

State of Oregon Department of Corrections Volunteer Program

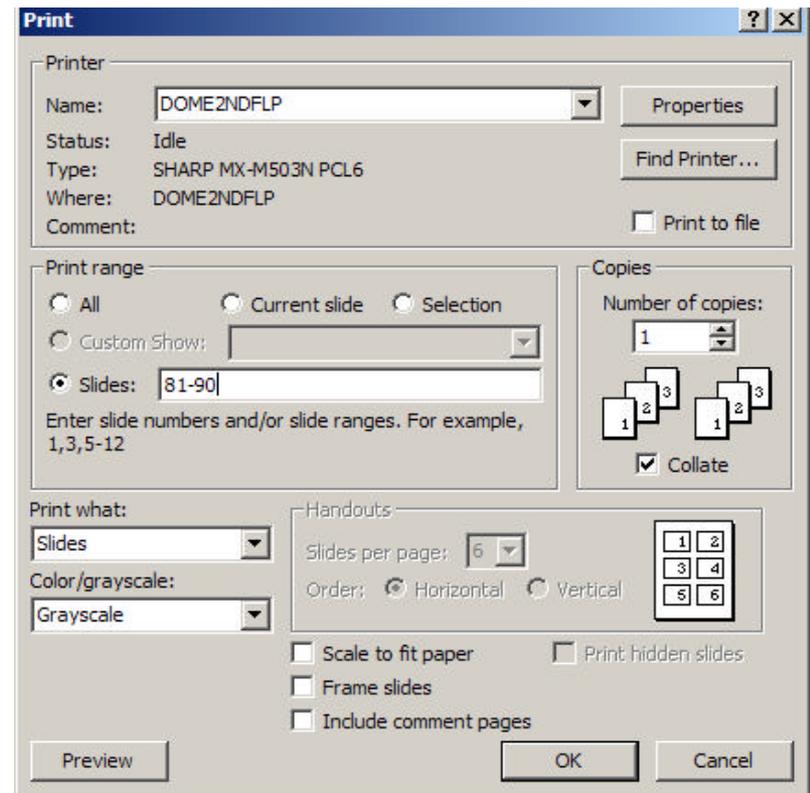


Version 2010-3

Volunteer Training

You are about to begin a self-paced training module. You may print out all 90 pages which may take quite some time or you may read the module on-line. If you choose to do the module on-line, before you start, please print out pages 81 – 90 as those pages you must complete and send to the person for your facility listed on page 81. To print these pages, click on *file* at the top left of your screen and click *print*. When the printer box appears, click on **Pages or Slides** and enter 81-90, depress the *Enter* button. (*see example to the right*)

You may not attend the classroom portion of Volunteer Training until the post-test and exercises have been returned to one of the people on page 81 and they have been reviewed. Please send only the post-test and exercises. The module itself is yours to keep.



Find

State of Oregon

Department of Corrections

Volunteer Program



Volunteer Training

General Knowledge

Department Overview, Dress Code, ID Cards, Corrections Culture, Inmate Demographics, Working with Inmates and Offenders, Volunteer Program

This is a self-paced module. Please read through it carefully and thoroughly and do the exercises. Then complete the Post Test and mail it, along with the completed exercises to the address on the Post Test. The Post Test is “open book” so you may look up the answers to the questions in module.

At the beginning of the in-class part of the training, you will be given the opportunity to ask questions about the material covered in this module. You may not attend Volunteer Training until after you have completed this module and returned the post test and exercises for review and grading.

Oregon Department of Corrections History



The Oregon Department of Corrections was created by the 64th Legislative Assembly in June 1987, and operates under ORS chapter 423. The department's mission originates in the Oregon Constitution, which was amended in November 1996, to say, "Laws for the punishment of crimes shall be founded on these principles: protection of society, personal responsibility, accountability for one's actions and reformation." The department has custody of offenders sentenced to prison for more than 12 months. Oregon houses offenders in 13 state prisons.

The Oregon Department of Corrections is recognized nationally among correctional agencies for providing inmates with the cognitive, behavioral and job skills they need to become productive citizens. Oregon's recidivism rate is about 30 percent.

To further focus on safe communities, safe prisons, and a safe workplace, the department created the Oregon Accountability Model. This purposeful plan is designed to change offenders' criminal behavior - during incarceration and post-prison supervision - using evaluation, education, treatment and work. It begins at the assessment phase during intake and affects offenders throughout incarceration, reintegration, and their time on community supervision. It is inspired by the department's mission of public safety, offender accountability, and crime prevention.

Because of a rapidly growing inmate population, the state embarked on an ambitious prison construction and expansion program in 1995 that has subsequently been delayed because of budget concerns. To date, three new prisons have been opened since 2000 and major expansions of several others have been or will soon be completed. The population is expected to top 15,000 inmates by 2011.

The Department of Corrections provides administrative oversight and funding for the community corrections activities of Oregon's 36 counties. Oregon counties manage their own offenders who are subject to jail, parole, post-prison supervision and/or probation. The department provides interstate compact administration and jail inspections as well as central information and data services regarding felons statewide. It is also responsible for evaluating the performance of community corrections.

The department's culture is driven by integrity, respect and teamwork guided by a strong vision that includes leadership, partnerships, and productivity. Department staff are actively involved in their communities, serving on commissions, participating in volunteer organizations, coaching kids' teams and otherwise giving their time to enhance the quality of life for all Oregonians.

The Oregon Department of Corrections is responsible for the management and administration of all adult correctional institutions and other functions related to state programs for adult corrections. It has seven major divisions and a strong relationship with Oregon Corrections Enterprises, a semi-independent state agency.



Mission of the ODOC

Increasing Public Safety by:

Holding inmates and offenders accountable for their actions and
Reducing the risk of future criminal behavior

Volunteers make a significant contribution by role modeling pro-social behavior, helping inmates and offenders to develop greater spirituality, helping inmates become caring, loving people and helping releasing offenders reintegrate into the community.



Maintain security while preparing inmates for successful re-entry into the community

Oregon Department of Corrections Vision Statement



- We take a proactive role in the development of criminal justice policy.
- We create partnerships with Oregon communities to hold offenders accountable, engage victims, and enhance the quality of life for the citizens of Oregon.
- We are a committed, creative, and productive organization which recognizes safety and security as an essential business practice.
- We require sound fiscal management of public resources using outcome-oriented strategies.
- We provide offender programs and resources which support the department's mission.
- We are a diverse, skilled work force which shares the responsibility for outcomes across organizational boundaries.

Core Values of the ODOC

We Value:

Our responsibilities

Integrity

Teamwork

Constructive change

Respecting others

Participation of all

Volunteers share these values. A hallmark of the department is the way everyone is treated with respect. It is expected that all your dealings with offenders, staff, and other volunteers will be conducted in a respectful way.

Oregon Department of Corrections Code of Ethics



As an employee, volunteer or contract service provider of the Oregon Department of Corrections, I will value and maintain the highest ideals of professional and compassionate public service by respecting the dignity, cultural diversity and human rights of all persons, and protecting the safety and welfare of the public.

I accept that my fundamental duty is to serve the public; to safeguard lives and property, to protect Department of Corrections incarcerated persons against deception, oppression or intimidation, violence or disorder.

I will be constantly mindful of the welfare of others. To the best of my ability, I will remain calm in the face of danger and maintain self-restraint in the face of scorn or ridicule.

I will be honest and truthful. I will be exemplary in obeying the law, following the regulations of the department, and reporting dishonest or unethical conduct.

I acknowledge that I have been selected for a position of public trust and I will constantly strive to be worthy of that trust and to be true to the mission and values of the Department of Corrections.

Please go to Page 84 and complete the exercise on that page. Return to page 7 after completing the exercise.

Criminal Justice Continuum



- **Crime**
- **Investigation**
- **Arrest**
- **Trial** (*If person arrested pleads guilty, there is no trial*)
- **Conviction or found not guilty which ends the process or**
- **If found guilty, then sentencing**
 - **County Jail – Sentence less than 1 year**
 - **State Prison – Sentence more than 1 year**
(People incarcerated are referred to as inmates)
- **Post Prison Supervision (Parole) and reintegration into the community** (People on Parole or Probation are referred to as offenders)

Corrections Culture



There is no one single culture. Each prison will have its own unique culture but there are commonalities. While some employees are more “by the book” than others, corrections is rule driven. There is a rule for just about every aspect of prison life as well as procedures for how staff perform their jobs.

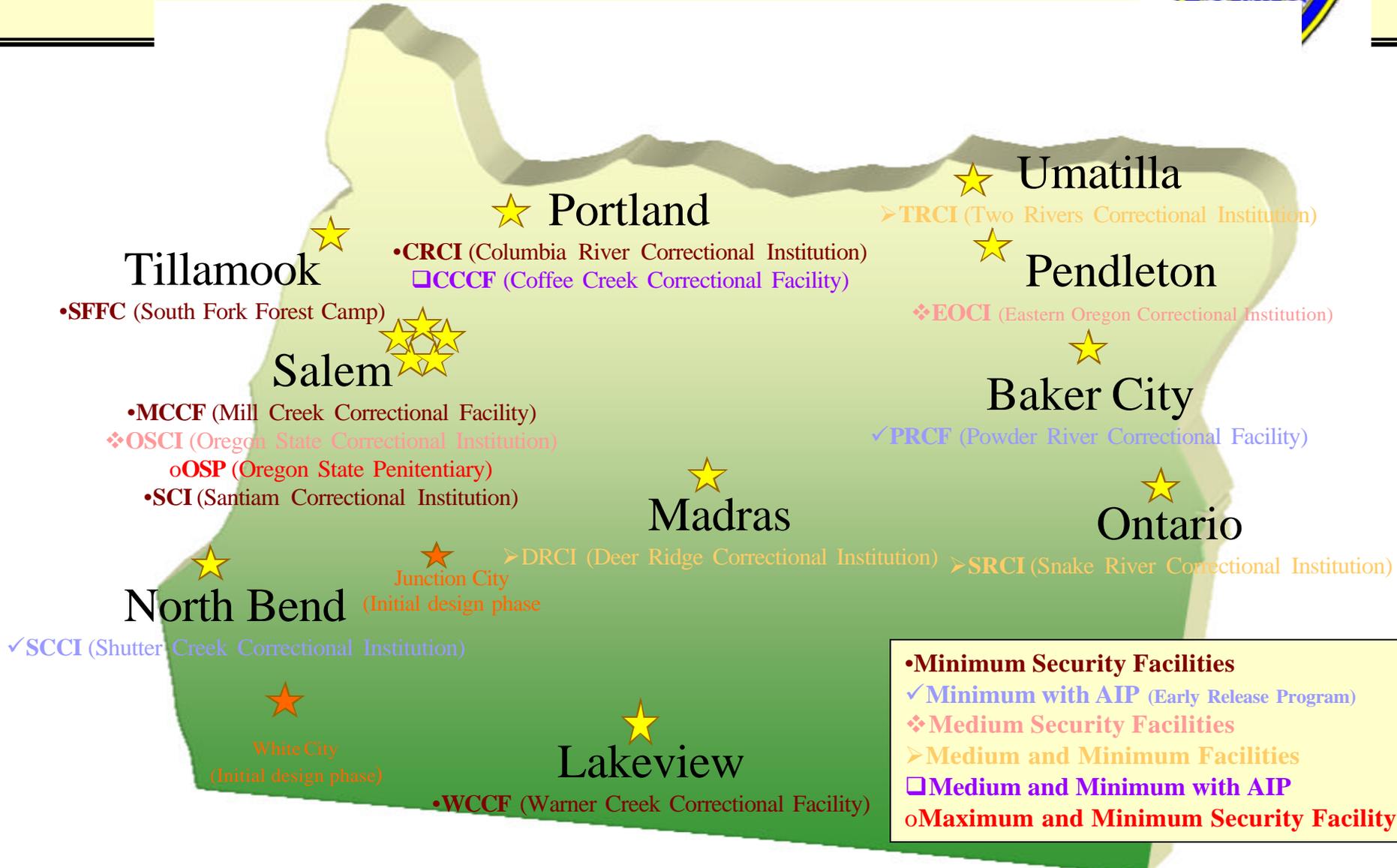
There are many similarities to the military in the way staff dress and present themselves. There is a great deal of structure in inmate management and the management structure is hierarchical.

For inmates, there is often an “us versus them” mentality. It is not a system built on trust. Inmates do not trust other inmates nor do they trust the staff which can create an atmosphere of fear--fear of being attacked by other inmates and of being “written up” by staff. There is a strange phenomenon in the culture where little things get blown all out of proportion and cause irrational behavior. For example, a staff member makes a constructive criticism of an inmate. The inmate may begin to believe that the staff person is out to get him/her and may be hostile towards the staff for some time to come.

Many inmates choose to make their prison time a positive experience. They take advantage of programming offered and take time to reflect on who they are and who they want to become. They make purposeful, positive changes in their lives that they take with them when they return to the community.

The other thing about corrections culture that is often overlooked is that it is in everyone’s (inmates, staff, contractor, volunteers) best interest for prisons to be safe, secure, and operated in an orderly way.

Institutions



- **Minimum Security Facilities**
- ✓ **Minimum with AIP (Early Release Program)**
- ❖ **Medium Security Facilities**
- > **Medium and Minimum Facilities**
- **Medium and Minimum with AIP**
- **Maximum and Minimum Security Facility**



To Wear or Not to Wear When Going Inside a Prison

Remember, as a role model, you teach by the way you dress!

CAN'T

- Blue Denim or Look Like It
- Insignias, Writing & Pictures
- Sheer Clothing
- Form Fitting Clothing
- Bare Midriff, Thighs, Back
- Under wire bras
- Metal objects (If you have bolts, screws, or plates inside your body, check with your ODOC supervisor)
- Purses



SHOULDN'T

- Raincoats, Ski Jackets, Etc.
- Lots of Expensive Jewelry
- Walking Shorts
- Sweatshirts & Pants
- Perfume and Cologne

CAN

- Black Denim
- Briefcase/Book Bag

Be sensitive to the prison environment

Take only those things which you are going to need for your program and a picture ID into the facility. Leave everything else in your car. Don't count on lockers being available.

Please go to Page 85 and complete the exercise on that page. Return to page 12 after completing the exercise.

Identification Cards



- ***Who Gets One?*** Those who will be volunteering frequently inside an ODOC prison as part of a regularly scheduled program. Those volunteering in the community are not provided ID cards. Mentors may be allowed to do professional visits in the visiting room without an ID card.
- ***How to Get One?*** Complete training, submit an application, and attend facility orientation.
- ***Where to Wear One?*** Upper left. When inside an ODOC prison, the ID Card should always be in plain view.
- ***What Color Will Mine Be?*** Yellow strip top and bottom.
- ***Replacing/Security Issues.*** If you lose it, report it right away to your ODOC supervisor. You will be charged \$5 and a new card will be issued. The same is true if the card becomes damaged. If your appearance changes significantly, check with your supervisor to see if you need a new ID card. About two months before the expiration date on your card, tell your ODOC supervisor and a new card will be issued at no cost to you.
- ***May I Use the ID Card as Personal Identification?*** No. And, do not show it to a police officer in hopes s/he won't give you that speeding ticket.
- ***You must return the card to the ODOC when you are no longer volunteering***



Confidentiality

- Only seek the information about an offender that you need for doing your volunteer activities.
- Do not share information about an inmate or offender with others unless they have a clear need to know. This includes information that is available to anyone by calling the Department of Corrections. Have those who want information go to the appropriate sources, the Oregon Department of Corrections.
- You are not an inmate's or offender's confidant. Please tell them that you may be required to share with department staff or parole officer information shared with you.
- You must report the following to your department supervisor, a correctional officer, or the offender's parole officer:
 - Any talk of having committed a crime or talk of committing a new crime.
 - Threat of escape or absconding
 - Threat to harm someone
 - Threat to harm him or her self
 - Violations of department rules or parole terms and conditions
 - Attempts to manipulate you
- If you are a Religious Services volunteer and come from a faith tradition that has a sacrament or rite of confession or a tradition that leads you to believe that information shared during the exercise of that tradition or rite or sacrament is confidential, please check with the Chaplain to be sure there is no misunderstanding of when a communication is or is not confidential.

Civil Rights



SEXUAL HARASSMENT

Defined as **unwelcome** sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. You need to report an incident of sexual harassment to your ODOC supervisor, other correctional staff, or parole officer.

It is illegal and a prosecutable felony offense for staff, including volunteers to have sex with an inmate. Legally, in the prison setting, there is no such thing as consensual sex.

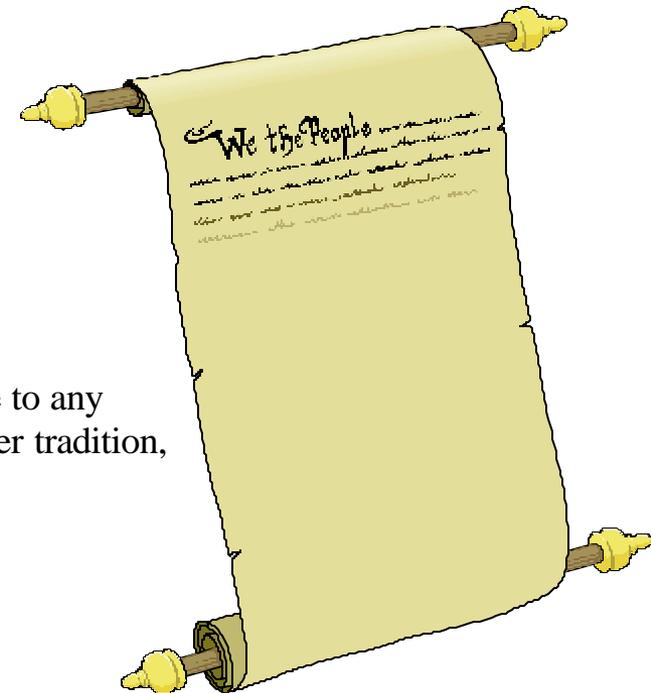
DISCRIMINATION

Differential or disparate treatment of persons based on race, religion, national origin, sex, marital status, disability or other status protected by law. In most cases, you must allow any inmate who wants to attend your class, meeting, religious service, etc., to attend.

A note to Religious Services Volunteers: You may **not** talk about or make reference to any religion/faith tradition other than your own. If an inmate has questions about another tradition, please refer him/her to an ODOC Chaplain.

Be Aware Of and Alert To Your Own Behavior

Be Aware Of and Alert To The Behavior of Others



Inmate Rights

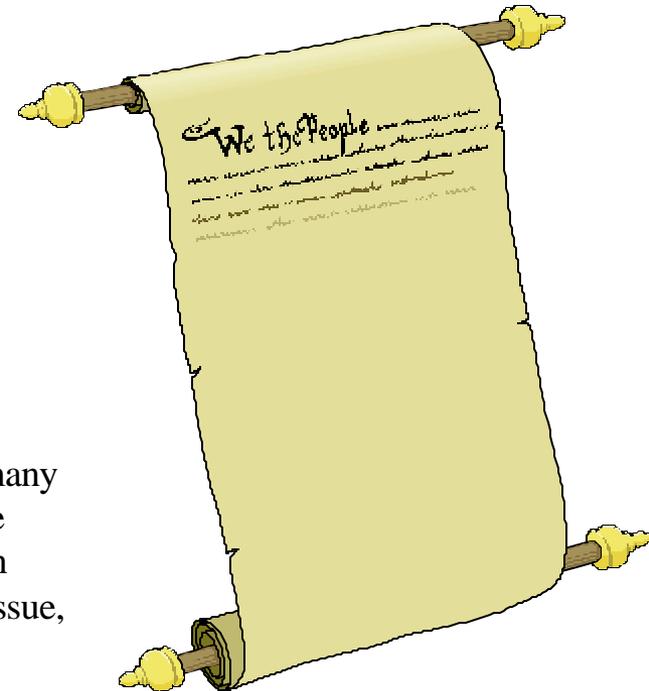


Same as ours except as they effect:

- Safety
- Security
- Orderly Operation of the Facility
- Rehabilitation

Grievance Procedure:

There is a formal grievance procedure that all inmates are familiar with and many use it. The inmates know how to file a grievance and how to appeal the outcome. What you need to know is this, volunteers are not involved in resolving inmate issues. If an inmate asks for your help to resolve an issue, direct them to your ODOC supervisor or their counselor.



Prison Rape Elimination Act – PREA



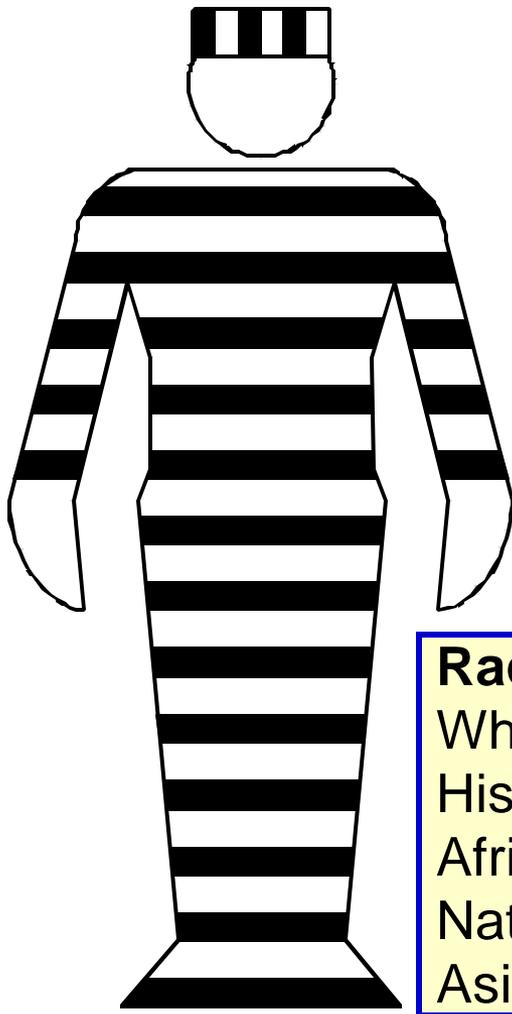
- **The department has zero tolerance for sexual assault and violence.**
- The department has a confidential staff and inmate telephone hot line. To report sexual assaults and misconducts, call the *Inspector General's Hotline number*:
 - *Staff, Student Interns and Volunteers: (877) 678-4222*
 - *Inmate: (503) 555-1234*
- There is a Sexual Assault Response Team and PREA Liaison at each of the institutions. The team is made up of Health Services, Counseling Treatment Services, and Security staff.
- If a volunteer or student intern has information regarding a sexual assault you are **required** to report this information to your department supervisor or the Officer-In-Charge (OIC) or to the Inspector General's Hotline. It's the law!

Who Is Incarcerated?



Gender	
Men	92%
Women	8%

Crimes	
Person	67%
Property	19%
Statute	13%



Age	
Under 30	37%
31 to 45	44%
45+	19%

Race	
White	77%
Hispanic	10%
African American	10%
Native American	2%
Asian	1%

It costs about \$63 a day per inmate to operate the ODOC.

Demographics



Numbers Include ODOC Inmates Housed at OYA	May 2009
Total ODOC inmate population	13,900
Total female inmates	1,099
Total male inmates	12,801
Total number of inmates at Oregon Youth Authority Facilities	369
State Prisons (excluding OYA facilities)	14
Inmates serving time for a person felony	9,695
Number of projected releases for one year	4,074

Alcohol & Drug Treatment Needed	77%
Need GED or Other Educational Issues	55%
Mental Health Treatment Needed	25%
Reported being unemployed at time of offense	53%

Please go to Page 86 and complete the exercise on that page. Return to page 19 after completing the exercise.

Acronyms and Abbreviations that Volunteers Might Like to Know



ACA	American Corrections Association	OISC	Offender Information & Sentence Calculation
A&D	Alcohol and Drug Treatment	ORS	Oregon Revised Statute
ABE	Adult Basic Education	OSCI	Oregon State Correctional Institution
Ad Seg	Administrative Segregation	OSP	Oregon State Penitentiary
AIP	Alternative Incarceration Program	OSP	Oregon State Police
AG	Attorney General's Office	OSPM	Oregon State Penitentiary Minimum
APS	Assessment and Program Summary	OYA	Oregon Youth Authority
AS 400	DOC's computerized database system	PC	Protective Custody
BP	Dual diagnosis treatment program at CRCI	PERS	Public Employees Retirement System
BPPS	Board of Parole & Post-Prison Supervision	PIO	Public Information Officer
CC	Community Corrections	PO	Parole/Probation Officer
CCCF	Coffee Creek Correctional Facility	PP or Phy. Plt.	Physical Plant
CCH	Corrections/Computerized Criminal History	PRAD	Powder River Alcohol and Drug program
CO	Correctional Officer	PRCF	Powder River Correctional Facility
Cog.	Cognitive	PSI	Pre-sentence Investigation
CRCI	Columbia River Correctional Institution	RSAT	Residential Substance Abuse Treatment (fed. funded)
CSC	Community Supervision & Programs	SCCI	Shutter Creek Correctional Institution
DRCI	Dear Ridge Correctional Institution	SCI	Santiam Correctional Institution
DAS	Department of Administrative Services	SFFC	South Fork Forest Camp
DHS	Department of Human Services	SEG	Segregation
DOC	Department of Corrections	SFFC	South Fork Forest Camp
DOJ	Department of Justice	SID	State Identification Number
DPSST	Department of Public Safety Standards and Training	SMT	Scars, Marks and Tattoos
DR	Disciplinary Report (inmate)	SMU	Special Management Unit-Mental Health Ward
EOCI	Eastern Oregon Correctional Institution	SNIEC	Special Needs Inmate Evaluation Committee
ESL	English as a Second Language	SO	Sex Offender
IITP	Inmate Incarceration & Transition Plan	SORA	DOC's former sex-offender scoring instrument
In-Focus	Dual diagnosis treatment program at CCCF	SRCI	Snake River Correctional Institution
Kyte	Inmate Communication	Static-99	Sex offender evaluation tool
LEDS	Law Enforcement Data System	SUMMIT	Alternative incarceration program @ SCCI
M 11	Measure 11 (sets mandatory minimum sentences)	TL or T/L	Transitional Leave
MCCF	Mill Creek Correctional Facility	TRCI	Two Rivers Correctional Institution
MH	Mental Health	Tx	Treatment
NCIC	National Crime Intelligence Center	UA	Urinalysis
NIC	National Institute of Corrections	VT	Vocational Training
OAM	Oregon Accountability Model	WBE	Work Based Education
OAR	Oregon Administrative Rule	WCCF	Warner Creek Correctional Facility
ODOC	Oregon Department of Corrections		

Useful Terms



APS – Assessment and Program Summary of important information about inmates.

Custody Level – indicates the privileges, prison and services available to an individual inmate.

Community-Based – Resource, volunteer or service that is functioning in the local community.

Criminogenic Need – One of seven factors/needs that contribute to the commission of crime.

Criminogenic Risk – the potential that an offender will re-offend through new criminal activity.

Community Chaplain – an ODOC trained religious services volunteer serving HGO in local community.

Community Coordinator – an ODOC trained volunteer providing HGO services in local community.

Continuum of Faith – Connecting inmates participating in religious programming with the faith community on release.

Faith-Based – related to a faith tradition or a faith community.

In-take Center – located at Coffee Creek Correction Facility (CCCF), the initial housing location for all inmates coming into the ODOC where assessment and evaluations are conducted. The stay is usually several weeks or more.

Institutional Chaplain – an ODOC employee in charge of religious services and chapel activities.

Local – referring to a county, community or city area.

Pro-social – behavior and attitudes that foster healthy relationships with others and respect for laws.

Parole or Probation or Post Prison Supervision – period of time under state supervision following incarceration.

Regional Community Chaplain – an ODOC trained religious services volunteer serving HGO in a region of the state.

Responsivity – the measure and type of positive reaction to a corrective opportunity.

Re-entry Liaison – an ODOC volunteer assisting institutional chaplains in coordinating HGO re-entry services.

Release Plan – coordinated preparation for release from prison including housing, employment, treatment and services.

Security Threat Group (STG) – street or prison gangs.

Transitional Services Manager – an ODOC employee overseeing programming in ODOC prisons.

Please go to Page 87 and complete the exercise on that page. Return to page 21 after completing the exercise.



Inmate/Offender Vocabulary

Inmates over the years have developed a vocabulary using words that you may well know but with different meanings. Below is a list of some but not all of them. Please do not use this vocabulary when talking with inmates. You need to role model normal, pro-social language usage.

Term	Description
A & O	An inmate either new to prison or new to Corrections
Beef	An inmate's criminal charges
Bibler	A cigarette rolled in bible pages
Big House	Prison as opposed to County Jail
Books, My	An inmate's trust account
Call Outs	A printed list showing inmate appointments
Chill, chillin'	Take it easy, rest, relax.
Chocolate Heart	A soft-hearted staff member
Chow	Any standard institutional meal
Christian Crank	Any caffeinated beverage
Cops	Correctional Officers
Dead Eyes	A person with no conscience
Denny Smith, A	An inmate sentenced to a mandatory minimum sentence for gun offenses
Drive By	An assault that occurs while inmates are passing each other
Face Sheet	ODOC paperwork detailing an inmate's criminal charges
Fell	The date an inmate was arrested. "I fell on January 1 st ."
Flick	A picture
Freak	A sexual offender
Gate, the	The physical exit of the institution
Grip	A lot of whatever is being discussed (i.e. "I'm doing a grip of time.")
Guard	Any correctional officer
Hole, the	Disciplinary segregation
House	An inmate's cell
Installment Plan	Repeated incarcerations. "He's doing life on the installment plan".
Jack the Lock	Inserting an object (pencil lead, etc) into a door lock or mechanism in order to make the door inoperable
Jonesing	Someone who wants something very badly



Inmate Vocabulary Continued

Juice	Power, authority, ability to control or make things happen
Keester	The act of inserting contraband inside one's own body in order to smuggle the item past staff
Kicks	A pair of shoes.
Laundry List	A list of items that one inmate is forcing another inmate to purchase or else damaging information will be given out
Line Movement	A set time at which inmates may move from one location to another
Lopes	Standard mailing envelopes
Medication Line, Med Line	A set time at which inmates report to medical to receive controlled medications
Mole	An inmate digging a tunnel
Movements	A printed list showing inmate job/school assignments
My baby's mommy/daddy	A person with whom an inmate has a child and whom he/she no longer has any formal relationship.
Out Date	The date on which an inmate expects to be released
Pat down	A staff member searching the physical person of an inmate
PC	Protective custody
Pinner	A small home rolled cigarette
Plant, A	A person inserted into a situation by Investigations or the police in order to gather evidence on others

Inmate Vocabulary Continued



Plug	A small package of contraband ready for an inmate to insert inside of themselves for smuggling purposes
Pool	An sporting event betting circle
Pruno	Home made alcohol
Pump Iron	To lift weights in the weight area
Punk	A person unworthy of any consideration. Can be used as a term for someone sexually “bought” or sold or someone cowardly who will not defend themselves. Can also be used as a term for someone who trades sex for protection.
Pusher	An orderly assigned as an aide to a disabled individual
R & D	Receiving and Discharge
Rabbit (“Rabbit out of here”)	To escape
Rack	An inmate’s bed
Radar, Under the	The act of serving a sentence while attempting not be noticed
Rig	A needle and possibly accessories used to inject illegal drugs
Shakedown	A staff member’s search of an inmate’s cell
Shank, shiv	A knife-like item
Shoot, (Shoot you canteen)	The act of giving something to another inmate
Short Timer	An inmate who has a short time left on their criminal sentence
Shot Caller	The person in charge of a gang of inmates
Slinger	One who steals food from the prison kitchen and sells it to other inmates

Inmate Vocabulary Continued



Snipe	A small stub of a cigarette
Snipe Hunter	A smoker who searches the floors, window sills and other areas for the cigarette stubs (snipes) left by others.
Snitch	An inmate who informs on another inmate
Sparking	Lighting a cigarette, usually with batteries and wire
Spread	A combination of different foods (usually resembling nachos) where several inmates chip with ingredients for group consumption. (A “pot-luck”)
Stash	A store of tobacco (or other contraband) hidden away
Tailor, A	A standard store bought cigarette
Tat	A tattoo
Tat Gun	A home made tattoo gun
Toad	Derogatory term for an African American
Torpedo	An inmate paid or coerced into assaulting the enemy of another inmate
Train, on the	Multiple transfers between institutions on a frequent basis. Usually thought of by inmates as being done for punitive reasons.

Inmate Vocabulary Continued



Truck	A person who must be carried or is heavy and difficult to move. Not used for physical type movement. A non-performing card partner, a public defender that is difficult to get them to make any movement on issues.
Vest, Close to the	The act of keeping information secret
Wood (Pecker Wood)	An inmate who adheres to the convict code (the code is not based on pro-social behaviors and values rather on thinking errors and criminal behavior)
Work Line	A set time at which an inmate reports for work
Yard	The prison recreation yard.
Yard Line	A set time at which inmates may move to and from the recreation yard
You the Man	A person with authority or the person in charge.
Zu Zu's and Wham Whams	Any edible item from the inmate commissary but usually candy, cake or pastries

Please go to Page 88 and complete the exercise on that page. Return to page 26 after completing the exercise.

Basic Security Practices



Essentials

- **Define and secure perimeter** – For most facilities, the perimeters are the fences. They are patrolled constantly and have motion detectors to sense anyone trying to go through, under or over them. For a volunteer, securing the perimeter means things like taking a minute when you first come in to identify the exits from the room you are using, where is the nearest staff person, and think about what you might do if a problem occurred.
- **Restriction of types and amounts of property allowed.** Inmates have very, very little storage space and so they are allowed to have only a few personal possessions and those are restricted, for the most part, to that which can be bought from the canteen, a few books from the library or chapel and legal documents. You may use hand outs but we ask that you limit the size as much as possible and do not be offended if you find out that an inmate threw them away or sent them home. Very likely, the inmate did not mean to be disrespectful, rather simply did not have a place to keep them.



Please limit what you bring in. Everything must be searched and so the more you bring in, the more work for the staff. Bring in only what you need to teach your class or lead your service, your photo ID, and the key to your car.

Basic Security Practices



Essentials Continued

- **Contraband** – Anything not allowed inside including but not limited to such things as alcohol, tobacco in any form, cameras, chewing gum, cell phones, and pagers. Things that could be made into a weapon. Things gotten from the wrong source such as a chocolate bar, if bought off the canteen, it is not contraband but if gotten from you, it would be contraband. The same would be true of an aspirin. If gotten from you, it would be contraband. There is also nuisance contraband. That is too much of something—too many handouts or too many books.
- **Searches & Sacred Items** – The way contraband is controlled is through searches. You will see officers patting down inmates, that is a form of search. Sometimes a whole housing unit will be searched. Staff lunch sacks and attaché cases are searched. You will go through a metal detector at most facilities and anything you are bringing in will be searched. In addition, we have drug dogs that assist with searches. Searches are very effective and regularly find contraband.

Many Native Americans wear a small leather pouch (called a “medicine bag”) on a leather strap. The bag is blessed when given to the person who wears it and becomes defiled if touched by anyone other than its owner. For those who wear a medicine bag, we need to be able to search them but if we touch the bag, we would be showing disrespect to the Native American tradition. We got together with our Native American volunteers and came up with a way to search the medicine bag in a respectful way. The wearer is taken into a room and a clean sheet of paper is placed on a table. The wearer carefully empties out the bag onto the paper and then turns the bag inside out. The officer is able to see the contents of the bag without touching them or the bag. This is an example of how we will work with you to find a way to meet security needs while honoring your sacred items

Basic Security Practices



Essentials Continued

- **Offender Counts** – Every facility conducts counts four times each day. Most times, volunteers are not present during the normal count times. Occasionally, a volunteer may be there because they are leading an all day retreat or conducting a Native American sweat. In those cases, we will provide training on how to do what is called an out count. Special counts can occur at any time and usually because an inmate did not show up for an appointment or hasn't responded to an overhead page or we have reason to believe that someone may have escaped. In order to be sure that we have everyone accounted for, security may conduct a count. Some times inmates are instructed to return to their housing unit for the count and sometimes an officer enters your classroom and counts the inmates in place. Please cooperate with the count. It may not come at a convenient time for you but it is necessary. If the count is done in place, you may not leave until the count is clear because you cannot release the inmates from your class and must continue supervising them. When inmates are sent back to their housing units for the count, you may elect to leave or ask that the inmates be sent back after the count clears and continue on with your class. Counts generally take 15 to 20 minutes but at times may be much longer.
- **Key and Tool Control** – Most volunteers use few tools. The most common are things are overhead projectors and keyboards. Your ODOC supervisor will show you how to get them. Other tools like rakes and shovels or hammers and wrenches, if you need them, will have a staff member to conduct a class on our procedures involved in tool control. Oregon State Penitentiary and Shutter Creek Correctional Institution are the only facilities where you might see an inmate with a key. Only a few inmates have that privilege. If you see an inmate with keys, please report it to an officer promptly. Never lay your keys down or allow an inmate to have them. If you are allowed to draw institution keys, a class will be provided on the proper handling of them.

*Everyone, including you, in a
correctional institution has equal
responsibility for maintaining security*

Emergency Preparedness Planning



The Department has a number of employees who constantly work with “what if.” What if this should happen or that should happen, how would the department respond. We cannot afford to be caught unprepared. Here is an example: A few years back, a farmer plowed up the water main to an ODOC facility. The Superintendent did not have to wonder about what to do. There was a plan, part of which called for many, many porta-potties to be delivered and within minutes they started arriving. Staff didn’t have to wring their hands and try to figure out what to do. They knew exactly what to do. Here is what you are to do in an emergency situation:

- Always know who the staff person is in your area and how to reach them
- Report immediately!
- Comply immediately with directions given you by the staff
- Do not interfere with security staff action



Working with Inmates & Offenders



People who interact will always have influence on each other. This unit reviews what to expect when volunteering in a correctional facility or with offenders in the community, and how to hold inmates and offenders accountable for their behavior. It explains the subtle ways inmates can get others to break the rules. Basic “survival skills” are offered that are essential to those who work with inmates and offenders.

Working with the Inmates and Offenders

continued



- Expect the best and be prepared for less.
- Understand that your silence can equal approval to the inmate. Don't gloss over mistakes.
- Ask open-ended questions. Listen to what is said and not said.
- Watch humor. It's not OK for an inmate or offender to be inappropriate because "It's just a joke."
- Report immediately any concerns to your ODOC supervisor, other correctional staff or parole officer.
- Help inmates and offenders accept accountability (no co-dependency).

Working with Inmates and Offenders continued



Taking-the-pulse *Red Flags*:

- Excessive praise: “You’re the smartest/kindest/etc. person I’ve ever met.”
- Personal questions: “Tell me about your vacation/family/etc.”
- Polite assignments of work: “Could you do this one thing for me?”
- Attempts to solicit guilt: “I thought you were my friend?”
- Veiled threats: “Sometimes things happen to people.”
- The above is not an exhaustive list, only a few examples.



Working with Inmates and Offenders continued

(We will go over Thinking Errors more thoroughly in class)

Watch and Listen for Thinking Errors Such As:

- Self Centeredness – “center of the universe”
- Fear – of the unknown and looking bad
- Power and Control – primary goal
- Everything Black or White
- Anger – use to control others
- Victim Stance – “Violating my rights...”

When you observe thinking errors, suggest pro-social ways to think and act (redirect). When the inmate or offender takes your suggestions, give positive reinforcement. The next time you see the him/her, ask about the experience of using your suggestions.



Working with Inmates and Offenders continued

Tactics Used To Avoid Accountability

- Building self up by putting others down
- Feeding others what they want to hear
- Lying (commission and omission)
- Attempting to Confuse
- Minimization, generalizing
- Attack and anger
- Silence
- Manipulation

When you experience these tactics, in a matter of fact, non-judgmental way hold the inmate or offender accountable and redirect by suggesting pro-social ways of dealing with making mistakes and misjudgments.



Manipulation

The next eight pages are an article about how staff and volunteers can be targeted, manipulated and compromised by inmates and offenders. It is critical for your safety that you not only understand this material but that you accept that it can happen to you! It does happen and every year, staff and volunteers fall prey to inmate and offender manipulation.



THE 14 STEPS



The following was adapted from an article by James Topham, New Hampshire DOC. His sources for the article were old correctional lesson plans and an out of print book called "Inmate Con Games." Used by permission.

There are three processes in the set-up: techniques, tools, and turnouts. The first two processes--techniques and tools--are considered the net spread to catch the victim. In the final process--the turnout--the inmate receives the payoff for his or her patience and ability to manipulate the victim. It is not until this late stage that the individual will realize he/she has fallen victim to the set-up.

The three processes are made up of fourteen steps. The first three steps explain the inmate's method of operation. This is the technique stage. The next eight contain tools they will use in the set-up. Here an inmate's manipulation tactics and resources will be used to turn the employee or volunteer. The final three steps culminate in the turnout. These last steps are used to compromise the employee or volunteer and advise them they are in real trouble.

Techniques



Steps 1 - 3: Observation Process

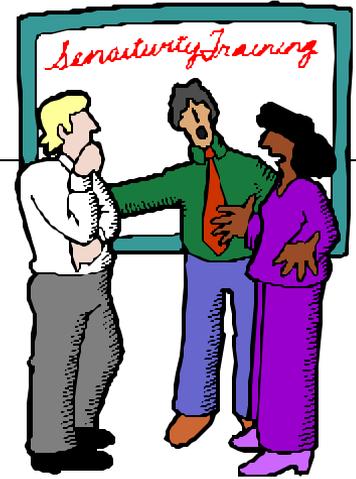
An inmate does not just pick a name out of hat for selection of a victim. It is a precise, close, silent study by the inmate to determine the likelihood of a victim. The target's movement, words and actions in every aspect of the work inside the prison supply a manipulator with information vital to the process.

The observer watches and listens to a potential victim. Actions and verbalization help decide whether or not the person is a good candidate. The observer pays close attention to an employee or volunteer who uses inmate jargon, ignores minor rules violations, plays favorites and is easily distracted. Responses to seemingly harmless questions will assist in the construction of this profile. This takes place over months. It is slow, subtle, and calculated.

BODY LANGUAGE :

The manner and method in which a person carries him or herself gives off messages. The observer watches body language in order to know if the individual has a lack of confidence or is unsure in certain situations. The observer wants to know if fear can be instilled, and if the corrections employee or volunteer portrays a like or dislike for the work they do.

These are only a few of the observations that can be made on the basis of body language. The way one dresses can transmit signals to the observer too. Inmates may assume an individual's un-pressed clothing, unkempt personal hygiene and all-around sloppy look, indicate lack of self esteem and professionalism.



LISTENING OBSERVATION :

We all know but sometimes forget that inmates listen to everything we say and how we say it. Much information about the employee or volunteer is obtained just by listening. The inmate listens to see if the employee or volunteer likes or dislikes certain inmates. He or she listens to how the employee or volunteer responds to supervisors and to peers. He or she listens for personal information, such as hobbies, home address, marital status and other seemingly harmless details.

Once the inmate finds out the individual's likes and dislikes, he or she can adopt the same ones, even if it means studying up on certain subjects or finding another inmate with knowledge in that area of interest. When the employee or volunteer next appears, the conversation will be based on the employee or volunteer's likes or dislikes in an attempt to form a different relationship between the employee or volunteer and inmate.

Up to a point, **several inmates have assisted in the observation. Each of them gets specific information a bit at a time and then they compile all information gathered by the set-up team.**



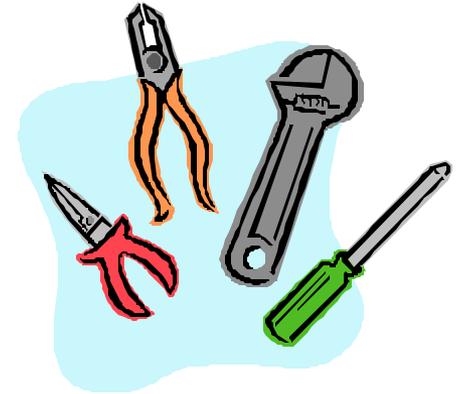
VERBAL OBSERVATION :



Based on the employee or volunteer profile a turner will be chosen from the inmates with the same likes, dislikes, and background as the employee and volunteer. The turner, along with several other friendly inmates will approach the employee or volunteer and thus the conversation will begin. Other inmates who accompany the turner are only there to see how the turner will be received by the employee or volunteer.

TOOLS :

The tools of the set-up are found in the next steps. (These steps follow the typical sequence of their appearance in the set-up process. However, they can proceed in any order, calculated to validate that individual.)



Step 4 : The Support System

This step is summed up as a development of togetherness and understanding. This begins subtly with both verbal and nonverbal support. Verbal support could be comments of support and understanding indirectly given to the intended victim through conversations with other inmates. This can be done in such a way so the victim will hear the comments of support. Later, they will be given directly to the victim, i.e., “You’re the best CO (or Volunteer) in the joint.” The inmate will build the victim’s ego.

Nonverbal support will be subtle too, and at first could consist of being on time for work or volunteer program, going the “extra mile” for the victim without being asked, being enthusiastic about the work assignment or participation in the program, and always performing well with no common inmate complaints.

The inmate wants to make himself or herself indispensable and if possible make the victim’s job easier. Pledges of devotion and faith in the individual will help create a trusting relationship.

Step 5: Empathy/Sympathy

Empathy bases itself on shared experience, attitude, thought, belief and experience. The more areas encompassed by empathy the greater the bond becomes between victim and inmate.

Step 6: Plea for Help

The inmate is trying to build a you/me situation. Following the empathy and sympathy stage you will be “you are the only one who can help me.” The inmate will draw in the victim using the need for help with: “I have been a failure my entire life.” “I am such a waste.” “Please help!” Remember, the employee or volunteer’s job is to help the inmates within the prescribed manner. That’s the key, “within the prescribed manner.” That doesn’t mean keeping things confidential between the volunteer and the inmate.

Step 7: We/They Syndrome

This step demonstrates the most subtle of the set-up and always pits one staff member or volunteer against another. **The inmates want to separate the victim from the rest of the staff so the victim will turn to them for ego support.** Inmates will tell the victim that they overheard staff or other volunteers talking down about the victim. The inmates may tell the victim, “They treat you like they treat us.” They appeal to the victim’s ego with statements such as, “They’re wrong about you” and “They don’t know you like I do.”

If this will not work with the victim, then the inmates on the team might go to other staff members or volunteers about the person they are trying to set-up. This is an effort to divide and conquer. Dissension among the ranks works. If the victim will not buy into the “team support system” then the inmates may go in the opposite direction and try to remove the victim from his or her support system.

If those two techniques do not work, there is another approach in the we/they syndrome. Dwell on a cause. Whatever position the victim takes about certain things, the inmates take the same views. Inmates support whatever position a susceptible employee or volunteer takes, such as race, background, religion and prejudices.



Step 8 : Offer Protection

Offers of protection can be minor or serious. A minor offer could be as simple as friendlessness and trust in the inmate “taking the heat” for something he or she is requesting from the victim. The more serious offer consists of the fear and staging of an event. The inmate offers information on dangers to the victim. The inmate reassures the victim that he or she would never let this happen to the victim.

If the victim does not appear to be concerned about danger, then the set-up team may stage an event to demonstrate to the victim that inmates will be there to “protect” him or her. This takes place when no staff members are in the area to come to the aid of the victim. **Inmates want the employee or volunteer to feel his or her peers are not able to assist in time of trouble.**

Step 9: Allusion of Sex

The inmate will approach when he or she feels that the cultivated friendship with an employee or volunteer will tolerate it.

Comments may be directed at the employee or volunteer but away from the inmate, such as claiming another inmate made certain comments and that the manipulator is sticking up for the employee or volunteer. For example: “Last night while the women were sitting around talking one of the girls said if it were not for being in prison she would have sex with you freely. I said you were not like that.” The inmates wait for a response to determine the next step. Even having no response could lead the inmate to conclude that it is acceptable to have this type of conversation. It’s not!

Step 10: The Touch System

The touch does not have to be sexual. **For males it could be a handshake, pat on the back, or the placing of a hand on the shoulder.** Touching of females may be less obvious as the flicking of dirt from uniform, straightening collar, or even a pat on the back. Even the accidental touching of a breast has proven to increase the personal bond. The inmate will usually apologize profusely until the incident is forgotten.

But, touching will grow more frequent and prolonged as well as better timed to ensure that no staff member is around. Also, the touching will become more serious.

Step 11: The Rumor

A well-placed rumor is devastating to anyone's reputation. It creates doubt in the minds of everyone, even if people state their disbelief. Disbelievers will still walk away with a gut feeling that there must be some truth to the rumor, or it would have not have been generated.

Inmates will start the rumor in a way that will not bring attention to them; usually, away from the victim's work area. This lessens the chances of the rumor being associated to the inmates and allows the rumor to gain strength. The rumor will create a feeling of isolation in the subject of the rumor and create a strengthening bond between the inmate and the intended victim.

TURNOUT

Up to this point inmates have violated no laws and rule infractions have been minor. They have implemented the first 11 steps of the set-up process without being detected. This may have been a period of many months.

Before taking the next steps inmates need to be sure the victim is being deceived and can also be controlled. They cannot proceed without breaking the law and committing serious rule violations. The final three steps are the point of no return for all involved.

Step 12: The Shopping List

Inmates now make demands and expose their true intentions. The shopping list is a list of contraband items. It not only includes goods, but may also encompasses sexual favors. The list tells the victim that he or she has been compromised.



Step 13: The Lever

A lever will pry or force an object to respond through the proper distribution of pressure. If the turners have done the job properly, they will get their demands met. If inmates have gotten this far, somehow along the line there has been a some type of indiscretion on the victim's behalf that the manipulator can threaten to expose. This is a very dangerous time for the victim. Fun and games are over, and if the victim does not submit to inmate demands, then he or she is at the inmate's mercy and could pay with his or her life. Victims that submit are usually led to believe this is a one-time request. But it is rarely, if ever, a one-time request. The victim will feel pressure thinking that after demands are met, things will return to normal. This is not the case.

Step 14: The Sting



The victim has a choice to make: do as you are told or suffer the consequences. Some employee or volunteers comply with demands, others will resign, and some will risk the possibility of being harmed and expose the situation. **By this point it is a lose/lose situation for the victim.**

Inmate set-ups go on right under our noses. They involve peers, supervisors, and even administrators. If you see someone headed down the path, stop them and report the inmates actions. Help each other to survive in this jungle we call our place of employment or volunteering. Correctional staff and volunteers work in the inmate's living environment and we can never forget that. Take nothing for granted.

TIPS FOR AVOIDING A SET-UP

- **Professionalism**: respect your environment, never become unduly familiar with inmates.
- **Recognition Training**: learn the techniques and methods used in the set-up.
- **Communication Monitoring**: remember that what you say it is constantly being monitored by inmates.
- **Procedural Knowledge**: know the inmate rules and regulations as well as employee or volunteer rules and regulations.
- **Confident Command**: be firm, fair, consistent and objective in your contact with inmates.
- **Learn** the effective and appropriate use of the word “no”.
- **Chain of Command**: keep your chain of command, beginning with your ODOC supervisor, informed of situations, questions and problems.
- **Documentation**: this is your best form of protection. If it is not in writing, then it did not happen. Report incidents verbally to your ODOC supervisor and follow that up with a written report that includes detailed information regarding times, dates and names along with the name of the ODOC employee you reported it to and the date you reported. Keep a copy for your records.

Please go to Page 89 and complete the exercises on that page. Return to page 44 after completing the exercise.

Oregon Accountability Model

Introduction (A lot more on this will be presented in class)



- **All staff and volunteers** of the Oregon Department of Corrections are responsible for contributing to long-term public safety by influencing sustainable offender change.
- **Each employee & volunteer** is expected to role model pro-social behavior, redirect anti-social behavior and look for opportunities to reinforce positive change in individual offenders throughout their day-to-day interactions.
- **All staff & volunteers** implement the Oregon Accountability Model by creating an environment of mutual respect. This results in the development of a safe, civil, productive and harassment-free work place, creating the conditions which would contribute to long-term offender success in the community.
- **Each employee & volunteer** is expected to maintain security by adhering to all facility security procedures. Remember that security is the responsibility of all volunteers, employees, and contractors. Always report all incidents immediately... honestly and accurately.

Six Components of the Oregon Accountability Model



1. Criminal Risk Factor Assessment and Case Planning
2. Staff-Inmate Interactions
3. Work and Programs
4. Children and Families
5. Reentry
6. Community Supervision and Programs

Criminal Risk Factors and Case Planning:

- With the opening of the new intake center at Coffee Creek Correctional Facility in Wilsonville, the department implemented an enhanced assessment process. The outcome is a corrections plan for every inmate that is tracked throughout an inmate's incarceration and supervision in the community. The corrections plan is based on mitigating seven criminal risk factors that research indicates predict future criminal behavior. The seven criminal risk factors are:
 - Associates
 - Substance Abuse
 - Community Functioning
 - Education and Employment
 - Personal and Emotional
 - Marital and Family Life
 - Attitudes
- The department provides targeted programs and services to mitigate these risk factors during incarceration and community supervision. When offenders transition successfully back into their communities there is less likelihood that they will commit new crimes.



Staff/Volunteer-Inmate Interactions:

- Correctional security practices such as classification, gang management, and housing assignments hold inmates accountable for their actions every day. They ensure that the prisons are safe, civil and productive. A key part of this component recognizes that staff and volunteer interactions with inmates help shape positive behavior. The department encourages staff and volunteers to influence inmates' behavior, acknowledge positive change and provide incentives to inmates to change their behavior.

Work and Programs:

- To prepare an inmate for living in the community upon release, the Department of Corrections uses the assessments performed at intake to create a corrections plan for each inmate. The plan specifies the correctional programs the inmate should complete before release to best mitigate his identified risks.
- Meaningful work is known to contribute to the success of offenders upon release. Many correctional programs contribute to inmates' preparedness for work (education, treatment) and others teach inmates the skills they need to gain employment and succeed in the workplace. Most Oregon state inmates have a job while incarcerated to give them on-the-job experience.



(OAM Continued)

Children and Families:

- The department encourages productive relationships between families and inmates to strengthen ties and increase the likelihood of success upon release. The period of a parent's incarceration provides an excellent opportunity for positive intervention with families at risk.
- The department has a strong interest in the children of incarcerated parents because they are more likely to be incarcerated than are their peers. The department leads a statewide partnership called the Children of Incarcerated Parents Project that has the best interests of children in mind. Project initiatives to date provide inmates with tools for successful parenting and allows opportunities for inmates to practice those pro-social behaviors. Three strategies initially identified are: parent education classes for inmates, a therapeutic child-centered facility serving children of female inmates, and examination of current rules and practices including visiting, mail and phones.

Reentry:

- The department is involved in a statewide project that focuses on transition — a seamless movement of offenders from the community to incarceration to community supervision. The project would limit duplication of services and increase effective and efficient use of partnerships. Seven of the department's prisons have been identified as reentry facilities. These prisons are strategically located to encourage reach-in by the community. Connections with the community before release are important factors in offenders' successes on the outside, and may include work, treatment, religion, and housing. Reentry prisons will be geared to preparing inmates for release during their last six months of incarceration.

(OAM Continued)



Community Supervision and Programs:

- There are more than 30,000 offenders on probation or post-prison supervision in Oregon communities. The department continually works in partnership with each county to develop, deliver and administer best practices regarding supervision, sanctions and programs for offenders and their families in the communities. The goal is to reduce the odds that these offenders will commit new crimes.

The ultimate goal of the Oregon Accountability Model is to improve public safety. The model ties together many concurrent and interrelated efforts of the department and its partners into a cohesive strategy to reduce recidivism and influence inmates into becoming productive citizens.

Please complete the exercise on page 90 and then continue this module on page 49.

Volunteer Program



Mission:

To foster a respected and recognized volunteer community which serves the diverse needs of inmates, and which provides support to staff and to the mission of the Department of Corrections



Who are the Volunteers?

By Functional Unit:

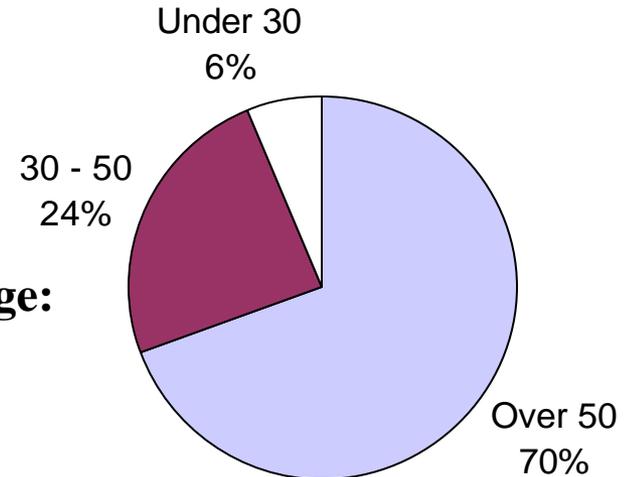
12-Step AA/NA/GA/Al-non	9%
Life Skills	6%
Education	4%
HGO & Re-entry	4%
Student Interns	2%
Religious Services	72%
All Others	3%

By Education:

Less than High School	4%
High School	48%
Associate	12%
Bachelor	21%
Graduate/Post Graduate	15%



By Age:



57% Men and 43% Women

Who are the Volunteers?



The economic value of our Volunteers

Approximately 2000 Volunteers

- Donated approximately 318,300 hours a year
- Equivalent to 150 FTE
- Staff Value of \$15,300,000 a year
- \$6,445,600 – Independent Sector estimates the value of volunteer hours at \$20.25 per hour, per US Bureau of Labor Statistics.
- Average Length of Volunteer Service is 5 years
- Average commute time one way is 41 minutes.

Please note, there is no way to put an economic value on hope, encouragement, role modeling, and many of the other things volunteers do.

Volunteer Program

Continued



In the world of corrections, there is an ever growing emphasis on reentry issues, helping those released from prison successfully reintegrate into the community. One of the ways you as a volunteer can participate in that is by helping the inmates you are working with who are six months from release connect with your organization or similar group in the community to which the inmate will return. That might be done by providing contact information, meeting times and places or even in a more proactive way by contacting your organization in the community to which the inmate will return and requesting that they contact the inmate and offer assistance. Your department supervisor would love to talk with you about this.

Volunteer Policy 2010

The following slides teach the content of the Volunteer policy. Please read the policy before proceeding. You can find the policy at:

http://www.oregon.gov/DOC/PUBSER/rules_policies/docs/90.2.6.pdf

- Why it was needed
 - Reflect Current Practices
 - Identify program expectations for supervisors and affiliations
 - Increase Uniformity
 - Clearer Language
 - More Logically Organized

The 2004 rule no longer accurately reflected the way the department was doing business and Community Corrections needed a policy to guide their use of interns. It was decided to create a new rule and two policies, one for Community Corrections and one for the department. The rule is a very basic statement on volunteers. The detail is contained in the policy.

An attempt was made to use plain English. A more logical flow was also utilized.

Definitions Section

- Affiliation & Endorser– enhanced role
- Department Supervisor
- Home for Good in Oregon (HGO)

We expect our partner affiliations to know their volunteers. They tell us that the volunteer is a good, pro-social role model. We expect the affiliation to be actively involved in the training of their volunteers and in monitoring their programming within ODOC facilities. The endorser is the person who represents the affiliation to the department.

The department supervisor is the ODOC person at each facility who is responsible for the volunteer while inside the facility. The supervisor works with the affiliation to ensure the quality and effectiveness of the programs offered. A volunteer who serves at three facilities will have three department supervisors.

HGO is a Religious Services program that connects releasing inmates with faith based mentors and organizations in the community.

Definition Section Continued

- Volunteer
 - Carded
 - Non-carded
 - Guest Speaker
 - HGO
 - Multiple roles for HGO volunteers

Anyone who donates their time, knowledge, skills, and effort to the department is a volunteer. Some will be issued ID cards and some will not. Non-carded volunteers are those who serve only a short time or who are in the process of becoming a carded volunteer or who, because of a criminal background the Superintendent prefers not to give an ID card. A special category of non-carded is the guest speaker. This person may not meet the clearance requirements of a volunteer but the superintendent may let them come in once.

HGO volunteers have less stringent clearance requirements unless they are to have facility access. It is important to note that an HGO volunteer may also be a volunteer for community organizations and may provide services not allowed of a department volunteer. The HGO volunteer status may not be terminated because a service they provide while representing another organization conflicts with department expectations.

Program Structure

- Role of Religious Services
 - Program Manager
 - Program Representative
- Facility Volunteer Coordinator

Since about $\frac{3}{4}$ of all volunteers provide religious programming, it was decided in the late 1990's to give overall responsibility for all volunteers to Religious Services. The program has three staff: An Assistant Administrator (program manager), a Program Analyst (Program Representative) and an Office Specialist. Additionally, another Assistant Administrator and Office Specialist support HGO.

At each facility, volunteers have a facility supervisor such as a Chaplain or education manager or activities specialist.

Each facility has a facility volunteer coordinator whose duties:

1. Initial LEDS
2. Preparation of VA's
3. Arranging for escorts for non-carded volunteers
4. Facilitate volunteer training classes
5. Arrange and schedule facility orientation
6. Arrange for ID cards and fingerprints
7. Coordinate volunteer appreciation events

Volunteer Policy Selection

- Role of the Affiliation
 - Recommends potential volunteers who are well known to them
 - Determines program content (curriculum) and trains volunteers on teaching the content
 - Use of adult learning theory
 - Sets goals and monitors them
 - Sustainability – adequate number of volunteers
 - Endorser required to visit and meet with volunteers
 - The affiliation needs to notify the volunteer program when they appoint a new endorser

Volunteer programs are sponsored by community based organizations which we call affiliations. Examples of this would be a church or denomination, a civic organization like a quilting club, or the H & I committee of NA. Generally we do not deal with individual volunteers doing programs rather organizations recruit volunteers to support their program. There are exceptions and will continue to be. We expect our affiliation partners to be our front line in selecting qualified volunteers who meet our clearance requirements and who are good pro-social role models. Affiliations recommend volunteers to us. We expect that they provide the volunteer with content training and set goals for what their program and those who attend them should accomplish.

We expect our affiliations to recruit and train a sufficient pool of volunteers that ensures that their program will continue even if they lose a key volunteer, in other words, we expect sustainability.

The endorser is the person who represents the affiliation to the department. He or she is expected to attend the programming periodically to ensure quality and adherence to the goals set by the affiliation.

Selection

continued

- USA citizen or legal resident
- At least 18 years old
- Interview by Department Supervisor required
 - Are more volunteers are needed
 - Does the potential volunteer seem suited to prison work
 - Do they embrace the Oregon Accountability Model
- Addictions recovery volunteers must be endorsed by their Hospital & Institutions or Corrections committee and have two years of continuous sobriety/clean from drugs

Selection

continued

- Security clearance for inside volunteers

- No outstanding warrants or criminal charges
- No felony convictions in the past five years, no misdemeanor convictions in the past two years. Superintendents may consider felons with no convictions in the past three years.
- No escape but those who walked away from a work crew in the community can be considered
- May be under supervision but with no parole violations in the past two years
- Criminal history must be reviewed **upfront** by Superintendent
- Driving record: No DUI in the past two years, no DWS in the past year, and the totality of the driving record may be consider
- May not be on an inmate's visiting list except for immediate family and if immediate family may not volunteer where he/she is housed
- May not volunteer at a prison where a co-defendant is housed
- If a crime victim, may not volunteer at a prison where the perpetrator is housed
- May not volunteer if ever found to have been involved with contraband
- May not volunteer if ever found to be in an inappropriate relationship with an **inmate**

Selection

continued

- HGO volunteers – security clearance different
 - **No felony or misdemeanor Convictions in the past two years,**
 - **No escapes from a prison in the past three years** but walk-aways can be considered
 - The rest is the same as an inside volunteer.

Training and Orientation

- Volunteer Training
 - After six times inside a volunteers must be enrolled in training
 - They must complete training within 60 days

Volunteers are expected to come inside two or three times before attending training. It is difficult to visualize and understand what is taught if a person has never experienced the inside. Volunteer training has two parts; an on-line self-paced module and three hours of classroom training.

Training and Orientation Continued

- Facility Orientation

Facility orientation is required and it is expected that the orientation be conducted by facility security staff. It is important that the facility orientation be conducted after volunteer training and not on the same day as volunteer training. The purpose of this is to allow volunteers time to think about what they were told in volunteer training, get that training reinforced through the facility orientation, and to have a second chance to ask questions. Whenever possible, fingerprints and ID photos should be scheduled on the same day as orientation to cut down the number of trips to the facility. While an orientation is required for each facility where the volunteer will serve, only one set of fingerprints and photo should be taken.

- Functional Unit by Department Supervisor

- Where is equipment kept
- Attendance taking
- Contact information
- Services provided by clerks (if any)
- Supervision expectations
- What to report and how

Application

- Must be filled out completely
- Volunteers must disclose any connection to inmates
- Position Descriptions (PD) are sent to department supervisors by volunteer program for review and approval

Any changes in duties will require that the PD be updated and a copy sent to the volunteer program. If the volunteer works in more than one functional unit or facility, there must be a separate PD for each.

The PD is a Code of Conduct issue. It defines “scope of responsibility.”

Volunteer Policy ID Card

- Most volunteers are to be given ID cards
 - See definition of non-carded volunteer
 - Superintendent may extend non-carded status indefinitely
 - Effects all facilities
 - Facility orientation and fingerprints must still be done

It is expected that volunteers coming in more than six times a year, unless their program has a limited duration, will be given an ID card. The superintendent may, for those with a criminal history, elect to extend non-carded status. Doing so affects access to all facilities. Whether an ID card is to be issued, those volunteers coming in more than six times, including limited duration volunteers, must attend training and facility orientation.

ID Card

Continued

- Review required if carded-volunteer does not enter an ODOC facility at least three times a year – **Department supervisor's call**
- HGO mentors will not be issued ID cards and will meet with assigned inmates through the visiting room after completing the required HGO training
- HGO volunteers, if carded access is granted, must meet all requirements of a carded-volunteer

Facility Access

- Volunteers may serve at multiple facilities and must complete facility orientation at each
- Volunteers may enter facilities only at scheduled times and may only be in assigned areas
- Carded-volunteers may escort non-carded volunteers from point A to point B
 - May not supervise other volunteers unless approved by the superintendent to do so
- Guest speakers or foreign nationals must be escorted and supervised by staff

Volunteers who enter facilities at times they are not expected or who are found in areas within a facility they have not been authorized access, should be reported and will be subject to a review of their activities and possible discipline.

By policy, carded volunteers may escort non-card volunteers with the exception of guest speakers or foreign nationals. They may not supervise other volunteers unless specifically authorized by the superintendent to do so. Escorting non-carded volunteers from one place to another is not the same as supervising them. Experience and additional training are required before a carded-volunteer is approved to supervise other volunteers.

Volunteer Policy Utilization

- Volunteers may not supervise employees or contractors
- Carded-volunteers may work unsupervised
- Department supervisors required to attend programming/meet with volunteers twice a year
- Religious Volunteers may only represent a single tradition
- No letter writing or phone calls involving inmates or offenders unless approved by supervisor
- Volunteers may not put money in inmate trust accounts

Once a program is up and running, it is still necessary for the department supervisor to periodically observe it and meet with its volunteers. The supervisor has a responsibility to insure that the programs offered are appropriate and effective.

Utilization

continued

- Volunteers may provide services to both inmates and offenders – when approved by department supervisor and noted in the PD
- One-on-one HGO or Religious Services counseling may done through the visiting room
 - Arranged as any professional visit
 - No visiting points will be charge the inmate
 - May bring in books and papers into the visiting room

General

- Volunteers who discover a connection to an inmate must report it
 - Fill out a Staff/Inmate Relationship form
 - Form to be reviewed by Institution Security Manger
- Religious/Cultural head covering and clothing need to be accommodated
- A handshake only allowed physical contact between a volunteer and an inmate

We accommodate religious clothing and coverings. However, we may find it necessary to search for contraband or to ask that a head covering be removed for identification purposes. This must be done in private by an officer of the same gender as the volunteer.

Volunteer Policy General

Continued

- No gifts to or from inmates or their families without prior approval
 - Approval: Department supervisor -> superintendent
 - Minimal economic value
 - Cultural events
 - Clothing for day of release
 - HGO volunteers distributing money

Gift giving may only be done with approval of the volunteer's department supervisor and the superintendent. The policy should not be used to prevent cultural events where inmates have made gifts that are not designated for a particular volunteer or to prevent volunteers from donating religious text for use by non-specified inmates.

If the facility is not able to come up with the right size clothing or shoes for a releasing inmate, a volunteer may provide them.

Some HGO volunteers administer funds for their organizations. They may provide money to offenders from these funds without violating ODOC policy. They may not however, use their own money nor may they place money in inmate trust accounts.

Rule Violations & Unsafe Practices

- Volunteers may not engage in Illegal, Criminal or Anti-social Behavior
- Volunteers required to report to department supervisor and program manager in writing
 - Any arrest
 - Suspension of drivers license
 - Reoccurrence of substance abuse
 - Violation of department rules or policy
 - Any thing that might effect safe and orderly operation
- Investigations
 - Program manager reviews report and determines course of action
 - Whenever possible, preference given to additional training and supervision

Reasons for Ending of Volunteer Service

- No longer providing service
- Requested by volunteer
- Violation of rules or policies
- Affiliation withdraws endorsement
- Best interest of the department

Reinstatement to Active Status

- From inactive, at the request of the department supervisor and endorser
 - Less than one year in active – update of information and LEDS
 - More than one year inactive – Attend training and new Application
- After termination for cause
 - Minimum of one year waiting period
 - Send letter of request to program manager
 - Consent of affiliation, program manager, supervisor, and superintendent

A volunteer terminated for cause may request reinstatement after a one year waiting period. Reinstatement is not guaranteed. The request should be accompanied by a letter from their affiliation indicating a willingness for the volunteer to participate in the affiliation's program. The program manager reviews the circumstances to see if reinstatement is in the department's best interest. The volunteer's department supervisor must be willing to have them back and lastly, the Superintendent or functional unit manager has to approve.

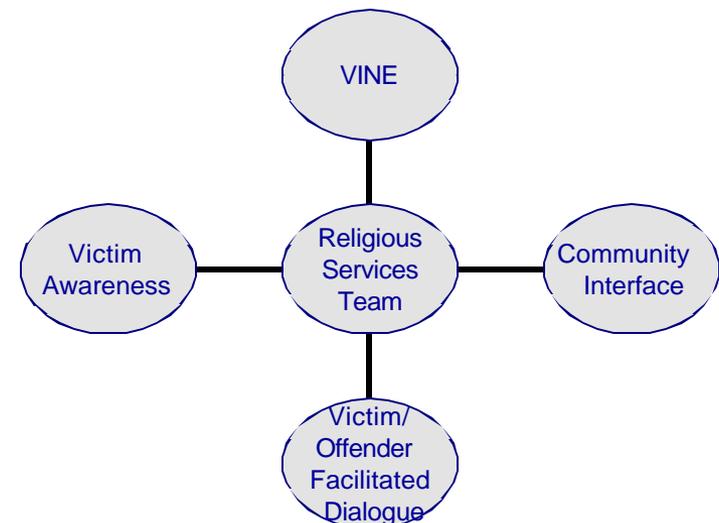
End of Volunteer Policy

Victim Services



- Interface with community victim advocacy groups
- Victim Awareness – Identify available services and resources and have direct contact with victims and survivors
- Victim/Offender Facilitated Dialogue for Victims of Serious/Violent Crimes
 - Facilitators are trained volunteers
- VINE (Victim Information & Notification Everyday)
 - Anonymous and Confidential

Crime victims may join VINE if they wish to be notified about any changes in the victimizer's (inmate's) status. If the inmate is moved from one facility to another, the VINE member is notified. If the inmate is released, the VINE member is notified.



*Home for Good in Oregon
(HGO):
A Religious Services Faith-
Based Re-entry Program*



*“Providing Volunteer Spiritual Mentors to help with
successful reintegration of offenders.”*

Principles Guiding HGO

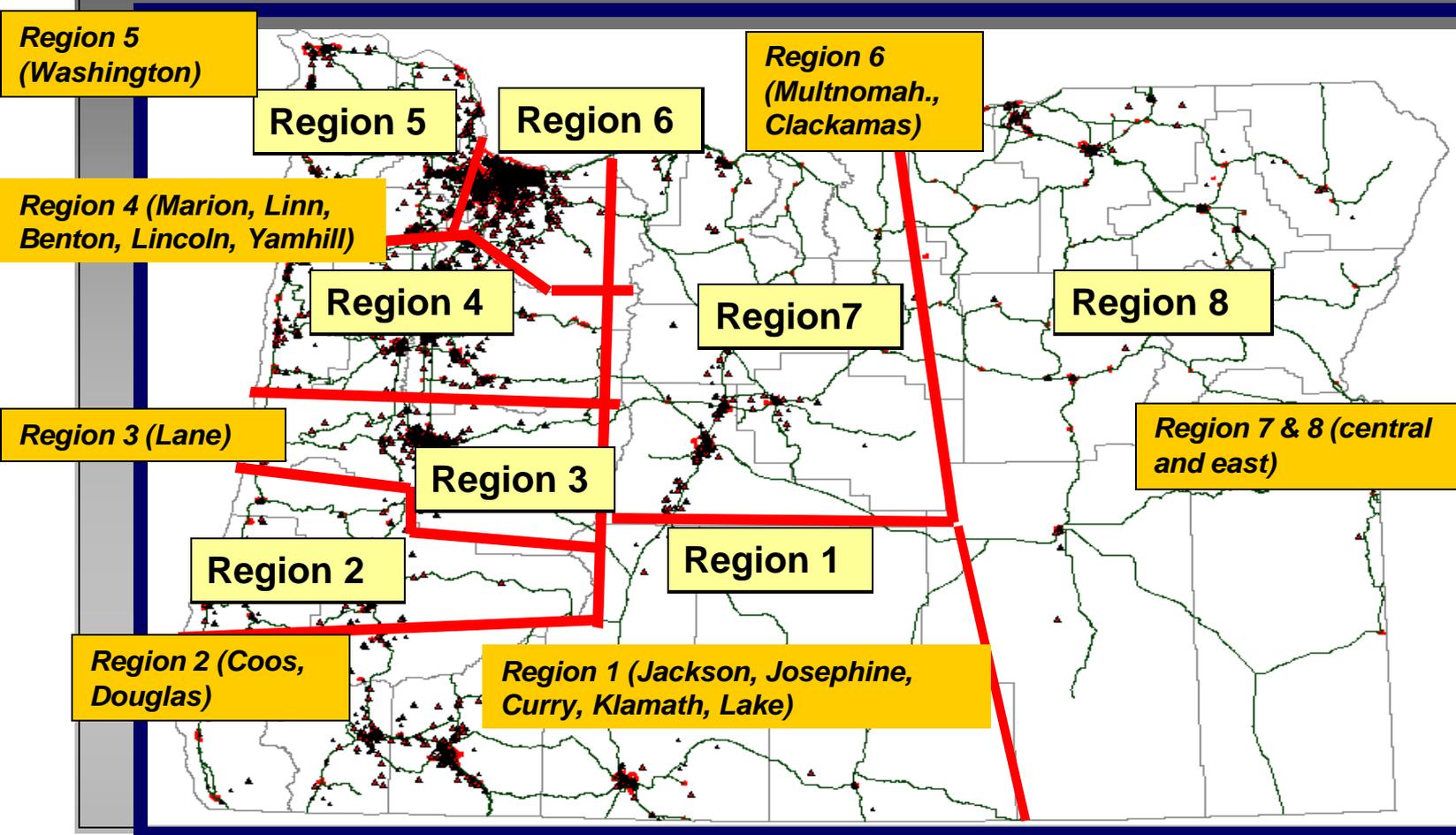


1. HGO uses a model that focuses on building up the community's ability to successfully reintegrate released offenders. HGO focuses the positive assets rather than looking at the deficiencies in the community.
2. In working with offenders HGO focuses on risk, needs and responsivity and emphasize developing spirituality, pro-social associates, and pro-social thinking.
3. HGO directors and volunteer mentors work closely with and are guided by the ODOC and local parole and probation offices.
4. HGO is volunteer driven and makes it possible for those who are interested to work with releasing offenders in a meaningful way.



HGO is a statewide volunteer network

7 Regional Directors , 37
Community Directors/Coordinators



HGO Targets Four Areas



Community

1. Build a cadre of faith-based spiritual mentors to assist with successful reintegration of offenders. Encourage spiritual connections begun in prison with the various religious groups that provide services inside to continue with those groups in the community.

Offenders

2. Increase spirituality.
3. Develop pro-social attitudes, values and beliefs.
4. Increase pro-social associates.

For more information, contact the HGO office, 503.945.0929.

Self Care



- Maintain your normal life activities:
 - Stay connected to your friends and family
 - Be active in your religious or civic organization
 - Keep a sense of community with your neighbors
 - Keep up with your reading and other hobbies
 - Be faithful to your spiritual/devotional/meditative practices
- ODOC volunteering is worthwhile and rewarding but should not become the total, complete focus of your life.
- When you feel overwhelmed or stressed because of your volunteer activities, do not discuss this with inmates, rather contact your ODOC supervisor.
 - Take a break for a while
 - Are you trying to do the work the offender needs to do for him/herself
 - Let someone else take on part of the work. Probably no one can do it as well as you but others can do an adequate job. When you need to, let them do it.
- The success or failure of the offender is not something you can control. None of us can fix another person, they must do that for themselves. Volunteers provide some guidance, accountability and encouragement.

A Few Last Things



- You may not bring Cell Phones or Pagers into a department facility. Secure them in your car or leave them home.
- In Oregon we do not use the term *Guard* when referring to staff. We use the term *Correctional Officer*. Our staff are highly trained professionals.
- Safe Employment/ Workplace Policy – The department is committed to your safety so if you see something like an exposed electrical wire or a frayed carpet that you consider a risk to your safety, please report it to your department supervisor.
- Hazard Communication Program – This is an OSHA requirement. For any hazardous substance or material that may be used inside our facilities, we are required to maintain a sheet that explains what to do should you be exposed. If you are exposed to a hazardous substance, contact the control center immediately.
- Blood Borne Pathogens – In case you don't know, we have a higher rate of HIV and Hepatitis B and C infection among our inmate population than in the general population of Oregon. These are not something that you can contract through normal interactions with others. In fact, you are interacting daily with people outside the prison who suffer from these diseases though you may not be aware of it. Whether inside a prison or in the community, you should avoid bodily fluid contact, especially blood, with other people. Should you decide to intervene in an emergency inside a department facility, first call for help and then look for a red bag labeled *Exposure Control Kit* that hangs on the walls in many corridors. Do everything you can to limit your exposure to the bodily fluids of others.

Appendix

Thanks so much for taking the time from your busy schedule to complete this self-paced module. We trust that you have learned a great deal that will help you in your work with inmates and offenders.

After completing the following Post Test and Exercises, please mail them to one of the following:

For SCCI:

SCCI
Ms Julie Martin
2000 Shutter's Landing Road
North Bend, OR 97459

For All Other Westside Facilities:

Oregon Department of Corrections
Volunteer Program
2575 Center Street NE
Salem, OR 97301

For Eastside Facilities:

TRCI
Volunteer Program
82911 Beach Access Road
Umatilla, OR 97882

For Behavioral Health Interns :

Oregon Department of Corrections
Ms. Lynn Denis
BHS
2575 Center Street NE
Salem, OR 97301

Post Test for Self-Paced Module

Version 2010-3

Your Name: _____ Date: ___/___/_____

Your Address: _____

Phone # _____ - _____ - _____ ODOC Facility Where You Volunteer _____

Organization with which you are volunteering (12-Step, PF, SDA, xyz University, HGO, etc.): _____

Circle correct answer where appropriate.

- | | | |
|--|-----|----|
| 1. Showing respect for others is something that is valued by the department. | Yes | No |
| 2. Is it a good idea to wear expensive jewelry inside a prison? | Yes | No |
| 3. Are under wire bras likely to set off the facilities metal detector? | Yes | No |
| 4. Faded blue jeans are OK but dark blue jeans are not. | Yes | No |
| 5. It is very important to find ways to reduce recidivism. | Yes | No |
| 6. Most department volunteers are with the Life Skills unit. | Yes | No |

Oregon Department of Corrections

Post Test Page 2



7. Can a volunteer, if convicted, go to jail for having consensual sex with an inmate? Yes No
8. It's OK to bring in cookies for inmates to eat during my class as long as the package has never been opened. Yes No
9. How many times a day do regular counts occur? _____
10. I don't have any pockets in my clothes. Is it OK if I lay the keys on the table where I can see them? Yes No
11. Define the term "offender" _____
12. Define the term "inmate" _____
13. Can someone join your affiliation today and be recommended as a volunteer within a week? Yes No
14. Is it required that a volunteer include all names used, including a maiden name, on their Application? Yes No
15. A person can volunteer indefinitely without completing volunteer training? Yes No
16. Will all volunteers be given ID cards? Yes No
17. Is it the responsibility of affiliations to set goals for the programming they offer to inmates? Yes No

Please note, the Post Test and Exercises must be received and reviewed before you may attend Volunteer Training.

For questions, if you volunteer at an ODOC facility on the Westside of Oregon, please call:

Les Sinclair, CVA
Oregon Department of Corrections
503.945.2848

If you volunteer at an ODOC facility on the Eastside of Oregon (EOCI, TRCI, PRCF, WCCF, DRCI), please direct your questions to:

Lavon Starr Meyers
Two Rivers Correctional Institution
541.922..2089

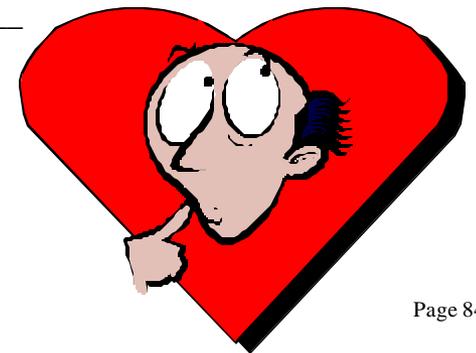
Encourage Offenders to Make Better Choices



Exercise

Please give an example of how you, as a volunteer, might need to hold an inmate or offender accountable.

Get to the Heart of Thinking Errors



Encourage Offenders to Make Better Choices



Exercise – Design Your Volunteering in Prison Wardrobe

Please describe the clothes and accessories you will wear when volunteering inside a prison:

Get to the Heart of Thinking Errors



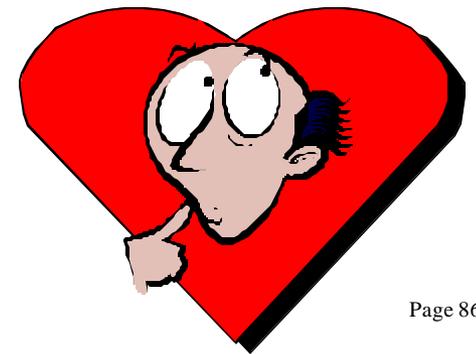
Encourage Offenders to Make Better Choices



Exercise

From the information on inmate demographics, how would you describe an average incarcerated person (age, type of crime, needs, etc.)?

Get to the Heart of Thinking Errors



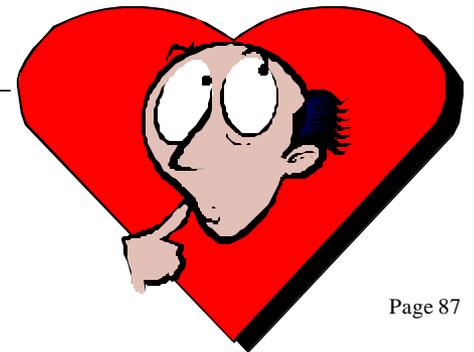
Encourage Offenders to Make Better Choices



Exercise

From the Acronyms, Abbreviations...list, please decode the following: Mr. Johnson was in SEG at TRCI before he went through an AIP at PRCF.

Get to the Heart of Thinking Errors



Encourage Offenders to Make Better Choices



Exercise

From the Inmate Vocabulary list, please decode the following: Susan fell in 1999, was sent to the big house in 2001 and put in PC but got sent to the hole for making pruno.

Get to the Heart of Thinking Errors



Encourage Offenders to Make Better Choices



Exercise

Many religious pendants are available for inmates to buy from the canteen. When might a religious pendant be considered contraband?

What are three things you can do to avoid being manipulated by an inmate or offender?

Get to the Heart of Thinking Errors



Encourage Offenders to Make Better Choices



Exercise

Volunteers are first and foremost a role model for the incarcerated. How do you model respect for the law and law enforcement daily in driving your car?

Get to the Heart of Thinking Errors

