



Corrections and  
Rehabilitation

# VOLUNTEER HANDBOOK

NORTH DAKOTA STATE PENITENTIARY  
JAMES RIVER CORRECTIONAL CENTER  
MISSOURI RIVER CORRECTIONAL CENTER



REVISED JANUARY 2020

# WELCOME TO THE ND DEPARTMENT OF CORRECTIONS & REHABILITATION

Thank you for your willingness to spend time with our residents in our correctional facilities. We value the important contribution you are making to our residents and truly appreciate your commitment to providing opportunities for our residents. Volunteers play a very important role in our mission:

## DOCR MISSION STATEMENT

Our mission: transforming lives, influencing change, strengthening community.

We are committed to recruiting dedicated, talented and resourceful volunteers to provide services to our residents. Our volunteers share our values of: Transparency, Teamwork, Integrity, Innovation, Respect, Professionalism.

## VOLUNTEERS ROLE IN THE FACILITY

Institutional based programs can do a lot to help those residing within our facilities. Correctional staff often times may not have the resources or time necessary to devote to ensuring a variety of successful programs. Fortunately, we have the greatest resource available to our residents, and that is you, the program volunteer.

Volunteers can serve as positive role models to our residents by setting positive examples for resident behavior while building trust by being supportive, encouraging, friendly, but also being firm. While performing your regular activities, you can often serve as an extra set of eyes and ears for our staff. From careful observation or attention to a resident's comment, you may be able to identify signs of depression, suicidal thoughts, or other problems a resident may be encountering which staff can then address and offer assistance where necessary.

This document contains a variety of information that will help you effectively complete the important work you do. It contains important information to help keep you safe in a prison environment. Please read it carefully and don't be afraid to ask questions.

## GUIDELINES FOR VOLUNTEERS

Volunteering at the DOCR is important to our mission and can be very fulfilling for both the volunteer and the resident. Most of the residents utilize services for the right reasons and try to address their problems and behaviors believing that with a little help, they will maintain pro-social behavior. Those individuals that are not attempting to be manipulative, will not be offended if they are told, "I'm sorry, but that's against the rules," or "I'm not sure, let me check with staff." Though there are many opportunities for meaningful interactions in the prison environment, it is very important to remember that some of the residents may be using these interactions as a means to manipulate, control or influence a person or situation.

Due to the nature of volunteering, as a volunteer, you may be targeted for manipulation by our residents. Some residents may display thoughtful behavior which can be deceptive or deceiving. Underneath the friendly demeanor can be a dangerous con-artist who can fool even seasoned professionals. Here are some guidelines for you to help alleviate the risk of being manipulated:

- Keep professional boundaries between yourself and the resident. While there is nothing wrong with being friendly and courteous with residents, volunteers must stay within boundaries of their role.
- Never give residents personal details, like home address, personal phone number, business cards, or email addresses.
- Notify a staff member immediately if you feel uncomfortable or if you are approached by a resident and asked to do a favor. Advise the resident that any requested "favors" will be reported to staff.
- Never correspond with or make arrangements with a resident's family, or provide phone or social media services for a resident.

- Do not believe everything a resident tells you but always listen with respect.
- If a resident displays any sexual behavior towards you, report it immediately to staff. If you are unsure or uncomfortable with a comment or behavior directed towards you, talk with a staff member who can assist, clarify, or address a situation for you.
- Avoid statements such as: "I'll always be here for you," "I love you," "You can count on me." These statements can be misinterpreted by individuals with troubled backgrounds or are in a vulnerable state of mind and unintentionally encourage inappropriate feelings, comments or actions.
- If you do not understand a policy or procedure, please seek clarification from a staff member.
- Volunteers should always alert facility staff to possible signs or any troublesome behavior and/or actions.

Residents can be persistent and requests for favors will come. Keep focused on your work with residents and maintain your professional rapport and boundaries. The best tool you have in protecting yourself from resident manipulation is a simple, one syllable word: "No."

- "No. It's against the rules."
- "No. I'm not authorized to do that."
- "No. No means no."
- "No. If you keep it up, I'll report this to staff."

While manipulation is always possible, when a resident has positive interactions with a volunteer who demonstrates integrity and respect, the impact on the resident's life is profound. If it seems/feels like something that would be unusual/uncomfortable for someone to ask of you outside the facility, it is very likely that it is the same inside the facility.

Volunteers working inside one of our facilities are not to address public gatherings, appear on radio or television, prepare any article for publication, act as correspondents to a newspaper or other periodical, release or divulge any information concerning the activities of the Department of Corrections and Rehabilitation (including social media), or indicate that they represent the Department of Corrections and Rehabilitation in such matters without the express written permission from the Department of Corrections and Rehabilitation personnel. Additionally, any unauthorized disclosure of any confidential information could result in immediate dismissal from the program and possible criminal or civil penalties.

## VOLUNTEER DRESS AND APPEARANCE

You may be wondering what clothing is appropriate while volunteering at the DOCR. Here are a few guidelines that may help:

- Business casual is a common expectation of dress at the DOCR. It is best practice not to wear any clothing with writing on it. Clothing with obscene language, gang references, drug and alcohol references, or other objectionable messages printed on them is not allowed.
- Do not wear any garment which exposes the chest, shoulders, back, stomach, midriff or the underarm. Sweatpants or pajamas are not allowed. Clothing designed or intended to be tightly worn to excessively accent the body, e.g. spandex, tights, yoga pants, tank tops, etc. are not allowed.
- Shorts shall not be worn if more than two inches above the kneecap when standing.

- Dresses and skirts shall not be less than mid-calf in length. Slit dresses/skirts shall be allowed only if the slit is not more than two inches above the kneecap while standing.
- Clothing made of sheer, transparent, net/mesh materials, with metallic ornamentation or any decoration not directly related to the functionality of the clothing is not allowed.
- Pants are not to have holes in them.
- Closed-toed shoes are required.
- At NDSP please leave hats, gloves, scarves, or outer garments, such as: topcoats, raincoats, jackets, and similar inclement weather attire in a locker in the front lobby. At JRCC these items will be left in a secure area in the front lobby after you have entered the main building.
- Jewelry is not allowed with the exception of one ring and a pair of studded earrings.

## ENTERING THE DOCR

- As a volunteer you will enter into the facility through the front lobby. If there are two or more volunteers for programs, please wait in the lobby until all are present to go into the secure area of the facility. At NDSP remember to store all personal items, cell phone, and keys in a locker in the lobby. At JRCC please leave all personal items and cell phones in your vehicle. You will leave your keys with the front gate officer. You will always be asked to remove your shoes and any metal you are wearing and walk through the metal detector. At NDSP at the Officer's instruction, you will proceed through the sliding door to get your radio and then into the institution.
- At NDSP when officer/escorting staff are not present, press the intercom button in the lobby entry way and follow the officer directions. Staff will allow you entry and meet you at the front desk to process you into the secure area of the facility.

## DO'S IN PRISON

- Do know and maintain your own perspective and viewpoint.
- Do be present with respect and integrity.
- Do know your own boundaries so you can be more open when it is appropriate and less open when it is appropriate.
- Do ask or tell staff about a concern or a mistake.
- Do be visible and be security aware.
- Do listen.
- Do be careful and vigilant.
- Do guard your trust diligently.
- Do remain calm, or at least try not to overreact.
- Do relate in a healthy way by avoiding dependency.

## DON'TS IN PRISON

- Don't be drawn into discussions about a resident's sentence or his crime. Remind the resident that you cannot discuss their case with them.
- Don't engage in conversation about views about the criminal justice system, facility conditions or policies, or about the DOCR staff.
- Don't argue with a staff member about anything. The security of the facility is paramount. You may not be aware of a potential problem. If you are asked by staff to do something that seems different, do it without argument and in a friendly way. Teamwork between staff and volunteers only makes the environment better for the residents. If you have concerns, please comply with the request and ask the Community Resource Manager at a later time.
- Don't give a resident anything that has not been approved for you to bring into the facility through appropriate channels. This includes verbal messages you have been asked to relay to the resident.
- Don't deposit money into a resident's account.
- Don't bring anything to or take anything from a resident that they ask you to take out of the facility no matter how trivial it may seem. Do not mail anything or bring mail into the facility for a resident as their communications are strictly monitored for security reasons.
- Nothing shall be exchanged between residents and volunteers that hasn't been approved by staff.
- Don't possess or bring any drugs, alcohol, or weapons into the facility as this could result in arrest and prosecution.
- Don't allow residents to go in and out during a service/program.
- Don't use close body contact such as hugging. Please limit your physical contact with residents to shaking hands or a "fist bump." Closer contact is easily misinterpreted and may invite unwanted behavior.
- Don't be late for a service/program. If you are running late or have to cancel, please notify the Chaplain, Community Resource Manager, or the Front Lobby at the facility to let them know the service/program will not be taking place. That way the residents can be notified of such.
- Don't bring in a cell phone or other electronic device.
- Don't, through argument or comment, coerce, force, or pressure any resident toward or away from any religious view. There is a difference between presentation and dissuasion.
- Do not be critical of any religion or viewpoint.
- Don't bring in any sharp object to include aluminum cans and pocket knives or anything that could become a dangerous weapon.

All of these Do's and Don'ts are listed for you for your benefit and protection and are not all inclusive. Following these guidelines will help in maintaining appropriate relationships between you, the program, and the residents and provide the best opportunity for success for all involved.

# PRISON RAPE ELIMINATION ACT (PREA)

## 1. What is PREA?

a. PREA stands for Prison Rape Elimination Act of 2003.

i. All DOCR facilities are required to undergo a PREA Audit every three years.

ii. Per policy, all volunteers and contractors must go through training every three years.

1. Those who will have unescorted access to the residents will receive a higher level of training that is comparable to the level of services they are providing in the institution.

b. PREA protects the residents from sexual abuse, voyeurism, and sexual harassment.

i. Sexual Abuse of a resident by another resident includes any of the following acts, if the victim does not consent, is coerced into such act by overt or implied threats of violence, or is unable to consent or refuse:

1. Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;

2. Contact between the mouth and the penis, vulva, or anus;

3. Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or other instrument; and

4. Any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, excluding contact incidental to a physical altercation.

ii. Sexual abuse of a resident by a staff member, contractor, or volunteer includes any of the following acts, with or without consent of the resident:

1. Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;

2. Contact between the mouth and the penis, vulva, or anus;

3. Contact between the mouth and any body part where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;

4. Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;

5. Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;

6. Any attempt, threat, or request by a staff member, contractor, or volunteer to engage in the activities described in paragraphs (1)-(5) of this section;

7. Any display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of an inmate, detainee, or resident, and

8. Voyeurism by a staff member, contractor, or volunteer.

iii. Voyeurism by a staff member, contractor, or volunteer means an invasion of privacy of a resident by staff for reasons unrelated to official duties, such as peering at an inmate who is using a toilet in his or her cell to perform bodily functions; requiring an inmate to expose his or her buttocks, genitals, or breasts; or taking images of all or part of an inmate's naked body or of an inmate performing bodily functions.

iv. Sexual harassment includes:

1. Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one resident directed toward another; or

2. Repeated verbal comments or gestures of a sexual nature to a resident by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

## 2. How can they report?

- a. Residents, youth, or third party reporters may report PREA allegations to employees, contractors, and volunteers.
  - i. They can report verbally, in writing, through the crisis hotline, through a third party, or many other options.

## 3) I have received a report. Now what?

- a. If the harassment or abuse is happening in front of you, give verbal commands for it to stop immediately.
- b. Keep the victim with you.
- c. Request the alleged victim not take any action that could destroy physical evidence, including washing/bathing, brushing teeth, changing clothes, urinating, defecating, drinking, or eating.
- d. Report the information received from the alleged victim to the nearest ND DOCR staff person who will ensure the initiation of the facility coordinated response.
- e. Cooperate with any following investigation which may include being interviewed and providing a written statement of your involvement.

## SAFETY AND EMERGENCY PROCEDURES FOR VOLUNTEERS

Facility staff are trained in the procedures of handling emergencies and evacuations.

If there is an emergency, it is important to remain calm. Do exactly what correctional staff instruct you to do.

## RADIO POLICY

The radio you are issued as you enter the facility is your line to help if you need it. It is also your direct communication with the DOCR. Please keep it turned on and the volume at a level that you can hear. It is required that your radio is turned on at all times.

- The Radio is to be on **Channel 1** unless told to turn to another channel.
- **The Red Emergency Button** on top of the radio may be used to sound a distress signal and opens the mic on the radio for 30 seconds. If you accidentally hit this button, staff will check on you to confirm your well-being.
- **Radio must be secured on your person at all times while in the institution.**
  - o This can be done either by utilizing the clip on the back of the radio to attach to your pocket or belt loop, or by checking out a radio belt from the control room upon entering.
- Each contract volunteer must wear a radio even if there are three coming in together.
- Do not carry the radio by its antenna.
- Turn off the radio before turning it back into Master Control. Notify Master Control if there are any issues with the radio or the battery is low.
- Be sure to bring your "tags" along when reporting to the institution for your services.
- Report lost tags to front lobby so they can contact the Security Equipment Officer to replace them.
- If you do transmit a message on the radio, use a normal tone of voice and speak slowly and clearly. You may use plain, conversational language. Don't worry or focus on using 10-codes.

## EMERGENCY RADIO PROCEDURES

- Press and hold the button on the side of the radio.
- Announce who you are.
- Announce where you are in the institution (i.e. Chapel, Chapel B, etc.).
- Announce what type of emergency you have:
  - I am being threatened.
  - I have residents fighting.
  - I have a resident that has passed out.
- Do not try to separate any residents that are fighting. You may give verbal commands.
- **If you are being assaulted, or feel threatened, push the red button on top of the radio.**

## PLEASE REMEMBER

All of the steps and precautions volunteers are asked to take and follow are to keep the volunteers, the staff, and the residents at the DOOCR safe. They are meant to help all involved to have a positive experience of learning, friendship, teamwork, and community building. Please be patient with the process and use wisdom and good judgement as you approach your volunteer work here at the DOOCR.

# ACKNOWLEDGEMENT

By signing below, I acknowledge having read and received a copy of the ND DOCR Volunteer Handbook, received the DOCR Rules of Conduct and Code of Ethics, PREA, and Dress Code and Confidentiality policies.

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Printed Name

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Date

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Signature

**Please sign, print, and submit to the volunteer coordinator**