



MARYLAND DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES

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VOLUNTEER ORIENTATION GUIDE

**July 28, 2016**

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**MARYLAND DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL  
SERVICES**

***“We Are Public Safety”***

**Overview**

**Mission**

The Department of Public Safety and Correctional Services protects the public, its employees, and detainees and offenders under its supervision.

**Vision**

The Maryland Department of Public Safety and Correctional Services will be nationally recognized as a department that believes its own employees are its greatest strength, and values the development of their talents, skills, and leadership.

We will be known for dealing with tough issues like gang violence, by capitalizing on the strength of interagency collaboration.

We will be nationally known as the department that takes responsibility for the greatest of problems, and moves quickly and quietly to bring about successful change.

The Department of Public Safety and Correctional Services will be known as one of the national leaders in the development and use of technology through system interoperability.

Others will look to this department for its effective leadership and evidence-based practices.

We will be known for our belief in the value of the human being, and the way we protect those individuals, whether they are members of the public, our own employees, those we are obligated to keep safe and in custody, or victims of crime.

The Maryland Department of Public Safety and Correctional Services will be known as an organization that focuses on its mission and takes care of its people.

**Website**

Additional information about the Department can be found at:

<http://www.Department.maryland.gov/>

and information about the Volunteer Program is at

<http://www.Department.state.md.us/agencies/odvp.shtml>.

## **Organization**

The Department of Public Safety and Correctional Services (Department) is one of the largest departments in Maryland with nearly 12,000 employees and a budget of more than \$1 billion. In order to fulfill our mission of promoting safety, we have increased security at our facilities while leading the way in innovative restorative justice projects that will help offenders reintegrate into society upon release.

## **Department**

The Department operates 27 institutions, including Baltimore City's pre-trial facility, as well as 45 Parole and Probation offices throughout the State.

Our primary objective is to ensure safety so that all Marylanders can enjoy living and working in the State. We are achieving this by increasing security in our institutions and supplying offenders and former-offenders the tools necessary to stay out of the criminal justice system.

We are also working with partner agencies, sharing important intelligence information in order to reduce crime and violence.

The Department is also responsible for maintenance of Maryland's Criminal Justice Information Repository, the Criminal Injuries Compensation Board, Maryland Police and Correctional Training Commissions, the Emergency Number Systems Board and many other valuable criminal justice functions.

From incarceration to reentry into the community, the Department strives to provide seamless, integrated supervision services for all offenders that result in lower recidivism rates (fewer ex-offenders committing new crimes when they get out). Through a belief in the value of every human being, the Department is proactive about public health issues and offers offenders programming opportunities to improve his or her life and become a productive taxpaying citizen. We also provide victim services for those impacted by the crimes of offenders under our supervision.

## **Operations - Corrections**

The correctional side of the Department includes all Maryland State prisons and pre-release centers. Facility security is a key priority of the Department for both staff and the offender population. A commitment to returning offenders to society with the tools necessary to keep offenders from the former life of crime is evident in the vast array of job skill opportunities, educational programming, psychological and health sessions, and drug treatment.

Correctional facilities are a place of confinement for individuals who have been convicted of crimes and are serving sentences handed down by the courts. The five security levels are administrative, minimum, medium, maximum, and maximum II. Offenders are permitted to move freely without restraints in some areas.

## **Operations - Detention**

Each individual arrested in Baltimore City, or arrested on a warrant from Baltimore City, comes through the Department's detention facilities. The Department facility in Baltimore City houses a unique high school behind bars: the Eager Street Academy. A wide array of mental health, social, educational, recreational, spiritual, and rehabilitative programs are available for the offenders detained in the Department Baltimore City facility.

## **Operations – Division of Parole and Probation**

Offenders on parole or probation, living in our neighborhoods and working in our local businesses, require supervision and guidance to keep focused on the ultimate goal of overcoming the "revolving door" of the criminal justice system. The community supervision portion of the Department ensures these offenders are meeting this goal and upholding individual requirements set forth by courts and the Parole Commission.

The Pretrial Release Services Program serves clients in four areas: investigative, case management, case diversion and detention. The program assesses criminal history, provides community supervision to defendants awaiting trial and risk classification for bail review.

In addition to supervising parolees, probationers and those on mandatory release from the correctional facilities, community supervision staff also conducts pre-sentence investigations and supervises Marylanders who've been court-ordered into the Drinking Driver Monitor Program. A Community Supervision Enforcement Program monitors offenders on home detention.

## **Initiatives**

The Department is focused on keeping communities' safe, believing in human capital and making public safety work leads to the foundation of success for many innovation initiatives including:

- Public Safety Works – gives offenders the chance to pay society back, while simultaneously learning valuable employment skills and intangible, but important traits such as a patience, compassion, and community appreciation.
- Second Chances Farm – is a restorative justice tool that the Department utilizes to give our offender population work skills while also teaching compassion through the care of a living animal.
- Maryland Correctional Enterprises (MCE) – is the industrial arm of corrections, one of the largest correctional industries in the nation by sales, and also offers an employment setting that mirrors the private sector.
- Fostering Animals in Prison – includes partnerships to foster and train dogs inside correctional facility walls.
- Smart, Green and Growing – addresses sustainability of resources and impact on the environment.

## **VOLUNTEER EXPECTATIONS**

In this guide and all other Department-issued policy and procedure documents, the following terms have the meaning indicated.

- “Employee” means an individual assigned to or employed by the Department in a full-time, part-time, temporary, or contractual position regardless of job title or classification. “Employee” includes:
  - A volunteer;
  - An intern; and
  - A contractor.
- “May not” means an absolute prohibition and does not infer discretion.
- “Shall” means the action is mandatory.

### **Role and Authority of a Volunteer**

#### **Expectations and Limitations**

Volunteers are engaged to enhance Department administration, programming, activities, etc. and are not meant to replace a permanent employee.

Volunteers serve in an unpaid capacity and will not be receiving monetary or other forms of compensation from the State for the duration of the volunteer period. Volunteers are expected to be informed and conduct themselves by the same standards as employees. Volunteer status does not guarantee future employment. The Department reserves the right to terminate any volunteer for any reason or no reason at all, except as precluded by law.

Volunteers who offer professional services shall provide appropriate credentials and certifications with the initial application. Faith-based volunteers shall provide ecclesiastical/religious endorsements.

Each volunteer shall serve under the direction of a designated supervisor who approves all schedules and access to information. Volunteers shall cooperate at all times with suggestions, requests and instructions from staff.

A volunteer shall be respectful of all staff and volunteers and do not proselytize or disparage any faith.

All facilities, administrative offices and property are under the supervision and control of the Department. A volunteer may only be authorized to bring into a facility or office what is approved and allowed for volunteer position or role. **A Volunteer may only take out items brought in and nothing more.**

Volunteers shall inform the assigned supervisor or volunteer activity coordinator of any changes in contact information; if arrested; if friends or family members are incarcerated or transferred to a facility to which the affected volunteer is authorized to provide services.

If a volunteer would like to do more than originally agreed upon, the volunteer shall talk with the assigned supervisor about formalizing additional duties. A volunteer may not engage in unauthorized activity. If a volunteer wants to volunteer at another facility or office, the volunteer shall discuss the request with the volunteer activities coordinator at the current assignment who shall contact the appropriate staff member to handle the request. If approved to volunteer at additional facilities, the volunteer shall complete additional training specific to each approved facility.

## **Identification and Security Requirements**

### **Volunteer ID Badge**

A volunteer may not enter a Department facility or office without a state-issued identification. Each volunteer shall be issued a Maryland Department of Public Safety and Correctional Services Volunteer I.D. badge while in the facility or office. The volunteer is responsible for following instructions for obtaining the badge, wearing the badge, **above the waist while at the facility or office**. If a volunteer loses a badge, the volunteer shall report the loss to the assigned supervisor immediately. There may be a charge for replacing a badge. Volunteer identification badges are the property of the issuing correctional or detention facility and shall remain within the correctional or detention facility at all times.

### **Entrance Procedures for Correctional Facilities, Community Supervision and Administrative Offices**

Volunteers shall follow the entrance procedure at the assigned facility or office or when authorized to enter additional locations. Each volunteer shall display or surrender the volunteer's state-issued identification to obtain a volunteer badge while at a Department facility or office. The volunteer ID badge shall be clearly displayed and visible to others. **A volunteer may not bring anything into a facility or office or take anything out without authorization from the managing official or unit head.** Volunteers shall only be admitted to a location on the designated day and time, unless prior approval is received from the assigned supervisor. Vehicles are to be locked and parked in the appropriate location.

At a correctional or detention facility, routine searches may occur that include:

- Belongings search;
- Search of pockets of outerwear and clothing;
- Search of headwear, including religious headwear;
- Walk-through metal detector (metal implants require medical documentation);
- Handheld metal detector;
- Clothed pat-down (frisk search) search;
- Drug detection dog;
- Vehicle search; and
- Fast ID (single fingerprint records search)

A volunteer who does not submit to the required search shall result in instruction to leave the premises.

## **Emergency Plans**

The safety and security of visitors, staff and offenders are the most important concerns in any facility or office. A volunteer shall immediately follow instructions given by staff. Volunteers shall know how to return to the building entrance.

A volunteer may encounter the following emergency situations while on Department property and are required to respond accordingly as indicated below:

### **Actions to take in every emergency**

- Leave the area - floor plans with evacuation routes are posted in all buildings and offices. Locate and familiarize yourself with the appropriate escape route and emergency phone numbers for your location;
- When possible, secure any personal or State-owned property for which you are responsible;
- Tell a staff member, as well as others in your immediate area; and
- Follow direction from staff.

### **Fire**

- Pull the fire alarm nearest the emergency if one is available;
- Call the emergency number for reporting a fire; and
- Use available fire extinguishers.

### **Natural Disaster**

- Report any damage, emergency, medical needs, etc. to staff immediately.

### **Utility Failure**

- Report failure to staff, including any damage.

### **Bomb or Explosive Device**

- In the event you see something that appears to be an explosive device, tell the nearest staff person. **DO NOT TOUCH OR DISTURB THE DEVICE!**

### **Computer Login**

A volunteer in certain positions and locations may need a Department email address and log in. In those instances, a review of State security policies and security awareness training shall be provided. **The volunteer is required to sign an email and internet use agreement, which will be placed in the volunteer service file.**



## **Standards of Conduct**

### **Professional Conduct**

Volunteers are expected to conduct themselves professionally at all times and are accountable for personal behavior while performing services under the authority of the Department. Volunteers are expected to abide by the same policies and expectations that State and Department staff follow.

The Department and staff agree to treat you with respect and consideration, give you sufficient information, orientation, training and supervision necessary to complete assigned tasks.

A volunteer is expected to fulfill the assignment as agreed upon. A volunteer shall inform the assigned supervisor immediately if the assignment is too demanding or not fulfilling, experiencing difficulties in completion, or have any problems or challenges. A volunteer shall maintain open communication and dialogue with staff, be punctual, use volunteer time wisely, maintain confidentiality, and not go beyond the volunteer's personal level of competence and authority.

A volunteer shall comply with the State Smoking Policy which states that "smoking or carrying any lighted tobacco product is prohibited in all State buildings and facilities, in all space leased or rented by the State and in government operated shuttle buses".

A volunteer shall comply with the State Substance Abuse Policy. This means not performing volunteer service while under the influence of alcohol or inappropriate influence of prescription or non-prescription drugs.

A volunteer shall agree to hold harmless the Department of Public Safety and Correctional Services and officials and employees for any claims arising from the course of provision of volunteer services to the Department.

When dealing with offenders, a volunteer:

- Shall report to the assigned supervisor any requests by an offender to mail letters or packages, deliver messages, etc. A volunteer may not contact any family or friends of offenders on the offender's behalf.
- May not accept gifts, favors, or any items or articles from an offender or the offender's family or friends.
- May not give an offender any personal information about the volunteer, volunteer's family or other volunteers. This includes last name, address, phone numbers, social security number, work locations, marital status, family details, personal interests or date-of-birth.
- Shall report any information heard or received concerning planned events which may result in a security breach or injury to an individual. This includes an escape, disturbance, assault, etc.
- Shall always be aware of and alert to the volunteer's own behavior, as well as the behavior of others.

## **Personal Appearance and Dress Code**

Each volunteer is expected to maintain high standards of dress and personal appearance, consistent with the volunteer's duties, fostering a favorable impression of the volunteer and the Department.

A volunteer may not wear:

- Or display clothing, emblems, monograms, insignia, body art (permanent or temporary), body ornamentation, jewelry or other items that depict images or subject matter that is offensive or inflammatory;
- Any uniform or equipment contrary to existing policy;
- "See through" or otherwise revealing clothing;
- Leisure clothing that includes, but is not limited to:
  - Athletic wear;
  - Beach attire;
  - Tank, halter or tube tops (as an outerwear garment or under a "see through" outer garment);
  - Shorts;
  - Tee shirts (as an outerwear garment or under a "see through" outer garment);
  - Beach sandals, running or jogging shoes, "flip-flops" or other similar footwear; or
  - Pants, trousers or slacks designed with the hem above the ankle, such as, "Capri pants";
- Form fitting clothing, such as, a leotard, spandex wear, or leggings (as an outerwear garment or under a "see through" outer garment).
- Clothing that leaves the midriff uncovered (as an outerwear garment or under a "see through" outer garment).
- Clothing with an extremely revealing neckline.
- Extremely short dresses or skirts.
- Denim clothing, regardless of the color.

## **Domestic Violence**

The State of Maryland is dedicated to the prevention and elimination of domestic violence and has a zero tolerance policy for domestic violence. A volunteer should feel safe while on Department property. A volunteer shall direct any questions to the assigned supervisor or the volunteer activities coordinator.

## **Supervision and Evaluation**

The goal of volunteer supervision is to assess a volunteer's performance to ensure, to the degree possible, that the volunteer and the service provided are effective in the intended purpose. A Volunteer Activities Coordinator (VAC) is responsible for supervising or arranging for supervision of the volunteer.

The assigned supervisor shall use either a critique or performance evaluation (based on the nature of the assignment) to record observations and discuss performance with the volunteer. For an intern receiving credit, the supervisor shall also complete documentation required by the educational institution.

### **Removal of a Volunteer**

A volunteer is accountable for personal behavior while performing services under the authority of the Department. Action taken to correct inappropriate volunteer behavior shall be commensurate with the severity of the infraction. When possible, corrective action shall be progressive and may range from discussion up to and including termination from the Program. The Department may terminate a volunteer's participation for any reason.

Depending on the nature of the inappropriate behavior, a volunteer may be subject to civil or criminal prosecution, or both. Allegations of volunteer misconduct may be investigated in accordance with established Department policy and procedures for administrative and criminal investigations.

The Department has an Internal Investigative Division (IID). This unit investigates alleged acts of criminal and administrative wrongdoing against all offenders and employees, including volunteers. If a volunteer is suspected of engaging in, or knowing about, any such acts that would be criminal or administrative violations, the volunteer may be interviewed by IID personnel and the volunteers shall cooperate with the IID action.

### **Confidentiality of Records and Information**

A volunteer shall respect the confidentiality of information that is utilized or accessed during the course of volunteering regarding or from an offender, facility or office. A volunteer shall treat the official business of the Department of Public Safety and Correctional Services as confidential. Information regarding official business shall be disseminated only to those for whom the information is intended, in accordance with established Department procedures.

### **Public Information Act and Release of Information and Documents**

Release of information, if requested by an outside person or agency shall be referred to the Public Information Act designee within the facility or office. All information released shall go through proper channels in accordance with the Maryland Public Information Act. A volunteer may not disclose information to any unauthorized third party. Violation may result in criminal prosecution or civil lawsuit.

Enacted in 1970, Maryland's Public Information Act (PIA), grants the public a broad right of access to public records while protecting legitimate governmental interests and the privacy rights of individual citizens. The PIA covers public agencies and officials in Maryland and includes all branches of state government (legislative, judicial, and executive). The PIA is similar in purpose to the federal Freedom of Information Act (FOIA).

A public record is defined as the original or copy of any documentary material in any form, to include written materials, books, photographs, photocopies, films, microfilms, records, tapes, computerized records, maps and drawings created or received by the Department in connection with the transaction of public business.

A volunteer may not use information obtained as a result the volunteer experience, from the Department or an offender, for a purpose that is not specifically authorized by the Department.

A volunteer may not use volunteer status to obtain information for research. Requests to conduct research shall be made through the Department Research Committee.

**Remember - the rule is, “What you hear and see here stays here”.**

### **Electronic and Social Media**

A volunteer may not address a public gathering, appear on radio or television, prepare any article for publication, act as a correspondent to a newspaper or periodical that would release or divulge investigative information, any Department business, or inmate affairs, either in an official or unofficial capacity.

A volunteer may not share any information about Department staff, offenders, ex-offenders or volunteers on any social media outlet. This includes, but is not limited to, Facebook, Twitter, Linked-In, Instagram, etc.

Approval from the facility’s managing official is required in order to take pictures inside, as well as outside a facility. A volunteer shall discuss bringing a recording device of camera into the facility with the assigned supervisor.

### **Injury or Illness**

#### **Handling and Reporting**

To permit staff to attend to the volunteer’s needs and make any needed adjustments to the schedule, a volunteer shall immediately contact the assigned supervisor or volunteer activities coordinator if:

- The volunteer is unable to report to the volunteer assignment for the day; or
- After reporting to the volunteer assignment, the volunteer is injured or becomes ill.

#### **Emergency Contact information**

A volunteer shall provide the name, relationship and contact information for an emergency contact. If this information changes at any time during the volunteer period, the volunteer shall inform the assigned supervisor or volunteer activities coordinator.

## VOLUNTEERING WITH THE OFFENDER POPULATION

### Keeping the Relationship Professional

#### Personal Motivation

Volunteers want to help an offender enrich the offender's life and to enable the offender to succeed in daily living while incarcerated and after release. Sometimes, though, the volunteer becomes personally involved with an offender at the cost of breaking a commitment to provide an authorized and much valued service to a group of offenders. This can be prevented by being aware of the volunteer's potential contribution to this dynamic, the offenders' patterns of manipulation, and employing simple techniques for maintaining focus.

Sharing a volunteer's current life circumstances and views about self and society can make the volunteer vulnerable to forming unexpected emotional attachments with an offender. Sharing personal information can result in making the volunteer hesitant to take charge when necessary, as illustrated by this often heard phrase, "Well, I didn't want to get anyone in trouble."

Each volunteer is encouraged, on a regular basis, to do a self-examination to make sure the volunteer remains purely professional when working with offenders, considering:

- Are you:
  - In an unhappy relationship?
  - Going through a divorce?
  - Afraid of getting older?
  - Bored?
  - Depressed?
  - Lonely?
  - Subject to health issues or concerns?
  - Facing major life changes, such as job loss?
  - A rescuer?
  - Co-dependent?
  
- Do you tend toward the following stereotypes?
  - Offenders are victims of society.
  - Corrections deny offenders their rights.
  - Offenders are tough and brooding on the outside, soft and tender on the inside.
  - Offenders just need someone to love them.
  - Offenders are forbidden fruit.

If a volunteer has a "yes" response when conducting a personal assessment to any of the circumstances listed above, the volunteer may need to work particularly hard to keep interaction with offenders professional and resist offender manipulation.

## **Personal Safety**

Each volunteer is responsible for personal awareness surroundings and circumstances while on Department property, especially when in the proximity of offenders.

- Be cautious and know the surroundings at all times.
- Always know the locations of emergency exits and panic buttons.
- Do not walk alone in the dark.
- Do not walk into a mass movement.
- If directly escorting offenders, keep the offenders in front when walking.
- Know all universal alert code words that are used at the assigned location.

Volunteers shall report to the assigned supervisor issues or circumstances that may compromise safety of employees, volunteers, or offenders and facility security.

## **Working in a Group — More Ways to “Keep It Professional” and Focused**

- Be aware of your surroundings and know the exit plan.
- Start and end on time. The unstructured time before and after group is the opportune time for offenders to approach with inappropriate agendas.
- Divide your attention among many offenders. An offender may easily misinterpret constant attention. If an offender needs individual attention, speak with the assigned supervisor who will determine appropriate follow up.
- If an offender is disruptive group or exhibits inappropriate behavior, ask to have the offender removed or dismissed from the group.
  - Offenders need to be reminded that behaviors not conducive to good group dynamics are reasons for immediate termination from one session or the entire program with our without cause.
- Plan a structure for each session. If the discussion gets off track, go back to the structure.
- Be sure to collect any supplies, (i.e. pens, pencils), provided for the program before dismissing the offenders.
- Make the beginning of group session the time for announcements, including the following that should be announced at every session:
  - Volunteers work in a group setting only, and the purpose of this group is\_\_\_\_\_.
  - Successful completion of the program requires\_\_\_\_\_.
  - What is said here stays here, except that a volunteer is required to report planned acts of harm.
  - Everyone’s contributions are valued; there be no side conversations and that full attention is to be given to the speaker.
  - A volunteer does not accept from an offender notes, letters, mail or phone calls.
  - A volunteer does not accept or handle any offender personal requests. All personal requests must be directed to the supervisor.
  - Offenders shall sign the sign-in sheet.
  - A volunteer or an offender does not use profanity.
  - Tonight the group will cover\_\_\_\_\_, let’s begin.

## **Offender Manipulation: Keeping on Track**

Sometimes offenders manipulate individuals by forming the illusion of a relationship. On rare occasions an offender and an individual meet during incarceration and develop what appears to be a lasting personal relationship. Research shows that 95% of offender and non-offender relationships that last until the offender is released end within the first year release.

Many offenders are emotionally needy and form immature relationships with the offender as the center. Feelings of attraction are genuine, but offender commitment is shallow and self-serving. Offenders demand much, but give little in return. The offender may have other similar “commitments” and may share what the partner regards as private letters with other offenders.

Sometimes offenders fantasize a relationship where there is none. This may be happening if the volunteer notices an offender excessively staring at the volunteer or receiving unanticipated correspondence asking for personal attention. Volunteers may be removed from the volunteer position due to the discomfort the offender’s presence creates. It is possible that the offender may be removed from the group as well.

The usual reason an offender forms a relationship with a volunteer is to use the apparent closeness to convince the volunteer to do something that is not permitted. The usual pattern is to “woo” the volunteer, *compromise* or *set up* the volunteer (creating a situation so that the volunteer cannot refuse the unauthorized favor), “use” the volunteer, and then “discard” the volunteer when the risk becomes greater than the potential reward. Usually the volunteer is being cultivated to bring in or carry out contraband, to provide sexual favors or to aid an escape.

The following are some of the ways offenders with these intentions start a relationship, and some undesirable and desirable ways to respond (focus).

<b>Offender Tactic</b>	<b>Into the Trap</b>	<b>Avoiding the Set-up and Trap</b>
Asks a favor	Doing it	Say <i>I'm not able to do that</i>
Is overly complimentary, with compliments often becoming overly familiar	Allowing it to continue	Say <i>Thank you...change the subject to your approved activity</i>
Asks for contraband	Bringing it in	Say, <i>Sorry, I cannot do that...and report it</i>
Passes you a note	Accepting it	Turn it in
Appeals to racial, religious or other commonalities to get you to do something	Doing it	Say <i>I can't do that...here's what I can do</i>
Asks about your personal life	Giving details about your life, your family, your problems	Direct – <i>I am not here to discuss my personal life</i>
Touches you inappropriately	Doing nothing about it because it is too embarrassing or you don't want to get the offender into trouble	Report it

Breaks a minor rule in your presence	Ignoring it	Report it before you leave
Asks you to leave the area or building to talk privately	Doing it	Stay with the group and talk
Asks you to write or accept calls	Saying <i>Okay</i>	Let the offender know you are not authorized to do that, but what you can do is _____
Offender pits you and him/her against the system	Forming an alliance (to what end?)	Acknowledge the difficulties in navigating systems, and remind that you are a _____
Makes sexual remarks	Ignoring them, you are too cool to complain	Excuse yourself and talk with someone else; report this to an officer and supervisor
Alleges his or her rights are being denied constantly	You are in awe and agree to help him or her take on the system	Say <i>I am here to.....</i>
Sometimes offenders in the group have formed an unauthorized subgroup	Allowing it to continue because they really aren't bothering anyone	Report this to your supervisor
An offender has decided to be your personal butler	Great! You deserve one.	Say <i>thanks</i> , there should be no level of obligation

### **Contraband**

**Contraband** means any item, material, substance or other item that is not authorized for offender possession by a managing official or is brought into a correctional facility in a manner prohibited by the managing official.

**Contraband includes, but may not be limited to:**

- An alcoholic beverage;
- A controlled dangerous substance;
- Telecommunication device including a cellular telephone, cellular accessories (Bluetooth devices, chargers, etc.), digital telephone, picture telephone and modem equipped device. (This does not include a Department owned and issued telecommunication device necessary for a Department employee to conduct Department business while at a place of confinement.)
- Weapon means a gun, knife, club, explosive or other article that can be used to kill or inflict bodily harm.

**Basic Rules About Contraband**

- Do not give an offender anything that has not received approval from the managing official, or designee.
- Do not take anything from an offender that has not received approval from the managing official, or designee.



- If an offender asks, “Please, mail this for me.” Do not do it!

Everyday items not considered contraband in an office may become contraband in a correctional facility. Contraband is determined by the managing official or unit head. A few common examples of these are: paper clips, pens, pencils, stamps, envelopes, Chapstick, chewing gum, and candy.

## **Gangs**

Gangs also known as a Security Threat Group (STG), gang activity and its subsequent problems are an issue confronting corrections staff at every facility, both adult and juvenile. Gang activities in the facilities so closely parallel those on the streets, it is often impossible to separate the two. In fact, it is safe to say that the only separation between the major gangs is the walls and fences around the facilities.

- Approximately *one out of every four* offenders may be associated with a gang.
- In the prison system crime can be carried out individually or in small groups, and often in an organized and continuing fashion. These groups seek **power, control, and profit**.
- In order to achieve power, control, and profit gang criminal activities may include selling contraband, phones, credit card scams, loan sharking, recruiting and extortion. Gang members may also attempt to exercise control over offender comforts, as well as housing unit, living areas, and job assignments.
- It is essential that volunteers recognize gangs as a growing threat, regardless of the size or location. Acknowledgment and action are the only tools available to respond to the violence and intimidation accompanying gangs.
- **It is not illegal to be a member of a gang.** That status is protected by the freedom of association guaranteed by the United States Constitution. However, if the gang participates in criminal activity the gang may be targeted for investigation and prosecution. Gang affiliation can also be used in court (in most states) to prove motive and other aspects of a crime.

Volunteers with concerns regarding an offender should immediately contact the assigned supervisor or staff member to discuss the circumstances.

## **Offender Rights**

### **An Offender:**

- May not be subjected to bodily punishment, personal abuse, personal injury, disease, property damage, harassment or use of unnecessary force.
- Cannot be a part of a medical, drug or cosmetic experiment.
- Will be advised of what to do in an emergency, such as an evacuation or fire and can direct questions to a Corrections Officer.
- May not be controlled or supervised by other offenders.
- Has equal access to all programs, services and activities without regard to race, religion, national origin, sex, disability, or political beliefs. If an offender believes

that the offender's rights were violated, the offender should contact the appropriate correctional staff.

- May not be punished or rewarded with food.

### **An Offender is entitled to:**

- Nutritional and well-balanced meals.
- Access to health care.
- Sufficient clothing, personal hygiene, bathing and bedding items.
- Access to courts and lawyers.
- Practice religion if it does not conflict with facility rules.
- Send and receive mail according to Department rules.
- Have postage for seven letters a week (if an offender has no money).
- Make requests and state opinions about classification to case management.
- Refuse to participate in programs except those that are mandatory.
- Receive special education services set forth in federal and State law, if the offender is under 21 years old and has a disability that interferes with learning.
- Access to news media according to Department rules.
- Be informed of the rules and regulations and to have an impartial hearing if he/she gets a notice of rule violation.
- Regular exercise and recreation periods, when possible.
- Timely computation of good conduct, work time and special project credits.
- Access to the Administrative Remedy Procedure and the Offender Grievance Office.
- Proper and secure storage of the personal property taken by staff.
- Wear clothing and hair based on personal preference, if it does not violate facility rules and is safe and clean.

### **Offender Rules**

Offenders receive a list of facility rules and must learn and comply with the rules. Questions concerning rule violations shall be directed to a staff member. Offenders shall:

- Obey all rules, regulations, and lawful commands from any official in the facility.
- Respect the rights and property of officials, employees, offenders, and visitors.
- Follow the rules about clothing in each facility.
- Be responsible for keeping body and clothing clean and neat.
- Remain properly clothed except while attending to personal hygiene.
- Keep living areas clean.
- Be responsible for the offender's personal property. Offenders must keep papers to show ownership of property.
- Not trade, buy, sell, give away or receive any property or possessions without the approval of appropriate staff.
- If necessary, write only business (not personal) letters or notes to staff.
- Be responsible for the condition of each State-owned item assigned to the offender.
- Take prescribed medicine as directed.
- Submit to or present personal property for search upon request.

- Follow the rules about telephone calls at the facility.

### **Reporting Rule Violations**

Offender rules of conduct have been created to provide for public safety, facility security, and the safety of staff, offenders and visitors. It is required and expected that offenders obey the rules of conduct. The rules of conduct also apply to an offender when in the community, whether or not under the supervision of staff.

If a volunteer is aware that an offender has committed an offense involving the rules of conduct, the volunteer shall report the violation to a staff member. The staff member shall file a written report citing the offender's conduct and rule violation. This report shall be served on the offender and serve as notice of a pending disciplinary hearing. The offender may appear for a hearing that shall provide due process for the offender and a decision as to the rule violation.

### **Airborne and Blood Borne Pathogens**

#### **Airborne pathogens (Tuberculosis)**

Tuberculosis (TB) is an infectious disease spread through the air from person to person when droplet nuclei become airborne. Covering the mouth and nose when coughing or sneezing is an important preventive measure because it prevents the pathogen from becoming airborne.

Although the TB bacteria are an airborne pathogen, you cannot contract TB simply by walking into or through a room. Usually, you will need to have prolonged and repeated indoor exposure to someone with active TB.

Having a TB infection is NOT the same as having an active case of disease. Testing by a medical professional is the only way to be certain if TB is active.

The incubation period is usually between 2 and 10 weeks. After exposure, the immune system will limit the spread of bacteria and keep the infection from becoming active. However, if the immune system is weakened for any reason, the bacteria can multiply and spread throughout the body and develop into active disease.

If a doctor diagnoses active TB, the individual will be placed on an anti-tubercular drug, usually some form of antibiotic. These medications will relieve the symptoms and make the patient noninfectious to others. While infectious, the individual shall be separated from other people to ensure that the individual does not expose others to TB. If properly treated, TB patients can become noncontagious in two to three weeks.

Anyone is at risk to contract TB if exposed, but there are five groups that are more likely to be susceptible:

- Immunocompromised individuals, people with HIV, diabetes, silicosis, malnutrition and people undergoing chemotherapy.
- Individuals in certain socioeconomic circumstances; the homeless, current or past offenders, drug-users, alcoholics.

- Foreign-born people from countries where TB rates are still high; such as Mexico, the Philippines, Vietnam, Haiti and China.
- Anyone living with someone who has active TB.
- Anyone who regularly comes in contact with a member of these high-risk groups, especially in crowded, poorly ventilated conditions.

Understanding TB is crucial to fighting the disease. All facility employees are required to be vaccinated annually. If you volunteer at a facility, we recommend that you seek to be vaccinated. A volunteer should discuss this with the volunteer's personal practitioner.

### **Blood-borne Pathogens**

The two most prevalent blood borne diseases are:

- Hepatitis; and
- HIV.

These diseases are transmitted only if:

- The source of blood is infected, and,
- The infected blood gains a direct route into the body through broken skin, body openings, and penetration by sharp objects.

HIV is not transmitted by:

- Casual skin contact;
- Sharing food;
- Coughing or sneezing.
- Sharing protective equipment; or
- Insects and animals.

### **Preventive Measures for All Pathogens**

Always take universal precautions to reduce the risk of or prevent exposure:

- Use protective equipment (e.g., gloves, masks, eye protection);
- Wash your hands; and
- Use bleach or other germicidal disinfectant for decontamination.

If an exposure occurs:

- Clean the exposed area immediately;
- Notify your supervisor;
- File a formal report; and
- Follow-up with a personal health care professional, if appropriate.

## **Summary**

The best defense to protect against air and blood-borne infections is understanding the new environment and high risk population where a volunteer serves . Volunteers are encouraged to consult with a personal medical practitioner regarding recommended individual health precautions..

## **Offender Emergency Procedures**

Department staff are trained and planned for emergency situations. A volunteer shall always know the name and location of the closest staff member, summon that staff member when needed and comply immediately with the instructions given by staff. A volunteer may not interfere with security staff action or personally attempt to resolve the situation. A volunteer may be asked to provide a written report related to the incident.

The following are examples of emergencies that may occur while in a facility.

### **Hostile Offender:**

- Talk calmly to the offender and avoid being argumentative; and.
- If you are alone with the offender, assume a position in the field of vision or hearing range of a staff person.

### **Offender Fight:**

- Do not get between offenders;
- Stay clear of the altercation and do not try to break up the fight; and.
- Notify correctional staff immediately.

### **Riot/Mass Disturbance:**

- Do not intervene;
- Stay where you are and find cover; and
- If a phone is available, contact staff give your location.

### **Medical:**

- Do not attempt to interfere.

### **Escape:**

- Report any activity that may indicate an escape is occurring or information that leads to believe an escape is planned.

### **Suicide Threat or Attempt:**

- Specify the offender's actions, words or mood that indicate self-harm or suicide is a possibility.

### **Hostage Taking:**

The likelihood of being taken hostage is remote. A trained hostage negotiation team shall communicate with hostage takers with one end in mind, your safe release. In the event you are taken hostage, follow these guidelines:

- Do not act foolishly-be cautious of heroics;
- Cooperate with hostage takers and obey commands;. failure to cooperate increases the potential for violence;
- Look for a protected place to dive or roll if either authorities or offenders attempt to infiltrate the location;
- Remain calm and do not make eye contact with hostage takers;
- Keep a low profile to avoid the appearance of observing hostage takers;
- Do not make threats against hostage takers or give an indication of being a witness against them;
- Be reluctant to give up identification and clothing, but avoid physical resistance;
- As a result of the stress of the hostage situation, an individual may have difficulty retaining fluids, if available, drink water and eat even if you are not hungry;
- Act neutral and be a good listener if the hostage takers want to talk;
- Do not attempt to negotiate, efforts will not be deemed creditable by the hostage takers;
- Even though appearing disinterested while being held hostage, observe what is taking place, there will be a de-briefing following release;
- A volunteer will not get any special consideration from hostage takers or offenders; and
- When a rescuer enters the location, do not rush the rescuer; lie on the floor or remain seated and follow the instructions given by the rescuers exactly.

### **Prison Rape Elimination Act (PREA)**

The Prison Rape Elimination Act (PREA) of 2003 is federal law which established a set of standards designed to prevent, detect and respond to sexual abuse in confinement facilities. After the standards were finalized in 2012 the Department committed to integrating these standards into Department operating procedures. The Department demonstrates compliance with these standards through a series of independent audits conducted at each facility on a three year cycle.

### **Zero Tolerance Policy**

The Department has a ZERO tolerance policy regarding sexual misconduct. Any form of sexual conduct, consensual or otherwise, is prohibited in a correctional facility. This includes offender on offender, as well as staff (including volunteers) on offender contact, coercion or sexual violence. Zero Tolerance means no excuses, no jokes, and no brushing aside as unimportant or ignoring any incidents or offender complaints. Offenders have the right to be free from sexual abuse and sexual harassment.

## Sexual Misconduct

Sexual misconduct is any behavior or act of a sexual nature directed toward an offender. Sexual misconduct includes acts of sexual abuse and sexual harassment. Sexual abuse of an offender means any attempted or completed sexual act by another offender, staff member or volunteer. Sexual abuse of an offender by a volunteer includes any of the following acts, with or without consent of the offender:

- Any physical contact with an offender that is performed for the sexual arousal or gratification of any person involved in such contact;
- Any intentional contact with an offender, either directly or through the clothing, that is unrelated to official duties or where the volunteer has the intent to abuse, arouse, or gratify sexual desire;
- Any display by a volunteer of his or her intimate body parts in the presence of an offender;
- Acts of voyeurism by the volunteer; and,
- Any attempt, threat, or request by a volunteer intended to coerce an offender to engage in the activities described above.

Sexual harassment includes:

- Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by a volunteer directed toward offender;
- Repeated verbal comments or gestures of a sexual nature to an offender by a volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.
- Influencing, promising, or threatening an offender or offender's safety, supervision status, work status or program involvement in exchange for sexual favors, sexual acts, or sexual contact; or
- Creating or encouraging an atmosphere of intimidation, hostility, or offensiveness by engaging in sexually offensive behavior or language.

## Volunteer Responsibilities

Each volunteer is required to understand that a volunteer's duty is to report all acts of sexual misconduct. If observing an act of sexual misconduct, in progress, report the incident to the nearest correctional officer **immediately**. Do not attempt to intervene in a situation, which can be confrontational or dangerous. A volunteer's responsibility is to report the incident.

If a volunteer gains knowledge or becomes aware of suspect acts of sexual misconduct the volunteer shall report that information immediately. A report may be made to a supervisor, the most senior staff in the area; a chaplain; a medical practitioner; the volunteer activities coordinator; or a social work, psychology or case management staff member. The report may be made by calling the Internal Investigative Division or the "Secretary's Tip Line." A report may be verbal, written, anonymous or third party. The information shall be kept strictly confidential. Allegations of sexual misconduct shall be thoroughly investigated and may be reported to

appropriate law enforcement officials in accordance with Department policy. Prompt reporting assures effective investigations, facilitates the collection of evidence, improves crisis intervention and affords specialized mental health services to victims.

To help volunteers better understand if sexual abuse should be suspected, the following warning signs of victimization can be considered:

Withdrawal or isolating themselves	Lashing out in anger or fear
Development of depression or hopelessness	Refusing to shower
Suicidal thoughts or actions	Seeking protective custody
Refusing to leave segregation nicknames	Offenders being given female
Developing anxiety, fear or paranoia	Experiencing nightmares
Increased medical complaints	Self-abuse
Increased concerns regarding sexually transmitted diseases	

### **Retaliation**

Retaliation against victims, witnesses, and individuals reporting sexual misconduct is not permitted. PREA standards require that individuals involved in an investigation be protected from all forms of retaliation.

### **Sanctions**

A volunteer accused of sexual misconduct shall be prohibited from contact with offenders until an investigation is conducted. If the accusation is substantiated the individual's volunteer status shall be terminated and the individual shall be subject to criminal prosecution if the behavior is deemed to be criminal in nature.



## **VOLUNTEER GUIDELINES (Rules of Conduct)**

**These are important rules of conduct. Violation may result in suspension and/or rescission of volunteer status Department-wide and criminal prosecution. Remember:**

**Nothing in - Nothing out - Nothing personal  
(including cell phones).**

1. Know the name of your supervisor. That person:

- Prepares for your entering the facility or office.
- Will answer questions.
- Addresses any special requests (for example: participants, camera, etc.).
- Ensures the room is available.
- Arranges for the offenders to get to the program.
- Resolves any recurring problems you may experience.

2. Volunteer Participant

- If your supervisor determines that it is appropriate for volunteer participants to attend your activity, each volunteer participant shall read, complete, sign and return the Volunteer Participant paperwork packet, which includes the application, Participant guidelines and emergency information. This information is required to enter a facility as a participant volunteer.
- Lead or Contact volunteers may be asked to assist with this process. An approved Volunteer Participant shall be accompanied by a volunteer or staff member at all times.

3. Facility Entry and Exit

- Obtain and wear a Volunteer ID Badge above the waist so that it is visible to others. You are responsible for maintaining and having the badge with you at all times.
- Lock your vehicle and leave all items not authorized for your volunteer duties in your vehicle. Most, but not all facilities have lockers for your personal belongings. Cell phones, pagers, tobacco products and lighters/matches must be left in your vehicle.
- You will be refused admittance if you are acting unruly.
- You may bring materials used for your activity. Prior to the event, give a list of the items to your supervisor, who will get the necessary approvals to add the items entry to the facility.
  - This information shall be provided no later than one week before the activity. Some facilities may require more notice.
- Bring any personal items such as glasses and pen in a clear plastic container
- A briefcase must be clear view and approved, in writing, by the managing official.

- If you want to bring in a recording device or camera, speak with your supervisor to seek approval. (Pictures inside the facility, as well as outside, are not permitted without the prior permission of the managing official or unit head.)
  - Contact your supervisor to determine if any items or participants have been disapproved for entry.
  - If there is no facility entry paperwork when you arrive, ask the officer to contact the shift commander. The shift commander's office should have a copy of the paperwork.
  - Sign in as instructed.
  - Routine search procedures are listed below. Failure to cooperate will result in instruction to leave the premises and you may lose your volunteer privileges.
    - Belongings search.
    - Search of pockets of outerwear and clothing.
    - Search of headwear, including religious headwear.
    - Walk-through metal detector (a metal implant may require documentation from your physician).
    - Handheld metal detection wand.
    - Clothed pat-down search.
    - Drug detection dog.
    - Vehicle search.
    - Fast ID (electronic fingerprinting devices for preliminary record checks).
  - Go directly to your assigned location. It is imperative not to deviate from your route.
  - Refrain from having conversations with offenders until you have reached your assigned location. Continue moving and do not stop on the compound to talk with offenders. This may place the facility or office at risk and cause a security issue.
  - When leaving the facility:
    - Make sure you have everything you brought in with you.
    - Do not take out anything you did not bring in with you.
    - Return the Volunteer ID Badge before leaving the facility.
    - Sign out as instructed.
4. Arrive about 20 minutes early (or an appropriate amount of time for the location of your volunteer assignment).
5. Inquire about the policy regarding late volunteer arrival for activities.
6. If you know you will be late, please call ahead and staff will do their best to accommodate your arrival. However, you may be denied entry if you arrive late.
7. Understand that your activity may be cancelled or you may be refused admittance to a facility or office without notice or explanation due to security needs. While every effort will be made to contact you so you will not make an unnecessary trip, sometimes this is not possible. If you travel a long distance you are always encouraged to call ahead to see if there is a reason you may not enter the facility, such as lockdown. If this occurs, contact your supervisor or the Volunteer Coordinator the next business day.

8. Always follow instructions, suggestions and requests from any correctional officer or staff member. Uncooperative behavior will result in dismissal from the volunteer program and the facility or office.
9. Never interfere with a correctional officer or staff member acting in the line of duty. While every attempt will be made to not interrupt a program, from time to time an officer will enter your program to account for offenders, to call an offender or for other purposes.
10. Begin and end your program according to schedule. Structure your activity and remain focused on the task-at hand.
11. Remain in your designated program area. Try to seat yourself between the door and the offenders. Do not leave the assigned area to confer privately with an offender.
12. Do not give offenders anything not authorized for use in your program. Non authorized items such as candy, gum, a note, a newspaper are considered contraband in a facility.
13. Limit physical contact with offenders to a handshake and utilize program exercises that include all offenders in the group.
14. Respect the confidentiality of what offenders share with you about feelings and personal events. Do not ask an offender about his or her crime unless you have been instructed by your supervisor as part of your volunteer position. Remember, **what you hear and see here stays here.**
15. Proselytizing and making disparaging remarks about a faith or someone's faith are prohibited.
16. Do not engage in any significant interaction with any offenders other than those in your program.
17. Report to the correctional officer or staff member if you have information about a planned act of homicide, assault, suicide, disturbance, drug or contraband smuggling, hostage taking, escape or any other act that may threaten the safety of others or the security of the facility or office.
18. Do not accept anything from offenders or their families. This includes gifts, favors, articles or items. Report attempts to give you something to a correctional officer or staff member.
19. Do not accept phone calls from offenders unless you have written authorization from your supervisor. All offenders' calls are collect.
20. Do not place money in an offender's account. Indigent offenders are provided hygiene and writing supplies (including stamps), monthly.
21. Report to staff any offender requests for you to mail a package or letters, deliver messages, contact friends or family, etc.
22. If an offenders asks you to do something you know or suspect is prohibited, some suggested responses are to say that you:

- Don't think you are allowed to do that, but you will ask your supervisor or
  - Are not allowed to do that, or
  - Do not want to do that, as your interest is working with the group as a whole and not assisting offenders with individual needs.
23. In most instances, you may not have contact with an offender's family or friends. There are exceptions and you must discuss specific situations with your supervisor.
24. Never give offenders or their families any personal identifying information about you, other volunteers or your family members. This includes last name, address, phone numbers, social security number, work locations, marital status, family details, personal interests or DOB.
25. Do not send anything to an offender. In special circumstances, you may receive permission from your supervisor to correspond with an offender, but do not send the offender anything in the mail other than what you have been approved to send. Use the address of the organization you represent; do not use your home address.
- The content of your letters must be professional, not personal.
  - If you would not show your spouse, children or clergy person the letters you and the offenders write, you should not be writing or volunteering!
  - Inappropriate contact in a letter or envelope will be regarded as an indication of a personal relationship and will result in your dismissal as a volunteer.
  - Tell your supervisor if an offender sends you an inappropriate or unauthorized letter or item.
26. You may not volunteer at a facility where a friend or relative resides.
27. You may not be on a visiting list of an offender currently incarcerated in a federal, state, or local correctional facility or living in a household with an individual under home detention.
28. Volunteers may not perform marriage ceremonies.
29. Dress professionally and conservatively; follow the Department's dress code. Leave excess jewelry at home.
30. Conduct yourself in a professional manner at all times.
31. You may not smoke, be under the influence of alcohol or be under the inappropriate influence of prescription or non-prescription drugs while on State of Maryland property.
32. Respect the confidentiality of all Department staff, offenders, ex-offenders and volunteers. Do not share any information or photographs you have access to while performing volunteer service. This includes, but is not limited to friends and family, the media, and social media sites such as Face Book, Twitter, Linked-In, Instagram, etc.
33. As a volunteer, it is critical that you understand your duty to report sexual misconduct immediately. Additionally you must immediately report any complaint, or notification, of sexual abuse or harassment made to you by a victim or third party.

34. The Department has an Internal Investigative Division (IID), responsible for investigating alleged acts of criminal and administrative wrongdoing. If you are suspected of engaging in or knowing about such acts, you may be interviewed by IID staff, in which case your full cooperation is expected.
35. If you want to do more as a volunteer than you had originally agreed upon, talk with your supervisor about formalizing those additional duties. Do not engage in unauthorized activity.
36. If you want to volunteer at another facility or office, discuss your options with the Volunteer Coordinator at your current location. The coordinator will refer you to the coordinator at the new location. You will need to complete additional training prior to beginning.
37. You must notify the Volunteer Coordinator if your personal information or status changes during your volunteer service to the Department. This includes a move, change in phone number or email, being arrested or charged with a crime, having a friend or family member being incarcerated, etc.

## **HANDOUTS**

- Volunteer Program Orientation Guide
  - Volunteer Guidelines – Rules of Conduct
  - Volunteer Agreement and Acknowledgement of Orientation
  - Emergency Contact Information
- Directives
  - Prison Rape Elimination Act – Federal Standards Compliance
  - Sexual Harassment – Prohibited
  - Sexual Misconduct – Prohibited
  - Executive Directive Volunteer, Intern and Contractor Contact and Personal Information
  - Executive Directive Employee and Inmate Visiting and Communications

## **SOURCES**

- Secretary's Directive Volunteer Program
- Volunteer Program Administrative Manual
- Executive Directive Sexual Harassment – Prohibited
- Secretary's Directive Sexual Misconduct – Prohibited
- Secretary's Directive Prison Rape Elimination Act – Federal Standards Compliance
- Standards of Conduct Policy
- State of Maryland Ethics/Standards of Conduct
- Executive Directive Personal Appearance Policy
- State of Maryland Domestic Violence in the Workplace Policy
- Executive Directive Policy Statement – Workplace Violence
- State of Maryland Executive Order - Policy on Smoking
- State of Maryland Executive Order - State of Maryland Substance Abuse Policy
- Executive Directive Contraband-Criminal Violations
- Executive Directive Entry and Exit Procedures for Correctional Facilities

- Religious Services Program Manual
- Division of Correction Directive Inmates
- Maryland Division of Correction Inmate Handbook
- Executive Directive Volunteer, Intern and Contractor Contact and Personal Information
- Executive Directive Employee and Inmate Visiting and Communications

## VOLUNTEER AGREEMENT and ACKNOWLEDGEMENT of ORIENTATION

I participated in the Department of Public Safety and Correctional Services Volunteer Orientation at

\_\_\_\_\_ (location) on \_\_\_\_\_ (date)

completed by \_\_\_\_\_ (name of trainer).

I attest that I have received, been fully advised, read and clearly understand the following documents and materials:

1. Volunteer Program Orientation guide \_\_\_\_ (Initials)
2. Volunteer Guidelines – Rules of Conduct \_\_\_\_ (Initials)
3. PREA guidelines and duty to warn \_\_\_\_ (Initials)
4. Policies
  - a. Prison Rape Elimination Act \_\_\_\_ (Initials)
  - b. Sexual Harassment \_\_\_\_ (Initials)
  - c. Sexual Misconduct \_\_\_\_ (Initials)
  - d. Volunteer, Intern and Contractor Contact and Personal Information \_\_\_\_ (Initials)
  - e. Employee and Inmate Visiting and Communications \_\_\_\_ (Initials)

I agree to comply with all security and program regulations and requirements as set forth in writing in the material given to me (orientation guide, rules of conduct, guidelines, and handouts) and explained verbally.

I understand that

- I assume all risks that result in normal operation at my location or anywhere else in the Department. I agree to hold harmless the Department of Public Safety and Correctional Services and officials and employees for any claims arising from the course of my provision of volunteer services to the Department
- Any and all information that I may utilize or have access to during the course of volunteering shall remain confidential. I agree not to disclose such information to any unauthorized third parties.
- Violation of any regulations, policies, or requirements may result in termination as a volunteer with the Department of Public Safety and Correctional Services and may result in civil litigation or criminal prosecution, or both.
- The State or the Department of Public Safety and Correctional Services reserves the right to terminate any volunteer for any reason or no reason at all, except as precluded by law.
- Under the Prison Rape Elimination Act (PREA), I have a duty to report any sexual misconduct I observe or become aware of during the course of my volunteer service.

\_\_\_\_\_  
Volunteer printed name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer signature

\_\_\_\_\_  
Trainer's Signature

\_\_\_\_\_  
Date

## EMERGENCY CONTACT FORM

Name of facility or office \_\_\_\_\_

Volunteer name \_\_\_\_\_

Street address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Home phone \_\_\_\_\_ Mobile phone \_\_\_\_\_

Email address \_\_\_\_\_

List any medications that must be carried into the facility:

\_\_\_\_\_  
\_\_\_\_\_

List any condition that may require emergency attention and medications that you may be allergic to: \_\_\_\_\_

\_\_\_\_\_

Affiliation \_\_\_\_\_

Emergency contact name \_\_\_\_\_

Relationship \_\_\_\_\_

Home phone \_\_\_\_\_ Mobile phone \_\_\_\_\_

Work phone \_\_\_\_\_

Emergency contact name \_\_\_\_\_

Relationship \_\_\_\_\_

Home phone \_\_\_\_\_ Mobile phone \_\_\_\_\_

Work phone \_\_\_\_\_

Volunteer assignment:

Location \_\_\_\_\_

Supervisor \_\_\_\_\_