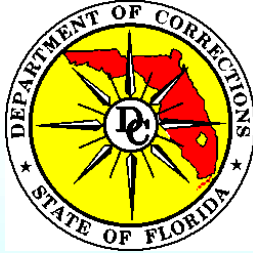


FLORIDA DEPARTMENT OF CORRECTIONS



Volunteer Training Manual

FLORIDA DEPARTMENT OF CORRECTIONS
Volunteer Services

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2013 OVERVIEW OF THE FLORIDA DEPARTMENT OF CORRECTIONS

The Florida Department of Corrections is the third largest state prison system in the nation, after California and Texas.

The Department's annual recurring budget is 2.3 billion dollars

The prison system is divided into 3 regions and is staffed by over 25,500 employees, 75% of whom are Correctional or Probation Officers

146,396 offenders are under community supervision. 100,064 offenders are kept in 128 state facilities. (Nov 30 2012)

48 Major State Institutions with additional 7 private facilities: (Major Institutions have two 12' high fences with razor wire and can house Close Custody inmates).

Custody Levels

- **Community & Min Custody** (May work outside the fence without staff supervision)
- **Medium Custody** (May work outside the fence with constant staff supervision)
- **Close Custody** (May only be moved with restraints and under armed supervision)
- **Close Management** (Kept separated from general population for the safety of other inmates and staff)
- **Protective Management** (Kept separate from general population for the inmates personal safety)
- **Death Row** (Sentenced to death)

34,463 inmates were released last year after completing 86.2% of their sentence
30% will be back in prison with a new offense within 36 months

32,279 new inmates were admitted into the system 2010-11
44.9 % of all inmates admitted had a prior Florida commitment

Cost per inmate per day at a major facility \$49.24
\$18,022.00 per inmate per year (the national average is around \$23,000 per year)
Cost of constructing a new prison is \$100 million dollars with operating costs of \$40 million a year

399 Inmates on Death row

There were 167 escapes 2010-11. 156 recaptured, 0 escapes were from Major Institution Facility
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Education

- 66% of all inmates have less than a 9th grade education,
- Basic adult education programs on an average have a 5.1% reduction in recidivism rates.
- FDOC has 117 academic teachers
- Overall enrollment capacity is 5,468 seats
- 1,461 inmates received their GED in FY 2006/07

Vocational Training

- Inmates must score at least at a 9th grade level in reading and math for vocational training
- FDOC has 100 Vocational teachers
- 1,395 vocational spots were available for inmates.
- 1,567 vocational certificates were awarded.

Substance Abuse

- 65% of all inmates have a substance abuse problem
- 6,771 inmates were enrolled in substance abuse last year
- Of the 25,901 inmates identified as having a substance abuse problem that were released in FY 2006/07, 80% (20,655) were released without receiving substance abuse treatment.
- 44,718 random drug tests were administered resulting in 883 positive tests.

Mental Health

- 17% of the Florida total inmate population receives mental health services while in prison
- FDOC has 1,150 inpatient mental health treatment beds
- 47.3% of the female population receives mental health services

VOLUNTEERS

Chaplaincy Services recruits, trains schedules and supervises volunteers from many religious traditions and socio-economic backgrounds to meet a wide variety of inmate religious needs.

- Over 53,000 volunteers are currently listed in the state database. (January 29 2013)
- An average of 7,135 volunteers visit FDOC facilities and donate approximately 26,164 hours monthly.
- This equals 313,968 volunteer hours per year, when you multiply that by the calculated value of the volunteer hour, \$18.77 the resulting value to the FDOC is \$5,893,179.36.
- When the yearly volunteer hours are divided by 2,080 which is the hourly equivalent of a full time employee (FTE) the value to the department is the hourly equivalent of 150 FTE's.

All volunteers require NCIC/FCIC background clearance before they are granted access into FDOC facilities.

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Regular Volunteers have completed the volunteer orientation; they may enter any FDOC facilities after they call the chaplain and schedule their volunteer activities. Volunteers receiving disapproval or termination status will be notified by the volunteer supervisor. The volunteer may appeal the decision by having the case reviewed by the central office review panel.

CHAPLAINCY

Under the leadership of Chaplain Alex Taylor, Chaplaincy Services Administrator, Chaplaincy services has expanded its programming, volunteer outreach and community participation.

The mission of the Chaplaincy Services Administration of the Florida Department of Corrections is to assist the FDC in maintaining public safety by providing pastoral care of inmates, staff and their families; assisting offenders in their response to the realities of their actions prior to, during and after incarceration; assisting offenders in **discovering** or **developing** their personal faith, and by working in partnership with the community to accomplish mutually beneficial results.

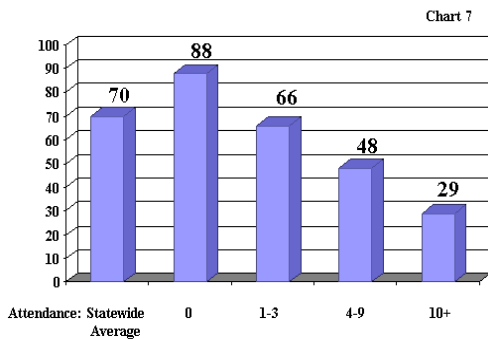
Each week there are nearly 2000 religious services or activities scheduled for inmates. Each month approximately 42% of the inmate population takes part in at least one Chaplaincy Program at our major institutions where a chapel and chaplain are present.

Types of Programs Available

Worship Services & Studies
 Faith-Based Transition
 Financial Independence
 Marriage Enrichment
 Confinement Visitation
 Victim Impact Panels
 Mentoring

Religious Education
 Faith-Based Addiction Deliverance Programs
 Anger Resolution
 Parenting Skills
 Chapel Library Program
 Inmate Marriage Counseling
 Spiritual Advisor Visits

Impact of Inmate Participation in Religious Programming



This chart is taken from participation information for a three month period in 2001 and indicates that the participating inmates received significantly fewer disciplinary reports than the state average, Inmates attending 10 or more religious activities per month received disciplinary reports at a rate equal to one-third that of inmates who did not attend any Chapel activities.

A complete report on Inmate Participation can be found on our Department of Corrections Chaplaincy Services Web Site located at: <http://www.dc.state.fl.us/orginfo/chaplain.html>

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Special Events

Chaplaincy Services at every institution schedules special events. These are religious activities and services that are not scheduled on a weekly or monthly basis but occur occasionally as ministry groups are available or as religious Holy Days dictate. There are six categories of special events:

- Civic or Cultural Celebrations—These would include celebrations of events such as Black History Month, Fourth of July and Diversity Month.
- Holy Days of Obligation—Any and all special Holy Day Obligations celebrated by any faith within the institution, i.e., Seder.
- Special Worship Opportunities—Any non-regularly scheduled worship or special event.
- Marriage Enrichment Programs—Programs designed to improve inmates' marital life and communication.
- Weekend Training Programs (Seminars)—Any special seminar topic.

Specialized Responsibilities

Visitation to confinement
Visitation to Hospital or infirmary
Death Row visitation/counseling

Family emergency notification
Kairos Weekends
Para-church Ministries

FAITH & CHARACTER BASED PROGRAMS

16 Faith & Character Based Residential Programs

Tomoka Correctional Institution
Polk Correctional Institution
Gulf Correctional Institution
Union Correctional Institution
Everglades Correctional Institution
Lancaster Correctional Institution (YO)
Jackson Correctional Institution
Marion Correctional Institution
Okeechobee Correctional Institution

Wakulla Correctional Institution
Lowell Reception Center (F)
Lawtey Correctional Institution
Wakulla Annex
Hernando Correctional Institution (F)
NWFRC
Columbia Annex
Desoto Annex

Faith & Character Based programs seek to unite Corrections and the Faith Community to effect an inner transformation of inmates. Because it is Faith-Based the 12-month program is entirely voluntary. Enrollment in the program is not based on any particular faith or even a lack of faith and no state money may be used to purchase faith curriculum.

Faith Based Dormitory Statistics (1/31/13)

- 37,662 inmates have participated in the FB Residential program
- 16,333 of those who have completed have been released from prison
- 1,936 of those inmates have returned to prison (raw numbers only since program participants have not been released long enough to compile percentage data)

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CORRECTIONAL PROCEDURES

Most rules, regulations, directives, and policy statements governing conduct of the Department of Corrections employees apply to volunteers and Non-Department of Correction employees.

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

1. The department extends the opportunity to participate in religious activities and programs to all inmates, subject to individual institutional restrictions. Chaplaincy services **does not discriminate** against any inmate due to his/her religious beliefs.
2. The department provides religious services **based on inmate requests**, recognized areas of need for an inmate, and the availability of resources.
3. An inmate's **participation** in any religious activity and her/his attendance at a religious service of worship is **voluntary**
4. An employee, contracted personnel, or **volunteer will not discredit or disparage the religious beliefs of any inmate or compel an inmate to make a change of religious faith/affiliation.**
5. **Each citizen volunteer shall be completely familiar and comply with all rules** and regulations during his/her period of service within the Department of Corrections.
6. Each **Citizen Volunteer shall make a full, written report** within three (3) calendar days to the Secretary, Warden, Regional Director, Circuit Administrator, or Officer-in-Charge, **of any criminal charge filed against him/her** or any arrest for any violations of any law or ordinance except minor traffic violations for which the fine or bond forfeiture is \$200.00 or less.
7. All **Citizen Volunteers shall dress in a manner appropriate to their position** and duties avoiding eccentricities in personal appearance. Dress as a professional volunteer. Do not wear provocative, military or suggestive clothing including shorts. Do not wear expensive articles of jewelry or carry over \$60.00 cash into a facility.
8. No Citizen Volunteer shall **solicit, trade, barter, or accept a gift** or any compensation from or **present a gift to**, an inmate, an inmate's family, or person under supervision of the Department. You are not to bring into or take out anything for the offender without making special arrangements with your supervisor.
9. **No Citizen Volunteer shall refuse to submit to a search** or inspection by an authorized employee, of his/her person, personal property, or vehicle (s) while entering, departing, or otherwise upon the premises of an institution. Personal searches are a part of everyday prison life, staff and volunteers should not have anything to hide.

10. Personal medication brought into the facility must be declared prior to entrance into the facility. No Citizen Volunteer shall **report for services or exercise supervision or control over any person while under the influence** of narcotic, barbiturate, hallucinogenic drug, central nervous system stimulant, or an intoxicant.
11. **Security is the number one priority** at the institutions; volunteers must respect an officer's authority. **No Citizen Volunteer shall be insubordinate**, neglectful, or unwilling to follow lawful orders or perform officially designated services.
12. No Citizen Volunteer shall **recommend any legal advice to any inmate**.
13. Citizen Volunteers **shall not reveal confidential information** in Department of Corrections records to unauthorized persons. All HIPPA rules must be followed. The following three reasons are exceptions to the confidence rule and must be reported to a supervisor;
 - An inmate says they will hurt themselves
 - An inmate says they will hurt someone else
 - The security of the institution is threatened
14. No Citizen Volunteer shall **knowingly submit inaccurate** or untruthful information for or on any Department of Corrections record, report, or document.
15. Unauthorized **possession of alcohol, firearms** or other weapons on the Department of Corrections property, or at any place, during periods of service, is prohibited. Do not keep a firearm or alcohol in your vehicle. Always make sure your vehicle is locked.
16. Volunteers shall **maintain a professional relationship** with all persons in the custody or under the supervision of the Department, and their immediate family or visitors. No personal or business relationships are permitted.

ENTRANCE/EXIT PROCEDURES

All vehicles in the parking areas must be locked, keep your keys in your pocket.

The volunteer supervisor must be notified in advance of your arrival so the Control Room will have a memo authorizing your entrance into the facility.

You will need a picture ID to enter the Institution.

You must sign the Official Visitor Log in the control room at each visit.

You must declare all medication that you have with you, do not bring in more than you need for the time period you will be at the Institution. Make sure the medication is in the original container, injectable medication requires the Wardens approval.

You may be subject to a search and ask to pass through a metal detector.

If you are given a set of keys, you must maintain control of them at all times.

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PROFILE OF AN INMATE

Inmates experience the same 5 stages of grief that a terminally ill patient will face.

STAGE 1: DENIAL

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

STAGE 2: ANGER

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

STAGE 3: BARGAINING

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

STAGE 4: DEPRESSION

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

STAGE 5: ACCEPTANCE

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

Each stage is unique

One stage will progress into another

Some stages may be by-passed depending on the emotions of the inmate

Crisis can trigger the inmate to revert back.

Stages may be re-visited if a traumatic event occurs in the inmates' life

USEFUL STEPS IN WORKING WITH INMATES

- Understand and accept the stage they are in and be supportive to them in that stage.
- Don't try to solve problems; just be there for them, learn to talk a little and listen much, understand the difference between sympathy and empathy.
- When they are ready to move to another stage, gently guide them and share options for growth spiritually, emotionally, and physically.

- Encourage the inmate to be a role model inside the prison system and with his family, help them realize that they can have a fulfilling and productive life behind the gates.
- Help the inmates look beyond their own circumstances and realize that they can still contribute to their family through visitation, letter writing, spiritual, and emotional support.
- Help the inmate experience life as a journey not a destination and help them celebrate small victories of living.
- Encourage active participation in recreation, educational/vocational, and chapel activities.

THE GAMES INMATES PLAY

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

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

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

Realize that some offenders will take advantage of you if you let them.

Do not do anything you would be ashamed to share with your peers or supervisor.

Keep everything out in the open, if you have questions ask your supervisor.

Know the policies and procedures you are required to follow.

Learn to be assertive and use the word “no” appropriately.

Be aware of verbal and non-verbal messages you send out, particularly body language.

Always document and confront any attempt at manipulation or game-playing.

Verify information before you take action.

Understand your strengths and weaknesses.

Realize that offenders view themselves as the victim.

GUIDELINES FOR VOLUNTEERS

MEAN WHAT YOU SAY: Never make a promise unless you’ve thought it through first and are prepared to carry it out

DON’T PROBE: Let the offender tell you in his own time about the offense committed, the family left behind, or any other deeply held guilt associated matters. You must respect the offender’s individuality and basic rights as a human being.

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DO NOT BETRAY CONFIDENCES: Confidence should be broken only for security reasons and only to an appropriate staff member.

BE PATIENT: Do not expect overnight miracles. When things have been going wrong for years and years with a person they cannot be corrected in a few weeks or months. The positive effects of your relationship may not be evident until long after you have stopped working with that person.

RESPECT: Respect is the keystone. The inmates will not be open with you until you respect them. The inmates will never respect you until it is clear that you cannot be conned or manipulated. Do not take sides; respect the authority of the correctional officers.

DON'T OVER IDENTIFY: You cannot take the burden of the other persons problems on yourself. They are the offenders problems not yours. Maintain a professional relationship with all inmates equally, do not choose favorites.

HIPAA

In 1996, the **Health Insurance Portability and Accountability Act** became law.

Examples of Health Information:

- A prescription
- A medical chart
- Vital Signs or medical test results
- Overheard conversations between an offender and health care provider

Examples of Individual Identifying Data:

- His or her name
- A social security number
- DC number
- Location (i.e. work camp, dorm, bunk number)
- Home address

PREA PRISON RAPE ELIMINATION ACT

PREA was enacted by Congress in 2003 to address sexual abuse of persons in the custody of U.S. correctional agencies. The Act has also resulted in national standards to prevent, detect, and respond to prison rape.

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Department of Corrections' Zero-tolerance Policy

It is the Department's policy to provide a safe and secure environment for inmates, contractors, and volunteers. The Department has zero tolerance for sexual abuse/battery and sexual harassment in all its facilities and is committed to the prevention, detection, response, intervention, investigation and tracking of all reports of sexual harassment and sexual abuse/battery.

- Sexual harassment, sexual abuse/battery, or any form of sexual conduct between contractors, volunteers, and inmates is strictly prohibited.
- Any form of sexual conduct between inmates is strictly prohibited, even if it is voluntary or non-voluntary.
- All allegations of sexual abuse/battery or sexual harassment will be referred to the Office of the Inspector General for investigation.
- All contractors, volunteers, and inmates have a right to be free from retaliation for reporting sexual abuse/battery, sexual harassment or for cooperating with the investigators.
- Contractors and volunteers who sexually abuse/batter, or sexually harass an inmate will be prohibited from working or volunteering at any of the Department's facilities.
- Contractors /volunteers who engage in sexual abuse/battery with an inmate will be prohibited from contact with inmates, and if found guilty, shall be reported to law enforcement.
- As a contractor/volunteer, you have an obligation to report all allegations of sexual abuse/battery, and sexual harassment.

Intervention

- If you witness sexual harassment or sexual abuse/battery, or become aware of someone who has been a victim of sexual harassment or sexual abuse/battery, immediately report this to security staff. By doing so, intervention can be accomplished by trained staff in accordance with the Department's procedures.

SAFETY INFORMATION

Blood And Body Fluid Precautions

Because of the potential hazard of contracting hepatitis B and or the human immunodeficiency virus (HIV) that are transmitted by blood or other body fluids, you are asked to please refrain from assisting in any situation which may lead to contact with blood and or body fluids. Please notify staff in the case of emergency.

Chemical Hazard Communication Information

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

How To Report Work Place Accidents

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

EMERGENCY SITUATIONS

The safety and security of visitors, staff and inmates are the most important concerns in any correctional facility. Department of Corrections staff is trained and have planned for emergency situations ranging from mediating a fight between two offenders to handling a major disturbance. The following are a list of emergency situations that, while unlikely, you may encounter while volunteering for the department.

- Hostile Offenders:

Talk calmly with the offender and avoid being argumentative

Signal to get a staff member

If you are alone with the offender maneuver yourself into the vision or hearing of a staff member

Do not attempt to resolve the situation on your own. Get assistance from the staff.

- Offender fights:

Summon staff

Do not put yourself between offenders

Stay clear of the altercation and do not try to break up the fight.

Tell them firmly to stop

Await the arrival of staff

Follow staff directions

- Riot:

Do not intervene

Remain where you are

Find cover

If a telephone is available contact staff to notify them of your position.

Await the arrival of staff

- Hostage:

Do not be heroic. Don't try to escape

Be cooperative and obey hostage takers instructions.

If anything sudden happens to you or to others fall immediately to the floor and remain still.

Remain calm, keep a low profile, do not increase stress for the hostage takers or the other hostages.

Limit conversation, do not attempt to negotiate.

Pay attention to details, you may be asked to share information with staff when you are released.

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- Fire:

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

Remove yourself and others from the area following posted escape route

Pull the fire alarm nearest the emergency if one is available

Call the emergency number for reporting a fire at the institution.

CONTRABAND

All Corrections Facilities struggle daily with the discovery and elimination of items of contraband. The control of contraband is one of the more important areas of institutional security. As a very broad definition, contraband can be defined as anything in the possession of a person that is contrary to the rules and regulations of the institution.

Contraband enters the institution in a number of different ways.

- Brought in by offenders who are not searched or poorly searched.
- Brought in by visitors who come for visitation.
- Sent in through the mail.
- Dropped off by accomplices to an agreed spot within or outside the facility.
- Manufactured by the offender.
- Brought in by a volunteer or correctional staff.

Contraband Can Be Divided Into Three Categories:

- Dangerous Contraband

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

- Nuisance Contraband

Personal clothing	Chewing gum
Personal mail	Cigarettes
Unauthorized food	Personal property
Games	Newspapers

- Other Contraband

Alcohol	Lighters
Drugs	Food items
Maps	Radios
Phone books	

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

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

VOLUNTEER REMINDERS

Lock your vehicle, keep your keys in your pocket, do not lay them down anywhere. No weapons or alcohol of any form should be in your vehicle.

Do not enter the institution with any: weapons, brief case, drugs, cell phones, mirrors, fingernail clippers equipped with files, over \$60.00 in cash. Anything you bring in must be pre-approved by the volunteer supervisor.

Dress should be modest. You are not permitted to wear shorts, short skirts or see through material; men should maintain at least casual dress. Ladies are permitted to wear city shorts and culottes.

Do not give anything to an inmate except that which has already been pre-approved by the volunteer supervisor. The main thing they ask for is ink pens or stamps.

Do not take anything from an inmate; do not agree to do anything for an inmate, like make a phone call to his family for him or mail out a letter.

Unless you are participating as a mentor, do not write to inmates at the same facility where you are volunteering. Do not give them your phone number or accept phone calls from them at your home.

You cannot be on an inmates visiting list at the same Institution where you are volunteering.

Stay only in those areas that the volunteer supervisor has designated. Try to stay together as a group when walking to the lunch line or out to the rec. field.

Do not leave any items that you are assigned to, unattended if you lay something down it may disappear.

Appropriate touch only (i.e. handshakes, the laying on of a hand to the head or shoulder if necessary while praying) no hugging or embracing.

Remain security conscious at all times. Remember this is a correctional facility and security takes precedence over all programs. If an officer gives you an order you must comply immediately.

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