Values

One of the most challenging aspects of volunteering is that your purpose and mission may be vastly different than some of the offenders participating in the program or activity. Some offenders are very skilled at recognizing when values conflict and monopolize on what they perceive to be weakness or opportunity. Aligning your actions with the rules that govern conduct in a facility and managing your values while maintaining balance is the key.

SAFETY & SECURITY

Safety and security of volunteers, visitors, employees, and offenders are the most important concerns in a facility. You are entering a potentially hazardous area when volunteering. Please follow all established rules and maintain professional relationships with staff and offenders. If you observe or are involved in any situation that makes you uncomfortable, share your observations with staff.

Searches

Once you come onto the facility grounds, you and your vehicle are subject to search. Only pre-approved items are allowed into the facility to use in your volunteer activity. Keys, wallets, money, cell phones, etc. are not authorized inside the perimeter and everything must be locked up in a locker or left in your vehicle.

Volunteers are searched regularly. Searches may include:

- Electronic - usually a walk through scanner, sometimes a hand held.
- Container- handbags, briefcases or other hand carried items are physically searched.
- Pat/Frisk –usually conducted for cause.
- Locker- does not require the presence of the person using the locker. All items in the locker are physically searched or searched by a canine.
- Canine –trained dogs with their handlers for detection of drugs, explosives.
- Vehicles - subject to search for cause.

Access Areas

Volunteer status does not allow unlimited access to the facility, and are only authorized access to designated areas on the days/times that have been scheduled. Items such as keys, money, phone, etc. are not authorized in the facility, and all programs and supplies must be pre-arranged by the Chaplain and/or CPPC.

Personal Safety

When you enter a facility, you must sign-in and out according to the local procedures and provide acceptable photo identification. Examples of acceptable photo identification are:

- Valid driver's license
- Official state identification card
- Passport
- Military identification card
- State or federal agency identification
- Tribal identification

Volunteers receive their DOC volunteer badge after they have provided proper identification. Volunteer badges are to be worn on the outermost garment, at all times, while in the facility. Badges are to be returned at the conclusion of the activity, prior to the volunteer leaving the grounds.

Universal Precautions

The Department seeks to provide a safe and healthful working environment for employees, contract staff, and volunteers. Because the possibility of airborne transmission of infection by the bacteria that causes TB is high in a facility setting, the prevention and control of TB will be regarded as a priority health issue. Universal Precautions are infection control techniques used to minimize risk and all employees are encouraged to use them.

Other precaution reminders are:

1. Wash your hands frequently.
2. Avoid contact with body fluids.
3. If volunteering 80 hours or more per month, obtain baseline symptom screening and tuberculosis (TB) testing.

Contraband

In a facility, there are many items considered contraband that you may not be aware of. Contraband is anything an offender is not allowed to have, or anything that is used for a purpose other than which it is intended. To prevent the flow of contraband, do not bring anything in or out of the facility that has not been approved.

Some examples of contraband include:

Dangerous	Nuisance	Other
Weapons/Parts of Weapons	Personal Mail	Tobacco
Cell phones/Parts of Cell Phones	Magazines	Phone Books
Explosive Devices/Components	Garbage	Maps
Chemicals	Food Items	Gum
Magnets	Games	Books
Tools	Newspapers	Posters
Sharp Implements		Over the Counter Meds
Drugs/Alcohol		
Money		
Keys		

Emergency Management

Emergency situations do arise in facilities. Staff will make every effort to ensure your safety and the safety of others. During an emergency, Department employees are trained to take specific actions and will be directive. When and if you hear a duress alarm, remain calm and follow staff directives.

Emergency situations that may occur:

- Fire or Fire Drill (actual fire or practice exercise) - Be aware of your evacuation route and areas of muster.
- Escape Response (i.e. missing offender) - You will receive instructions from a Department employee.
- Offender Disturbances (fights, hostile offender) - Do not intervene. Notify a Department employee immediately and position yourself in a place of safety.
- Bomb Threat (potential explosive devices) - If you become aware of a suspicious item, notify a Department employee immediately. Do not touch or disturb the item and remove yourself and others from the immediate area.
- Hostage - Although rare, hostage situations can occur. In the event this should occur, be cooperative when dealing with the hostage taker and know there's a plan in place for resolution.
- Medical – Refrain from assisting offenders experiencing a medical condition. This is for your safety. Report the medical issue to a Department employee immediately.

SITE SPECIFIC INFORMATION

- ★ Each facility has a designated emergency number to call if you witness an emergency. Clarify the local emergency number with the CPPC and memorize it. You are responsible to make the emergency call if you cannot locate a Department employee quickly or are in an isolated location. The line rings directly into the control center/booth for immediate dispatch of trained personnel.
- ★ Muster or gathering areas during an emergency are pre-designated for each facility. Maps/schematics are posted in each building that identifies primary and alternate evacuation routes with directional arrows for traffic flow. You are responsible for knowing how to evacuate and where to muster in the event of an emergency for staff accountability purposes. Clarify the local muster/gathering areas with the CPPC or organizing staff member.
- ★ In some programs and events, volunteers may be issued keys, radios, alarms, and computer access. Additional training will be provided by your facility and/or CPPC.
- ★ Volunteers are required to document their service to the Department. The actual process of reporting varies by facility and will be explained by the CPPC. Tracking volunteer hours serves several purposes including:
 - L&I Insurance.
 - Safety and Security of the volunteer.
 - Provides verification of hours worked.
 - Can be used for academic credits for students and interns.
 - Identifies tracking trends and volunteer involvement at different Department sites.
 - Volunteer experience may be counted towards qualification for state employment as work experience.