

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 18.05	PAGES: 1 of 6
	RELATED ORDERS: ACA 4-ALDF-7F-04, 7F-05, 7F-06 MJS 1070 P&P 4.02, 8.05, 11.57	
	ISSUED DATE: July 1, 1989	
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	REVISION DATE: August 16, 2014	
CHAPTER: Inmate Services and Programs	SUBJECT: Volunteer Services and Programs	

- I. **PURPOSE:** To establish guidelines which will allow community volunteers to be involved in religious, recreational, and educational programs in Alameda County detention facilities.

- II. **POLICY:** Volunteer groups working within the Detention and Corrections' Division (D&C) will be allowed access to inmates to provide religious, recreational, and educational services. Volunteers may perform professional services only when they are certified, licensed, or qualified to do so. All religious, recreational, and educational services and activities must be conducted within the security requirements of the facility. There shall be specific lines of authority, responsibility, and accountability for all volunteer services and programs.

- III. **PROCEDURE:**
 - A. All requests from outside community groups seeking access to the facility to conduct religious, recreational or educational programs will be handled in the following manner.
 1. Requests for events must be made two weeks in advance of the proposed date to allow adequate time for approval. The person or group requesting clearance will submit a written request to the Inmate Services' Lieutenant with the following information:
 - a. Date and time of event.
 - b. Description of the event.
 - c. Name and description of the organization participating in the event.
 - d. Full name, date of birth, if possible social security number, and driver's license of all participants in the event.
 2. The Inmate Services' Lieutenant will check with the watch commander and security sergeant on whose shift the event will occur to prevent conflict with routine functioning of the shift.
 3. If no conflicts exist, the Inmate Services' Lieutenant will forward the information, it's recommendation, and any comments from the watch Sergeant and/or Watch Commander to the facility Commanding Officer via the chain of command.

4. Warrant/security checks for volunteers will be completed by a trained Inmates Service deputy or sheriff's technician.

B. THE FACILITY COMMANDING OFFICER:

1. Will approve or deny the request.
2. Will notify the Inmate Services' lieutenant of his/her decision.
3. Has the discretion to curtail, postpone, deny, approve, or discontinue the services of any volunteer or volunteer organization.

C. APPROVAL OR DENIAL OF REQUEST:

1. The Inmate Services' lieutenant will notify the person or group requesting the event of the decision.
2. If approved, the Inmate Services' lieutenant will notify the watch sergeant and watch commander on the shift when the event will occur. The watch sergeant will notify his/her staff.
3. Only volunteers cleared for the event will be admitted to the facility. Late requests for additions or substitutions will not be honored.
4. The event will be scheduled on the Inmate Services' weekly event calendar.
5. All files and records concerning the event will be maintained by Inmate Services.

D. ADMITTANCE OF CONTRACT OR VOLUNTEER WORKERS:

1. All volunteers will be pre-cleared by Inmate Services'.
2. Inmate Services will provide a list of approved volunteers to lobby staff at the Glenn E. Dyer Detention Facility (GEDDF) and CP-11 staff at the Santa Rita Jail (SRJ).
3. The lobby clerks/CP-11 staff will issue passes to approved and cleared volunteers.
 - a. Volunteers not on the list will not be admitted.
 - b. Discrepancies will be referred to the Inmate Services' lieutenant for resolution.
 - c. If the Inmate Services' Lieutenant is not on-duty, discrepancies will be referred to the on-duty watch commander.
4. Volunteers shall not bring purses or personal items into security areas.
 - a. Purses and other personal items should be secured in vehicle trunks or in the public lockers located in the lobbies of both facilities.

- b. Necessary items such as handkerchiefs and personal medication are allowed. However, they are subject to inspection at any time.
 - c. Items necessary for completing the program will be admitted after examination by security staff.
 - d. Volunteers will not be issued personal security keys.
 - e. Delivering any property, money, or communications to or from any inmate by volunteers is prohibited and may be grounds for criminal prosecution
- E. Security sergeants are responsible for ensuring accomplishment of programs in their respective areas. Sergeants will maintain liaison with program leaders and Inmate Services to ensure program goals are met. The responsibility of the security staff is to:
- 1. Move inmates to and from program locations in a timely manner.
 - 2. Report any circumstances which delays inmates being moved for a program. The security sergeant will notify the volunteers of the reason for the delay and will attempt to resolve the delay.
- F. Access to inmates by volunteers will be allowed on a limited and controlled basis.
- 1. A deputy may be present as security dictates.
 - 2. Access will be limited to the time necessary to distribute printed material or to provide services.
 - 3. Inmates may participate in programs providing the safety of the staff, volunteers, inmates, and the security of the facility are not compromised. Access may be denied for safety reasons and requires supervisory approval.
- G. Disagreements involving volunteers will be reported to the appropriate security sergeant immediately.
- 1. The sergeant will attempt to resolve problems. But if unable to do so; he/she will refer the matter to the on-duty watch commander.
 - 2. The Inmate Services' Lieutenant will be notified of the incident and the outcome.
 - a. The Inmate Services' Lieutenant will contact the volunteer leader and attempt to resolve the problem(s).
 - b. The Inmate Services' Lieutenant will advise the involved watch commander of the resolution.
- H. VOLUNTEER TRAINING:

1. All volunteers shall receive formal orientation appropriate to their assignments (see Policy and Procedure 4.02, "Facility Personnel Training,").
2. Volunteers shall receive additional training as needed to remain informed and up-to-date with changes in facility operations, and policy and procedures. This will be accomplished through Inmate Services' and the facility's training unit.
3. All volunteers will be required to sign a form upon completion of orientation, which indicates:
 - a. All rules and regulations have been read and understood.
 - b. Agreement to abide by all rules and regulations outlined.
 - c. Agreement not to divulge confidential information (see Policy and Procedure 11.57, "Confidentiality of Inmate Information by Consultants and Contract Personnel,)

I. RULES FOR VOLUNTEERS:

1. Badge personnel are in absolute authority. They may ask the volunteer to leave the facility at any time. If asked to leave, the volunteer must go immediately. Any questions or complaints are to be referred to the Inmate Services' lieutenant.
2. Volunteers are permitted only in the areas in which they are working or conducting their programs during their specified times.
3. If the volunteer's work involves bringing in any equipment, the Inmate Services' lieutenant will request prior approval from the facility's commanding officer. The volunteer will make a duplicate list of the items and be prepared to give the housing unit deputy a copy that he/she will check as the volunteer enters and leaves.
4. Volunteers are subject to search upon entering and while they are in the facility.
5. Volunteers should stay on a first name basis only with the inmates and shall not give them their telephone numbers, addresses, or any personal information.
6. Volunteers must be aware that the inmates will test them and may try to manipulate or con them into doing personal favors. It is important they do not get involved. Anything that can be construed as favoritism will be resented by other inmates. Volunteers must maintain their credibility by sticking to the task at hand.
7. If volunteers are told or believe that an inmate is not receiving the care or service he/she needs, they should discuss it with the Inmate Services' lieutenant and not act on their own initiative.
8. Volunteers will not give legal advice.
9. Volunteers will not bring any unauthorized items into the facility; including, but not limited to; cigarettes, gum, magazines, and pens.

10. Volunteers may perform professional services only when they are certified, licensed, or qualified to do so. Volunteers will obtain prior approval from the Inmate Services' lieutenant before engaging in any specialized service.

J. ACCESS INTO THE FACILITY: After a volunteer is recruited and successfully completes a security background check, and receives and completes the orientation program, the following will occur:

1. Inmate Services will add the approved volunteer to the facility's access list. Inmate Services will ensure the volunteer list is current and accurate. Individuals whose security clearance is no longer valid will be removed
2. Inmate Services will include the watch commander's Office in the regular distribution of the cleared volunteer list.
3. Cleared volunteers need not be escorted throughout the facility after checking in and receiving their security pass.
4. The following guidelines shall pertain to GEDDF only:
 - a. Volunteers and service providers may meet with inmates in the multi-purpose rooms and/or visiting stairwells when available. If necessary, these individuals can see inmates, one on one, in the dayroom during lockdown hours only. A deputy must be physically present on the floor and able to directly supervise the visit.
 - b. The procedure for H-1 North (Administrative Isolation Housing Unit) will occur in the same fashion as 4 a., with the exception that the stairwell will not be used due to the frequent movement of Administrative Isolation inmates.
 - c. The procedure for H-1 South (Administrative Isolation Housing Unit) will allow for a one-on-one visit in the south multi-purpose room only. This is due to the frequent movement of Administrative Isolation inmates and the need to leave the north multi-purpose room available for H-1 North inmates.

K. PROGRAM COORDINATION:

1. Citizen volunteers shall be encouraged to assist D&C in providing inmate programs which will be coordinated by the Inmate Services' staff.
2. Lines of authority, responsibility and accountability for volunteer programs shall be communicated to staff members and volunteers during the volunteer training orientation. The training shall include presenting to the volunteers all facility rules and regulations which apply to each individual.
3. The Inmate Services' lieutenant, in conjunction with the facility's commanding officer shall share in the authority, responsibility, and accountability for the Volunteer Services Program. Additionally, the on-duty watch commander and/or security Sergeant shall assume these duties when applicable.

4. Efforts will be made to recruit volunteers from all cultural and socioeconomic segments of society. Recruits will be selected in conjunction with the uniform screening process for volunteers.

L. VOLUNTEER REGISTRATION:

1. Individuals must provide a valid driver's license or other approved photo identification before entering a facility.
2. Volunteers must sign the Visitor Register, leave their identification at the check-in point, and be issued a visitor's identification appropriate to the area where they will be working. Volunteers will wear the visitor's identification badge at all times while in the facility. Upon leaving the facility, the visitor's identification badge will be surrendered in exchange for the volunteer's identification.