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# VolinCor

**Volunteers in Corrections**

**A**

**HANDBOOK**

**FOR**

**CORRECTIONS**

**PROGRAM SERVICES**

**STAFF**

**State Of Hawaii  
Department Of Public Safety  
Volunteer Services  
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# **VOLUNTEERS IN CORRECTIONS & Public Safety**

**....your time and energy  
benefit not only the inmates  
you work with, but also the  
community....**

**Your countless hours of hard  
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the inmates back to their  
families and to our community**

Aloha,  
On behalf of the Department of Public Safety, welcome  
to the Volunteer Services Program.

VolinCor was started in 1976 with eighty (80) people from the community and funding from the Law Enforcement Assistance Administration (LEAA), a federal agency that assisted States with the development of programs for correctional facilities. After four (4) years of funding from the LEAA, VolinCor became a permanent program in the Corrections Division. Today VolinCor has expanded to include all Divisions of Public Safety and has a volunteer force of over 750.

Volunteers are concerned citizens from the community who care about people, their families, and communities. Volunteers provide services to those in need by using their experience, knowledge, and compassion to effect positive change. Volunteers in our prisons keep inmates in touch with the community and serve as an important component in the rehabilitation of offenders. Volunteers in other divisions assist with administrative duties and support services.

Working in the Department of Public Safety requires that you follow a set of rules that provide for the security of the institution and the safety of everyone in the facility. It is very important that you follow the rules and that you report any rule infractions to your supervisors. Anytime you are unsure of what to do, ask for direction and or guidance from your supervisor, security personnel or any staff member who may be in the area.

The orientation session and this handbook will discuss your responsibilities as a volunteer and the overall rules of the Department. It is important for you to follow all established rules. Failing to do so may result in termination of your volunteer status. Following the rules insures everyone's safety.

As a part of the Department of Public Safety, your time and energy benefit not only the inmates or staff you work with, but also the community. Your efforts provide those we encounter with the opportunity to change their lives and successfully return to the community at the end of their incarceration.

Your countless hours of hard work are a great part of bridging the inmates back to their families and to our communities. We appreciate your commitment of time, energy, and talent, and look forward to working with you.

# THANK YOU

**Eligibility requirements for the Department of Public Safety Volunteers.**

1. Are you at least eighteen (18) years of age? ☐ Yes ☐ No
2. Do you have prior arrests and/or convictions? ☐ Yes ☐ No. If "Yes", see APPROVAL CRITERIA
3. Do you have relatives and/or close friends who are incarcerated? ☐ Yes ☐ No. If "yes" you must notify the Branch Liaison Volunteer Coordinator as soon as possible.
4. Are you on any approved inmate visit list? ☐ Yes ☐ No. If "Yes" you must immediately notify the Branch Liaison Volunteer Coordinator.
5. Are you an employee of the State? ☐ Yes ☐ No
6. Applicants desiring to provide a specialized service as a volunteer (i.e. educational, medical/mental health services, chapel services, etc...) must provide appropriate credentials.

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**Department of Public Safety Approval Criteria (applies to both new applicants and retraining)**

- 1: Convicted felons must be in the community for 5 years during which time they must be **completely arrest free**. They also need to be **off all supervision for 2 years**.
- 2: Convicted misdemeanants must be in the community for 2 years during which time they must be completely arrest free and off all supervision for 2 years.
3. Persons with pending criminal charges WILL NOT BE CONSIDERED.
4. Persons on probation or parole are NOT ELIGIBLE.
5. Anyone convicted of a sex crime will require special review and approval.
6. Anyone found not guilty by reason of insanity or mental defect will require special review and approval.
7. Persons with substance abuse histories/problems should be with the referring organization for 1 year as well as be clean and sober for at least 1 continuous year, 2 years are suggested.
8. Anyone who fails to fully disclose their criminal history, falsifies, or withholds information on the Consent For Criminal Background Check will be **REJECTED**.
9. Exceptions to these require approvals from the affected wardens, division administrators, and Deputy Director Of Corrections. The church or referring agency must clearly state they know the reasons he/she is not eligible and give reasons why they believe an exception should be made.

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**All prospective volunteers and Contract Staff for the Department of Public Safety are required to complete and submit the following forms for consideration as a regular volunteer or Contract Staff.**

1. ☐ **Application Form**
2. ☐ **Reference Form**
3. ☐ **Consent For Criminal Background Check Form ® (needed for both new applicants and retraining)**
4. ☐ **Certification or Credentials** (i.e. Diplomas, School Transcripts, Ordination, Certification, or other equivalent documents). **For Religious Volunteers Or Other Organizations:** Letter of reference signed by the organization leader on an official organization stationary stating that the applicant is a member in good standing and is authorized to represent their organization in prison ministry, service, etc.
5. ☐ **For Volunteers With A History Of Substance Abuse:** "Volunteer Reference Form" (see attached) from designated contact person verifying applicant's one (1) year of continuous of being clean and sober; has a sponsor and a home group, support system.
6. ☐ **Syllabus:** Must state goals, objectives and implementation plan. Syllabus should also include but not limited to Title of Program, Purpose/Objective/Goals, and Materials/Items to be brought in.
7. ☐ **Current TB Test** (within two [2] years from date of orientation).
8. ☐ **Copy of Picture I.D.** (Drivers License, State I.D., Military I.D. or Passport),
9. ☐ **Copy of Social Security Card or Picture I.D.** with Social Security Number, e.g. Military I.D., Passport

<p><b>I UNDERSTAND THAT I WILL NOT BE ABLE TO VOLUNTEER UNTIL ALL REQUIRED DOCUMENTS ARE RECEIVED AND APPROVED.</b></p>
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OPENING REMARKS: Welcome –

Recidivism: as much as 57% come back to prison. Most all of those who don't are involved with pro-social support system network such as AA, NA, churches, etc. Being involved means totally immersed. AA/NA recommend people trying to get sober/clean go to 90 meetings in 90 days, get a sponsor and home group within 30 days, and become involved in service such as making coffee, setting up chairs, refreshments, etc. The same applies to all pro-social support system networks including churches. That is full attendance for all events/services, participation in activities as well as setup, etc.

YOU'RE IMPORTANT – You help to establish a pro-social support system network on the outside, provide valuable services in the facilities, help reduce stress to inmates and staff by having them engaged in pro-social activities, healthy discussions, fellowship, etc. This not only reduces stress but also violence within the facilities.

PURPOSE OF TRAINING: Provide volunteers and contract staff information and guidance to maximize effectiveness and reduce their risk of a serious incident or event. There are two main root causes that of incidents. The first is becoming personally involved. The second is not following the rules.

The Corrections Program Services staff training comprises both teaching rules, skills, as well as the ability to apply them. We do this by giving a lot of examples from years' personal experiences as well as those from our co-workers. This is necessary since training means practicing needed skills. Examples are drivers training where the student learns the rules and then drives with an instructor on the road. Swimming, diving, etc., are all taught in classrooms and then practiced.

INTEGRITY, ETHICS, AND CREDIBILITY – You will be required to sign an agreement stating that you have reviewed the rules and agree to follow them. Signing an agreement and then not keeping it (following through) affects your credibility and integrity. If you do not have integrity and credibility, what do you have to offer the inmates? How effective can you be!

You will also need to fill out and sign a Consent For Criminal Background Check” form that states: *I certify that the aforementioned information is true, complete, and correct. I also understand that withholding and/or falsification of information pertaining to the State and Federal Criminal Background Checks is cause for rejection of application and/or termination.*

**If you have already submitted your form and need to make changes/additions, you are free to do so. It is absolute amnesty until the end of training. If the security clearance shows otherwise, your application will NOT be approved.**

FOCUS OF TRAINING:

Personal vs. Professional Relationships/establishing and maintaining boundaries, Prison Rape Elimination Act (PREA), ethics, and Promoting Prison Contraband.

Boundaries are limits that an individual has determined what he/she will not cross. It also means boundaries that he/she will not allow others to cross. Personal relationships are strictly prohibited as they lead to major problems and breaches of security. Promoting Prison Contraband are any materials/items not specifically approved to be brought in or taken out of the facility, is a felony offense (even items such as pencils, pens, movies, prayer requests, study notes, etc.)

## **Reasons Volunteers/Contract Staff Have Been Rejected/Suspended/Terminated**

1. Corresponded with inmate.
2. Received phone calls from inmate.
3. Contacted inmate's family.
4. Allowed inmate to take back program items to cell (calculator for math class, etc)
5. Bring in money (etc) in program materials (Bible, Books)
6. Knew (or should have known) that another member of their group was violating rules and did not report it to prison staff.
7. Screw driver found in pocket (failed to check pocket for unauthorized items).
8. Trace drugs found in car.
9. Trace drugs found in personal or program items.
10. Failed to notify staff of incarcerated relative or close friend (different last names)
11. Giving inmates personal items to include candy, Bibles, religious materials, etc.
12. Bringing in items that were not approved in writing in advance, Bringing in personal items, including notes.
13. Lying and providing false statements, including withholding information when questioned.
14. Being in an unauthorized area (not at the designated/approved program area)
15. Refused to cooperate with an investigation.
16. Contacted inmate's victim despite knowing there was a restraining order.
17. Allowed an inmate to live at his house upon release.
18. Gave ride to inmate on furlough or upon release from incarceration.
19. Unwittingly contacted inmate's victim.
20. Deposited money or had church or others deposit money in an inmate's account.
21. Served as power of attorney for an inmate.
22. Brought in toothbrush or other items to give to an inmate.
23. Used Bible Study to propagate own narrow religious doctrinal views.
24. Visited an inmate who had been transferred to a different institution without first obtaining written permission from both institutions.
25. Monitored calls revealed a romantic relationship with an inmate.
26. Attempted to send money to an inmate using maiden name to avoid detection.
27. Failed/refused to disclose all information on Consent For Criminal Background Check
28. Brought sacred oils into the institution without receiving prior permission.
29. Accepted telephone calls from inmates and/or corresponded with them by mail.
30. Owed thousands of dollars in court fines.
31. Charged (in the community) with sexually assaulting a 14-year old girl, theft, UCPV, etc.
32. Turned program/class control over to inmates to do whatever they wanted (preaching, teaching, etc.)
33. Continued to hug inmates despite the rules.
34. Loaned an inmate, paroled from the institution in which he served, money upon his release from prison.
35. Staff smelled alcohol on breath.
36. Switched footwear with an inmate.
37. Carry out personal mail and/or messages for an inmate.
38. Allowed inmate(s) to inappropriately touch them, e.g. massage, hug, pat, etc.
- 39. Made sexual remarks that offended others.**

## EXAM QUESTIONS

1. Your Name: (worth 2 points)
2. You may have the following items on your person while **IN** the facility:
  - a: Picture ID.
  - b: Money.
  - c: Car Keys.
  - d: All the above.
  - e: None of the above.**

EXPLANATION: If brought in, **these items would constitute Promoting Prison Contraband, a felony offense.** According to HRS, Prison Contraband is anything not specifically authorized to come in or go out of the facility. Promoting Prison Contraband is a felony offense and can result in imprisonment for up to 10 years. Some facilities may allow you to keep your ID and/or Car Keys; however, your ID must be locked in a locker or car. Anything that is not specifically approved is considered prison contraband. To avoid problems during check in, empty your pockets, and check teaching materials, and bags for personal items. Check key chain for mini-knife, nail clipper etc...that could be considered contraband. Leave all extra items in your car.

3. When you check in at the main entrance, you must bring:
  - a: Your picture ID.**
  - b: Extra items to conduct services.
  - c: Personal items.
  - d: All of the above.
  - e. None of the above.

EXPLANATION: To get in, you will need an approved ID (State ID, Driver's License, Military ID, Passport, etc). All the other items need prior written approval.

4. You are subject to strip search within the secured area:
  - a: If you violate any rules.
  - b: At any time.
  - c: If there is reasonable suspicion.**
  - d: Under no circumstances.
  - e: None of the above.

EXPLANATION: State Law authorizes facilities to search anyone entering correctional facilities and their property, including vehicles. This law is posted at the main entrance. The courts have ruled that a strip search is considered invasive. Reasonable suspicion simply means what a reasonable person would conclude given the facts presented. Examples of reasonable suspicion are: the drug dog or the ion scanner "hitting" on your items; the mail sensor finds that you are corresponding with an inmate and security believes some of the messages are encoded (staff are not allowed to send or receive mail from inmates); monitored phone calls where it is believed coded messages are being passed (staff are not allowed to make or receive phone calls from inmates), etc. ***An anonymous tip is NOT considered sufficient to meet the criteria of Reasonable Suspicion.*** An Anonymous tip is hearsay but could be a reason to start an investigation or monitor closer. **Strip searches must be authorized in writing by the Warden, Deputy Warden, Chief of Security, or Watch Commander.** Two (2) staff of the same sex must be present. You have the right to know what the Reasonable Suspicion is, and you may question the supervising staff concerning this.

The last time a volunteer or contract staff was asked for a strip search was over 20 years ago and they could not ask by today's standards.

***You have the right to refuse any search unless you are being placed under arrest by the police, sheriff, FBI, etc.*** Correction Officers are not authorized to place you under arrest. If you refuse a lawful search, you will be escorted off the facility and won't be allowed to return, even for personal visits. You will be asked to sign a document at the end of the training stating you were informed of the law and understand your rights.

5. You are:
- a: Covered under state and federal liability laws.
  - b: Covered under Workman's Compensation.
  - c: Covered under your own insurance if any.
  - d: All of the above.**
  - e: None of the above.

EXPLANATION: Just because you are volunteering or under contract does not mean you give up any rights. You may need to submit a Tort Claim to be reimbursed for any losses. However, since we do not directly pay you, your wages may not be covered. You are required to report all injuries immediately to your supervisor. This is essential for several reasons, including future claims.

- 6: You have access to:
- a: The entire facility.
  - b: Only those areas designated by staff.**
  - c: All unsecured areas.
  - d: All secured areas.
  - e: None of the above.

EXPLANATION: All staff, including volunteer and contract staff, are only authorized to go to areas they are specifically assigned. Staff must go in and leave by an authorized route, which is usually the most direct. Being in an unauthorized area is grounds for suspension and/or termination.

7. You are subject to "Pat Search":
- a: If you violate any rules.
  - b: At any time.**
  - c: If there is reasonable suspicion.
  - d: Under no circumstances.
  - e: None of the above.

EXPLANATION: Pat Searches are supposed to be routine. **No reason is needed.** However, *they cannot touch your "private parts"*. They can ask you to take off your shoes, remove your belt, empty your pockets, let down your hair and shake it out, and look in your mouth. They can ask females to loosen and lift up their bras to make sure there is no hidden contraband. **Remember, you have the right to refuse any search, but if you do so, you will be escorted off the property and not allowed back in. DEMONSTRATE NORMAL PAT SEARCH.**



8. You may:
- a: Hug inmates at any time.
  - b: Hug inmates if they are experiencing emotional distress.
  - c: Never hug inmates.**
  - d: Hug inmates with staff approval.
  - e: Hug inmates if they hug you first.

**EXPLANATION: The rule states that the only physical contact with an inmate is a brief handshake or bumping knuckles at the beginning and end of the session, no other physical contact is allowed, this includes patting inmates on the shoulder, arm, hand, etc.**

Hugging inmates can be very dangerous. Several years ago, 46 inmates and staff tested positive for TB at one of our smaller facilities, 17 inmates tested positive for TB at another. In some areas of our prisons, more than 50% of the inmate population may have some type of communicable disease at any time due to the close environment they live in. Cruise ships sometimes have more than 20% of their passengers and crew get sick due to touching doorknobs, railings, etc. Diseases include colds, flu, infections, etc. Although Hepatitis B is a blood borne pathogen, it takes so little to get infected, it is sometimes taught as an airborne infection. It is highly recommended you wash your hands often, and especially before you leave the facility. Having a hand sanitizer in your car is highly recommended. When you hug (or even shake hands) with someone, you can get a communicable disease, not know it, and then bring it home to your family.

What may be considered “ONLY” a hug to most people can have sexual overtones for some. When that happens, the professional relationship is breached, and no useful services can be rendered. Many inmates are sex offenders, or have borderline personalities, and view things very differently than most of the population. Inmates can fantasize about the relationship and even act out in very sexual ways. It can also place you at risk of being accused of sexual conduct or harassment which is also a **PREA** violation. If this happens, you can never successfully defend yourself fully because you have already violated the rules. If legal action is brought against you, the A.G. does not have to defend you because you broke the rules. It is significant to note that there have been false accusations made.

9. If at any time you discover that you have a close friend or relative who is incarcerated in any facility, you need to:
- a: Immediately report it in writing to your program supervisor.**
  - b: Say nothing as this is a private matter.
  - c: Go see him/her.
  - d: Let the rest of your family know so they can support him.
  - e: None of the above.

**EXPLANATION:** Each situation will be reviewed on a case-by-case basis. We want to make sure there is no conflict of interest and that safety for both you and inmate are not jeopardized. Some inmates may use this occasion to get “special visits” or favors that are prohibited. Other inmates may force a weaker inmate to have staff, including volunteer and contract staff, bring in or do something to avoid being strong armed for store orders or sexual favors.

Under no circumstances can you provide services to that friend or family member,

If you see an inmate who is a close personal friend or family member, you need to notify the officer that you are not allowed to be in the same area with that inmate.

10. Confidentiality means that:

- a: Nothing an inmate says may be repeated.
- b: No information about inmates or security may be discussed.
- c: Nothing about inmates or security may be discussed with the public.**
- d: All of the above.
- e: None of the above.

EXPLANATION: Whatever happens within your class, or the facility, needs to stay within the boundaries of the facility. This includes what both inmates and staff say and do, especially security procedures/routines. Having said that, you should feel free to discuss security, programming concerns, schedules, or anything an inmate discloses, etc. with your supervisor, or if needed, the officer on duty. This is the same as with most other jobs.

NOTE: Written prayer requests by an inmate, or a list of inmate's names, are not allowed to leave the facility. Also, information regarding the physical layout of the facility, schedule of activities, movements of inmates, lockdown procedures, etc., is not to be made public.

11. You may bring your prescription medication if you:

- a: Have fainting spells.
- b: You have the flu.
- c: Have a bad infection.
- d: Have diabetes.
- e: Have prior written approval from the warden.**

EXPLANATION: Inhalers, nitroglycerin, and epi-pens can be authorized to carry on your person. However, you will need a doctor's note stating that it is necessary to carry the medication with you at all times. Approval can only be made by the warden or designee. You must carry the approved/signed memo with you at all times while in the facility.

Only prescription medication and prescription paraphernalia may be brought in, with warden approval, and must be secured in a location that is not accessible by inmates. Only the prescribed amount for that shift may be brought in. In addition, the medication must be in the prescription container with the prescription label attached,

**Written authorization must be available always. If written authorization is not available, the prescribed medication must remain outside the facility.**

12. Without a prior memo, which of the following items are considered contraband?

- a: Drugs and/or weapons.
- b: Pencils and/or high lighters.
- c: DVD's, CD's, etc.
- d: All of the above.**
- e: None of the above.

EXPLANATION: **HRS states that anything that is not specifically authorized to be taken in or out is promoting prison contraband, a felony offense that could result up to 10 years in prison.** It is posted at the entrance of all facilities. Remember, taking out prayer requests or other written inmate material, including drawings, is a violation of both contraband and confidentiality rules. "Drugs" are not limited to illicit substances, but also include over-the-counter drugs.

13. Which pieces of jewelry are permitted in the facilities?

- a: Wedding ring.
- b: Medical bracelets.
- c: Religious/Spiritual medallion.
- d: If they can't be removed.
- e: **All of the above.**

EXPLANATION: We disclose a lot about ourselves by the way we dress. Many people do notice jewelry. Wearing a lot of jewelry in corrections could increase our risk factors.

Religious or spiritual medallions must not be too showy, and under \$100 value, including the chain. The chains must be breakaway in order not to be used to strangle you. Generally speaking, jewelry is not permitted. Earrings, as well as hair combs and sticks are not permitted. Other jewelry, such as nose, lip, tongue, navel, and toe rings, etc. are not permitted. **NECK TIES MUST BE CLIP ON FOR YOUR SAFETY TO AVOID STRANGULATION.**

14. In the secured area, you may:

- a: Not refuse any search.
- b: Be searched without your permission.
- c: **Refuse any search unless you are being placed under arrest.**
- d: All of the above.
- e: None of the above.

EXPLANATION: If you refuse a lawful search, you will be escorted out of the building and you will not be allowed back in. If you are arrested by the police, sheriff, FBI, etc. you do not have the right to refuse search.

15. Religious tolerance means that:

- a: Nothing may be said that puts down other beliefs.
- b: You may not convert an inmate from one religion to another.
- c: You may not give preferential treatment based on beliefs.
- d: **All of the above.**
- e: None of the above.

EXPLANATION: Volunteer programs are inmate generated, meaning they have the right to request and/or choose which program(s) they want to participate in. It does not matter what program you are teaching. You may not make degrading remarks or comments about other beliefs. You also may not make statements that your beliefs are true and everyone else is wrong. It is also a violation to give preferential treatment or deny privileges because of religious beliefs or lack thereof. This rule applies to all programs, e.g. education, 12 Steps, food service, etc.

16. If an inmate asks you to say "Hi" to his uncle Joe, you should:
- a: Go ahead and do so, it's part of their rehabilitation process.
  - b: Politely refuse to do so.**
  - c: Do so only if given permission by uncle Joe.
  - d: Ask who is uncle Joe.
  - e: None of the above.

EXPLANATION: Even simple statements like this may be dangerous. It's their way of checking you out. They may start off with nonchalant conversation and observe your reaction. Some inmates have devious ways of communicating. These include codes, lingo, jargon, or slang. We don't understand the real or hidden message that they are trying to convey, and we may end up taking part in an illegal activity. If the meaning is to send in some drugs or other illegal contraband, and the investigation shows you delivered the message, you are now an accomplice to a felony crime. Although you may not have intended to pass on a coded message, if you inadvertently do so, you will find yourself having to spend a lot of money to defend against any charges that are brought due to the investigation.

17. Under what circumstances are you permitted to make and/or receive phone calls to and/or from inmates or their families:
- a: If the inmate is a close friend or a relative.
  - b: If the inmate is trustworthy.
  - c: By policy, you may not make or receive phone calls.**
  - d: If they within 6 months of release.
  - e: All of the above.

EXPLANATION: This is giving out personal information to inmates and/or taking out personal information from inmates. Inmates can only make collect calls and at a cost of about \$2 for 15 min. What happens when they start calling when you are not home and somehow gets through to your children? Do you think that the inmate will disclose their actual charges, especially if they have committed sex offenses, burglary, murder, assault, or terroristic threatening?

18. In the event of an emergency or natural disaster, you should:
- a: Follow the directions of uniformed staff.**
  - b: Attempt to assist staff in evacuating inmates.
  - c: Ask questions to help.
  - d: Remain to help administer CPR if needed.
  - e: None of the above.

EXPLANATION: There have been major incidents, during which the ACO's could not take the time to explain anything but needed our immediate compliance. If you disagree with how things are being handled, please just go along with their instructions, and don't cause more confusion. If it bothers you, call your supervisor ASAP. Let the officers handle the emergency, infraction, etc., (if there were any). Being a hindrance to the safety operations is grounds for immediate termination.

19. If an inmate is talking to another while you are teaching, you should:
- a: Have the other inmates deal with the problem.
  - b: Tactfully ask both of them to stop.**
  - c: Have uniformed staff remove the inmate from the room.
  - d: Wait until they are done.
  - e: Dismiss the inmate from the class.

EXPLANATION: Most everyone will encounter this problem, so you need to be prepared. You need to set the tone from the beginning. Learn to control your class without intimidation, raising your voice, or making threats. What are some of the things you can do to refocus the class back to the topic? Most inmates will be respectful and helpful. It's the 1, 2, or 3 inmates that are not that we must be ready for.

How about #A? Is there an exception to this rule? How would you handle if an inmate takes the initiative to stop the talking? You should ignore him, focus on the situation, and take control of it, even if you must use a uniformed staff member to do so.

**NOTE – Never dismiss an inmate from your class. If you need to do so, get an ACO to do it.**

20. If an inmate threatens another inmate or becomes belligerent, you should:
- a: Attempt to resolve the conflict.
  - b: Ignore the matter. It will resolve itself.
  - c: Leave the area immediately and report the incident to staff.**
  - d: All of the above.
  - e: None of the above.

EXPLANATION: For your safety, and the safety of others around you, you need to **immediately** leave the area. Don't even think about stepping in between, which may be your natural reaction. It could be a set up for a hostage situation. What are you going to do if you are cornered and the exit is at the opposite end from you? If you can remember, consider doing a distraction technique---Yell at the top of your lungs or slam something hard on the floor like a book. Then you need to capitalize on that split second of interruption. In the event of an incident involving verbal, or physical abuse, or threat thereof, your first responsibility is to notify security. If an ACO is involved, you are responsible to get him/her backup. **Safety is everyone's responsibility.**

21. You are required to report any:
- a: Plans or suspicions that an inmate may harm himself/herself or others.
  - b: Suspected or possible Child/Elderly/Disabled Persons Abuse.
  - c: Plans of possible escape, riots, or sexual assaults/threats/harassment (**PREA**)
  - d: All of the above.**
  - e: None of the above, safety is not your concern.

EXPLANATION: You have an obligation to report known activities that compromises the safety of the inmates, staff, or public. If you were told about a possible suicide, escape, or riot, and did not inform proper authorities about it, you may become a part of lawsuit if someone is killed or seriously injured.

**The law states that you must report known or suspected child/elderly/disabled persons' abuse. Failure to do so could result in you being arrested and/or prosecuted and is cause for immediate termination.**

22. If you have a conflict with any staff, including uniformed, you should:
- a: Not be intimidated and assert your rights.
  - b: Ask to speak to that individual's supervisor.
  - c: Report the matter to your facility supervisor.**
  - d: Ignore the matter and try to avoid the ACO involved.
  - e: None of the above.

EXPLANATION: It's normal to want to defend ourselves, especially when we are right. It's not natural to be humble and just suck it up. Sometimes you may get an answer that does not make sense to you and have an urge to argue your point. Just say thank you and comply with the instructions given. At no time, should you ever argue with an ACO, especially when inmates are present. Volunteers who do so are most always terminated, even if they are right since they have undermined the ACO's authority. It is no different than the pandemonium, chaos, and turmoil parents cause when arguing about the kids while in their presence.

23. Which answer is most true: You are authorized to give inmates anything related to your program, including \_\_\_\_\_.
- a: Bibles.
  - b: Study guides.
  - c: Reading materials.
  - d: Nothing.**
  - e: Your phone number and address.

EXPLANATION: Inmates may obtain program related materials by submitting a proper request. Study guides and reading materials used for your program should first be reviewed for content by your supervisor prior to a memo being issued to authorize them, especially if it's for inmate retention. All inmates must be treated fairly and have equal access to your program and materials. This prevents strong-arming, favoritism, and competition. (Remind them about prison contraband.)

24. Which of the following best completes this statement: "You may \_\_\_\_\_"
- a: Not contact inmate's family members.**
  - b: Contact inmates' families to invite them to church.
  - c: Help families of inmates by providing services.
  - d: Relay personal messages to families of inmates.
  - e: All of the above.

EXPLANATION: This is a personal relationship that can lead to doing favors, and eventually lead to being set up. It may already be too late when you realize that you have become deeply involved and unable to pull out without threats to you and your family. The Department P&P's strictly prohibit personal relationships between inmates and staff. Unfortunately, we have had to terminate volunteers and contract staff who contacted family members. This is especially important to remember as some of those family members have had a restraining order against the inmate!

25. The DRESS CODE states that you must wear:
- a: Underwear.
  - b: Loose fitting clothing.
  - c: Closed toe covered shoes.
  - d: All of the above.**
  - e: Whatever feels comfortable for you.

EXPLANATION: Safety is our number one priority. **Remember you are in a sick environment.** Staff with tattoos should make a conscious effort to conceal them as much as possible. Staff are required to wear underwear. Men who wear white slacks should note that they may be revealing more than they are aware of. **Covered shoes are required.** Regular shoes may prevent injury by heavy security doors as there's enough space at the bottom for toes to be caught. You can also run faster in light shoes with rubberized soles in the event you need to. **Some inmates have a foot fetish, which can be extremely sexually provocative.**

26. In order to establish a good rapport you should:
- a: Discuss your personal problems with inmates.
  - b: Talk about yourself in detail to help inmates open.
  - c: Share inconsequential details i.e. work, families, friends, etc.
  - d: Never share details about yourself.**
  - e: Laugh when they tell "dirty" jokes.

EXPLANATION: It's normal to want to talk about ourselves and of our life experiences, testimonies, etc. In Hawaii, it is expected that we establish a rapport by our family or whom we know. It's okay to share your story of how you were set free from alcohol, drugs; how God had worked in your life, how you overcame physical abuse, etc...but keep it a general way. 12 Step programs (AA & NA) state they "share in a general way what they used to be like, what happened, and what they are like now". Don't start mentioning about your parents, brothers, sisters, wife/husband, children etc... The inmates will pick up on that. Inmates do attempt to switch roles and can end up interviewing you. Whatever you disclose will be repeated to at least 40 others who in turn will tell others. Usually, the information will become distorted or exaggerated. **If it isn't necessary, or you can't say it in front of a huge crowd, don't tell an inmate. REMEMBER: Inmates do not keep confidentiality.**

27. If an inmate asks to keep a conversation private, you should:
- a: Do so to learn more about the inmate to help.
  - b: Agree to do so but notify staff.
  - c: Refuse to do so as there is no absolute confidentiality.**
  - d: Tell the inmate off.
  - e: Use your best judgment.

EXPLANATION: Inmates know the rules better than we do. They know we cannot keep everything "secret". They are aware that we must report any known or suspected plans that an inmate intends to hurt himself/herself or others, any suicidal thoughts or plans, escapes, riots, drugs, child and elderly abuse, PREA (incidents of sexual assault/threats/harassment), etc. If they ask, they are probably feeling you out to see if you know the rules and whether you are prepared to follow them. The inmates test virtually all staff in some way. Often, this can be a positive thing. They may want to know if they can trust and/or respect us. Standing up for the rules will assist inmates in disclosing even more as they trust you to do the right thing. **REMINDER: You are free to discuss anything with your supervisor.**

28. Which answer best completes this statement: “You should \_\_\_\_\_”
- a: Make promises you know you can keep.
  - b: Use common sense when making promises.
  - c: Consult with your supervisor prior to making promises.
  - d: Never make promises.**
  - e: None of the above.

EXPLANATION: We deal with some very sick individuals who have distorted thinking processes. Some of them take it personally if you don’t deliver what you promise and will not trust you. Making promises that cannot be delivered gives them a sense of false hope that may result in anger. Occasionally, this can even cause a violent outburst. Inmates will also frequently use this as a form of manipulation. Can a statement such as, “I’ll check with the chaplain first then I’ll bring it next week” be construed as a promise? To some it might be, and they may hold on to it. So be careful on what you say and how you say it. Not making any promises helps to maintain integrity and professional trust between you and the inmate.

29. If taken hostage, you can expect that:
- a: All efforts to obtain your release will be taken.**
  - b: Your safety is assured.
  - c: You will be treated well by the inmates.
  - d: You have authority to negotiate your release.
  - e: None of the above.

EXPLANATION: The most important rule to remember when taken hostage is to be a good hostage. Never volunteer to be the spokesperson or don’t openly volunteer anyone (*especially your Supervisor*). A spokesperson is at a higher risk of being hurt or killed, especially if things go wrong. However, you need to be personable. Your number one concern is to survive. The more they know about you and can identify with you, the less likely they will hurt you. If you need to do something, like moving your position, let them know. Any sudden or surprise movement may become fatal. Never lie to inmates as this may anger them and place you at higher risk of retaliation.

30. You can be a good listener by:
- a: Asking the inmate a lot of questions about him or herself.
  - b: Letting the inmate know that everything is confidential.
  - c: Being a friend.
  - d: Active listening.**
  - e: None of the above.

EXPLANATION: Active listening is repeating or rephrasing what was said and clarifying any slang, foreign words, or anything you don’t understand. Generally, it is important not to probe, e.g. – especially asking a lot of personal questions. Establishing and maintaining eye contact is an important part of active listening as well as self control. DISCUSS MOTIVATIONAL INTERVIEWING. SEARCH GOOGLE SEARCH YOUTUBE <http://www.motivationalinterview.org/>

31. The fastest way to gain inmates respect is to:
- a: Let them know they are special in their own way.
  - b: Treat them fairly.**
  - c: Be sociable and laugh at all their jokes.
  - d: Agree with everything they say.
  - e: Reward their good behavior with treats.

EXPLANATION: Treat everyone the same. Treat the inmates you don’t know or dislike the same way you treat the ones you do like. **I demand that everyone treat me with the same degree of respect that I treat him or her.** Approach determines response. Remember, it starts with us. Even if others are not professional or respectful, it is not an excuse for us not to be.



32. If you believe you have been set up by an inmate, you need to:
- a: Confront the inmate.
  - b: To avoid conflict, ignore the inmate and let the matter go.
  - c: Report the matter to staff ASAP.**
  - d: Devise a counterattack plan.
  - e: Resign.

EXPLANATION: Being set up means the inmate(s) have gotten you to do something you shouldn't have. It is best if you report the matter as opposed to hearing it from the inmates. There may be consequences, but it is far better for you to work with us. Please don't resign or just not come back without making a report. If you don't report it, your co-worker may become the next victim, which may jeopardize his/her safety. The same is true if you make a mistake.

33. While in the facility, you must:
- a. Sign in/out of the facility logbook.
  - b. Be visible to an ACO at all times.
  - c: Let the ACO at your area know that you are there.
  - d: All of the above.**
  - e: None of the above.

EXPLANATION: **Our common goal is "safety"**. It is essential that you sign in. If there is an incident, the watch commander will check the log, see that you are in the facility, and will make every effort to get you safely out. Obviously, that can't be done if you don't sign in, or if no one knows where you are (unauthorized area). It is essential that you also sign out. In the event of an emergency, we will have very little staff resources. Always introduce yourself to the ACO's, get to know them. DISCUSS REASONS: Good Working Relationships, etc.

34. Inmates have the right to:
- a: File grievances and write letters.
  - b: Call the Ombudsmen.
  - c: Both a & b.**
  - d: Harass you.
  - e: All the above.

EXPLANATION: Inmates always have recourse. You don't have to make phone calls, write letters, or carry out letters for them. They can make legal calls, are given free writing materials, and assigned personal phone time. If they don't have stamps, the facility provides for them. If they don't have a Bible or a rosary, they can request them through the Chaplain. There are times when they may have legitimate complaints. You should feel free to refer them to their case manager. They have the right to file a grievance or call the **OMBUDSMAN**. It is important to teach them to advocate for themselves unless it is an actual real crisis. An ombudsman is a government official whose duty is to investigate complaints by citizens against the government and help to achieve a resolution.

35. You should be prepared:
- a: To deal with angry or hostile inmates.
  - b: To deal with Staff who are unreasonable, impatient, or hostile.
  - c: To be at the facility 15 minutes prior to start of your program.
  - d: All of the above.**
  - e: None of the above.

EXPLANATION: Where ever you go in life, you must deal with these issues. **Remember, "Approach determines response"**. Check yourself out before coming to the facility. Are you calm and collected, or are you still angry about an unresolved situation? How about unresolved issues with an inmate or Staff from the prior visit? These issues may affect how you will deal with the prison environment. It's not only important to be physically fit, but to also be psychologically sound. Your attitude can affect your safety and/or your ability to be effective, especially in this environment.

36. You should feel free to talk to staff or your supervisor regarding:
- a: Any questions and/or concerns.
  - b: Confidential information.
  - c: Programming process.
  - d: All of the above.**
  - e: None of the above.

EXPLANATION: Just as with any job, you should feel free to ask questions or bring your concerns to your supervisor. It's a good practice to get to know the staff in your area. Asking questions and sharing concerns can open this door. You'll be amazed at the kinds of information you can gather, which can help you run your program better. Don't let the uniform set you apart but beware of inmates listening in to your conversation. Also, many inmates can read lips, so be alert to who is around you.

37. You should feel free to talk to inmates about:
- a: Your sex life and personal relationships.
  - b: Circumstances regarding or relating to their crime.
  - c: Their legal matters and giving advice.
  - d: Controversial issues, e.g. Sovereignty, legalizing drugs, etc.
  - e. None of the above.**

EXPLANATION: Sometimes inmates may openly discuss their personal relationships regarding their significant other with the intent to have you open up. You have no way of knowing if they are telling you the truth or not. Some may even discuss the details of their crime or controversial subjects. However, you can be held liable for any "legal advice" you give. It's okay to listen for concerns and underlying messages, but don't get caught up with the subject, or it may become personal. **It is always best to stay focused on your purpose, i.e. teach Bible, 12 Steps, teach (your subject), etc.**

38. The law states that bringing in contraband:
- a: Is a felony offense.
  - b: Can result in imprisonment for up to 10 years.
  - c: Is anything not specifically authorized to be brought in or taken out.
  - d: All of the above.**
  - e: Is not serious.

EXPLANATION: What you may consider a "minor" or "nonsense" rule is a serious matter to the good government or security of the facility. If you are not able to openly discuss your classroom activities with your supervisor or to your group leader, consider it as a red flag and you should take time off to rethink your intent. It is extremely important that you are constantly conscientious about these "little" things, and remember, if they have the material, they will make use of it.

39. Personal relationships with inmates are:
- a: Allowed.
  - b: Encouraged.
  - c: Discouraged.
  - d: Prohibited.**
  - e: Made fun of by others.

EXPLANATION: It is imperative that staff maintain professional relationships with inmates at all times. **Being professional is a choice, regardless of how you feel.**

How do personal relationships start? When you are vulnerable with your guard down; when you are having problems with your significant other; when attention is given at the right moment. Remember, inmates are not as sincere as you might want to think, or they appear to be. Their agenda in wanting a relationship with you is almost always for selfish reasons.

**REMEMBER- Over familiarity and being personal are 2 of the key factors that lead to PREA accusations, as well as most other rule violations.**

40. An inmate comes to your class and appears sad or depressed. He states he doesn't want to talk about it. You need to:
- a: Be an active listener and observe his/her behavior.
  - b. Provide a safe environment and encourage him to talk.
  - c: Report your observations to staff.
  - d: All of the above.**
  - e: Nothing, it's not your responsibility.

EXPLANATION: He may have received bad news such as death, illness, another serious problem, or even the possible threat of abandonment by his family. He could be the victim of violence, bullying, including threats, sexual assault, or harassment (PREA). He may have information that these things are happening to someone else. Inmates face a lot of uncertainties. They sometimes question how they are going to cope with being in prison, especially if it is for a long period. It is important to pay close attention to what they are saying **and NOT saying**. This is the time to use active listening and check out your observations with him. You need to let your supervisor or other staff know what's going on before you leave your area so they can get a psych social worker to do a full evaluation. This inmate may be suicidal or considering other extreme measures.

41. Before or during class, you feel very uncomfortable. You do not see anything wrong. The inmates may seem more cooperative than usual. There could be stress / tension in the air. Everything may seem ok, and you might not aware of anything different. You need to:
- a: Get a grip on yourself, they are giving you respect.
  - b: Excuse yourself from the classroom and go ask the ACO to look in more often.**
  - c. Call for backup.
  - d: Remind yourself this is silly. They are cooperating, so everything will be fine.
  - e: Go home.

EXPLANATION: **Listen and pay attention to your gut feelings.** You probably heard or saw something that is in the back of your mind. It could very well be that your unconscious mind is trying to tell your conscious mind something. When things do NOT feel right, or when the inmates look uneasy or are behaving differently, take these signs seriously; you may be saving your own life or the lives of others. Don't ever think anything is too minor to report. It's the minor things that get overlooked and cause the most problems.

42. You are teaching, and have at least 30 minutes left, when an ACO enters the room and abruptly tells you to end the class. You need to:
- a: Confront the ACO and demand a reason.
  - b. Do your closing prayer.
  - c: Finish what you are doing, pack up your materials, then leave.
  - d: End the class immediately and follow up with your supervisor.**
  - e: Acknowledge the officer and then assign homework.

EXPLANATION: There are movements and other activities going on throughout the day in the facility. Situations can change at any moment. This could be an emergency and he/she may not be able to tell you anything, especially in front of the inmates. Do not ask questions, argue, or make unnecessary comments to the officers. Just pick up your things and leave.

43. An inmate tells you he saw bruises on his child during a recent visit. You should:
- a: Do nothing, children get bruises and cuts all the time.
  - b: Tell the inmate that you do not want to discuss this further.
  - c: Get as much information as you can and report the matter immediately to the Watch Commander or your supervisor before you leave the facility.**
  - d. Say nothing. There is no legal requirement.
  - e. Stick to your lesson plan.

EXPLANATION: You are mandated by law to report any known or suspected child/elderly abuse. An inmate may sound like he is exaggerating, but it's not what we believe that matters in this situation. It's better to be safe than sorry, and the truth can be sorted out later. In order to assure the child's safety, we must assume that the matter is true until we can rule any abuse out. Always follow up with your supervisor.

44. You suspect that an inmate may be intoxicated or using drugs. You need to:
- a: Do nothing. If you say anything, you will make it hard on yourself.
  - b: Assume the inmate is on medication.
  - c: Notify staff ASAP but out of hearing from inmates before you leave the facility.**
  - d: Change your topic and talk about the dangers of drugs.
  - e: Help him to detox.

EXPLANATION: Don't be alarmed or panic. If the inmate is not disruptive in your class and does not appear to be in any danger, finish up your class and report the matter to staff afterwards. Do not confront him, especially in front of his peers, as that may make matters worse. This situation happened where the inmate was confronted by the volunteer and it created a very dangerous situation for everyone in the room. The inmate was schizophrenic, and the other inmates knew it. Although the inmate's behavior was bizarre, disruptive, and attention seeking, the other inmates became angry and hostile towards the volunteer. For safety reasons, the volunteer was terminated as we could not guarantee his safety.

45. Which of the following action(s) may avert a PREA violation?
- a: Refrain from sharing personal/confidential information.
  - b: Ignore any sexual innuendos.
  - c: Do not reward with hugs.
  - d: All of the above.**
  - e: Give the family a monthly progress report.

EXPLANATION: Be mindful of your personal vs. professional boundaries. Too often the boundary between the two becomes obscure or less defined as we spend more time in their environment. We become complacent, less security minded, and more vulnerable for a set up.

Although "b" states to ignore any sexual innuendos, you may choose to gently correct the inmate. Under no circumstances should we banter back and forth with sexual content, directly or indirectly. This can be considered flirting and could lead to a violation,

46. While teaching class, you notice that 2 inmates are sitting very close to each other. You need to:
- a: Encourage it. They need to support each other.
  - b: Do nothing. You do not want to make yourself look stupid.
  - c: Observe the two inmates more closely and ask staff to look in more often.**
  - d: Assume it is a sexual relationship.
  - e: None of the above.

EXPLANATION: This could be a test on how far you will allow situations to build up. The problem is that act 1 will lead to act 2 if you don't "nip it in the bud" right away. Inmates do meet others, including their "lovers", in various classes and programs. Inmates have even engaged in sexual activities during class and programs. If they are making physical contact, are a distraction to the class, or not paying attention, you need to confront the issue and let them know that such behaviors will not be tolerated. When teachers do this, it is not unusual to see even more inmates attend the class. Take control of your class and you gain respect. It's a good idea to walk around while teaching. This will often avert problems, as they will notice you are paying attention. If needed, have the ACO remove the inmate(s) from the class. **Never dismiss an inmate.**

47. The ACO tells you he does not have a memo for your items, but you were assured by your program Supervisor that a memo was distributed. You should:
- a: Go home and complain to anyone who will listen.
  - b: Let the ACO know that this is unprofessional and will not be tolerated.
  - c: Leave your notes with the ACO and pick them up on your way out.
  - d: Insist on speaking with the watch commander.
  - e: Ask the ACO to check w/your section. If unavailable, go and leave your notes in the car and follow up with your supervisor the next day.**

EXPLANATION: Each facility has 3 different work shifts and each one is run slightly different. Messages and memos are frequently misplaced. It may not be that ACO's fault. Please ask them to check with your section, if someone is available. The ACO does not have the authority to allow you to bring in anything not authorized. Do not argue with the ACO.

48. An inmate tells you that he is concerned about another inmate. He asks you four times to pray for or talk to him. You need to:
- a: Talk to him if he is in your class.
  - b: Ask concerned inmate what is going on.
  - c: Report the matter to staff with as much information as possible and follow up with your supervisor ASAP.
  - d: All of the above.**
  - e: Do nothing since no rules have been violated.

EXPLANATION: This is based on a real situation where an inmate successfully committed suicide. Repeated prayer or other requests are more likely a cry for help. Inmates may not come right out and tell you what is going on due to fear, shame, or not knowing how to express themselves. If they are being sexually threatened, harassed, or assaulted (PREA Violations), they usually need additional assistance to come forward. They are victims of violence. The threats or harassment against them may not necessarily be sexual, but could also be physical, emotional, or psychological. Get as much detailed information as possible and report it. If the situation deems that we need to stay with that person, ask someone else to call for back up.

49. According to PREA, anytime an inmate reports or alludes to an incident involving sexual harassment, rape, threats, sexual assault, etc. by another inmate or staff, you should:
- a: Immediately determine if he/she is lying or not and call him on it.
  - b: Report whatever information you have immediately to your supervisor, or if not available, to another supervisor such as the Captain, watch commander, etc.**
  - c: Remain silent and don't get involve.
  - d: Call the police to file a report.
  - e: Send him/her to medical unit for a physical assessment.

EXPLANATION: The Prison Rape Elimination Act was created to eradicate and eliminate rape within the correctional institution by other inmates or staff. Any report of sexual violation, no matter how slight, against an inmate must be reported immediately. There is no time limitation as to when the incident happened. It must be dealt with as soon as it is brought out into the open. Make sure there are no other inmates around when you make a verbal report.

50. Anyone who violates Department and/or facility rules may be:
- a: Terminated.
  - b: Arrested
  - c: Investigated for criminal wrongdoing.
  - d: All of the above.**
  - e: Strip searched.

EXPLANATION: Again, things you may consider "no big deal" can be a lot more serious than you imagine. Integrity is essential in dealing with inmates. Without it, you will not be effective.

## DRESS CODE

### **WOMEN:**

Women must wear undergarments, including bra and underpants at all times. Slips must be worn under see through dresses, skirts, muumuus; and camisoles must be worn under thin blouses.

Dresses and muumuus cannot be more than two inches above the kneecaps when seated. Slits on dresses and skirts that rise higher than two inches above the knees are not allowed. Midriffs, back and upper legs must be covered. Slacks must be loose, not snug.

Jewelry which can not be removed can be approved by the watch commander if needed. Nose, toe, tongue, eyebrow, other body and/or finger rings, earrings, etc... are not permitted.

**The following are not permitted:** Spandex or lycra pants, low cut blouses which expose cleavage; sleeveless blouses, tee-shirts, shorts, swimwear, hats, lined jackets, and tube tops; curlers, large combs, stick pins and chop sticks used as hair ornaments. Sweaters and jackets used to cover inappropriate clothing will not be allowed.

### **MEN:**

Men must wear under pants, shirt, and long trousers. Acceptable foot ware means covered shoes.

**The following are not permitted:** Shorts, tank tops, lavalavas, T-shirts without collars, and any tight-fitting garments that expose muscles, etc.

Neckties may be worn but must be a clip-on type.

### **EVERYONE:**

Jewelry, purses, wallets, and other valuables should be left at home. If you forget to leave your valuables at home, please lock them in the trunk of your car or other location in your vehicle out of sight. Some facilities, but not all, have lockers for your use but you may have to provide your own combination lock.

Closed Toe Shoes must be worn at all times. Sandals, slippers, or “flip flops” are not authorized.

Wrist watches (not excessively expensive or “smart watches”) are authorized at some facilities and not others. Please check with your facility supervisor concerning the use of watches.

You may wear your wedding ring on your ring finger, a religious or spiritual pendant around your neck provided that it is not excessive (the chain must be a break away type that cannot be used as a strangulation device), and medical bracelets on your wrist.

If you do not wear a wedding ring, you may want to consider a plain sterling silver ring. Most people, including inmates, have questions regarding relationships, availability, etc. This may help to keep the relationship professional and not personal.

***Please check with your supervisor regarding appropriate dress if you have further questions.***

## THE KEYS TO YOUR SURVIVAL



1. Only persons registered with the Volunteer Services Office may provide services for the Department of Public Safety.
2. All Contract and Volunteer Staff must have their current address, phone number and emergency information on file at the facility where they are assigned and with the Volunteer Office.
3. No one under the age of 18 is permitted to enter the facility unless approved by the Branch or Division Administrator in writing.
4. Please be on time. If you cannot make it or if you are going to be late call the facility and let your supervisor know.
5. **Do not bring cameras, cell phones or any electronic devices into the facility!!!**
6. Stay within the limits of your job description and agreement.
7. Do not make promises even if you are prepared to carry them out.
8. Never give, offer, or receive money, and/or gifts, favors or anything of value to the offender(s) or their families. You are not allowed to bring anything in or carry anything out of the institution without permission. If you have questions about giving or receiving items to and from the offender(s) or their families check with your supervisor or a facility staff member.
9. **Anything brought into the facility without prior approval is considered contraband.** Remember that introduction of contraband is considered a felony offense and may result in criminal charges.
10. **Do not give your address or phone number to inmates. You are not allowed to make/receive phone calls from inmates.**
11. Use your best judgment. If you are unsure, ask your supervisor or facility staff in your area.
12. Please submit your monthly time sheets at the end of each month to your supervisor.

## MORE KEYS TO YOUR SURVIVAL

13. **Be sure that you sign in at the front desk when you arrive and that you sign out when you leave.**
14. Wear the Visitor ID on your shirt, dress or blouse, where it can be seen easily (e.g., on the left side of collar or top right side of garment).
15. **No gum chewing in the facility**
16. Due to the proximity of inmate housing units, you may be exposed to various communicable diseases, some serious. It is therefore recommended that you thoroughly wash your hands before leaving the facility and get an annual TB test.
17. No physical contact is permitted except for a handshake or “bumping knuckles” with the inmate upon arriving and departing the correctional institution(s).
18. In case of an emergency or a natural disaster, follow the orders of security staff in your area. Do exactly as you are told or instructed without question. You may ask questions later about the situation that occurred.
19. Stay in touch with your supervisor. Bring any problems or concerns you have to your supervisor's attention.
20. After signing in, go directly to your program destination. When you arrive at your designated program area, inform security staff of your presence and your reason for being there. Once your program is completed for the day/evening, notify the security staff in the area.
21. Once your program is over, report directly back to the main entrance and notify security staff that you are leaving. Sign out before leaving the facility.
22. Report any problems with the location or scheduling of your program with your supervisor before your next scheduled meeting.
23. Programs must begin and end according to the schedule. If you are late, your program may be cancelled as inmates cannot be left unsupervised. If it is allowed to run, it will still end at the scheduled time.





24. You are required to report any threats of violence, harm, suicide threats, escape plans or intentions immediately to security staff. It is also very important that you document this incident before you leave and if possible, provide a copy to your supervisor or the security staff on duty in the area.
25. If you have any problems with any staff inform your supervisor immediately of the nature of the problem, date the incident occurred and provide other relevant details.
26. Security staff is responsible for your safety as well as the safety of everyone else in the facility. They are available to assist you whenever possible.
27. As contract or volunteer staff, you are considered a part of the corrections professional team. Please maintain the dignity and integrity of the Department of Public Safety.
28. You must maintain a courteous and professional relationship with the inmate(s) you work with in the facility. Use of indecent, abusive or profane language while on duty is prohibited.
29. You are subject to "pat search" at anytime in the facility. If you refuse to be searched, you will be escorted out of the facility. No exceptions will be made.
30. You will not visit any inmate whether family member or friend without approval from the facility Warden.
31. You will not provide services to inmate(s) that are family members or friends. Religious leaders may be able to do so provided they served as the individual's religious guide prior to his/her incarceration. In addition, all exceptions must be approved by the facility Warden prior to service.
32. Failure to follow any of the rules set by the Department and the facilities/branch that you serve may result in termination of your privilege to work with inmates.

## QUALITIES OF GOOD VOLUNTEERS

Adults of all ages, educational level, and from all walks of life can be good volunteers. Correctional systems need levelheaded people who are willing to share their experience or training with inmate(s) and want to be part of the team. Effective volunteers tend to have the following qualities:

**Be Ethical.** Ethical living means treating others with respect, no matter how they treat you. Ethical living is having nothing to hide. It's not caring who watches you or worrying about being seen in the "wrong place." It's doing what is right simply because it's the right thing to do.

**Be a Good Listener.** Everybody needs someone who will listen to him or her. Inmates are no exception. They experience joy, sorrow, happiness and sadness just like everyone else. They need someone who cares about their thoughts and feelings. Listening to what the inmates say makes their words valuable, enhancing their self-esteem.

Inmates may be cautious and observant at first. Most have never had anyone really listen to their needs. However, as they learn that you are trustworthy, they will begin to open up. Listen especially for themes. What they repeat is probably what is bothering them or important to them

Inmates will be cautious and observant at first. Most have never had anyone who really listened to their needs. However, as inmates learn that you are trustworthy, they will begin to open up. Listen for **themes** in their conversation. What they repeat is probably what is bothering them.

**Be Empathic, But Not Gullible.** Empathy is showing others that you are willing to look at life from their perspective. It also involves communicating that understanding back to him or her. Volunteers can't be effective until they understand the pressures, needs, interests, capabilities and limitations of the inmates from their point of view.

However, empathy does not require you to abandon your beliefs, values or feelings. Nor does it mean that you must agree with the inmates' position. Instead, it is listening with the intent to understand but not believing everything you hear.

**Be Respectful.** To be effective, volunteers must respect inmates as individuals, empathize with their pain and believe in their capacity to change. There is no room for prejudices or feelings of superiority in a prison setting. Occasionally, there may be inmates you simply can't deal with because of their personality or crime. If this happens, talk it over with your supervisor. Admit that it is your problem and not the inmates'.

Let the professional relationship grow. Inmates, like others, require you to earn their respect and trust before they will open up. Respect is responding to the inmate's interests and needs instead of your own. Don't pry. Let inmates decide when to reveal details about their crime, their past or other concerns.

**Be Genuine.** Being genuine is keeping your word and following what you preach. It involves expressing your true feelings with tact and consideration. It is also talking without using words that have double meanings.

Genuine people can even take criticism without becoming defensive. They know themselves, including their strengths and weaknesses. When someone expresses a negative opinion about them, instead of getting angry, they will try to understand the other person's point of view and make adjustment if necessary.

**Be Patient.** There are many sources of frustration in correctional settings, especially lockdowns. Sometimes frustration can take root while waiting for program to open and then receive notice of cancellation. Prison schedules are sometimes unpredictable and are subject to change at a moment's notice. Remember security takes priority.

Effective volunteers allow time for the unexpected. Those who "roll with the punches" will earn the respect of inmates and staff members alike.

**Be Trustworthy.** Effective volunteers do not make promises even if they are prepared to carry them out. Inmates will test volunteers just to see if they will keep their word. Once you break their trust you've lost them.

Being trustworthy includes telling inmates the limits of confidentiality. Familiarize yourself with the rules of your facility and be up front with inmates regarding what your limitations are. **Make it a policy to keep no secrets from your prison supervisor** and inform inmates of this from the beginning. It's up to them to decide what they want to reveal to you during counseling sessions.

Being trustworthy is showing up on time and following the rules. It also means not allowing inmates to con you into helping them break the rules. Being trustworthy is creating a reputation for you as dependable and faithful.

**Be Confrontational:** Confrontation of inmates should be done in a normal tone of voice or even humorously. Hostile confrontation is seldom effective and not recommended. In *Tough Customers: Counseling Unwilling Clients*, A.L. Ganeley says that using confrontation appropriately helps inmates not to rely on minimizing, denying and blaming their crime on external forces. Appropriate confrontation helps inmates see themselves as they really are. This, in turn, gives them reasons to change their ways.

Most inmates come from dysfunctional backgrounds. Stories they tell may tug on the heartstrings of any caring individual. This makes it easy to create an inappropriate relationship. Effective volunteers realize that a criminal's past may have been a contributing factor in his or her decision to break the law, but it did not *cause* it. Constructive confrontation helps inmates accept responsibility for their behavior.

**Be Objective-Don't Take Sides.** Never interfere with a correctional officer in the performance of his or her duties. Never take sides in a dispute between an inmate and a correctional officer. If you have questions or comments about the way a situation that was handled, discuss them with your supervisor in private. Follow the chain of command if you wish to lodge a complaint. If an inmate tries to get you involved, respond in a way that shows you respect the rules. For example: "That is between you and the officer." Encourage inmates to use the facility grievance procedure if they feel an officer was wrong.

Sometimes inmates fear retaliation if they file a complaint against a correctional officer. In this case, discuss the complaint with your prison supervisor. This supervisor then decided how this complaint should be addressed and contacted the appropriate staff member. It is important for inmates to see that you will be supportive of them *and* that you respect the chain of command.

**Expect Hostility.** Sooner or later, you will be faced with a hostile inmate. The inmate may be angry with you or with the whole world. When this happens, don't try to force conversation. Listen to the inmate's grievances and give him or her safe place to vent their feelings. Be aware of your surrounding and make sure you have a way to escape. Above all, do not act shocked or respond in a hostile, sarcastic or anxious manner. Retain your composure and ignore the hostility or withdraw for a while. Chances are the inmate will regain his or her composure in a few minutes.

**Don't Expect Thanks.** Many offenders have never been taught how to say, "thank you." Others find it embarrassing to show gratitude. As a result, volunteers may never hear those special words. Frequently, volunteers and staff members feel unappreciated and are tempted to quit. Occasionally, volunteers get to see the fruits of their labor. This is what makes volunteering inside a correctional facility worthwhile. Unfortunately, most of the time volunteers must be satisfied with the knowledge that their work is appreciated-usually in ways that they will never know.

## CONTRABAND

According to Department policy and Hawaii State law, Contraband:

1. Is **anything** (emphasis added) that is not specifically approved in writing to come in, or be taken out, of any correctional facility.
2. Can result in imprisonment for up to 10 years.
3. Can result your loss of privileges to enter correctional facilities.
4. Includes drugs, prescription medications, weapons, tools, etc.
5. Also includes prayer lists, notes, books, Bibles, instruments, etc. (This is not meant to be a complete list).

**ELECTRONIC DEVICES are considered contraband unless specifically approved by the warden or designee. Electronic Devices include, but are not limited to, cell phones, laptops, note pads, computers, tablets, smart watches/bands, PDA's, wireless routers, radios, blue tooth devices, tape and DVD players or recorders (any devices that can take/record pictures/ audio/ video, electronic cigarettes, etc., are not allowed unless approved by the facility warden or designee.** Approvals by one facility are not approved for any other facility. Inmates who are found to have electronic devices are subject to a greatest category misconduct, which could result in their being placed in disciplinary segregation up to 60 days, increase in their security classification, possible extended minimum sentence, and criminal prosecution. Staff, including volunteer and contract staff, who bring in ELECTRONIC DEVICES into the secured area, may be subject to prosecution, as well as disciplinary action including suspension and termination.

**SMOKING:** In accordance with Departmental Policy and Procedure COR.01.22, effective January 1, 2012, all tobacco and tobacco related items such as cigarettes, cigars, pipes, rolling papers, matches, lighters, chewing/dipping tobacco, smokeless devices etc. are prohibited from entering any Correctional Center/Facility.

Due to this restriction, smoking shall only be authorized for employees, visitors, contract staff, and volunteers of a Correctional Center/Facility in an area outside the secure confines of a Correctional Center/Facility restricted from access by inmates or detainees.

**NOTE FOR WCF:** The secured area at WCF is at the front gate. Although your personal items such as wallets, cell phones, and ID's may be authorized to be kept locked in your vehicle(s), tobacco and related items are not authorized past the front gate. These items must be left in a locker at the front gate. You are required to bring in your own combination lock.

In addition, tools and other items that would also be considered contraband may not be brought into the compound, even if they will be locked in the vehicle.

## PHYSICAL CONTACT

Prison is an enclosed environment and inmates live in very confined places. When an inmate gets a cold, flu, or infection, so do many others. Many inmates have and/or are presently abusing drugs, engaging in unsafe sex, etc. As such, you will come into more contact with them who have an active infection of some sort. Some estimates range well over 50%! Therefore, you may be at higher risk of being infected with some diseases, especially when working with inmates. There are too many different diseases to name. However, these include the "common cold", flu, tuberculosis, hepatitis, lice, scabies, etc.

It is entirely possible for you to "catch" something and infect others, especially your family, before you even know it! It is essential you be aware of this and take precautions to decrease your risk.

### **HUGGING INMATES CAN ALSO LEAVE YOU OPEN TO A PREA VIOLATION!**

#### **NEVER:**

- a. Under any circumstances, hug an inmate.
- b. Touch an inmate in any way including pats on the back, arms, hands, etc.
- c. Allow others into your personal space (< 3 ft.)

#### **ALWAYS:**

- a. Wash your hands frequently and wash them well.
- b. Wash your hands after every inmate contact and prior to leaving the facility.
- c. Avoid all contact with bodily fluids. Staff are trained to take care of these kinds of incidents.

Immediately report all incidents of coughing fits, coughing up blood, etc.  
In addition, it is highly recommended you be tested for TB annually.

**NO PHYSICAL CONTACT IS PERMITTED EXCEPT A BRIEF HANDSHAKE OR BUMPING KNUCKLES PRIOR TO AND AGAIN AFTER SERVICES.**

## WRITING INMATE RECOMMENDATIONS

By Policy, staff may not give out any information concerning inmates or the Department without prior written approval by the Director. Hence, staff may not write recommendations for inmates for any reason. This includes parole, reduction of minimum consideration, court, attorneys', etc. Inmates requesting this should simply be told you are sorry, but the rules do not permit you to do so. However, you should advise them that they may submit a request to their case manager asking that their participation in programs, including chapel, be included in any reports. They can also ask their attorney to write the Warden requesting this information. The facilities do cooperate with the Hawaii Paroling Authority and the Adult Probation Division. This is a case management function and can **only** be done by case managers or program supervisors. If a case or unit manager calls for this information, please provide the programs the inmate attends, how long he has attended, how often, and any other information that is asked for. For religious programs, this information should be provided by the chaplain.

***To Restate: All information that is given out must go through official channels. Anything else would constitute a personal relationship, which is prohibited.***

## **PITFALLS OF WORKING WITH INMATES**

**OVER IDENTIFYING:** One of the biggest mistakes that staff can make is over identifying with an inmate. Staff who are recovering from addictions often view the inmate as being sick. Frequently they see themselves as being no different from inmates and state “There but for the Grace of God Go I”. Many staff get into the helping fields for the right reasons. However, they believe that in order to be effective they need to share their “testimony” or “Experience strength and hope with each other that we may solve our common problem”. They believe that somehow, they must establish common ground. The error of this thinking is self evident. Being professional does not mean trying to convert someone to your way of thinking. Neither does it mean or imply that it is part of the staff person’s recovery to be working in the field. It is highly recommended that all recovering staff have outside support systems and not use their job to get their recovery needs met.

Inmates like to point out that staff are no different from them. They often state that staff just didn’t get caught. They also like to state that they did it only to support a drug habit. As a rule, this is completely false. Most inmates commit numerous crimes. The truth is that most criminals have a lifestyle of lying and blaming others, and staff don’t. Criminal thinking is often an additional problem to addiction. By every means possible, they avoid accepting personal responsibility. As a result, many simply do not have any guilt or remorse. They may pretend that they do and even cry. Tears can and are frequently used as a form of manipulation. Although substance abusers and addicts do this, it is not done the same way that criminals do.

**TRASH TALKING:** Another major area is “trash talking”, “street talk”, “jiving”, etc. This type of communication only serves to establish a personal as opposed to a professional relationship. When staff engage in this behavior, inmates usually act friendly. However, they often consider this as a form of disrespect.

**TAKING SIDES:** Another extremely destructive game is when staff to take sides against the institution or other staff on behalf of the inmate. Sometimes staff will share their problems and disagreements with the program or other staff to inmates. Staff who engage in these behaviors lose objectivity. Even inmates who are motivated can feel trapped. This is counter therapeutic and causes havoc. It is so destructive that it can and does shut down all benefits. Being professional means putting our personal feelings aside.

**WATCH WHAT YOU SAY:** Staff frequently joke around and make off the wall comments. Sometimes they will engage in conversations when inmates are around. Staff need to be vigilant at all times. Inmates do try to listen in on our conversations. They can and do use information for all kinds of things including attempting to set up staff.

## PRISON RAPE ELIMINATION ACT (PREA)

The main points that you need to understand regarding the Prison Rape Elimination Act are:

- 1: In order to prevent PREA violations, it is essential to maintain a professional relationship with inmates at all times. ***Personal Relationships and/or Fraternization with Inmates*** are strictly prohibited. This includes hugging or touching inmates at any time. (*Only a brief handshake or “bumping knuckles” at the beginning and end of each session is authorized.*) Examples of personal relationships include (but are not necessarily limited to) “joking around with” or “horse playing” with inmates, doing favors for or receiving favors from an inmate, sharing of personal or confidential information, discussing personal matters, asking inmates for advice, giving and/or receiving gifts of any kind - or anything of value - with an inmate – former inmate - or their families, unauthorized contact with inmates - former inmates - or their families, doing business with inmates - former inmates - or their families, etc.
- 2: There is no such thing as consensual sex between inmates and staff. (Under Federal and Hawaii law, it is a felony offense)
- 3: Any time an inmate, or anyone else, reports that he/she or another inmate, is being, or was sexually harassed, raped, threatened, and/or sexually assaulted while incarcerated, by other inmates or staff, it must be ***immediately*** reported.
- 4: There are no time limitations as to when the incident(s) happened. Even if it was 30 years ago, it must be ***immediately*** reported.
- 5: An anonymous report, hearsay information, must be ***immediately*** reported.
- 6: The criteria for reporting is that ***“if you knew, or should have known,”*** that inmate could be, is being, or was sexually harassed, raped, threatened, and/or sexually assaulted while incarcerated, by other inmates or staff, it must be ***immediately*** reported.
- 7: The Department has a ZERO tolerance policy regarding the harassment, abuse, threats, etc., of inmates either by staff or other inmates. It is mandatory that you report any PREA incident.
- 8: Failure to report is a violation of Federal and State Law, as well as Department rules. Failure to report may leave you open to administrative, civil, and/or criminal proceedings taken against you. It may also result in suspension or termination.

If you have any questions regarding this matter, please contact your supervisor or Bruce Spencer at 587-1269.

***I have received, read, and understood the rules and regulations regarding PREA. I agree to maintain a professional relationship with inmates at all times and to immediately report all PREA violations. I understand that all PREA violations are mandatory reporting, and my failure to do so may result in legal or civil action being taken against me, including termination.***

## CONFIDENTIALITY

**CONFIDENTIALITY** is required of all volunteers and contract staff (hereafter, are referred to as "Staff"). Although this term is frequently used, it is not well understood. Essentially, the word means **privileged, private, or secret information**. What is said or observed is not supposed to be disclosed to others. However, its rules and application can and do differ at times depending on the context and/or circumstances.

- 1: Outside Agencies or Individuals.** By policy, Staff may not disclose any information to any outside agency or individual, regarding inmates or the Department without prior written approval of the Director or designated staff. This includes, but is not limited to law enforcement agencies, attorneys, family members, press, media, etc. All requests for such information must be approved in advance by the Director or designated staff.
- 2: Staff to the Public.** Staff are expected to maintain confidentiality at all times. Staff may not disclose any information pertaining to inmates and security procedures to anyone from the public.
- 3: Staff to Inmates.** Staff shall not discuss their personal relationships, problems, or difficulties with inmates at any time. Staff shall not discuss security measures with inmates.
- 4: Inmates to Staff.** The inmate has the right to expect that what he says will be kept **Confidential. However, there is no absolute confidentiality.** Anything that is said or observed may be repeated or discussed with the appropriate supervisor.

Inmates often ask Staff to keep a conversation confidential. The inmate should always be informed that any information shared could be repeated to your immediate supervisor. Inmates should also be reminded that you are required to immediately report all information that is shared pertaining to threats or harm against another person; plans of escape and riots; drugs, suicide, PREA and other illegal activities within the institution. However, they should also be assured that their names and information shared will be dealt with discretion.

By being truthful, the Staff member stands up for the rules and models pro-social behavior. Inmates do respect Staff who are honest and truthful and will normally divulge more information to them. Inmates often look for Staff members with a reputation to be "up front" and honest as they entrust these individuals to "Do the Right Thing".

**Questions about confidentiality need to be directed to your immediate supervisor.**

**NOTE: GIVING OUT INFORMATION WITHOUT PROPER AUTHORIZATION, OR FAILURE TO IMMEDIATELY REPORT REQUIRED INFORMATION, IS A MAJOR BREACH OF SECURITY AND MAY BE SUBJECT TO DISCIPLINARY ACTION!**

*I have received, read, and understand the rules and regulations regarding confidentiality. I agree to maintain confidentiality regarding inmates, staff, and security; and abide by all the rules of the Department of Public Safety. I understand that my failure to do so may result in legal or civil action being taken against me, and/or termination.*



## MANDATORY REPORTING

All volunteers and contract staff, (hereafter referred to as “Staff”) must report any known, or suspected situation(s), or information that is required by law, Department policy, and/or rule. The disclosure of this information must be made in writing through your chain of command prior to leaving the facility. If no one in your chain of command is available, or if you have questions concerning the chain of command, you must report to the watch commander. Failure to report will be considered negligence as well as a major breach of security. **You can be held responsible if “you knew ..., or should have known” ...** In other words, willful negligence is not an excuse. Failure to report the following could result in disciplinary action being taken against you which may include suspension and/or termination. Failure to report could also subject you to civil litigation and/or criminal prosecution.

**INCARCERATED RELATIVES OR CLOSE FRIENDS** – Any time you learn that a relative or close friend is incarcerated in any facility, you must immediately report it to your supervisor. If you are conducting your program and see a relative or close friend, you must immediately notify the ACO in your area. If you have a personal and/or business relationship with an inmate, you must report this to your supervisor. This is to ensure both your safety as well as the inmate’s. *Staff are not allowed to provide services to relatives or close friends.* Additionally, written approval from the warden will be required to continue providing services.

**SAFETY AND SECURITY**- These include all injuries; known or suspected plans, thoughts/ideations, or attempts that an inmate may hurt him/herself or others. These include suicide, escape, drugs, contraband, riot, rule violations, etc. Anything that could, or does, jeopardize the safety of the inmates, staff, and/or public must be reported immediately.

**PREA – Prison Rape Elimination Act** – Any reports of known and/or suspected PREA violations.

**CHILD and/or VULNERABLE ADULT ABUSE OR NEGLECT.** Vulnerable adults include the elderly, disabled, and handicapped. Staff must report child and/or vulnerable adult abuse and/or neglect if they have *“knowledge or reason to believe that a vulnerable adult or child has been abused or is in danger of being abused if immediate action is not taken”*. This must also be reported to the Department of Human Services. Reports must also be made to your supervisor or watch commander prior to leaving a facility. You are mandated to report any known or suspected child and/or elderly abuse. *Failure to report known or suspected child, elderly and/or vulnerable adult abuse to proper authorities is a violation of the law.*

**NOTE: THE DEPARTMENT OF PUBLIC SAFETY HAS A ZERO TOLERANCE FOR THE ABUSE OF INMATES, INCLUDING SEXUAL HARASSMENT AND ABUSE. STAFF NEED TO ALWAYS BE PRO-ACTIVE AND DILLIGENT IN ENSURING THE HUMANE TREATMENT AND PROTECTION OF INMATES; AS WELL AS ASSURING SAFETY FOR THE INMATES, STAFF, AND PUBLIC.**

*I have received, read, and understand the rules and regulations regarding mandatory reporting (If you knew ..., or should have known...” you are mandated to report). I agree to report all issues and situations as required by law, Department policy, or rule. I also agree to abide by all the rules of the Department of Public Safety. I understand that my failure to do so may result in legal or civil action being taken against me, and/or termination.*

## CODE OF ETHICS

I understand that I have been accepted by the Department of Public Safety (DPS) as a "STAFF MEMBER" and that I am expected to abide by professional and ethical standards expected of all employees. As a volunteer or contract staff member, I am subject to a code of ethics similar to that of professionals in the field in which I am performing services for. Further, I understand I assume certain responsibilities and am expected to be accountable for my conduct.

1. I will maintain the professional and personal dignity and integrity in public and will not accept any gift or favor from an inmate or his/her families, or anything that appears to, or could imply an obligation inconsistent with the objective exercise of my professional duties.
2. I agree to follow all rules and regulations and not use my position with the DPS to secure privileges or advantages for myself.
3. I will maintain the highest level of confidentiality in public, in reference to security procedures and revealing private information of inmates to anyone not having proper authorized use of the information.
4. I will not discriminate against any person based on race, religion, color, national origin, sexual orientation, age, physical or mental disability, marital status, changes in marital status, pregnancy, parenthood, or any other class protected by law, and will respect and protect the civil and legal rights of all inmates.
5. I promise to bring to my place of service an attitude of open-mindedness and willingness to teach and be taught; I realize that I have assets that my co-workers may not have, vis a' vis, and I should utilize these assets to enrich the project that we are working together on, therefore, I will not act in my capacity in any matter in which I have a personal interest that could appear impair my objectivity.
6. I will not engage in undue familiarity with inmates, former inmates and their families; I will report any corrupt or unethical behavior of a fellow correctional staff member that could affect an inmate, or the integrity of the DPS, but will not make statements critical of colleagues or other criminal justice agencies.
7. I will respect the importance of, and cooperate with, all elements of the criminal justice system, and will develop relationships with colleagues to promote mutual respect for the profession and improvement of the quality of service provided.
8. I realize that I must fulfill my promise, and therefore, I will read carefully the agreement that I make with my supervisor to ensure clarity to avoid misinterpretations. Further, I believe I have an obligation to my work, those who direct and guide it, to my colleagues, and for those to whom I provide the service.

***I have read the Code of Ethics and clearly understand its meaning. I further agree to uphold the Code of Ethics as set by the Department of Public Safety as a Volunteer or Contract Staff Member.***

## RELIGIOUS TOLERANCE

Religious tolerance is essential in the correctional setting. Inmates are very observant and frequently attempt to play staff against each other. They, like children towards parents, do so for various reasons including manipulation and control. In the prison setting this can lead to very serious problems, even setting up a “*sting*”.

Religious tolerance is not something that comes easily to most people. In fact, the lack of religious tolerance is highly prevalent worldwide. It has been and continues to be the cause of many problems. Our human nature causes us to associate with others who share similar beliefs and or values.

Some religions directly or indirectly teach that they are the only “true” religion and that their members should not associate with others. This causes a great deal of animosity toward individuals of different belief systems, which can create volatile situations in prisons.

Tolerance does not mean that we must believe as others do, nor does it imply approval. It does indicate that others have a right to their beliefs and practices.

It is important to remain focused on your purpose. The goal is to provide inmates with an opportunity to reduce their risk of recidivism. Inmates are allowed their right to freedom of religion, to seek and or develop the faith of their choosing. Staff are required to be respectful of others (other staff and inmates) beliefs at all times.

Hence, proselytizing is strictly forbidden! It is a violation of the rules to attempt to convert inmates from one religion to another, give preferential treatment, or to put other people’s beliefs down. This should not be construed to mean that staff can not state their beliefs. It simply means there is a place, a time, and a way to do so.

Inmates need to see positive and strong role models. Religious intolerance, including proselytizing discredits you from rendering an effective programming for the inmates.

The opportunity to attend services, activities, or meetings shall be offered to all inmates. Inmates shall not be pressured coerced, either to or not to participate. Participation in religious activities and attendance at religious services is strictly voluntary. There are to be no closed or unauthorized meetings, services, or activities. However, religious activity that poses a threat to safety and security shall be suspended or discontinued.

Inmates are authorized to practice the religion of their choice within certain guidelines. Inmates may request special diets when their religious beliefs require the adherence to religious dietary laws. Generally, these are vegetarian, non-pork, and Kosher and Halal. They may also have authorized to wear religious apparel when required.

The following religious practices and activities are never authorized: animal sacrifice, casting of spells/curses, nudity, self-mutilation including tattooing and cutting, use or display of weapons, exclusion by race, paramilitary exercises, self-defense training including martial arts, sexual acts, profanity, consumption of alcohol, ingestion of illegal substances, use of mind and/or mood altering substances, proselytizing, encryption, or any activity which may be illegal or interfere with the security or good governance of the facility.

***Questions regarding these practices should be directed to the Chaplain or your supervisor.***

## **PERSONAL VS. PROFESSIONAL RELATIONSHIP**

All staff are required to maintain a professional relationship at all times with inmates, individuals on parole or probation, ex-offender(s), and/or their families. Personal relationships between such are prohibited. .

The following rules are to be followed at all times.

1. **CONDUCT**: Staff are expected to be courteous and polite. Use of indecent, abusive and or profane language is not allowed. Staff should not discuss personal information about themselves with inmates.
2. **INCARCERATED RELATIVES AND/OR CLOSE FRIENDS**: Staff are not allowed to provide direct volunteer services for relatives or close friends. Staff must immediately report to the Warden via his/her chain of command if a relative or close friend is incarcerated in any Correctional Facility in the State.
3. **TRANSMISSION OF MESSAGES**: Staff are not allowed to relay messages to and/or from inmates and their families or friends.
4. **CONTACTING OR CORRESPONDING WITH AN INMATE OR AN INMATE'S FAMILY**: Staff are only allowed to correspond or meet with inmates, ex-inmates or their families if the services they are providing fall into the scope of their duties.
5. **BUSINESS**: Staff may not conduct any type of business with inmates, parolees, probationers, ex-inmates, and/or these individuals' families. Legal or financial transactions are strictly prohibited.
6. **HANDSHAKES VS. HUGS**: Staff and inmates are prohibited from hugging and or kissing each other. Hugs or kisses can lead to misleading of emotions. Inmates are often lonely and have been known to misinterpret feelings of over friendliness. Please remember handshakes are more conducive for effective working relationships.

**EXCEPTIONS**: Licensed pastors and other professionals may have contact with inmates, ex-inmates, parolees, probationers, and/or the individual's families, if the individual and or the family member are a member of that particular church or are receiving services from organization. Certain contract staff may also provide services to these individuals if they are receiving services from the organization. This contact will only exist if the relationship is strictly a professional. Such contact may only commence after it has been discussed with your PSD supervisor, i.e. Chaplain, Education Supervisor, Offender Services Administrator, Branch Liaison Volunteer Coordinator, etc.

Questions concerning professional conduct, as differentiated from personal, should be directed to your supervisor.

# GAMES CRIMINALS PLAY (Adapted from the book)

## **The Conflict Between the Kept and the Keeper**

Prisons are totalitarian communities; they are places where people are held against their will and forced to live with their controllers. Freedom of speech, choice and movement are accomplished under the threat of death (try to escape and the tower guards will shoot). Offender(s) learn that acting out, refusing to cooperate, devising methods of modifying their keeper's behavior, circumventing or disobeying rules, and being willing to do these things regardless of the punishment, gives them status among their peers. Any inmate who becomes too friendly with a staff member can be labeled a "rat" or informer and is subject to execution by fellow prisoners. Prison personnel who become too friendly with offender(s) also receive peer pressure and are called "inmate lovers".

Confinement gives offender(s) time to think, reevaluate their life, goals, and gain live coping and trade skills. Staff becomes role models to emulate and teach acceptable behavior. Offender(s) can also influence the behavior of staff in negative ways. To guard against any negative outcomes from staff/inmate interactions, The Standards of Conduct was developed. Staff are directed to be friendly but not overly friendly; to help offender(s) with communication but not to personally take out letters; to give or accept nothing to or from offender(s) unless properly authorized; to give advice when needed or requested, but not to share personal data or information with inmates.

Offender(s) expect staff to take appropriate action if they misbehave. Prisoners have no respect for staff members they can lower to their own level of behavior. They do maintain great respect for people who maintain a high level of dignity and professionalism. For these people, they can learn self-control. They feel these staff have the ability to help them. When the keeper fails to follow rules, the kept are calling the shots. The offender(s) will then attempt to expand minor rule violations into major rule violations that will give them peer status and contraband.

The constructive employee will combine friendliness, courtesy, firmness, sympathy, calm efficiency and tack and will meet any emergency with cool-headed composure. The employee should strive to be firm but fair.

Staff members who become overly familiar with offender(s) are said to be naive. They are overly trusting, unsophisticated and lacking in experience and careful judgment and analysis. The solution is simple. Before acting on information supplied by inmates, the employees should check it out by reading inmate files and asking knowledgeable staff if the information is reliable.

## **Friendliness and Over-Familiarization**

Correctional employees are overly familiar if they allow the taking of license or liberties. They should never discuss their personal problems, financial matters or sexual problems with inmates. Permitting offender(s) to call employees by their first name also breaks down the professional barrier. Inconsistently enforcing rules and promising favors can lead the employee to be set-up.

# Recommendations for Agents Held Hostage

A number of behavioral do's and don'ts apply if an individual is taken as a hostage. For the most part, these principles apply to all the types and categories of hostage situations.

- 1. Don't panic.** While this may be difficult, research data clearly demonstrate that an individual who can maintain some control and use the principles listed here has the best chance of surviving the ordeal.
- 2. Don't threaten or argue with your captor.** This is not the time to challenge the hostage-taker's authority, behavior or control over you. Neither is it the time to attempt to counsel the individual.
- 3. Announce your behavior in advance.** If you are not restrained and have some mobility, always inform the hostage-taker of your movements before acting. You do not want to have your movement misinterpreted. Also, move slowly-the hostage-taker may easily misinterpret sudden movements.
- 4. Buy time.** The more time passes the better the chance a hostage will survive. An analysis of numerous hostage situations shows that the passage of time enhances the probability that a hostage will get out safely. Buying time is sometimes difficult to do because the natural inclination for most people is to force a resolution in order to manage their own anxiety and stress. Clearly, an officer needs to control this inclination.
- 5. Avoid "red-flag" subjects.** If you know or suspect that certain topics will further excite the hostage-taker (such as religion or family relationships), avoid them at all costs.
- 6. Allow bonding to occur.** A phenomenon recognized in many hostage situations is bonding between hostages and their captors. This is known as the Stockholm Syndrome (for the location where it was first recognized). Perhaps the best example of this occurring was in the Patty Hearst incident, in which she not only identified her hostage-takers but also attempted to protect them when they were apprehended. To enhance this phenomenon, the hostage should take steps to make the hostage-taker see him or her as a person rather than a thing. It is harder to harm a person for whom you have developed feelings. Talk about your emotions (such as fear or not wanting to die or be injured), your family or the consequences if you or the hostage-taker dies. Obviously, don't persist if this talk upsets your captor.
- 7. Don't be a spokesperson.** In situations involving more than one hostage, do not become the spokesperson for the group. If someone is going to be killed as a message to the negotiators, spokespersons may be the first.
- 8. Find out what the hostage-taker wants.** If a hostage negotiation team is in place, do not attempt to negotiate. Leave that to the experts. However, before they are in place, find out what the hostage-taker wants in exchange for your release. If it is within your power to do so, give the hostage-taker what he or she is asking for.  
**(PER HPD HOSTAGE NEGOTIATORS – UNDER NO CIRCUMSTANCES SHOULD YOU EVER LIE TO THE HOSTAGE TAKER. IF THEY FIND OUT YOU ARE LYING, YOUR RISK MAY INCREASE EXPONENTIALLY FOR RETALIATION.)**
- 9. Carefully consider trying to escape.** If the opportunity to escape presents itself, take advantage of it. However, in doing so be very careful. If a hostage management unit is in place, be aware that the perimeter may be armed with sharpshooters trained to shoot anything that moves.
- 10. Try to communicate with the negotiators.** If the hostage-taker is in communication with the negotiating team and you are given an opportunity to speak with the negotiators, by all means do so. Without upsetting the hostage-taker, provide as much useful information as you can-your condition and the condition (and number) of any other hostages, what type of weapons the hostage-taker has, and information about his or her identity and emotional condition.
- 11. Communicate the exit plan.** If the hostage-taker wants to give up and surrender his or her weapon to you, make certain you communicate the exit plan with the hostage management team. It is critical for team members to be familiar with the exit plan and to be informed about what is occurring.

*These do's and don'ts come from the analysis of numerous hostage situations around the world and from our own experience with hostage situations in California. While certainly not foolproof, they give an individual the best chance of surviving a hostage situation.*

**2011 Hawaii Code**  
**DIVISION 5. CRIMES AND CRIMINAL PROCEEDINGS**  
**TITLE 37. HAWAII PENAL CODE**  
**707. Offenses Against the Person**  
**§707-731 Sexual assault in the second degree.**

**Universal Citation:** [HI Rev Stat § 707-731 \(2011 through Reg Sess\)](#)

**§707-731 Sexual assault in the second degree.** (1) A person commits the offense of sexual assault in the second degree if:

(a) The person knowingly subjects another person to an act of sexual penetration by compulsion;

(b) The person knowingly subjects to sexual penetration another person who is mentally incapacitated or physically helpless; or

(c) The person, while employed:

(i) In a state correctional facility;

(ii) By a private company providing services at a correctional facility;

(iii) By a private company providing community-based residential services to persons committed to the director of public safety and having received notice of this statute;

(iv) By a private correctional facility operating in the State of Hawaii; or

(v) As a law enforcement officer as defined in section 710-1000(13),

knowingly subjects to sexual penetration an imprisoned person, a person confined to a detention facility, a person committed to the director of public safety, a person residing in a private correctional facility operating in the State of Hawaii, or a person in custody; provided that paragraph (b) and this paragraph shall not be construed to prohibit practitioners licensed under chapter 453 or 455 from performing any act within their respective practices; and further provided that this paragraph shall not be construed to prohibit a law enforcement officer from performing a lawful search pursuant to a warrant or exception to the warrant clause.

(2) Sexual assault in the second degree is a class B felony. [L 1986, c 314, pt of §57; am L 1987, c 181, §10; am L 1997, c 366, §1; am L 2002, c 36, §1; am L 2004, c 61, §4; am L 2006, c 230, §33; am L 2009, c 11, §73]

**2013 Hawaii Revised Statutes**  
**TITLE 37. HAWAII PENAL CODE**  
**707. Offenses Against the Person**  
**707-732 Sexual assault in the third degree.**

**Universal Citation:** [HI Rev Stat § 707-732 \(2013\)](#)

**§707-732 Sexual assault in the third degree.** (1) A person commits the offense of sexual assault in the third degree if:

- (a) The person recklessly subjects another person to an act of sexual penetration by compulsion;
- (b) The person knowingly subjects to sexual contact another person who is less than fourteen years old or causes such a person to have sexual contact with the person;
- (c) The person knowingly engages in sexual contact with a person who is at least fourteen years old but less than sixteen years old or causes the minor to have sexual contact with the person; provided that:
  - (i) The person is not less than five years older than the minor; and
  - (ii) The person is not legally married to the minor;
- (d) The person knowingly subjects to sexual contact another person who is mentally defective, mentally incapacitated, or physically helpless, or causes such a person to have sexual contact with the actor;
- (e) The person, while employed:
  - (i) In a state correctional facility;
  - (ii) By a private company providing services at a correctional facility;
  - (iii) By a private company providing community-based residential services to persons committed to the director of public safety and having received notice of this statute;
  - (iv) By a private correctional facility operating in the State of Hawaii; or
  - (v) As a law enforcement officer as defined in section 710-1000(13),knowingly subjects to sexual contact an imprisoned person, a person confined to a detention facility, a person committed to the director of public safety, a person residing in a private correctional facility operating in the State of Hawaii, or a person in custody, or causes the person to have sexual contact with the actor; or
- (f) The person knowingly, by strong compulsion, has sexual contact with another person or causes another person to have sexual contact with the actor.

Paragraphs (b), (c), (d), and (e) shall not be construed to prohibit practitioners licensed under chapter 453 or 455 from performing any act within their respective practices; provided further that paragraph (e)(v) shall not be construed to prohibit a law enforcement officer from performing a lawful search pursuant to a warrant or an exception to the warrant clause. (2) Sexual assault in the third degree is a class C felony. [L 1986, c 314, pt of §57; am L 1987, c 181, §11; am L Sp 2001 2d, c 1, §§2, 7; am L 2002, c 36, §§2, 3; am L 2003, c 62, §1; am L 2004, c 10, §15 and c 61, §5; am L 2009, c 11, §74]



# **INMATE THINKING ERRORS & CRIMINAL THINKING**

(Yokelson and Samenow)

- Closed thinking not receptive to feedback from others, not self critical;
- Victim stance views self as a victim and blames others;
- Views self as a good person fails to acknowledge own destructive behavior, builds self up at others' expense;
- Lack of effort unwilling to do anything perceived as boring, has an "I can't" attitude;
- Lack of interest in responsible performance responds only if there is an immediate payoff;
- Lack of time perspective does not learn from the past, inability to delay gratification;
- The fear of fear denies fear in self and attacks fear in others;
- The power thrust uses intimidation to control others;
- Uniqueness different from and better than others, rules do not apply to them; . Ownership perceiving all things and people as objects to possess.

(Milkman)

- Personal Responsibility: You are in prison now because you had a run of bad luck.
- Criminal Rationalization: The real reason you are in prison is because of your race.
- Street Values: If someone disrespects you, you have to straighten them out even if you have to get physical.
- Cold Heartedness: You do not worry about hurting someone's feelings.
- Power Orientation: When people tell you what to do, you become aggressive.
- Entitlement: Society owes you a better life.
- Mollification, You find yourself blaming the victims of some of your crime.

(Others)

- Identification: Everybody does it. The only difference between you and me is you never got caught.
- Justification: If they had taken better care of their property I wouldn't have been able to take it. They deserve to lose it. It's their fault.
- Blame: My PO (probation or parole officer) didn't like me. The victim wasn't going to press charges but the police forced them to. The policeman had a quota to fill.
- Minimizing: What I did is not so bad, I never really hurt anyone.
- Consequences: I said I was sorry, that should have been the end of it.
- Empathy: I don't feel sorry for them. What I did doesn't really affect them.
- Gratification: Seeks immediate gratification, fails to see the importance of earning privileges.
- Self Centered: Overwhelming and pervasive thinking and behavior that is self serving to an extreme at the expense of others rights

## ***MORE THINKING ERRORS***

### **1. Closed Channel Thinking**

--Not Receptive

--Not Self Critical

--No Disclosure

- a) Good at pointing out, giving feedback on faults of others
- b) Lies by omission

### **2. Victim stance**

- a) Views self as victim (the criminal will even blame social conditions)
- b) Blames others

### **3. Views Self As A Good Person**

- a) Focuses only on his/her positive attributes
- b) Fails to acknowledge his/her destructive behavior
- c) Builds self up at others expense

### **4. Lack Of Effort**

- a) Unwilling to do anything he/she finds boring or disagreeable
- b) "I can't" meaning "I won't"

### **5. Lack Of Interest In Responsible Performance**

- a) Responsible living viewed as unexciting and unsatisfying
- b) No sense of obligation
- c) Will respond only if he/she nets an immediate payoff

### **6. Lack Of Time Perspective**

- a) Does not use past as a learning tool
- b) Expects others to act immediately on his/her/demands
- c) Decisions on assumptions, not facts

### **7. Fear Of Fear**

- a) Irrational fears (many) but refuses to admit them
- b) Fundamental fear of injury or death
- c) Profound fear of put down
- d) When held accountable experiences "zero state" - feels worthless

### **8. Power Thrust**

- a) Compelling need to be in control of every situation
- b) Uses manipulation and deceit
- c) Refuses to be dependant unless he/she can take advantage of the situation

### **9. Uniqueness**

- a) Different and better than others
- b) Expects of others that which he/she fails to meet
- c) Super-Optimism - cuts fear of failure
- d) Quits at the first sign of failure

### **10. Ownership Attitude**

- a) Perceives all things, people, objects to possess
- b) No concept of ownership, rights of others
- b) Sex for power, control, and self gratification - not intimacy

## **SELF-INTERVENTION**

### **SOME QUESTIONS TO ASK YOURSELF**

- Do you look forward to seeing a particular inmate when you come to work?
- Have you done anything with an inmate that you would not want your family or supervisor to know about?
- Would you be reluctant to have a correctional supervisor observe your behavior for a whole day?
- Do you talk about personal matters with inmates?
- Do you believe you can ask an inmate for personal favors for you?
- Have you ever received personal advice from an inmate?
- Have you said anything to an inmate that you would not want tape recorded?
- Do you have thoughts or fantasies of touching a particular inmate? Does this extend into planning how you can be alone with the inmate?
- Do you have a feeling of not being able to wait to share good or bad news with a particular inmate?
- Do you think inmates are not allowed to say "No" to you, no matter what you ask?
- Have you ever allowed inmates to talk about a past sex experience or sexual fantasies, or tell sexual jokes in your presence?
- Have you ever received a massage, given a massage, touched an inmate or allowed an inmate to touch you in anyway except for a handshake or bumping knuckles?

**If you answered YES to one or more of these, you are at risk of being accused of a PREA (Prison Rape Elimination Act) violation, and/or developing an inappropriate relationship with an inmate. If you see other staff, including volunteers and contract staff, they are also at risk. In any event, you need to discuss the issue with your supervisor as soon as possible.**

## **DO NOT RISK YOUR CAREER!**

### **THE FORGOTTEN COP**

What would the average citizen say if it were proposed that police officer be assigned to a neighborhood which was inhabited by no one but criminals and those officers would be unarmed, patrol on foot and be heavily outnumbered? I wager that the overwhelming public response would be that the officers would have to be crazy to accept such an assignment. However, as you read this, such a scenario is being played out in all areas of the country.

I am a New York State correction officer, not a guard, who is a person that catches school crossings. I work in a maximum security correctional facility. I am empowered by the State of New York to enforce its penal laws and the rules and regulations of the Department of Correctional Services. In short, I am a policeman. my beat is totally inhabited by convicted felons, who, by definition, are people who tend to break laws, rules and regulations. I am outnumbered by as much as 20, 30 and even 40 to 1 at various times during my workday, and contrary to popular belief, I work without a sidearm. in short, my neck is on the line every minute of every day.

A correctional facility is a very misunderstood environment. The average person has little knowledge of its workings. Society sends its criminals to correctional facilities and as time passes, each criminal's crime fades from our memory until the collective prison population becomes a vision of hordes of bad people being warehoused away from decent society in a place where they can cause no further harm. There is also the notion that prison inmates cease to be a problem when they are incarcerated.

Correctional facilities are full of violence perpetrated by the prison population against each other and the facility staff. Felonies are committed daily but they are called "unusual incidents" are rarely results in public prosecution. Discipline is handled internally and, as a rule, the public is never informed of these crimes. In the course of maintaining order in these facilities, many officers have endured the humiliation of being spit upon and having urine and feces thrown at them. Uncounted correction officers have been punched and kicked, bitten, stabbed and slashed with homemade weapons, taken hostage and even murdered in the line of duty, all the while being legally mandated to maintain their professional composure and refraining from any retaliation which could be the basis for dismissal from service.

In addition to these obvious dangers, corrections officers face hidden dangers in the form of AIDS, tuberculosis, hepatitis B and hepatitis C. Courts are now imposing longer sentences and the prison population is increasing far beyond the system's designed capacity. As the Public demands more police on the street, governments everywhere are cuffing police in prisons where violence reigns supreme, jeopardizing all those still working behind prison walls.

Although you will never see me on "RESCUE 911" or "TOP COPS" I am a law enforcement professional. I am THE FORGOTTEN COP, hidden from public view, doing dangerous thankless duty on the world's most dangerous beat, hoping someday to receive the respect of and approval from the public whom I silently serve.

Written by: Donald E. Premo, Jr.  
New York State Correction Officer  
Coxsackie Correctional Facility

DAVID Y. IGE  
GOVERNOR



STATE OF HAWAII  
**DEPARTMENT OF PUBLIC SAFETY**  
919 Ala Moana Boulevard, 4th Floor  
Honolulu, Hawaii 96814

Nolan P. Espinda  
DIRECTOR

Deputy Director  
Administration

Deputy Director  
Corrections

Deputy Director  
Law Enforcement

No. 2015-38-4

January 7, 2015

TO: All PSD Employees

FROM:   
Nolan P. Espinda, Director

SUBJECT: EMPLOYMENT POLICY AGAINST HARASSMENT

PSD is committed to providing a work environment free of discrimination, including unlawful harassment. Harassment based on the following protected classes, as covered by federal and state non-discrimination laws, is strictly prohibited and will not be tolerated.

Age	Ancestry
Arrest and Court Record	Breast Feeding
Citizenship Status	Color
Disability	Income Assignment for Child Support
Marital Status	National Guard Participation
National Origin	Race
Religion	Sex
Sexual Orientation	Uniformed Service
Genetic Information	Credit History/Credit Report
Genetic Identity or Expression	Victim of Sexual or Domestic Violence

Any act of discrimination, including unwelcome or offensive harassment on the basis of a protected class is prohibited under the State of Hawaii Revised Statutes 368 and 378, Part 1; Federal Civil Rights Laws; Title VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990; and Departmental policies and procedures.

An incident of harassment by an employee or non-employee should be brought immediately to the attention of your supervisor, the Branch Administrator or to Lori Takao, the Department's Civil Rights Compliance Officer. We will ensure that the incident is thoroughly investigated and appropriate corrective action is taken to prevent future occurrence. Disciplinary action up to and including discharge will be taken against any employee who is found to have engaged in harassment.

"An Equal Opportunity Employer/Agency"

From the time a complaint is filed, resolved, or any instance thereafter, no employee shall intimidate, coerce, retaliate, or further discriminate against the complainant or witnesses. Harassment may include many forms of offensive behavior. The following is only a partial list:

1. Verbal harassment, such as offensive or derogatory remarks, jokes or slurs based on a protected category such as age, race, gender, disability, etc.
2. Physical harassment, such as unnecessary and unwanted touching, patting, pinching, or brushing the body.
3. Visual forms of harassment, such as leering, displaying derogatory posters, computer downloads, Facebook posts, or e-mails that are offensive.
4. Unwelcome requests for sex, retaliating after receiving a negative response to sexual advances, discussing sexual activities, repeated request for dates, or sexually offensive jokes and remarks.

Harassment is unlawful when submission to such conduct is made either explicitly or implicitly a term or condition of employment, or when used as the basis for employment decisions, or has the purpose or effect of reasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

I ask all administrators, managers, supervisors and employees for your active cooperation and support in the implementation, maintenance and success of this policy. Any questions concerning this policy or filing a discrimination complaint should be directed to Lori Takao, Civil Rights Compliance Office (808) 587-1341. Employees may also contact the State and/or Federal enforcement agencies listed below:

Hawaii Civil Rights Commission  
830 Punchbowl Street, Room 411  
Honolulu, HI 96813  
Phone: (808) 586-8636  
State toll-free 1-800-486-4644 extension 68636  
[www.hawaii.gov/labor/hcrc](http://www.hawaii.gov/labor/hcrc)

Equal Employment Opportunity Commission  
300 Ala Moana Blvd., Room 7-127  
Honolulu, HI 96850  
Phone: (808) 541-3118  
State toll-free 1-800-669-4000  
[www.eeoc.gov](http://www.eeoc.gov)

This amends and supersedes the Employment Policy Against Harassment signed June 21, 2012.

C:     DEP-A  
          DEP-C  
          DEP-E

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**Note: TB Tests** can be done at your private doctor or Community Health Center (East 733-9220) (West 832-5775) (Central 453-6190) (Wahiawa 622-6445) (Leeward 675-0080) (Windward 233-5450)

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**CORRECTIONS PROGRAM SERVICES DIVISION**

**VOLUNTEER OFFICE**

919 Ala Moana Blvd., Suite 405, Honolulu, HI 96814

CPS-V Agnes Berschauer Phone: 587-1269 Fax: 587-1280 E-mail: [agnes.a.berschauer@hawaii.gov](mailto:agnes.a.berschauer@hawaii.gov)

**OAHU COMMUNITY CORRECTIONAL CENTER**

2199 Kamehameha Hwy., Honolulu, HI 96819-2317

BLVC

Chaplain Barbara Gatewood Phone: 832-1665 Fax: 832-1665 (call before sending fax)

**HALAWA CORRECTIONAL FACILITY**

99-902 Moanalua Road, Aiea, HI 96701

PCA Gary Kaplan Phone: 485-1871 Fax: 485-1871

BLVC Michael "Mac" Chun E-mail: [michael.a.chun@hawaii.gov](mailto:michael.a.chun@hawaii.gov)

Chaplain Charles Noland Phone: 485-1884 Fax: 483-7284

**WAIAWA CORRECTIONAL FACILITY**

P.O. Box 1839, Pearl City, HI 96782

OSA Teresa Miiki Phone: 677-6151 Fax: 677-6155

Chaplain Dennis Yokota Phone: 677-6665 Fax: 677-6155

**WOMEN'S COMMUNITY CORRECTIONAL CENTER**

42-477 Kalaniana'ole Hwy., Kailua, HI 96734

OSA Nicole Fernandez Phone: 266-9654 Fax: 266-9663

Chaplain Tammy Turcios Phone: 266-9679 Fax: 266-9679

**KAUAI COMMUNITY CORRECTIONAL CENTER**

3-5351 Kuhio Hwy., Lihue, HI 96766

BLVC Jeannie Renaud Phone: (808) 241-3057 ext 235 Fax: 241-3059

Chaplain Clayton Sui Phone: (808) 241-3058 ext 245

**MAUI COMMUNITY CORRECTIONAL CENTER**

600 Waiale Drive, Wailuku, HI 96793

OSA Liane Endo Phone: (808) 243-5197 Fax: 243-5157

BLVC Phone: (808) 243-5186 Fax: 243-5157 email: [patricia.a.king-foley@hawaii.gov](mailto:patricia.a.king-foley@hawaii.gov)

Chaplain Derik Smith Phone: (808) 243-5106 Fax: 243-5157

**KULANI CORRECTIONAL FACILITY**

Stainback Hwy., Hilo, Hawaii 96770

COS Kellie Kent Phone: (808) 932-4439

BLVC Pollyann Varize Phone: (808) 932-4471 email: [pollyann.n.varize@hawaii.gov](mailto:pollyann.n.varize@hawaii.gov)

Chaplain Michael Sidman Phone: (808) 935-2280

**HAWAII COMMUNITY CORRECTIONAL CENTER**

60 Punahale St., Hilo, HI 96720

OSA Kenneth Rowe Phone: (808) 981-2895 Fax: 981-2896

Chaplain Michael Sidman Phone: (808) 935-2280

**PSD PREA OFFICE:**

Coordinator: Shelley Harrington Phone: 587-1415 Email: [shelley.d.harrington@hawaii.gov](mailto:shelley.d.harrington@hawaii.gov)

Program Specialist: Cheyenne Evans Phone: 587-1415 Email: [cheyenne.l.evans@hawaii.gov](mailto:cheyenne.l.evans@hawaii.gov)

VolinCor Coordinator: Agnes Berschauer Phone: 587-1269 Email: [agnes.a.berschauer@hawaii.gov](mailto:agnes.a.berschauer@hawaii.gov)