



Volunteer Guidebook

Welcome to the Volunteer Program



Washington State Department of Corrections

LETTER FROM THE SECRETARY
OF THE DEPARTMENT OF CORRECTIONS

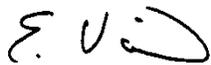
Dear Volunteers:

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.

Sincerely,



Eldon Vail
Secretary

TABLE OF CONTENTS

Letter from the Secretary of the Department of Corrections[Page 1](#)

Table of ContentsPage 2

Agency Overview[Page 3](#)

Introduction to the Volunteer Program[Page 6](#)

Responsibilities of the Volunteer[Page 7](#)

Safety and Security Issues[Page 10](#)

Offender Manipulation[Page 16](#)

Responsibilities of the Department[Page 17](#)

How does DOC solve volunteer related problems?[Page 18](#)

Volunteer Benefits[Page 19](#)

Thank YouPage 20

AGENCY OVERVIEW

Mission Statement

The mission of DOC is to improve public safety.

Vision Statement

Working together for safe communities

The Department of Corrections (DOC) consists of the following:

Office of the Secretary

- **Government, Community Relations and Regulatory Compliance**
- **Administrative Services**

Office of Correctional Operations

- **Community Corrections Division**
- **Health Services Division**
- **Offender Programs Division**
- **Prisons Division**
- **Organizational Development**

The Department of Corrections is responsible for the management of all state operated adult prisons and the supervision and monitoring of specific adult offenders living in the community. The Department is legally and/or constitutionally mandated to provide offenders with health care services and correctional work programs, and to maintain an offender tracking system. A copy of our agency Strategic Plan is available on the internet at www.doc.wa.gov.

The Department has responsibility for the supervision of over 58,000 offenders. Over 18,000 offenders are housed under confinement, and approximately 70% of offenders under Department jurisdiction are monitored by Community Corrections. These individuals are typically felony offenders sentenced in Washington State Superior Courts.

The Department employs approximately 8,000 men and women and the current biennial operating budget is \$1.8 billion. Approximately 72 percent of all operating appropriations are allocated to the incarceration of offenders in facilities. The Department headquarters is located in Tumwater. Other facilities and offices are located in communities throughout the state.

Institutions:

The Department of Corrections operates eight major or multi-custody institutions that house close, maximum, medium and minimum custody offenders. In addition, the Department manages seven minimum-security institutions that include work camps, reentry facilities and an assisted living facility. Minimum-security facilities house offenders who will be released to the community within 48 months.

Work Release Facilities:

The Department operates 15 work release facilities. Offenders housed in work release facilities have progressed from full confinement to partial confinement, and are required to seek, secure and maintain employment in the community, and contribute to their cost of room and board. This model is designed to ensure offenders have employment and housing plans when they are released to communities.

Community Supervision Field Offices:

Community Supervision of offenders occurs at varied locations in the community to include: field offices, community justice centers, Community Oriented Policing (COP) Shops and outstations. Offender's activities in the community are monitored by a Community Corrections Officer to ensure compliance with court, Indeterminate Sentence Review Board (ISRB) and Department conditions of supervision.

Volunteer Program

MISSION:

The Volunteer Program is a comprehensive, proactive program that increases the community's capacity to assist in successful offender reentry by engaging community stakeholders, partners and offender families.

INTRODUCTION TO THE VOLUNTEER PROGRAM

Volunteers who offer their time, talents and professional expertise are indispensable if the Department is to achieve its mission. We integrate volunteers into our system as unpaid staff, and with that come the rights, responsibilities, and expectations of paid staff. It is our sincere hope that we will provide you with a meaningful experience and that you will become a positive link to the broader community as we work together to enhance the corrections agenda.

The Volunteer Program is essential to effective offender management and in promoting positive behavioral changes. As money for offender change programs diminishes, volunteer services are considered more valuable than ever before. Additionally, volunteers bring the community perspective and expectations to the offenders as well as their experiences and devoted interests. These factors work toward closing the gap between incarceration and successful transition into the community.

Opportunities to partner with the Department abound, whether providing educational tutoring, facilitation of offender change programs, participation on Community Accountability Boards, religious programming, reciprocal community stakeholder involvement on boards, steering committees and advisory councils. In addition, the Department actively seeks community collaborations such as grant projects, assistance with Community Restitution Crews, staff and volunteer memberships on boards and councils, or serving as proactive partners with law enforcement agencies. Many opportunities are yet to be defined and developed, and will be accomplished only by recognizing the Department's and the communities' mutual interests.

This guidebook for volunteers is meant to provide you with an overview of the Department and valuable information pertaining to the Volunteer Program. In addition to the statewide-standardized volunteer orientation, you will receive a site-specific orientation with information pertinent to your volunteer assignment.

You may direct your questions, comments, ideas for improvement, or new program proposals to any member of the Volunteer Program Team or by contacting those listed on the DOC website at <http://www.doc.wa.gov/community/volunteer.asp>.

We extend a hearty welcome, as you become a valued volunteer and a significant partner by *Working Together for Safe Communities*.

RESPONSIBILITIES OF THE VOLUNTEER

Volunteers can provide programming services to offenders and assistance to staff in areas such as substance abuse treatment, education, and mental health services, religious and rehabilitative programs. Volunteers serve as role models for work ethics, behavior change, and effective interpersonal skills. The following pages are a guide for your orientation. If at any time you have questions regarding any information contained in the guidebook, please be sure to ask the volunteer coordinator.

Professionalism

As a volunteer, you are required to perform your role with a sense of responsibility and professionalism. Some of the primary responsibilities are:

- You must be willing to be trained and supervised by a staff person. As a volunteer, you are assuming certain responsibilities that demand loyalty, both to the Department and the offender. If you do not understand a situation, statement or rule, ask staff questions so that you will have the correct information. Your dependability as a volunteer is essential if you expect to be of real service to the Department and the offenders.
- You must seek approval from your site's coordinator or facility Chaplain *prior* to using equipment or bringing into the facility any items to be used for your volunteer activities. You must also obtain written approval prior to removing any articles from any site.

Adults of all ages, education levels, and from all walks of life are good volunteers. The Department needs level headed people who are willing to share experiences and training with offenders and who want to be a part of the corrections team. Effective volunteers should have the following qualities:

- ***Be Ethical*** - Ethical living means treating others with respect, no matter how they treat you. It is treating others the way you want to be treated. Ethical living is doing what is right because it is the right thing to do. Acting ethically in the corrections setting means serving as a role model for offenders, following the rules, model law abiding behavior and encouraging others to do the same.
- ***Be a Good Listener*** - Everybody needs someone who will listen to him or her. Offenders are no exception. They experience joy, sorrow, happiness and sadness, just like everyone else. They need someone who cares about their thoughts and feelings. Listening to what offenders say makes their words valuable and enhances their self-esteem.
- ***Be Empathic, but Not Gullible*** - Empathy is showing others that you are willing to look at life from their perspective and communicating that understanding to him or her. You cannot be effective until you have an understanding of the pressures, needs, interests, capabilities, and limitations of offenders from the offender's point of view.

However, don't abandon your beliefs, values, or feelings or feel that you must agree with the offender's opinions or position. Instead, empathy is listening with the intent to understand. It does not mean believing everything you hear. Some volunteers over-identify with the offenders and become too involved. This may put the volunteer in a compromising situation.

- **Be Respectful** - To be effective, you must simultaneously respect offenders as individuals, empathize with their situation, and believe in their capacity to change. There is no room for prejudices or feelings of superiority.
- **Be Genuine** - Allow people to see the real you. Express your true feelings with tact and consideration. Be “straight” and talk without using words that have double meanings but always avoid disclosing too much personal information.
- **Be Patient** - There are many sources of frustration in corrections. It is frustrating having to wait for access into facilities. Prison schedules are subject to change at a moment’s notice. Security takes first priority. For example, a fight, missing keys, the suspicion that an offender is missing, or other unexplained reasons can cause an entire facility to be “locked down.” This could last for minutes, hours, or even days. Effective volunteers allow time for the unexpected. Those who “go with the flow” will earn the respect of offenders and staff alike.
- **Be Trustworthy** – Make promises only when you are prepared to carry them out. Offenders will test you just to see if you will indeed, keep your word. Most offenders have had very few people in their lives that they can trust. Once a trust is broken, it is next to impossible to regain. Showing up on time, attending meetings regularly, following the rules, and assisting staff in holding offenders accountable for their actions goes a long way toward building trust.

You must keep confidentiality in mind. You will hear many things about offenders, and you are expected to keep information confidential. However, that confidentiality extends only so far. *You must inform staff of any information you have heard that may lead to injury, escape or danger.* This partnership between staff and volunteers will help maintain the safety and security of everyone.

- **Be Objective** - You will hear many differing stories and perspectives from offenders and staff alike. Taking sides in a dispute can further aggravate a situation. Never interfere with a Correctional Officer or Community Corrections Officer in the performance of his or her duties. If you have any questions about a situation, discuss them with your site’s coordinator or with your staff supervisor.
- **You Are Appreciated** - Many offenders do not know how to say, “thank you.” Others find it embarrassing to show gratitude. As a result, you may feel unappreciated and be tempted to quit. However, offenders and staff alike are keenly aware of the time and talents you provide. If you do not receive a verbal, “thank you,” we hope we are providing some signs of appreciation along the way so that you know how greatly you are valued.

Dress Code

Your clothing should be neat, clean, and in good repair. Do not wear shower shoes, shorts, overalls, camouflage clothing, mini skirts, mini dresses, half-shirts, halter-tops, midriff type tops, or see through material. Clothing that depicts violence, gang affiliation, alcohol, drugs, or could be construed as sexual in nature is not authorized. Each site may have its own dress code for volunteers. You will be advised of specific dress requirements during your site-specific orientation.

Confidentiality and Public Disclosure

Volunteers are subject to the same rules of confidentiality as is paid Department staff. Volunteers are prohibited from disclosing confidential Information (i.e., oral, written, or electronic) obtained while conducting official Department business during, or related to, your volunteer relationship with the Department. All volunteers are required to sign DOC 03-421 Volunteer Confidentiality Agreement. You will be asked to submit to fingerprinting if; you have access to offender file information.

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. This public record information is subject to disclosure. Volunteer information that is specifically exempt from disclosure under RCW 42.57.250 includes volunteer residential addresses and telephone numbers. Volunteer social security numbers are also exempt under federal law. All other volunteer information may be disclosed.

Religious Practices

In facilities, a majority of the volunteers that work directly with offenders are the Religious Volunteers. There are additional rules that apply to these volunteers as they have contact with offenders having different religious practices.

Guidelines for various religions can be found in the Handbook of Religious Beliefs and Practices and in department policy. Policy covers allowable practices, religious property, holy days, work proscription days and dietary restrictions. The religious handbook is a reference only.

- **Religious Freedom and Proselytizing** – Even though you can talk about your religious beliefs you may not begin unsolicited, unwanted or forceful attempts to persuade others to convert from one religious belief to another. Do not criticize the religious beliefs of others.
- **Privileged Communication and Chaplain's Responsibilities** - All religious groups recognize some form of privileged communication for their ordained clergy. This is a necessary mandate that allows freedom for the person being counseled to reveal those sensitive areas of life that might be causing underlying problems without fear of reprisal. However, 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; if the communication contains threats to public safety; or if it is specifically addressed by state statute. Such communication may include, but not limited to: plots of escape, intent to harm another or self, plan to harm staff or knowledge of riots or planned disturbances. All DOC volunteers that are ordained clergy must read DOC 560.100 regarding privileged confidential information and sign a form agreeing to adhere to this policy.

Relationships/Contact with Offenders

Department policy governs the conduct of volunteers with offenders, specifically when dealing with offender relationships and proper conduct in contacting offenders. When you see the word 'offender' below, it also means family members, friends and known associates. Your interactions must be professional and consistent with State law.

- Use caution when you deal with offenders and be careful to avoid any appearance of improper association with an offender.
- Do not have any communication with any offenders outside of your volunteer work.
- Do not let stereotypes, biases and other prejudices affect your work.
- If you think you might know an offender personally and have contact with him or her, you will need to fill out DOC 03-039 -Report of Contact with an Offender.
- Do not have any financial dealings with offenders, or accept gifts, no matter how small.
- Do not assist offenders in filing legal papers or appeals. You may refer offenders to the appropriate legal service agency for assistance.
- If you decide that you wish to sponsor an offender when he/she is released, go immediately to your site coordinator or staff supervisor and learn what you must do to accomplish this.

There are more specific rules that must be adhered to, but we will not go into all of them here. You will be given a copy of both of these policies during your orientation, please make sure you read and understand all the nuances of these directives. All these rules have been written for the protection of the Department, the offenders and more importantly YOU who deal with offenders on a regular basis.

Prison Rape Elimination Act (PREA)

On September 4, 2003 President George W. Bush signed into law S. 1435, the Prison Rape Elimination Act of 2003. Major provisions of the Federal Law include:

- Development of standards for detection, prevention, reduction and punishment of prison rape;
- Collection and dissemination of information on the incidence of prison rape; and
- This Act applies to all public and private institutions that house adult or juvenile offenders and is also relevant to community-based agencies.

The Department has zero tolerance for sexual offenses committed against offenders by other offenders as well as sexual offenses committed by employees, volunteers and contract personnel. Department policy is to fully investigate, pursue disciplinary action, and refer for prosecution those who are found to be perpetrators of sexual misconduct. Any kind of sexual contact among offenders and volunteers or staff is extremely serious and can lead to criminal charges.

If an offender is a victim of sexual misconduct, he/she is encouraged to report it. If **you** become aware, **you** must report. For additional information regarding the Prison Rape Elimination Act, please refer to DOC 490.800, and Sexual Harassment will be provided at your orientation training. Please refer to publication: P297 DOC Brochure (4/2009) "A Guide to the Prevention and Reporting of Sexual Misconduct with Offenders," found online at <http://www.doc.wa.gov/community/volunteer.asp>.

Assignment Description

A Volunteer Assignment Description is the core document the Department uses to define the scope and role of all Department volunteers. Your volunteer assignment description(s) has to be on file at all times for each type of service you are providing within/for the Department. The Department relies on standard Assignment Descriptions to cover most roles within our agency. Examples of these include, but are not limited to, religious programs, 12-step meetings, staff assistance, offender family liaison or educational arenas.

You will review and sign an Assignment Description during your initial orientation. It is extremely important that you work within the scope of your particular assignment description because of validating Labor and Industrial (L&I) insurance coverage and to reduce Department and your liability. If you have any questions about the scope and role of your assignment, please contact your site's coordinator.

SAFETY AND SECURITY ISSUES

Search Procedures

Everyone and every vehicle on the Department's grounds are subject to search. Anything carried into a facility must be approved in advance and searched by staff. You should bring only what you plan to use in your volunteer activity. Leave everything else locked up in a locker or in your car or leave it at home. You do not have to consent to be searched, but, if don't, you will be asked to leave the premises. Your volunteer status may be terminated. The follow-up process of this situation will be different at each site and will be explained at your site-specific orientation. The types of searches that could be conducted are:

- **Electronic:** This is the most common search process and is conducted at all medium and close custody prison facilities. A metal detector, similar to the ones used in airports, or a hand held electronic scanner is used.
- **Pat/Frisk Search:** At most sites, as a volunteer, you would not be subject to pat searches unless staff has sufficient cause, usually in extreme conditions. Consent from the volunteer for this type of search is required in writing before it can be conducted.
- **Canine Search:** Trained dogs are sometimes at the entrance of the facility. These dogs will always be with their handler and are trained to sniff for drugs and other contraband. They may inadvertently walk up to you and smell, but they will not harm you. We ask that you not approach the dogs to pet or talk to, because they are "working."
- **Vehicle Search:** All vehicles parked in a state provided parking lot that can be accessed by offenders may be subject to an external inspection by Department staff member or canine unit. If illegal contraband is observed during the exterior inspection of the vehicle, local law enforcement will be notified. A person may voluntarily allow his/her vehicle to be searched by Department staff after a canine has alerted to the vehicle, but a refusal to permit such a search carries no penalty.

Arrest Procedures

Community Corrections Officers have the authority to arrest offenders. An arrest can occur in a field office or out in the field. Do not become involved in any arrest procedures. Each field office will explain its arrest plan with you at your site-specific orientation.

Some Community Corrections Officers in field offices carry a firearm in the performance of their duties except where legally prohibited. Staff undergoes extensive training in order to do so. Volunteers are not allowed in the armory or to handle/carry any weapons while functioning in their role as a volunteer or while on DOC property.

Security issues

Safety and security of volunteers, visitors, staff, and offenders are the most important concerns of the Department. The following guidelines are based on those concerns. Therefore, we ask that you read all these guidelines carefully as you will be expected to observe them at all times.

- You are entering a potentially hazardous area when volunteering for the Department.
- You are only authorized entrance into a site and designated area to participate in an activity for which you have been specifically approved. All activities must be scheduled in advance and in accordance with the Department's policies.
- In a facility, please leave all personal belongings in your locked vehicle, except your car keys (if you are the driver of the vehicle) and your valid picture identification.
- Upon entrance to a Department site, you must sign-in according to those sites procedures. Examples of acceptable photo identification are: a Driver's License issued by the state, official state Identification Card, passport or border crossing card, military identification card, state or federal agency identification, or Native American tribal identification.
- When you enter a facility, your person, items in your possession, and/or your vehicle are subject to search upon entering and while on the Department's grounds.
- Refrain from bringing anything into or out of the site that has not been authorized in advance. This includes letters, verbal or written messages, files, gifts, money, etc.
- When entering a facility, the only personal item(s) you may bring in, is those items that have been pre-approved for your volunteer activity and the necessary dosage of prescribed life-sustaining medication you require during the time. Some examples include religious text, books, literature, or teaching materials.
- Offenders are prohibited from initiating correspondence which also includes telephone calls with volunteers, and volunteers may not correspond with offenders in any manner without written approval from authorized Department staff, (i.e. the Superintendent or Offender Programs Assistant Secretary).

- Avoid undue familiarity with any offender(s). If an offender has a problem, listen attentively to him/her and, if necessary, direct him/her to staff. Be fair and consistent in your relationship with offenders and staff.
- Physical contact with offenders should be limited to a handshake.
- Everyone entering a Department site shares the responsibility for maintaining safety and security. Report immediately to staff any unusual behavior or conditions that appear to be dangerous or potentially dangerous to volunteers, staff or offenders.
- Stay with your group or in your designated area at all times unless a staff member authorizes otherwise.
- You may not be placed on any offender's visitor list while participating as a volunteer, unless approved and documented. This rule applies if the offender is in the facility at which you are volunteering. For example, if an offender is housed at the Monroe Correctional Complex, you could volunteer at the McNeil Island Corrections Center (MICC) while maintaining visit privileges at Monroe. If the offender transferred to MICC, you would have to determine whether you wished to continue your volunteer privileges at MICC, or terminate your visit privileges, or vice versa
- If you are a member of the immediate family or a close friend of an offender in a facility or on supervision, you must declare this fact. Written approval will be required before you can participate in any volunteer program or continue as a volunteer.
- Volunteers who show signs or evidence of having consumed alcohol and/or drugs will not be permitted entrance to any Department site or be allowed to remain on the facility grounds. **Violators will be dismissed from all volunteer programs.**
- Do not give out or discuss specific personal information you gain about offenders as a result of your volunteer experience, regardless of the source of the information. This information is confidential to outside persons, but not confidential to staff (e.g., offender tells you s/he is going to commit suicide).
- You may share information about religious beliefs but you cannot attempt to persuade offenders to convert to those beliefs. Doing so violates the Department's policies.
- If you no longer wish to participate in the volunteer program, notify your site's coordinator of your intention to resign from the program. If you fail to participate in your scheduled group for a continued period of time, we will assume that you do not want to continue serving as a volunteer.
- Please notify your site's coordinator if you have a change of address, change of name, or change of telephone number. It is imperative that sites have correct information on file for all Department volunteers.
- Please notify the Department immediately should there be a change in your criminal history status or have been placed under incitement for a new crime.

Contraband

Department staff conducts searches in order to prevent contraband from entering into our facilities. What is contraband? Contraband is anything an offender is not allowed to have. In order to prevent the flow of contraband, do not bring anything in or out of the facility that has not been approved by facility administration. Each facility will address specific contraband issues with you at the time of your volunteer orientation and the process for approving items to be accessed. Some, but not all, examples of contraband are:

- **Dangerous Contraband** – Any item that can be used as a weapon or to aid in an escape:

Guns or parts of guns	Magnets	Knives
Torches	Explosives	Bombs
Wire	Hand tools	Bludgeons
Chemicals	Razor blades	Cutting instruments

- **Nuisance Contraband** – Any item that causes clutter that can create fire or hygiene hazards, makes maintenance and cell searches more difficult, can be used to hide escape plans, weapons or communications:

Personal mail	Garbage	Gum
Personal Papers	Food Items	Newspapers
Magazines	Games	

- **Other Contraband** – Any item not issued or authorized by policy for an offender's possession or use that is not included in the above categories:

Drugs	Alcohol	Phone books
Posters	Cigarettes	Lighters
Maps	Computer software	Books
Magazines	Televisions	Over abundance of
	Over the counter	allowed
	Medications	items

Again, each facility is different because of the security levels. Your site's coordinator can assist you in understanding the contraband issues and facilitate your program needs when appropriate.

Hostility

You may be faced with a hostile offender. The offender may be angry with you, with staff, or perhaps with the whole world. When this happens, try not to force conversation. Listen to the offender's grievances and give him or her a safe place to vent feelings. Make sure staff is aware of your presence in a room, and always identify a way of escape from an area, in case hostilities accelerate. Remain as calm as you can. Chances are the offender will regain his or her composure within a few minutes. Advise Department staff of the situation as soon as possible.

Staff will make every effort to answer your questions, make sure you are protected, and help you with any problems that may arise. However, please be mindful that during an emergency situation, staff's first priority is safety and security. They will be focused on resolving the emergency and most likely will not be willing or able to stop and inform you of the entire situation. Please bear with them and follow their instructions.

Emergency Situations

The safety and security of volunteers, visitors, staff, and offenders are the most important concerns at sites within the Department. Department staffs are trained and have planned for emergency situations. It is very important that you always follow staff instructions and know where to go and what to do in case of an emergency. The following is a list of some emergency situations that, while unlikely, you may encounter while volunteering for the Department.

- **Fire:** Evacuation plans are posted throughout Department sites. Locate them and familiarize yourself with the appropriate route and the emergency numbers for your site. If there is a fire, remove yourself and others from the area following the evacuation route.
- **Escape Response:** While you have no specific duties during an emergency situation, you do have the duty to report any suspected activity that may indicate an escape is occurring, or information that leads you to believe an escape is being planned. If an escape does occur you will be escorted to a secure area until a formal count is completed and the escapee's identity determined. This could last for a length of time. Staff are aware of your situation and will make every effort to make this inconvenience as short as possible.
- **Offender Disturbances:** If you encounter an offender fight or a hostile offender, summon staff immediately and stay clear of the area. Do not try to intervene. Department staff will handle the situation. In the case of a prison riot, remain where you are, telephone staff to notify them of your location if possible, find cover, and wait for staff to arrive.
- **Bomb/Explosive Device:** In the event you locate an item that appears to be an explosive device, do not touch or disturb the item, alert staff, and remove yourself and others from the area.
- **Hostage:** Volunteers should be prepared for the possibility that they may be taken hostage. Although very rare, hostage situations can be volatile and the outcome will depend on skilled and well-prepared emergency response plans. Each site will explain its hostage response plan with you at your site-specific orientation.
- **Medical:** Because of the potential of contracting diseases, you are asked, to refrain from assisting offenders in any medical situation which may lead to contact with blood and/or bodily fluids. If an offender is in need of medical attention notify Department staff. If you come into contact with blood and/or bodily fluids, please inform Department staff immediately. Review the pamphlet "What to Do if Exposed to TB" located in the back of the Guidebook.

Felony Stalking Legislation

Department of Corrections volunteers, like agency employees and contract staff, are now covered by a law (ESB 1319) that makes it a felony to stalk certain justice system personnel for reasons related to their official duties.

A person may be found guilty of stalking if:

- Without lawful authority and under circumstances not amounting to a felony attempt of another crime, he or she intentionally or repeatedly harasses or repeatedly follows another person;
- The person being harassed or followed is placed in reasonable fear that the stalker intends to injure the person, another person, or the property of the person or another; and
- The stalker either: (1) intends to frighten, intimidate, or harass the person; or (2) knows, or reasonably should know, that the person is afraid, intimidated, or harassed, even if the intent of the stalker was not to intimidate, harass, or place the person in fear.

Stalking is generally a gross misdemeanor. However, as a volunteer in a correctional agency, it is a felony if you are stalked by anyone in retaliation for something done in your official capacity, or to influence your performance of official duties as a volunteer.

If ever you feel you are being stalked, or in any way threatened or intimidated in connection with your work at the Department of Corrections, please let your site coordinator or a staff person know immediately. We value you and your contribution to our mission, and want you to feel safe in every aspect of the important work you do with us.

Donations

Many of the Volunteer Programs are offered a variety of donations that benefit offender programs and activities. This is particularly true for the Departments facilities. All donations to the Department are governed by department policy DOC 210.060.

Donations typically fall into one of two categories-general or monetary. Samples of general donations include but are not limited to: 12 step books, religious texts, music equipment, craft supplies, and /or select food items for approved special activities. Monetary donations typically have a specific purpose and should be used as intended by the donor and handled per policy.

Depending on the specific needs and programs of a site, some donations may or may not be accepted due to various issues that include security risks, storage space and/or usefulness. For clarification of your local practices and procedures for donations, contact your site coordinator or staff supervisor.

OFFENDER MANIPULATION

Early Warning Signs of Manipulation

Some offenders will take advantage of anyone, if allowed to do so. Early warning signs of a possible set-up by an offender are:

The offender:

1. Engages in long conversations about your preferences or other personal matters.
2. Suddenly offers favors, does extra work, is excessively nice and/or overly complimentary.
3. Asks for materials in excess of what is allowed by policy or offered to others in the program.
4. Will not take, "No," for an answer.
5. Defies directions or orders.
6. Consistently violates minor rules.
7. Will attempt to turn staff/volunteers against other staff/volunteers.
8. Instills staff/volunteers with fear.
9. Pushes staff/volunteers to the limits of their patience.

It is imperative that staff and volunteers work in partnership to protect each other from manipulative situations. Increased communication, results in fewer occurrences of successful manipulation. Volunteers understandably want to approach their volunteer assignment in a positive, optimistic manner. However, you must be aware that some offenders may attempt to manipulate you for their own benefit. Remember that manipulation is a process, over time, causes one person to be "between a rock and a hard place" by another. Manipulation remains the single biggest concern of both staff and volunteers. The following may help you recognize such behavior and avoid it:

1. Realize that some offenders will take advantage of you if you let them.
2. Do not do anything you would be ashamed to share with your peers or supervisor.
3. Keep everything out in the open.
4. If an offender's actions or requests are questionable, let the offender know you will ask your supervisor or a staff person for advice and assistance before taking action.
5. Know the policies and procedures you are required to follow.
6. Learn to be assertive and use the word, "No," appropriately.
7. Be aware of verbal and non-verbal messages you send and receive, particularly body language.
8. Always document any attempt at manipulation or game playing. Staff is always available to assist you.
9. Verify information before you take action.
10. Confront manipulative behavior and take action as the issues arise.
11. Know your personal and professional goals.
12. Understand your value system.
13. Know when you are stressed, "burned out," or ill, and take the necessary action.

14. Be firm, fair and consistent.
15. Understand your strengths and weaknesses.
16. Avoid money, business, and personal relationships with offenders.
17. Do not give out any personal phone numbers, addresses, or email information to offenders without receiving written approval from Department staff in advance.
18. The offender may use religion to support his/her way of thinking and criminality.
19. Offenders often view themselves as the victim.
20. When an offender is told, "Maybe," he/she often regards it as a promise. When dealing with an offender it is best to say, "No," rather than to say, "Maybe."
21. Whenever uncomfortable in a given situation, consult staff.
22. Try to avoid being alone with an offender for a prolonged period of time.
23. Ask questions, seek answers.

RESPONSIBILITIES OF THE DEPARTMENT

The Department, as an agency, encourages and utilizes volunteers. The Department values these partnerships. We will:

- Treat you as a co-worker who plays an important role in reaching the goals of the Department.
- Involve you in a suitable and meaningful assignment that utilizes and develops your skills.
- Provide you with orientation, on-going training and information to carry out your assignment.
- Provide you with a written assignment description of the services to be performed.
- Provide formal and informal recognition of the contributions and achievements that you and other volunteers have made.
- Maintain records of your activities.
- Be responsive to your needs and suggestions.
- Involve you as a valuable stakeholder in striving to meet the Department's mission.
- Provide adequate space and time for your activities.
- Educate staff about the Volunteer Program to facilitate coordination and program development.
- Defend you through the Office of the Attorney General in court action that may arise in the course of an assigned or authorized activity, during which you were acting in good faith and was not negligent.
- Completing an annual evaluation of your performance and criminal history records check.

HOW DOES DOC SOLVE VOLUNTEER RELATED PROBLEMS?

Guidelines

- Volunteer based questions and conflict of some level will occur and be resolved regularly
- DOC will always attempt to resolve problems at the lowest level possible
- Each issue/response is a separate case and situation
- DOC will always seek fair and consistent responses that reflect our safety and security mandates and priorities as referenced in DOC/facility policy and/or training forms and documents. This includes but is not limited to DOC Policy 530.100 and/or Volunteer Agreement or Assignment Description
- Typically DOC resolves issues with 5 levels of response, as explained below
- DOC does not have to go through the 5 levels in any order or at any specific pace. DOC can and will terminate volunteers for first time serious rules violations

Response Levels

1. Prevention - Ongoing communication, training, and problem solving between volunteers, Volunteer Sponsors, Site Supervisors, Chaplains, the Volunteer Coordinator, and facility administrators to address, resolve, and eliminate problems before they occur or become significant.
2. Counseling - Verbal discussion of what occurred, why it became a problem, and what should or should not occur in the future. This involves simple documentation in the volunteer's file.
3. Letter of Understanding - Formal written review and documentation of a situation, clearly identifying the nature of the rules violations. Includes an outline of DOC expectations in the future and/or action that needs to be taken or ceased. This may involve a "stand down" period until the letter is created, delivered/read, signed, and returned to DOC.
4. Suspension - Formal letter that includes the elements of a Letter of Understanding as above, but the severity of rules infraction warrants a mandatory suspension of 1-12 months. Often requires attendance at a General Volunteer Orientation session to become active again.
5. Termination - Includes the elements of a Letter of Understanding as above, but in this case the severity of rules infraction warrants termination from the DOC volunteer program. Severe cases may involve criminal prosecution. Volunteers that are terminated may or may not have the opportunity to serve again. Termination at one facility will result in termination of a volunteer's status at other DOC facilities.

VOLUNTEER BENEFITS

Labor and Industries

Department volunteers are covered under the Department of Labor and Industries (L&I) Worker's Compensation Industrial Insurance while on assignment for the Department. L&I provide medical insurance for work related industrial injuries and illnesses. Volunteers do not receive time loss compensation because time loss is only paid if wages are lost due to an industrial injury. If you have an accident, or occupational exposure, advise a staff member on duty, your supervisor, or the site coordinator as soon as possible. Complete the Personal Injury Report Form DOC 03-133, to provide details about the accident.

Tell your doctor that you were injured while volunteering for the Department of Corrections. The doctor is responsible to assist you with completion of the worker's compensation claim form. This form will be sent to L&I and a copy provided to the Department's Regional Occupational Nurse Consultant. The Occupational Nurse Consultant will verify your registered volunteer status and specific assignment at the time of the injury with your site's coordinator.

Reporting Volunteer Hours

Volunteers are required to document their service to the Department, for this purpose volunteers may use Record of Individual Volunteer Service Form DOC 03-434. The actual process of reporting volunteer hours will vary by site and will be explained to you during your site-specific orientation.

The Department tracks volunteer hours for many purposes that include L & I insurance premiums, safety and security issues, and verifying hours for academic credit for students/interns and for tracking trends in volunteer involvement at different Department sites. Please contact your site's coordinator if you have any questions regarding tracking your volunteer hours.

Work Experience/Academic Credit

Volunteer experience may be counted toward qualification for state employment and actual work experience. Volunteer experience is defined as work experience for which no salary was received, which may be credited toward meeting the minimum qualifications for a classification of State employment. Volunteer experience for which academic credit was granted may be used to satisfy either the educational or the experience requirements of a State employment, but may not be used for both. Volunteer experience of 174.3 hours is equivalent to one month of work experience.

THANK YOU!

We thank all our stakeholders who have committed themselves to building bridges. Specifically, the Department of Corrections extends its heartfelt thanks to its volunteers whose dedication and efforts are greatly appreciated by many, but most especially by the offenders served and the staff supported. It would be difficult to imagine the state of affairs within Washington's criminal justice system if we were not the beneficiaries of our volunteers' talents and valuable time.

Words alone cannot describe the contributions provided by volunteers and their community connections. Again, thank you for your willingness to participate in effecting change throughout the system. <http://www.doc.wa.gov/community/volunteer.asp>



In some cases, DOH advises a "baseline" skin test should be conducted, followed by another test 10 to 12 weeks after the exposure. In other cases, DOH may advise that only one skin test will be necessary 10 to 12 weeks after the exposure.

Should My Family Be Tested?

No, that will not be necessary. Only you were exposed to a contagious person. Even if you develop TB infection, you are not contagious. Your family is in no danger of catching TB from you.

Are Special Precautions Needed?

No. Your family can safely function without precautions. Your physician will evaluate you to determine if you are a candidate for preventive therapy - usually a 6-month course of isoniazid (INH). There are no special cleaning procedures for clothing or inanimate objects.



What To Do If You Are Exposed To Tuberculosis



P 137 (12/2008) POL.DOC.890.610

It's In The Air!

Tuberculosis (TB) is a bacterial disease of the lungs. It is transmitted through the air in almost invisible droplets when someone with TB disease coughs, sneezes, sings, or talks.

TB germs do not become airborne again after falling to the floor or other surfaces. You CANNOT be infected by touching clothing, door knobs, furniture, or vehicle interiors that have TB germs on them.

Can TB Be Prevented?

There is no vaccination against TB. The best way to prevent it is to participate in annual TB skin testing and to follow DOC's TB Control plan.

There Are Two Kinds of TB.

TB can be infection or disease.

- If it's TB infection - it's inactive.
- If it's TB disease - it's active.

A person with TB infection has been exposed to TB. Lung tissue encapsulates TB germs and prevents them from harming the body.

A person with TB disease has "converted" from TB infection and is contagious. TB germs have broken out of their encapsulates and can be spread to others.

In most cases people do not acquire TB infection with casual contact. It usually takes close, day-after-day contact to become infected.

What Should I Do if I Contact Someone With TB Infection?

Nothing, except don't worry! People with TB infection are NOT contagious. Many people in our society have TB infection.

When Should I Be Tested?

DOC policy follows guidelines developed by the Centers for Disease Control and Prevention as adopted by the Washington State Department of Health (WSDOH). WSDOH is DOC's clinical consultant in exposure incidents. That means WSDOH advises how and when skin testing will be conducted. TB skin testing tells if a person has developed TB antibodies. Following an exposure, it takes 10 to 12 weeks before TB antibodies are developed.