

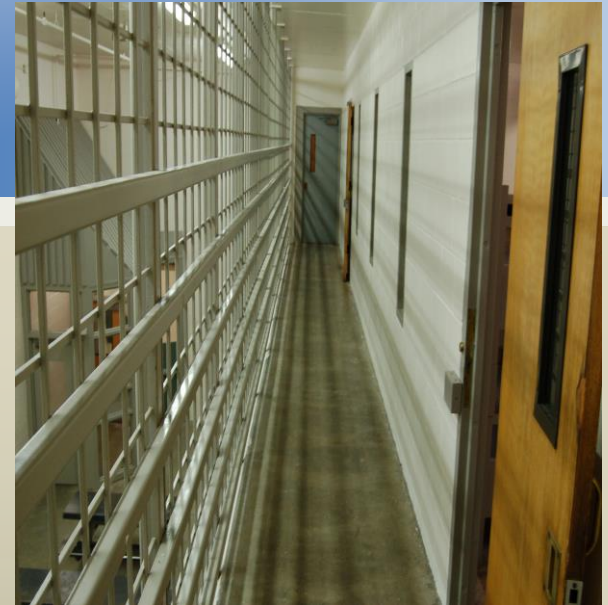
The Clackamas County Jail is dedicated to providing a safe and secure setting for Adults in Custody, staff, and the community while maintaining an environment of rehabilitation for those incarcerated.



Clackamas County Jail
2206 Kaen Road
Oregon City, OR 97045

CLACKAMAS COUNTY JAIL

VOLUNTEER HANDBOOK



WELCOME!

The Clackamas County Sheriff's Office would like to begin by thanking you for your interest and dedication in being a volunteer within the jail. Your dedication and desire to help those incarcerated is appreciated.

This handbook serves as a guide for assisting you in your service at the Clackamas County Jail. While not every situation in a correctional facility can be covered by a handout, the information contained herein are rules to help you, the Adults in Custody and staff maintain a safe and professional environment during your service.

Any violation of rules set forth in this handbook may result in termination as a volunteer. Furthermore, the Clackamas County Sheriff's Office reserves the right to terminate service of volunteers at any time with or without cause.

As a volunteer of the Clackamas County Sheriff's Office, you agree to maintain confidentiality of all records and information, both written and verbal, which pertains to Adults in Custody or staff within the Clackamas County Corrections Division.

If a volunteer is arrested or convicted of a criminal offense (felony or misdemeanor) or if there is a recurrence of alcohol/drug abuse, the volunteer shall report this in a timely manner to their Volunteer Coordinator and the volunteer program manager or designee. A review will be conducted to determine if the volunteer may continue to serve.

When it is suspected that a volunteer may have violated a department rule, policy, procedure, or a state or federal law, or a volunteer has engaged in an act that endangers the safe and orderly operation of a facility or threatens the rehabilitative nature of the department's mission, the volunteer may be suspended pending a review by jail administration.

In closing, we hope that your time with the Clackamas County Jail is a positive experience for you, staff and the Adults in Custody. Your cooperation and attention to rules and regulations of the Sheriff's Office will assist in making the experience both enjoyable and positive.

Thank you!

Know Your Volunteer Coordinator

The Volunteer Coordinator serves as the liaison between you and the jail administration. This staff person is the individual appointed by the jail administration to oversee all aspects of the community volunteer program. This would include approving individuals to be volunteers, scheduling volunteer activities, generating clearance memos, setting up and providing training.

The working relationship between the Volunteer Coordinator and you is vital to the successful implementation of your service. Communication, to the extent possible, should always be with the Volunteer Coordinator. This single point of contact model allows for clear communication and eliminates the problems associated with trying to coordinate the same activity through several different people.

Know Your Schedule

Do not try to gain access into the institution when you are not scheduled to be there. Corrections facilities work off very rigid daily schedules. Most must use the same space to provide many different programs. Trying to squeeze in additional un-scheduled activities on short notice is very difficult and may be impossible.

Plan Ahead

If your group must make changes to its schedule work with the Volunteer Coordinator as far ahead of time as possible. The Volunteer Coordinator will need to review existing schedules, generate new clearance memos and advise the Adults in Custody. All require time.

Be On Time

Be there at minimum fifteen (15) minutes prior to the time you are scheduled to start your program at the jail.

Remember it takes time to be checked into the facility and get to the program area. Corrections facilities frequently must hold staff on overtime to oversee activities. If you are late there may not be a staff member available to run the program when you get there.

Come as a group. The facility may not have the staff resources to keep admitting stragglers. The jail maintains the right to deny anyone access—including reasons of being late.

Time is also important to the Adults in Custody, as they have been assigned to a specific activity within a specific period. If the volunteer is late, or does not come at all, the Adult in Custody misses an activity to which he was probably looking forward to with much anticipation.

Building and maintaining a stable level of trust with correctional staff and Adults in Custody is crucial to the success of your program.

Entering The Facility And Security Clearance Checks

Jails are supposed to be difficult to get in and get out of. This is necessary to maintain a safe and secure environment for Adults in Custody, staff and the public. To maintain this high degree of safety you must adhere to the following security measures:

You must be on a pre-approved clearance list.

Your personal ID will be viewed and held by the facility while performing your program.

Your keys may be held by the facility.

You **will** be asked to clear a metal detector so plan ahead. Having clothing with excessive metal parts, jewelry etc, will delay, or even exclude, your entry into the facility.

Anything you bring will be searched.

You will be escorted to and from the program area.

What To Bring

Bring only the materials approved by the institution for the program.

Bring your government issued picture ID (Drivers License).

What Not To Bring

Do not bring money.

No cell phones or pagers.

No CD, DVD, VHS players or other such items.

Medication, if you must bring a prescription or other medications, only bring the quantity you need to take while at the facility. Be sure to check with your Volunteer Coordinator and find out if you will be able to have the prescription on your person while on the jail grounds. It would be better to take the medication before or after your jail event, so plan ahead.

Any item not approved prior to entering the facility. It is a C Felony to introduce contraband into the facility punishable by a maximum of five (5) years in prison.

No knives, guns, belt tools (Leatherman or similar)

No ink pens or pencils (if you need something to write with the jail can supply a pen specifically designed for use in the correctional environment)

Tobacco

Gum

Literature not approved for your program

If you are not sure, consult with your program leader.

THE NUMBER ONE RULE TO REMEMBER: Do not bring in anything that has not been approved in advance.

How To Dress

Your appearance will determine how facility staff, Adults in Custody and peers ultimately receive you. Obey the facility dress code.

Dress conservative, Tee shirts with appropriate sayings or pictures are usually acceptable. No open toe shoes.

No shorts, dresses hemmed above the knees or with thigh high slits.

No low cut or see through blouses

No spandex

No clothes full of holes

No excessive or expensive jewelry. If you lose it while at the jail it will most likely never be recovered.

DO NOT COME TO THE JAIL IF YOU HAVE BEEN DRINKING ALCOHOL OR USING ILLEGAL DRUGS.

Obey Facility Staff

Jail staff will provide periodic monitoring of your program. Even the best run facilities have problems from time to time. A situation may occur that requires the facility to be locked down. If during your program a staff member comes and advises you to end your program, you must leave and follow the directions of the staff member. Immediately obey their directions. Do not argue.

Do whatever the staff instructs you to do. Your safety and the safety of others may depend on your quick compliance.

Accountability

Be accountable for your behavior at all times.

Fulfill the obligation of your program only.

*Always be professional, **respectful**, and courteous to jail staff, Adults in Custody, other volunteers, and their programs.*

Do not be the catalyst for a problem that may lead to you, and your volunteer team, being denied access to the facility.

DEALING WITH ADULTS IN CUSTODY

Many persons who are incarcerated have had more than their share of frustrations in their lives. Most have experienced repeated failure and are, at least on the outset, suspicious of any offer of assistance or guidance from others whom they do not know.

Working with Adults in Custody cannot be reduced to a “cookbook” form. Much will be left to the good judgment of the volunteer. The following guidelines provide a frame of reference for the volunteer in relating to the Adult in Custody. Your following the rules will help you gain the Adult in Custody’s respect and at the same time provide a solid foundation for a positive relationship. Your failure to follow the rules puts you on the list of those in their past who could not be trusted and have added to their share of frustrations.

Be Yourself

There is no need to establish a façade or to create some kind of special status for yourself in relationship to the Adults in Custody.

Express your feelings genuinely.

An honest and unmasked expression of feelings is one important way for the volunteer to show concern.

Set Boundaries Early In The Relationship

Set the parameters or boundaries of the relationship from the beginning.

Identify what you will and will not do.

What is appropriate, what is not appropriate and will not be tolerated.

Make sure both you and the Adult in Custody are clear regarding these boundaries and stick to them. Adults in Custody will test these boundaries on a regular basis. Do not be surprised when you are asked to do something that clearly violates these boundaries. When this happens, immediately reaffirm the boundaries with the Adult in Custody. If you do not, they will know they can manipulate you.

Mean What You Say

Never make a promise unless you have thought it through first and are prepared to carry it out. The Adult in Custody will test you, call your bluff, and see if you will deliver. This is an important part of their process of learning to trust you, which will come slowly in any case. Refrain from making promises in general. It may be useful and wise to talk to your Volunteer Coordinator before you mention the idea to the Adult in Custody or agree to do anything for them.

Respect

Respect is the key toward developing a positive and rewarding relationship with an Adult in Custody. They will not be open with you until they respect or trust you. Conversely, you must respect their individuality and basic rights as a human being. There is no room for narrow prejudices or feelings of superiority. Respond to the Adult in Custody’s needs and interests, not your own. Your volunteer service is to provide encouragement to those in jail who appreciate the positive influence of outside friends and not vice versa.

Be Supportive, Encouraging, And Friendly, But Firm

It is part of your job to be honest and objective, disapproving when it is warranted, as well as praising, supporting and encouraging when that is warranted.

Win Respect For Yourself

The Adult in Custody will never respect you until it is clear that you cannot be conned or manipulated. The Adult in Custody’s manipulations may be expressed in requests for you to: influence others, bring contraband in, take something out or pass a message.

Never be shy about saying “NO” to a request you really do not want to grant or you know it is clearly against the rules. The request may be for something that is borderline, and may seem insignificant. Tell the Adult in Custody you will check to see if it is all right, and then ask for guidance from the appropriate official.

Remember those boundaries. Stick with them.

Do Not Use Personal Physical Contact

Volunteers should refrain from making physical contact with the Adults in Custody other than a handshake at beginning and end of sessions. Though personal contact such as a hug may be a seemingly harmless gesture, Adults in Custody frequently misunderstand the meaning of the contact and may interpret the gesture as affection.

Handshakes only.

No Hugging.

No Kissing.

No touching of any kind other than handshake.

Do Not Ask An Adult In Custody Why They Are Incarcerated

Let the Adult in Custody tell you in their own time about the offense committed, the family left behind, or any other personal matters.

Be forewarned, someday the Adult in Custody may talk about their crimes and past. Do you really want to know? Will what they tell you change your opinion of them?

Accept The Adult In Custody

Accept the Adult in Custody as an individual who is no better, and no worse, than anyone else. To pigeon hole or categorize a person is, in a way, to dehumanize a person.

Be Patient

Don't expect overnight miracles. When things have been going wrong for years and years for a person, things cannot be corrected in a few weeks or months. The positive effects of your relationship with an Adult in Custody may not have a decisive effect until long after you have stopped working with the person.

Expect Hostility

There may be a time when an Adult in Custody, overwhelmed by troubles, will confront you with hostility. At such times, do not force conversation upon the person and above all do not respond in a hostile, sarcastic, or anxious manner. Do not act shocked. Retain your composure. Ignore the hostility or withdraw for a while and chances are that person will regain their composure.

Always bring any hostile behavior by an Adult in Custody to the attention of deputies.

Do Not Expect Thanks

You may not receive thanks or any expression of gratitude from the Adults in Custody. They may feel it, but may not know how to express gratitude. They may actually feel embarrassed by it. You may never hear "thank you," but in the end, your efforts will be appreciated, probably more than you or anyone else will ever know.

Do Not Be Misled By Flattery

Sometimes the supposed gratitude, "you're the only person that will listen to me" is the first step towards getting you to do something that you should not do. Always be guarded and aware of manipulation.

Do Not Make Assumptions

Just because it may sound reasonable, does not mean it is. If you are not sure, "check it out" with a Deputy, or Volunteer Coordinator.

Do Not Get Involved In Facility/ Department Internal Affairs

Do Not Become An Advocate For An Adult In Custody

An Adult in Custody may want to tell you how the correctional staff is abusing them, or how they are being deprived of some item or privilege. Adults in Custody will frequently voice complaints, either real or imagined to anyone they think might be able to assist them get what they want. There are many internal avenues of relief for an Adult in Custody who believes they are being abused or mistreated. They need to use the internal avenues at the jail and bring the problem to light by going through the appropriate channels.

The best course of action would be to listen to the Adult in Custody and then remind them of the purpose of your program. Reestablish boundaries and recommend that they consider using the Jail's grievance system.

As a volunteer, you are there to provide a specific service. It will not be helpful if you become an advocate for the Adult in Custody and become involved in the day-to-day affairs of the institution. Check with a Corrections Sergeant or the Volunteer Coordinator if you are not sure about how to deal with the situation.

Confidentiality Of Information

What you talk about with the Adult in Custody is between you and that person. You may be able to overlook what they have done in their past, but others in your group may not. Keeping confidentiality boundaries can be a way of gaining the Adult in Custody's trust and respect.

Confidentiality has its limits. If an Adult in Custody tells you something that leads you to believe the life and or safety of another is in jeopardy, you have an obligation to report it to the jail staff as soon as possible. In a jail setting, Adults in Custody may tell you about pending violence or dangerous activities hoping you will tell the jail staff. By going through volunteers, family or others they avoid potential problems of becoming a "snitch" in the eyes of other Adults in Custody because they themselves did not tell the jail staff.

THE CON AND CON GAMES

Information is power to the Adults in Custody. They will try to learn personal things about you. Some may generally want to know you as a person, but others are seeking information and looking for an angle to exploit or manipulate you or your family, or even threaten you if you do not do what they want.

Con games start out very subtle and innocent. They just want someone to write to when they are feeling down. The letters or cards will be innocent at first asking for nothing. Then one day they may ask you to buy them something simple like maybe some greeting cards so they can write you. If you give in to their requests, they have you. The requests will get bigger and will eventually become demands. When you try to back out they will threaten to inform on you and tell you how much trouble you're going to be in.

The best thing you can do is not to give personal information to them. This applies to both working with the Adult in Custody in jail and after release.

Do Not Bring In Anything To The Facility That Has Not Been Approved

Supplying Contraband: A person commits the crime of supplying contraband if:

“The person knowingly introduces any contraband into a correctional facility, youth correctional facility or state hospital”

Supplying Contraband is a **Class C Felony** punishable up to **five (5) years in prison**.

Do Not Play Middleman By Passing Along, Notes, Letters, Conversations Etc. For Adults In Custody

Do not take anything out or bring in anything for Adults in Custody. There are rules, procedures and processes for everything. Adults in Custody know the rules better than most staff. If they are asking you to circumvent the system, it probably means they are up to something and you had better beware.

The Safety Zone—More Do's and Don'ts

Respect these safeguards and the likelihood of problems will be minimal.

1. Do not provide Adults in Custody with your home address, or phone number.

2. Do not advise an Adult in Custody of your place of work, address or phone number. (*Consider being unlisted in the phone book. Most correctional professionals are unlisted.*)

3. Do not give names/addresses of family or friends.

4. Do not discuss personal or family life/problems with an Adult in Custody.

They should know as little about you as possible. This personal information is not necessary to fulfill the mission of your program. You are not supposed to be “On call” to an Adult in Custody. If they do not know where you live or work, they cannot seek you out.

What To Do If An Adult In Custody Gets Your Personal Information

Reaffirm your boundaries.

Do not accept collect calls from within the jail. If you get them, note the date and time you received the call, then call the jail. The Clackamas County Jail can block the phone calls.

If the Adult in Custody does call, politely tell them you cannot talk to them.

Be firm in your conviction to follow the jail rules governing volunteer conduct.

Advise your program leader and the Volunteer Coordinator. You cannot be accused of any wrongdoing if everything you do is in the open.

Make a Report On Volunteer Program Rule Violations

If a member of your volunteer team violates the volunteer program rules the two of you should report it to your team leader who will then work with the Volunteer Coordinator to take whatever remedial action is necessary.

Volunteers who do not follow the rules discredit the program. They could also be placing themselves in a situation where they may actually be harming themselves and the Adults in Custody they thought they were helping.

PRISON RAPE ELIMINATION ACT 2003 (PREA)

PREA is a federal law enacted and signed into law in 2003, for the purpose of establishing a zero-tolerance standard for the incidents of rapes and sexual misconduct in prisons and local jails/detention facilities. The PREA requires that prevention of prison rape and sexual misconduct will be a top priority in prisons, police lock ups, local jails and juvenile detention facilities. It further requires the development and implementation of national standards for the detection, prevention, reduction and punishment of prison rape and sexual misconduct. You are required to report any witnessed violations of PREA.

The Clackamas County Sheriff's Office supports the prosecution of persons who commit acts of sexual misconduct in its facilities. The Clackamas County Jail has developed uniform guidelines and procedures to reduce the risk of in-custody sexual assault and sexual activity. The Sheriff's Office is committed to a zero-tolerance standard for sexual misconduct and sexual assault.

Your role as a volunteer is to support and enforce the zero-tolerance standard for sexual misconduct and sexual assault within the Clackamas County Sheriff's Office.

Prohibited Conduct

Conduct specifically prohibited that will cause a violation of Sheriff's Office policy, termination as a volunteer, and possible prosecution on criminal charges, includes but is not limited to:

1. Any sexual advance by a staff member or visitor;
2. requests for sexual favors by a staff member or visitor;
3. invasion of an Adult in Custody's privacy beyond that reasonably necessary for safety and security;
4. inappropriate touching, fondling, hugging, or kissing;
5. any sexual act or contact between a staff member or visitor and an Adult in Custody, or an Adult in Custody with another Adult in Custody;
6. indecent exposure by the staff member or visitor in front of an Adult in Custody;
7. other verbal, physical or graphic conduct of a sexual or gender-based nature;

8. sexual comments, gestures, drawings, picture, writings, or any physical conduct that is of a sexual nature or is sexually suggestive, derogatory, or offensive;
9. influencing, promising or threatening an Adult in Custody's safety, custody or security level (including recommendations for court actions), privacy, housing, privileges, work detail or program status in exchange for sexual favors;
10. failing to report any suspicious activity of a sexual nature either observed or suspected based on possible items or evidence found in an area;
11. permitting sexually offensive behavior, sexual harassment, or sexual misconduct to continue after its occurrence is known; and/or,
12. interference with the official process of reporting or investigating a sexual misconduct incident or allegation.

Consent

A sexual act or sexual contact between any volunteer and an Adult in Custody, even if the Adult in Custody consents, initiates or pursues, is prohibited and is illegal. Adults in Custody shall be considered incapable of giving consent to engage in sexual misconduct with volunteers.

An Adult in Custody's consent to and/or initiation or pursuit of sexual misconduct with a volunteer shall not excuse, negate or mitigate a volunteer's duties, responsibilities and/or penalties under Sheriff's Office policy.