



CORRECTIONS CENTER OF NORTHWEST OHIO  
STRYKER, OHIO

POLICY AND PROCEDURES

NUMBER: 4500	SECTION: Inmate Services	APPROVED BY: EXECUTIVE DIRECTOR		
POLICY: Volunteer	PAGE: 1 of 24	SUPERSEDES NO: 4500 dated 3/29/16	DATE OF ISSUE: 8/06/18	EFFECTIVE DATE: 8/22/18
CROSS REFERENCE CCNO POLICY:	1032, 1039, 4408			

**4500 – VOLUNTEER**

**State Standards:** 5120:1-8-17(F)

**American Correctional Association Standards:** 4-ALDF-5A-01, 4-ALDF-5A-02, 4-ALDF-5A-03, 4-ALDF-7F-04, 4-ALDF-7F-05, 4-ALDF-7F-06, 4-ALDF-7F-07

**PREA Standards:** 115.32(a,b,c)

**Policy:**

In an effort to offer inmates constructive activity during incarceration and in order to reduce stress and to assist inmates in building a positive foundation for successful reintegration into the community, the Corrections Center of Northwest Ohio (CCNO) is committed to creating a partnership with volunteers and community agencies to achieve its mission. The CCNO demonstrates that related community agencies with which the CCNO has contact participate in policy development, coordinated planning, and interagency consultation.

A volunteer is any person from the community, including CCNO Staff, who of their own desire, provides programs and services on a regular scheduled basis to the CCNO without compensation and at no material or monetary gain. The plan for inmate programs and services provides for the identification and use of available community resources (**4-ALDF-5A-02**). There shall be a written policy and procedure governing the screening, training, and use of volunteers in the CCNO (**5120:1-8-17(F)**). The Executive Director reserves the right to deny security clearance to any volunteer at any time for cause.

Interns shall be considered volunteers for screening, selection, registration, and training. Interns will be coordinated by the Human Resources Manager.

**Procedures:**

- I. Program Coordination
  - A. The Manager of Inmate Programs will coordinate the volunteer services at the CCNO.
  - B. A volunteer Lead Chaplain will assist in coordinating and scheduling religious services at the CCNO and will be overseen by the Manager of Inmate Programs.
  - C. Programs and services include, but are not limited to, social services, religious services, life skills, internships, recreation and leisure time activities (**4-ALDF-5A-01**). Volunteers, once approved, may perform program/services in designated areas of the facility where needs are identified. The CCNO provides that staff are available to counsel inmates on request; provision is made for counseling and

crisis intervention services by volunteers **(4-ALDF-5A-03)**. The Manager of Inmate Programs will provide and maintain an updated list of approved Volunteers to Central Control.

D. A current schedule of volunteer program/services available to inmates will be posted in each unit for viewing by the inmates.

II. Screening – The CCNO provides for recruiting citizens and volunteers for facility involvement. The screening and selecting of volunteers allows for recruitment from all cultural and socioeconomic parts of the community **(4-ALDF-7F-04)**. There is an official registration and identification system for volunteers **(4-ALDF-7F-06)**.

A. All volunteers must be 21 years of age or older. Interns must be at least 18 years of age or older.

B. No person will serve as a volunteer while having criminal charges pending.

C. Any person convicted of a criminal misdemeanor or felony and has completed all sentences and obligations (i.e., probation, community service), may serve as a volunteer under the following conditions:

1. Criminal misdemeanor after five (5) years

2. Felony after ten (10) years

3. No convicted sex inmates

4. Violent and/or drug offense charge(s) will be considered on a case-by-case basis by the Director of Security.

5. Volunteers may not serve in a unit in which a family member, business partner/ associate, relative, or close friend is incarcerated.

a. Volunteers must notify CCNO by an Incident Report (refer to Policy #1032, Incident Reports) if a family member, business partner/associate, relative, or close friend is incarcerated at the CCNO, before entering CCNO as a volunteer.

6. Volunteers may not serve in such a capacity when they are named in a pending court case which involves a CCNO inmate currently incarcerated.

7. Employees may serve as volunteers. However, they will not be allowed to perform volunteer services of the same type for which they are compensated as an employee.

8. Volunteers will be recruited without discrimination to age, race, religion, sex, creed, national origin, or political affiliation.

9. All volunteers will agree to follow all rules of CCNO and will be required to sign a Volunteer Release Form during the application process.

D. If volunteers are used in the delivery of health care, there is a documented system for selection, training, staff supervision, facility orientation, and a definition of tasks, responsibilities, and authority that is approved by the health authority. Volunteers may only perform duties consistent with their credentials and training. Volunteers agree in writing to abide by all facility policies, including those relating to the security and confidentiality of information **(4-ALDF-7F-07)**.

III. Selection

A. A person interested in becoming a CCNO volunteer will be referred to the Manager of Inmate Programs. When appropriate, the Manager of Inmate Programs will refer the person to the proper volunteer division for further information (i.e., chaplaincy, 12-Step, etc.).

B. Arrangements will be made, if necessary, for the potential volunteer to meet with the Manager of Inmate Programs at which time a Volunteer Application (see Attachment 4500-A) and a Criminal/Traffic History (CCH) (see Attachment 4500-B) will be completed. The paperwork will be submitted to the Director of Security for approval. If the volunteer is disapproved, a copy of the disapproval will be forwarded to the Manager of Inmate Programs.

C. The Manager of Inmate Programs will review the potential volunteer's application and review references.

1. A previously approved volunteer may be denied by the Director of Security.

2. Appeals will be directed to the Manager of Inmate Programs and forwarded to the Executive Director for recommendation.

3. All appeals and their final outcomes need to be copied to the Director of Security.
- D. The Manager of Inmate Programs, along with the Lead Chaplain (if a religious volunteer), will determine available volunteer positions, interests and abilities of applicant, and if the applicant is suitable for the position.
  - E. Once the volunteer has been approved the volunteer will need to attend the required volunteer orientation training session. The Manager of Inmate Programs will notify the volunteer of the next training orientation that will be available.
  - F. The Manager of Inmate Programs will have each volunteer sign a CCNO Identification Card form (refer to Policy #1039 Identification Badges). A picture of each volunteer will be taken during the training.
    1. The Manager of Inmate Programs will place the CCNO Identification card form and picture in a folder and forward it to the Administrative Assistant for the ID Badge to be completed.
    2. Volunteer Release form and Handbook/Rules sheet
  - G. The Manager of Inmate Programs will maintain a master file on all regular volunteers. Information provided by the volunteer will be included in the folder.
    1. The folder will contain the application, a copy of the background check, volunteer release form, Rules/Handbook sheet, copies of Incident Report(s) written by the volunteer or reports regarding the volunteer, training records, volunteer agreement form signed, and credentials showing certification license or qualifications.
  - H. The Manager of Inmate Programs will update the volunteer database each time a volunteer is approved or terminated.
- IV. Guest Speakers / Performers / Special Guests
- A. In the event a guest speaker is requested to participate in one volunteer program/service, a CCH needs to be submitted to the Director of Security for approval. This request must be submitted to the Manager of Inmate Programs seven (7) working days in advance of the requested speaking date.
- V. CCNO Badges
- A. Upon acceptance and completion of orientation/training, volunteers will be issued a blue identification badge to be worn at all times while inside the facility.
  - B. Approved guest speakers will be issued a temporary yellow guest identification badge **and must be escorted by a White Badge Volunteer at all times.**
  - C. Volunteers who have successfully completed the required Non-Security Introductory Training will be issued a white photo identification badge and will be allowed to escort themselves, other volunteers, and inmates.
  - D. All CCNO-issued ID badges are only to be used while in the confines of the facility and are not to leave the CCNO grounds. If a badge is inadvertently taken from the facility, it must be returned to CCNO immediately.
    1. An incident report must be written by the volunteer if the ID badge is lost.
    2. A \$10.00 fee will be charged to replace the CCNO ID badge.
- VI. Volunteer Orientation and Training – Each volunteer completes an appropriate, documented orientation and/or training program prior to assignment. The CCNO specifies the lines of authority, responsibility, and accountability for the CCNO's citizen involvement and volunteer services program, to include the Executive Director, Manager of Inmate Programs, and Chaplain **(4-ALDF-7F-05)**.
- A. NEW volunteers must attend an orientation/training session to inform them of the following:
    1. CCNO policies and practices
    2. Contraband

3. Do's and don'ts when working with inmates
  4. Safety and emergency information
  5. CCNO overview and history (showing of CCNO video tape)
  6. Volunteer duties
  7. Question/answer period
  8. Volunteer Handbook (refer to Attachment 4500-D) / Volunteer Rules
  9. Con-Game / Professionalism
  10. Confidentiality
  11. Writing Incident Reports / What to Report
  12. Sexual Misconduct / Sexual Assault
    - a. The CCNO shall ensure that all volunteers who have contact with inmates have been trained on their responsibilities under the CCNO's sexual abuse and sexual harassment prevention, detection, and response policies and procedures **(115.32[a])**.
    - b. The level and type of training provided to volunteers shall be based on the services they provide and level of contact they have with inmates, but all volunteers who have contact with inmates shall be notified of the CCNO's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents **(115.32[b])**.
    - c. The CCNO shall maintain documentation confirming that volunteers understand the training they have received **(115.32[c])**.
  13. Referring inmate complaints
  14. Tour of facility
- B. All volunteers will agree, in writing, to abide by all CCNO policies, particularly those relating to the security and confidentiality of information, by signing the Volunteer Agreement (refer to Attachment 4500-D).
- C. All volunteers coming into the facility must be scheduled by the Manager of Inmate Programs. The Manager of Inmate programs will provide and maintain an updated list to Central Control.
1. A specified number of Volunteers with two (2) or more years of experience and who have some counseling experience will be allowed non-scheduled access into the facility and will be available to provide counseling if and when requested by CCNO staff. The Manager of Inmate Programs will provide and maintain an updated list to Central Control.
  2. Volunteers with two (2) or more years of experience and who have additional counseling experience will be allowed to conduct scheduled services in EM, EA and DF Max and these services must be pre-approved. A minimum of two (2) volunteers must be present to conduct scheduled services. The Manager of Inmate Programs will provide and maintain an updated list to Central Control, E Unit Control and DF Max.

## VII. Dress Code

- A. Jewelry may be worn by CCNO Volunteers (rings, watch, post earrings) as long as it does not create an unsafe condition for the volunteer (i.e., dangling earrings, loose fitting jewelry, bobby pins, bracelets and necklaces). Volunteers will not be permitted to wear necklaces/chains outside their clothing.
- B. Volunteers are to dress appropriately in casual clothing (i.e., slacks, skirts, etc.). Women should wear dresses and skirts below the knees. Slacks are the preferred choice for women. Women should always wear bras. Clothing NOT PERMITTED includes: leggings/jeggings, t-shirts with suggestive/vulgar sayings or pictures, references to nudity or alcohol advertisements, shabby/torn/tight clothing, tank tops, shorts, halter tops, revealing necklines, sandals, open-toe shoes, "see-through" blouses, bare midriffs, "muscle" shirts, mini-skirts, scarves, clothing containing a hood or strings near the neck.
- C. Stocking hats and coats can be worn during cold weather when going to outside units. Coats cannot contain hoods or strings near the neck.

## VIII. Sign In/Out Procedures

- A. Volunteers must provide proof of identification with a photograph and current name (i.e., driver's license, state ID, or other source) to Central Control upon request when entering the facility. The Volunteer will then be required to sign the Volunteer Sign In/Out Log Book, printing their name, location, group name, and time in. The Volunteer will then be issued their CCNO ID Badge. If meeting other volunteers, they will wait in the lobby and enter the facility as a group. Upon completion of the service, the Volunteer will be required to sign out on the designated log book and surrender the CCNO ID badge before leaving the facility.
- B. The date and time the volunteer arrives and leaves will be recorded in the Volunteer Sign In/Out Log Book. It provides the following:
1. Knowledge that they are in the facility and where they can be located in the event of an emergency.
  2. They are coming into the facility to maintain their volunteer status.
  3. Allows CCNO to record the amount of hours donated by volunteers.
- C. Before entering the facility volunteers must lock all contraband items in the lockers provided and all volunteers' items will be searched. Volunteers will proceed through the metal detector. If problems occur, volunteers may be subject to a more in depth search.
1. All volunteers entering into CCNO will only be allowed to bring into CCNO – 1 bible / 1 AA big book and 1 pen . No bible covers or book marks will be allowed.
  2. If volunteers are coming to do a service in a group setting (i.e., classroom services) the group leader must submit a list of items for approval to the Manager of Inmate Programs. CCNO will provide many items used by all groups and all these items will be kept in the security cabinet in either Classroom A, J1, DF, Max hallway, or M200 Classroom. The items in the cabinets will be for all groups to utilize. These items include the following: CD player, extension cord, flex pens, song books or song sheets, and toilet paper to blow noses. All items used must be accounted for and returned when finished.
- The only other items that will be approved would be those items that are needed specifically to do the service such as lesson plans or outlines for the service, pictures or symbols used during the service, specific DVD's or CD's. All handout literature must be submitted to the Manager of Inmate Programs for approval and the Manager of Inmate Programs will place the handout materials in the cabinet after they are inspected and approved.
- D. Before leaving the facility, volunteers will turn in their badge, remove personal belongings from lobby locker, and surrender the key.

## IX. Unit/Program/Services Protocol

- A. Clear bags containing pre-approved materials are permitted in the facility.
- B. When entering a unit, the volunteer is required to identify themselves and their purpose to the Unit Officer.
1. When entering a unit of the opposite sex, volunteers must loudly announce "man on the floor/woman on the floor" and remain in the day area in that unit.
  2. Volunteers may not provide one-on-one counseling with the opposite sex.
  3. Volunteers may enter the bunk area in dormitory units but under no circumstances are they to enter a cell in a single cell unit.
  4. Volunteers will not sit on the inmates' bunks.
  5. Volunteers of the opposite sex can not go into the bunk areas.
- C. All handout materials and literature must be inspected and pre-approved before given to an inmate by the Manager of Inmate Programs. **Items not pre-approved are not allowed.** Inmates are only allowed to have flex pens (NO PENCILS), paper, and one (1) Bible. An inmate must complete an Inmate Request to Staff form (available from the Unit Officer) to the Lead Chaplain to acquire a Bible. Inmates are not to receive ink pens, highlighters, paper clips, rubber bands, tape, stickers, gum, etc.; these items should be left in the lobby locker. Inmates are not allowed to bring pens to services. Approved pens will be provided by the volunteers located in the classrooms.

- D. One volunteer is allowed when there are **less than ten (10) MINIMUM SECURITY** inmates in attendance for every program/service held in Classroom A (Education wing), M2 Classroom, J1 Classroom and the Library. At least two (2) volunteers are required when providing services to Medium or Maximum security inmates in their assigned units and if there are **ten (10) or more** Minimum security inmates in attendance for the areas specified.
- E. No more than twenty-five (25) inmates for services and there must be one white badge volunteer for services with twenty-five (25) inmates.
- F. **Medium and Maximum security inmates will NOT have services in Classroom A or Library. Services must be scheduled by the Manager of Inmate Programs and will be held as follows:**
  - 1. J1 females in J1 Classroom
  - 2. Minimum Males in Classroom A
  - 3. Medium males in assigned unit as scheduled and pre-approved
  - 4. Maximum males in assigned unit as scheduled and pre-approved
  - 5. Medium and Maximum females in EA unit as scheduled and pre-approved
  - 6. M-building males in M2 Classroom and at not time with female inmates
  - 7. M-building females in M2 Classroom and at no time with male inmates

The following will never be allowed to have a service together, unless approved for a special service by the Director of Security:

- 1. Male offenders with female offenders.
- 2. Maximum/Medium offenders with Minimum offenders.
- 3. Offenders with keep separates.
- 4. Administrative Segregation with any other offenders.
- 5. Juveniles with other adult offenders.
- 6. Protective Custody with any other offenders.

- X. Disciplinary Action/Termination – Volunteers may be disciplined up to and including termination.
  - A. In the event a volunteer must terminate their role as a volunteer, they are requested to submit a letter of resignation to the Manager of Inmate Programs as soon as possible.
  - B. Volunteers may be suspended or terminated for policy and procedure violations. Such dismissal shall be in writing.
  - C. Volunteers who do not enter the CCNO to perform program/services for six (6) months may be terminated.
    - 1. The Manager of Inmate Programs will send a letter and/or attempt to contact the volunteer via the telephone within one week of the six-month period.
    - 2. Volunteers who cannot be contacted or who respond that they are no longer interested in being a volunteer will be terminated.
    - 3. The Manager of Inmate Programs will notify the Director of Security so the badge can be removed.
    - 4. A volunteer who has been terminated for not providing program/services for six (6) months will need to re-start the application process and attend orientation training.
    - 5. Any phone number or address changes need to be forwarded to the Manager of Inmate Programs, so that the volunteer database can be updated.
  - D. Volunteers that fail to attend one of the annual Volunteer In-Service Training sessions offered will become inactive.
  - E. Any volunteer that becomes inactive for any reason must waive one (1) FULL calendar year before becoming a volunteer again. Exceptions may exist for just cause (i.e., military duty, etc). But, the exceptions will be made in writing to the Manager of Inmate Programs for an exception to this rule.

XI. Recognition of Volunteer Programs/Services

- A. The CCNO will make every effort to provide opportunities to show appreciation (i.e., awards, banquets, letters of appreciation) for the program/services provided by volunteers.

XII. Interns

- A. Internships will be coordinated through the Human Resources Manager.
  - 1. Interns must be at least eighteen (18) years of age.
  - 2. Interns will be affiliated with an approved college.
  - 3. Interns will be subject to the same screening process as volunteers.
  - 4. A schedule of hours of availability will be provided by the intern to the Human Resources Manager.
  - 5. The Human Resources Manager will meet with the interns and conduct an orientation prior to the beginning of the internship.
  - 6. At no time will the intern be left alone within the security perimeter. They shall be escorted by a staff member to and from their destination.
  - 7. At the completion of the internship, the Human Resources Manager will communicate verification to the college.

**CORRECTIONS CENTER OF NORTHWEST OHIO  
VOLUNTEER APPLICATION  
(Please print and fill out application completely)**

1. Name: \_\_\_\_\_  
(Last) (First) (Middle)

2. Social Security Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

3. Address: \_\_\_\_\_

4. E-MAIL Address: \_\_\_\_\_

5. Phone Number: Home: \_\_\_\_\_ Work: \_\_\_\_\_ Cell: \_\_\_\_\_

6. Have you ever been convicted of a felony or misdemeanor:  Yes  No

If yes, briefly explain (include incarcerations and dates incarcerated): \_\_\_\_\_

\_\_\_\_\_

7. In the last two years have you had friends or relatives incarcerated at CCNO?  Yes  No

If yes, please list name and relationship. \_\_\_\_\_

\_\_\_\_\_

8. Should we be aware of any medical condition(s)?  Yes  No

If yes, please explain: \_\_\_\_\_

9. Do you have to carry your medications at all times?  Yes  No

If yes, please explain: \_\_\_\_\_

10. With what local organization(s) or church are you affiliated?

\_\_\_\_\_  
(Name) (Address) (Telephone number)

\_\_\_\_\_  
(Name) (Address) (Telephone number)

11. IN CASE OF EMERGENCY, PLEASE CONTACT:

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Relationship) (Telephone number)

\_\_\_\_\_  
(Signature of Applicant) (Date)



**CORRECTIONS CENTER OF NORTHWEST OHIO**

Request for Computerized Criminal/Traffic History Check (CCH)



**PLEASE PRINT**

Name (Last, First, Middle)		Current Address			
Maiden Name/Other Names Used		Previous Address			
Home Phone Number	Work Phone Number	Social Security Number			
Date of Birth (Month, Day, Year)	Driver's License Number/State Issued	Race	Sex	Height	Weight

I hereby authorize and request that any criminal justice agency release **ANY/ALL** information concerning myself from their Criminal/Traffic Records to the Corrections Center of Northwest Ohio. I understand such information may include ANY CONVICTIONS, PRIOR ARRESTS, CHARGES CLEARED AND/OR PENDING WITHIN ANY JURISDICTION KNOWN TO THE CORRECTIONS CENTER OF NORTHWEST OHIO. I further understand that such information may not be released without my signature.

Witnessed and signed before me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.  
Signature of subject to be checked \_\_\_\_\_ Date \_\_\_\_\_

My Commission Expires \_\_\_\_\_  
Signature of NCIC/LEADS Operator \_\_\_\_\_ Date \_\_\_\_\_

Signature of Notary Public

**A copy of your driver's license may be submitted in lieu of obtaining a notary signature.**

**To Be Completed by CCNO**

Received By (Signature) \_\_\_\_\_ Date \_\_\_\_\_

**Staff receiving form must check the appropriate box below:**

- Employment
- Medical Department
- Food Service Department
- Drug/Alcohol Department
- Volunteer
- Intern
- Contractor \_\_\_\_\_
- Other \_\_\_\_\_

**CCNO Investigator must check below:**

- CCNO/LCCC IR
- Misdemeanor (Criminal) – 5 yrs.
- Felony – 10 years

Director of Security \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_ Approved \_\_\_\_\_ Disapproved

Pending Final Approval of Fingerprints \_\_\_\_\_  
Director of Security \_\_\_\_\_ Date \_\_\_\_\_

**CORRECTIONS CENTER OF NORTHWEST OHIO (CCNO)**

**VOLUNTEER RELEASE FORM**

In consideration of the opportunity afforded me to participate as a volunteer at the Corrections Commission of Northwest Ohio, a/k/a Corrections Center of Northwest Ohio (collectively, "CCNO") and/or otherwise in connection with the programs of the CCNO, the undersigned ("Volunteer"), for himself/herself, and his/her spouse, legal representatives, heirs, executors, personal representatives, successors and assigns, hereby fully and forever releases, acquits and discharges the CCNO and its members, representatives, commissioners, officers, agents, employees, and other volunteers from and against any and all losses, expenses, claims, demands, actions, causes of action, damages, liabilities, rights and claims, of whatsoever kind or nature, whether in law or in equity, on account of or relating to any injury or loss to Volunteer's person or property, including but not limited to injury resulting in Volunteer's death, whether caused by the CCNO's negligence or otherwise, while the Volunteer is present at the CCNO and its premises and facilities or while the Volunteer is otherwise engaging in any activities or programs of or at the CCNO.

Volunteer gives and grants this Release in full understanding and recognition of the possible danger to which Volunteer may subject himself/herself in the course of participation as a volunteer at the CCNO or in connection with the activities and programs of the CCNO.

Volunteer agrees to defend, indemnify, and hold harmless the CCNO from and against any loss, liability, damage, or cost that it may incur, whether caused by the CCNO's negligence or otherwise, due to Volunteer's engagement or participation as a volunteer at the CCNO or in connection with the CCNO's activities and programs.

Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Ohio and that if any portion of this Release is held invalid or unenforceable, the balance of this Release shall, notwithstanding, continue in full legal force and effect.

Volunteer further agrees not to release and/or share with any other person or entity any confidential information to which Volunteer may gain access during the course of Volunteer's presence at the CCNO or participation in the activities of the CCNO.

Volunteer states that he/she has carefully read this Release, knows its contents, and signs it as his/her own free act.

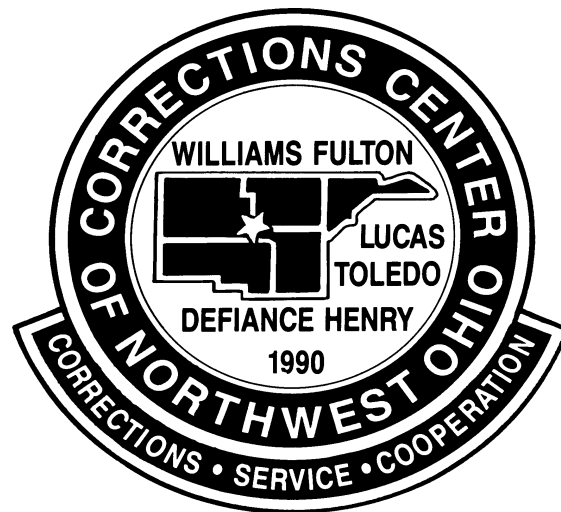
IN WITNESS WHEREOF, Volunteer has executed this Release as of the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Signature of Volunteer

# Corrections Center of Northwest Ohio

**Dennis Sullivan, Executive Director**



# Volunteer Handbook

(Revised August 22, 2018)

# **Corrections Commission of Northwest Ohio**

03151 County Road 2425  
Stryker, Ohio 43557-9418  
(419) 428-3800  
Administration Fax: (419) 428-2119  
Security Fax: (419) 428-2034  
Community Corrections Fax: (419) 428-5802  
e-mail: [ccno@bright.net](mailto:ccno@bright.net)

To Our Volunteers:

I would like to take this opportunity to welcome all of you to the Corrections Center of Northwest Ohio (CCNO). The time that you donate to be volunteers and clergy to the inmates at CCNO is an invaluable service to the facility as well as to the inmates themselves. We look forward to the contributions you will be making to our many programs.

Volunteers are key people in corrections. Volunteers have contributed much to the success of programs offered at CCNO. That success is the result of hard work, planning and dedication by professionals and volunteers.

While your dedication is greatly appreciated, the security of this facility must be maintained at all times. This enables us to meet our mission at CCNO: "To protect the public, employees and inmates while operating a cost-effective detention center for Defiance, Fulton, Henry, Lucas and Williams Counties".

This handbook is meant to be a handy book for use as a guide or reference. Please keep it close at hand. Its purpose is not to be specific but rather to provide general information and guidelines to volunteers. Please read this handbook carefully and follow all rules and regulations. Your cooperation ensures the safety of inmates, staff and other volunteers and clergy.

The Corrections Center of Northwest Ohio greatly appreciates all the services that you are able to provide for our inmates.

Thank you and welcome to the CCNO team!

## GENERAL INFORMATION

This handbook has been written to be used in conjunction with the volunteer orientation. It is for all volunteers. The rules and regulations apply to EVERYONE. There are no exceptions! Please abide by them. Violation of these rules could result in your termination as a volunteer.

1. **PARKING:** You are to park in front of the facility (preferably not in the front row). **Make sure your vehicle is LOCKED before entering the facility.** Handicapped parking is only for the handicapped. Please do not park in other specifically designed parking spaces (i.e., "Company Vehicles Only").
2. **PRESENT IDENTIFICATION:** **YOU MUST PROVIDE PROOF OF IDENTIFICATION** with a photo I.D. and current name (i.e., driver's license, state ID or other source) to Central Control each time you enter the facility. Please tell staff who you are, why you are here, and where you are going in the facility. This procedure is required every time you enter the facility.

If you are meeting other volunteers, please wait for them in the lobby and enter the facility as a group. When entering a unit, immediately advise the Officer who you are and who you want to see.

3. **CHECK-IN:** All Volunteers coming to into the facility must be scheduled by the Manager of Inmate Programs. A list will be provided in Central Control. Volunteers will provide CCNO with their identification, when requested, for identification purposes. The Volunteer will then be required to sign the Volunteer Sign In/Out Log Book, printing their name, location, group name, and time in. Upon completion of the service, the Volunteer will be required to sign out on the designated log book and surrender the CCNO ID badge before leaving the facility. Volunteers are only allowed in the facility when scheduled or if pre-approved by the Manager of Inmate Programs.

By checking in and out, this provides us with the following:

- A. Knowledge that you are in or out of the facility and where you can be located in the event of an emergency;
  - B. You are coming into the facility to maintain your volunteer status; and
  - C. Allows CCNO to record the amount of hours donated by volunteers.
4. **OBTAIN BADGE:** Every volunteer will receive a badge after providing a **picture ID**. It is **MANDATORY** that you wear the badge on your person, at eye level, to enter the facility and it must be worn at all times while you are here.

If you lose your badge, contact the nearest Supervisor IMMEDIATELY and complete an Incident Report to be forwarded to the Director of Security.

**All badges are the property of the CCNO and MUST be returned to the Receptionist before leaving the facility. If the badge is removed from the facility, it will be promptly returned. The Receptionist will notify the Executive Secretary and the Manager of Inmate Programs if the badge is not returned.**

5. **SECURE BELONGINGS:** You are required to secure all personal belongings. They may be left in your locked vehicle or placed in a locker located near the Receptionist. Keys to the lockers are available from the Receptionist.

**Bring to the facility ONLY those items necessary to conduct your program/service.** The less you bring in, the less you have to worry about. You may bring in one (1) pen for your own personal use but it is not to be given to inmates. Clear bags containing pre-approved materials are permitted in the facility. All items must be left in your vehicle or a CCNO locker. All volunteers and their personal belongings are subject to be searched.

6. **FACILITIES:** Public rest rooms and coat hangers are located in the CCNO visitors lobby.

7. **ITEMS NOT ALLOWED: THE FOLLOWING ITEMS ARE NOT PERMITTED IN THE FACILITY:** cell phones, tablets, computers, money, coins, dangling earrings or chains, loose fitting bracelets, broaches, lapel pins, tie clasp (clip-on ties only), pocket knife, cigarettes/e-cigs, etc., tobacco products, matches, syringes and needles, lighters, wire paper clips, wired notebooks, chewing gum, bobby pins, wallets, purses, briefcases, bags, pop cans, canes, walkers. **Pockets must be empty before entering the security perimeter. Items may be kept in secured vehicle before entering the lobby and/or lockers are provided for items. For security reasons, medication that is required to be with a Volunteer at all times must be pre-approved before bringing it in to the facility. This will be noted on the list for Central Control that is updated and maintained by the Manager of Inmate Programs.**
- A. All volunteers entering into CCNO will only be allowed to bring into CCNO – 1 bible / 1 AA big book and 1 pen (preferably blue ink). No bible covers or book marks will be allowed.
- B. If you are coming to do a service in a group setting (i.e., classroom services) your group leader must submit to the Manager of Inmate Programs a list of items for approval. CCNO will provide many items used by all groups and all these items will be kept in the security cabinet in either Classroom A, J1, DF, Max hallway or M200 Classroom. The items in the cabinets will be for all groups to utilize. These items include the following: CD player, extension cord, flex pens, song books or song sheets, and toilet paper to blow noses. All items used must be accounted for and returned when finished.
- The only other items that will be approved would be those items that are needed specifically to do the service such as lesson plans or outlines for the service, pictures or symbols used during the service, specific DVD's or CD's. All handout literature must be submitted to the Manager of Inmate Programs for approval and the Manager of Inmate Programs will place the handout materials in the cabinet after they are inspected and approved.
8. **DRESS/ATTIRE:** Dress appropriately in casual clothing (i.e., slacks, skirts, etc.). Women should wear dresses and skirts below the knees. Slacks are the preferred choice for women. Women should always wear bras. **CLOTHING NOT PERMITTED INCLUDES:** leggings/jeggings, shorts, sandals, open-toe shoes, tank tops, t-shirts with suggestive/vulgar sayings or pictures, references to nudity or alcohol advertisements, shabby/torn/tight clothing, halter tops, revealing necklines, “see-through” blouses, bare midriffs, “muscle” shirts, mini-skirts, scarves, clothing containing a hood or strings near the neck. Stocking hats and coats can be worn during cold weather when going to outside units. Coats cannot contain hoods or strings near the neck.
- Jewelry may be worn as long as it does not create an unsafe condition for the volunteer. **Ring, watches, and earrings (no more than one [1] inch in diameter) are permitted.**
9. **HANDOUT MATERIALS:** All handout materials and literature **MUST BE INSPECTED AND PRE-APPROVED** before given to an inmate. Submit such items to the Manager of Inmate Programs for approval. **ITEMS NOT PRE-APPROVED ARE NOT ALLOWED.** Inmates are **ONLY** allowed to have flex pens, paper, and one (1) Bible. An inmate must complete an Inmate Request to Staff form (available from the unit Officer) to the Lead Chaplain to acquire a Bible. Inmates are not to receive ink pens, highlighters, paper clips, rubber bands, tape, stickers, gum, etc. Inmates are not allowed to bring items with them to services (i.e., pens).
10. **CANCELLATIONS:** If you are scheduled for a program/service and you have been unsuccessful in contacting another volunteer to cover for you, contact the Manager of Inmate Programs at (419) 428-3800 Ext. 406 or, if not available, contact the Shift Commander/OIC at (419) 428-3800. Give your name, the name of the program/service, and where it is to be held so the cancellation may be announced. In the event of a weather emergency, if the status is a Level 2 or Level 3 programming will be cancelled to ensure the safety of the volunteers.
11. **SCHEDULES:** Please arrive 15 minutes prior to your scheduled program/service. Due to daily operations being strictly scheduled (i.e., commissary, visitation, medical, dental, head counts, meals, laundry, other program/services, etc.), it is necessary that you follow the schedule closely.

When conducting a program/service:

- A. Press the intercom button to request Movement Officers to escort inmates to your area. Advise time of program/service and inmates to participate.
- B. One volunteer is allowed when there are **less than ten (10) MINIMUM SECURITY** inmates in attendance for every program/service held in Classroom A (Education wing), J1 Classroom, M2 Classroom, and the Library. At least two volunteers are required if there are Medium or Maximum security inmates as well as **ten (10) or more** Minimum security inmates in attendance for the areas specified.
- C. There must be one white badge volunteer for services over twenty-five (25) inmates.
- D. Volunteers providing services to maximum security inmates will be required to have a minimum of two (2) years experience, some counseling experience and may be required to attend additional training. Two (2) volunteers must be present at all times. These services are scheduled and pre-approved.
- E. Have an Inmate Attendance Roster (refer to Attachment 4500-E) signed by inmates in approved pen and return to the box in the lobby upon completing the program/service. The Manager of Inmate Programs or Lead Chaplain will pick up.
- F. **Medium and Maximum security inmates will NOT have services in Classroom A or Library. Services must be scheduled by the Manager of Inmate Programs and will be held as follows:**
  1. J1 females in J1 Classroom
  2. Minimum Males in Classroom A
  3. Medium males in assigned unit as scheduled and pre-approved
  4. Maximum males in assigned unit as scheduled and pre-approved
  5. Medium and Maximum females in EA unit as scheduled and pre-approved
  6. M-building males in M2 Classroom and at no time with female inmates
  7. M-building females in M2 Classroom and at no time with male inmates

The following will never be allowed to have a service together, unless approved for a special service by the Director of Security:

1. Male offenders with female offenders.
2. Medium offenders with Minimum offenders.
3. Offenders with keep separates.
4. Administrative Segregation with any other offenders.
5. Juveniles with other adult offenders.
6. Protective Custody with any other offenders.

Please follow the religious service schedule that has been completed by the Lead Chaplain. No change to the schedule should occur unless it's been pre-approved.

In the event you wish to schedule a new activity, contact the Manager of Inmate Programs for further information.

12. **LOST:** If you get lost, do not wander around. Find the closest wall intercom (square metal speakers with silver button located on the wall next to doors throughout the facility). Push the button and tell the Officer who you are and where you need to go. The Officer will assist you.
13. **REFRESHMENTS:** Coffee, cold drinks, sandwiches, snacks, and microwaves are available in the employee break room located near Central Control/main copy machine vestibule. Do not carry any food out of this area. You may take a drink with you to the classroom but it must be in a plastic bottle and purchased at CCNO. No drinks will be allowed in from the outside. At no time should you share food or drink with inmates.

14. **BEFORE YOU LEAVE:** Remember to remove your personal belongings and surrender the locker key **BEFORE** leaving the facility. Turn in your CCNO ID Badge to receive your personal identification back.
15. All volunteers will be required to attend an annual volunteer In-Service training. Failure to attend one annual In-Service Training will result in your volunteer status becoming inactive.
  - A. The Manager of Inmate Programs will notify the Director of Security so the badge will be sent to the Executive Secretary.
  - B. A CCH/Traffic History Check will be completed on all volunteers during the annual In-Service Training.
16. You must provide a service within 6-months or you will become inactive. A letter or phone call from the Manager of Inmate Programs will take place to remind you when you are getting close to that period. You must also attend in-service training each year following your initial new volunteer orientation training.
17. Any volunteer that becomes inactive for any reason must wait one (1) calendar year before becoming a volunteer again. Exceptions may exist for just cause (i.e., military duty, etc). But, the exceptions will be made in writing to the Manager of Inmate Programs for an exception to this rule.
18. At no time will you be allowed to "Proselytize". This means that you cannot make any attempt to coerce another individual to change from one religious belief to another religious belief.
19. Confidentiality - Volunteers will not discuss personal information learned concerning inmates with anyone, or collect, maintain, use, or disseminate information concerning an individual's personal, religious, or political beliefs, activities, or membership in associations and organizations unless:
  - A. Information that may cause harm to the inmates, staff, or overall security of CCNO. This includes accusations of any type of physical assault (to include sexual assaults by staff or other inmates), suicidal thoughts, and any talk of escapes.
  - B. This information is to be reported immediately to the Manager of Inmate Programs or the Shift Commander/OIC. Do not leave the facility and call the information in. Let someone know immediately.



## SECURITY

1. Security checks are a primary concern. Don't be upset or take it personally when your property is checked. Security checks are a procedure to make everyone feel safe. Do not bring unauthorized visitors or guests with you. Everyone **MUST** have security clearance prior to entering the facility.
2. Volunteers **ARE NOT** here in a security position. You are here to provide a program/service. Volunteers do not have the authority to give unauthorized items to inmates, take anything from inmates, or give inmates permission to do or have anything.
3. All program/services will take place in a classroom, the library, or unit multi-purpose room unless otherwise approved by the Manager of Inmate Programs. You may enter the bunk area in dormitory units but under no circumstances are you to enter a cell in a single cell unit. All one-on-one meetings will take place in a specific unit or, if pre-approved, in the visitation area. At no time will one-on-one meetings take place with the opposite sex. Opposite sex must stay in the day room.
4. If you are entering a unit of the opposite sex, you **MUST** loudly announce "man on the floor/woman on the floor" and remain in the day area or, if available, multi-purpose classroom in that unit.
5. If you are in a unit with an inmate and an Officer informs you that you need to leave, leave the unit **IMMEDIATELY**. **DO NOT ASK** the Officer to excuse the person you are with. From time to time it may be necessary to have you leave as situations may arise that you will need to leave for your own safety and well being.
6. A "CODE RED, BACK-UP, OR MEDICAL EMERGENCY" means there is an emergency or potential emergency in the facility. We ask that you do not press any intercom buttons until you have heard the "CANCEL" call. This enables our staff to give all their attention to the Officers who need to get to the particular area and assist.

In the event of a lockdown, you must see that all inmates are returned to their unit(s) and you must report to the lobby.

If you are in the ring corridor, get against the hallway wall immediately. Do not block doorways. Stand out of the way until a "CANCEL" call is announced. If you have inmates with you, you need to have them stay up against the wall as well. Do not proceed through the facility until the emergency is cancelled.

If you are in the unit where the emergency is occurring, make every attempt to leave the area or go to the Officer's desk.

Do not intervene in an altercation.

Once the "CANCEL" call is announced, proceed as usual or as directed.

7. In the event of a power outage, please remain where you are. We have back-up power sources and it takes a few minutes to initiate this status. **DO NOT ATTEMPT TO MOVE THROUGH THE BUILDING** until power is restored. In the event power is not restored, you will be located by an Officer and be escorted out of the facility.
8. Follow all the rules and obey the directions of the Corrections Officers at all times. The rules are not negotiable. They are there for a reason, to help make operations run more smoothly and maintain security.
9. Never leave inmates unsupervised. They are not allowed to use the rest room unless escorted by a CCNO Officer. If you are in a classroom, press the intercom button to request an Officer. If an inmate needs to use the restroom, that inmate will be returned to unit to do so. That inmate will not return to the service.

10. When in doubt about anything, ask CCNO Staff to assist you.
11. In the event an inmate is disturbing or failing to participate in your program/service, press the wall intercom and request that an Officer return the inmate to the unit. It is important that you maintain control. You must notify the Manager of Inmate Programs when an inmate is removed from a service by completing an Incident Report, so that the incident can be addressed with that inmate.
12. If you have a friend, relative, or enemy who is incarcerated at CCNO, **DO NOT ENTER THE FACILITY. YOU MUST CONTACT** the Manager of Inmate Programs immediately and complete an Incident Report. Preferential treatment cannot be given. At no time can you use your status as a volunteer to visit a personal friend or family member. You may not check on inmates or pass messages for friends or family members of inmates. Regular visitation procedures must be followed. Such charges may result in the suspension of your volunteer status.

You must also notify the Manager of Inmate Programs if you have a pending misdemeanor or felony charge and complete an Incident Report. Such charges may result in the suspension of your volunteer status.

## RULES

1. **DO NOT BRING ANYTHING IN OR TAKE ANYTHING OUT OF THE FACILITY** if requested by an inmate. DO NOT TAKE OR GIVE ANYTHING to inmates (i.e., letters, candy, gum, cigarettes, ink pens, matches, lighters, money, cell phones). If approached by an inmate, report the incident immediately to an Officer. All handout materials must be pre-approved and inspected before being allowed in to the facility. At no time is a volunteer to place monies in an inmate's commissary account, purchase any item/s for the inmate, or mail letters for an inmate.
2. **DO NOT MAKE BUSINESS DEALS WITH INMATES.**
3. **DO NOT ASK THE INMATE ABOUT THEIR CRIME.**
4. **DO NOT MAKE PROMISES YOU CANNOT KEEP** nor have the authority to grant.
5. **DO NOT HAVE PHYSICAL CONTACT WITH AN INMATE** except for a handshake and only if you feel comfortable. Holding hands during a prayer at the conclusion of the service will be allowed.
6. **DO NOT TAKE SIDES AGAINST AUTHORITIES** regarding any complaints inmates may have. Never interfere with a Corrections Officer in the performance of their duties. If you have a question or concern regarding an inmate or how a situation was handled, contact the Manager of Inmate Programs.
7. **DO NOT BETRAY ANY CONFIDENCES.** Exceptions to this rule would be if you feel an inmate is suicidal, talking of taking hostages, talking of a riot, planning to escape or assault someone, or asking you to do something illegal or against the rules (i.e., bring in a weapon or drugs).  
  
Do not give out personal information to inmates. Do not give out your address or home telephone number. This is for your own protection. Tell an inmate "NO" if requested to contact their family or friends. Accepting collect calls is inappropriate. Keep it at a professional level.
8. **OBSERVE ESTABLISHED CCNO CHANNELS.** Go through proper channels by contacting the Manager of Inmate Programs if you have any questions or concerns. If the Manager of Inmate Programs is needed and unavailable contact a Commander or Supervisor.
9. **INMATES USE OF RESTROOMS.** Inmates are to be instructed to use the restroom prior to attending program/services. Inmates are not permitted to use the restrooms in the education hallway. If an inmate needs to use the restroom, they will be returned to their unit and will not return to the service.
10. **PROPER ESCORTING.** Always keep inmate in front of you and to your right. Make sure they stay on the right side of the hallway. If escorting more than 5 inmates, the inmates need to walk two-abreast in a line.
11. **SIGNING IN/OUT OF INMATE PROGRAM/SERVICES.** Make sure the Officer knows who will be attending your program/service before taking them to a program/service or removing them from a unit. When returning the inmates to the unit the volunteer will report to the Unit Officer what inmates they are returning.

Please keep in mind that all rules arise from experience and the rules apply to everyone. They have been written for the safety and security of all and they **MUST** be followed. Report incidents where inmates approach you to break any of these rules.

## HELPFUL GUIDELINES

1. Follow the rules. They are there for a reason.
2. You will be tested by inmates. You must be fair but firm. Go by the book.
3. As a volunteer, you are to teach, share your values and your attitudes. Don't get involved in an inmate's personal life or problems. Keep it at a professional level.
4. Please be flexible. Schedules are subject to change at a moment's notice because security takes first priority. A missing key, a Code Red, a fight or other incidents can create delay and even create a lock down situation. Expect changes.
5. Don't allow an inmate to con you into breaking the rules. Being fair but firm helps you create a reputation that you are dependable and trustworthy with both inmates and staff.
6. It is important to listen. Act like a mirror. Help the inmate figure out their own options. Don't make snap decisions or judgments on their behalf. The inmate must make the decisions.
7. Check the facts. Do not be manipulated.
8. Help be an image builder. Most inmates have a poor self-image. Always emphasize the point that being a person is important and a value.
9. Be supportive but do not get caught in the middle. Accept the rules. Do not criticize what you do not understand. Occasionally you may get caught up in the emotions of a situation and suddenly find yourself at odds with the facility and/or the inmate. Be objective and don't be tempted to take sides. There are usually good reasons for rules.
10. Use appropriate language.
11. Do not disclose any confidential information.

## **EMERGENCIES / FIRE ALARMS**

In the event of an emergency, fire alarm, or tornado alarm, all volunteers will be asked to remain calm. If there is an emergency or a fire, immediately press the intercom button and request an Officer at your location. In the event of an alarm, an Officer will direct you on the proper course of action and will safely escort you away from danger to a safe area. Your cooperation is essential.

## **EMERGENCIES / HOSTAGE**

1. If you are taken hostage, try to remain calm.
2. Don't be a hero. Accept your situation and be prepared to wait.
3. The first 15 or 45 minutes are the most difficult. Be cooperative and comply with the captor's demands.
4. Don't speak unless spoken to and only if necessary.
5. Try to get some rest if the situation goes on for a long period of time. Try to sleep if you can.
6. Don't make suggestions to the hostage taker. If your suggestion goes wrong, they may think you planned it that way. Do not attempt to negotiate with captors.
7. Don't try to escape unless you are absolutely sure you can make it. Even then, rethink it before you try.
8. If anyone needs special medication, inform your captors.
9. Be aware of everything you see and hear. Try to remember the number of captors, their descriptions, conversations, the weapons they have, and any crimes committed. Also, the number and identities of the other hostages. You may be released and the information will help us.
10. If you're permitted to speak on the phone be prepared to answer "yes" or "no" to questions asked by CCNO Staff.
11. Do not make threats or be argumentative to captors or other hostages. Express a calm and cooperative attitude.
12. Seek counseling when it's over. Some things in life are not meant to be handled alone.

**VOLUNTEER AGREEMENT**

**CORRECTIONS CENTER OF NORTHWEST OHIO**

I, \_\_\_\_\_, hereby state that on \_\_\_\_\_  
(Please print your name) (Month/date/year)

I was briefed and trained by \_\_\_\_\_ on volunteer procedures at the  
(Name of CCNO Employee)

Corrections Center of Northwest Ohio.

I understand that I must abide by the policies and procedures of the Corrections Center of Northwest Ohio. I also understand that I may be terminated for actions which may be prejudicial and disruptive to the maintenance of inmate discipline.

I further understand that if I have any questions or complaints pertaining to the operations of the Corrections Center of Northwest Ohio, I will follow the departmental chain of command in order to satisfy my question or complaint.

I understand that inmate records are confidential and that I will respect that confidentiality.

I understand if an inmate approaches me concerning a serious complaint or allegation that I will report it immediately to a CCNO staff member.

I agree to the above conditions.

\_\_\_\_\_  
Signature of Volunteer Date

\_\_\_\_\_  
Witnessed by: (Staff Signature) Date

**INMATE ATTENDANCE ROSTER**

Name of Program/Service: \_\_\_\_\_

Date: \_\_\_\_\_

Name of Coordinator/s: \_\_\_\_\_  
(Please Print)

**(PLEASE RETURN TO THE RECEPTIONIST)**  
**(RECEPTIONIST: PLEASE PLACE IN THE MAILBOX OF THE MANAGER OF INMATE PROGRAMS)**

	<b>Inmate Name (Please Print)</b>	<b>Inmate Booking Number</b>	<b>Inmate Unit</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

**(Continued on back)**

	<b>Inmate Name (Please Print)</b>	<b>Inmate Booking Number</b>	<b>Inmate Unit</b>
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			
33			
34			
35			
36			
37			
38			
39			
40			
41			
42			
43			
44			
45			
46			
47			
48			
49			
50			