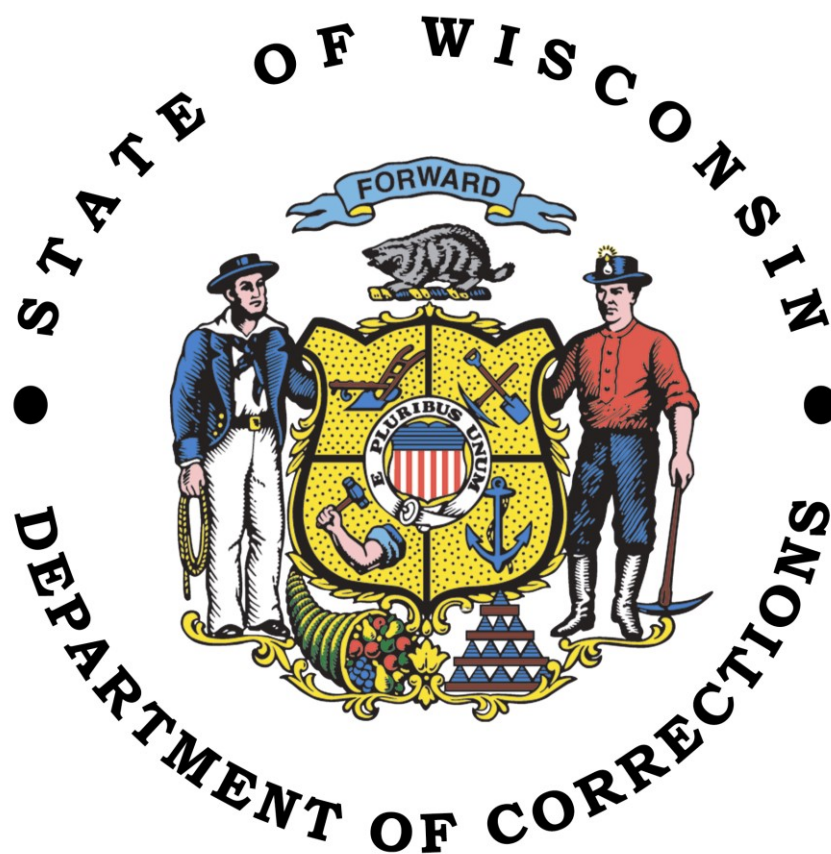


# DAI VOLUNTEER, PASTORAL VISITOR, PROGRAM GUEST & INTERN ORIENTATION MANUAL



## WISCONSIN DEPARTMENT OF CORRECTIONS

POC-0079 (Rev. 5/2019)

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## INTRODUCTION

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Welcome to the Wisconsin Department of Corrections!

Thank you for your willingness to work with inmates in the Wisconsin correctional institutions and centers. We highly value the important contribution you make in helping us fulfill our commitment to assist inmates in their reentry to society.

We realize that your time is valuable and appreciate your participation in this orientation program. This training has been specifically designed to assist you in becoming familiar with the correctional environment. For orientation purposes, regardless of your particular role, you will be referred to as the “volunteer” throughout this manual. Through this training, you will be given the knowledge and tools you will need to effectively and safely volunteer in a Wisconsin Department of Correction (DOC), Division of Adult Institutions (DAI) facility.

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### *ORIENTATION MANUAL OBJECTIVES & DESIGN*

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**This manual addresses volunteers, pastoral visitors, program guests and unpaid interns only for DAI facilities.**

You will see a number of Wisconsin State Statutes, Administrative Code provisions, and Departmental policies referenced throughout this manual. State Statutes are laws established through the legislature and signed by the Governor. Administrative Codes are developed by state agencies in response to State Statutes – and must be approved by the legislature. Executive Directives are issued by the DOC Secretary’s Office.

DAI Policies are issued by the Division of Adult Institutions; each facility may include more specific procedures to ensure their compliance with law and policy. Each facility is unique and you will be expected to be familiar with the pertinent procedures for each facility you are approved to enter. This manual will provide an overview sufficient for all DAI facilities; each facility will also provide their site-specific orientation, rules, entrance procedures and other necessary information.

The DOC houses over 23,000 inmates in 35 DAI facilities. While some rules may seem excessive, please keep in mind that assaults (to both staff and inmates) are a common occurrence in many correctional facilities throughout the United States. Staff assaults in Wisconsin have been among the lowest in the country, and we are fortunate to have never experienced the death of an on-duty staff member.

Due to the sheer volume of the policies covered during orientation, **copies will only be provided to you at your request.** The pertinent components of each policy or statute are summarized here.

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## OVERVIEW OF THE DEPARTMENT OF CORRECTIONS

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The *DOC* administers Wisconsin's correctional facilities, as well as offender supervision functions within the Division of Community Corrections (DCC) and the Division of Juvenile Corrections (DJC). The agency supervises the custody and discipline of inmates in order to protect the public and seeks to rehabilitate offenders and reintegrate them into society. The governor appoints the DOC Secretary, who then appoints the division administrators.

*The Division of Adult Institutions (DAI)* supervises adult inmates in a variety of correctional settings. DAI currently operates 19 correctional institutions and 16 community correctional centers. Inmates are assigned to one of 4 security classifications based on their sentence, criminal history, background, and the risk they pose to the public, correctional staff, and other inmates.

Security classifications include maximum, medium, minimum and minimum-community custody. These levels determine how closely inmates are monitored, and the programs in which they may participate. Although correctional facilities are classified by the highest level of security for which the facility is built and administered, an individual facility may house inmates classified in several security levels.

Programming is designed to offer offenders opportunities to develop the knowledge and skills necessary to lead law-abiding lives upon release. Offenders are screened by professionals upon intake to determine their risk (security classification) and their programming needs, and to recommend facility placement.

Programs include academic and vocational education, cognitive-based training, substance use disorders treatment, other clinical treatment (including anger management, domestic violence, sex offender), institution work assignments, community work release employment, and religious observances. Job training is offered in a variety of settings; some facilities house Badger State Industries (BSI), which produces furniture, textiles, and linens, license plates, and signs and other services such as printing, computer recycling and wheelchair refurbishing.

Changing criminal laws prompted the need for increased capacity. Between 1986 and 1995, the total inmate population grew from about 6,000 to more than 15,000. DOC currently has over 23,000 inmates and supervises over 60,000 offenders in the community.

The Parole Commission is a separate agency, appointed by the Governor, which evaluates inmates sentenced prior to the truth-in-sentencing law (1999) for possible release to the community.

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## DOC MISSION, VISION & CORE VALUES

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### **Mission**

Protect the public, our staff and those in our charge.  
Provide opportunities for positive change and success.  
Promote, inform and educate others about our programs and successes.  
Partner and collaborate with community service providers and other criminal justice entities.

### **Vision**

To achieve excellence in correctional practices while fostering safety for victims and communities.  
*Every person - Every Family - Every Community Matters.*

### **Core Values**

We are accountable to each other and the citizens of Wisconsin.

- We manage our resources in an efficient, effective, sustainable, and innovative manner.
- We demonstrate competence and proficiency in the work necessary to accomplish our mission.
- We take individual responsibility for how we plan, perform, and manage our work.

We do what's right - legally and morally - as demonstrated by our actions.

- We value courage, candor, and conviction of purpose.
- We expect ethical behavior and integrity in all we do.
- We require honesty, adherence to the law, and the fair and equitable treatment of others.

We recognize employees as the department's most important resource.

- We work towards building a workforce of diverse individuals who achieve great things together.
- We recognize exemplary performance.
- We advocate in the best interest of our workforce.

We value safety - for our employees, the people in our charge and the citizens we serve.

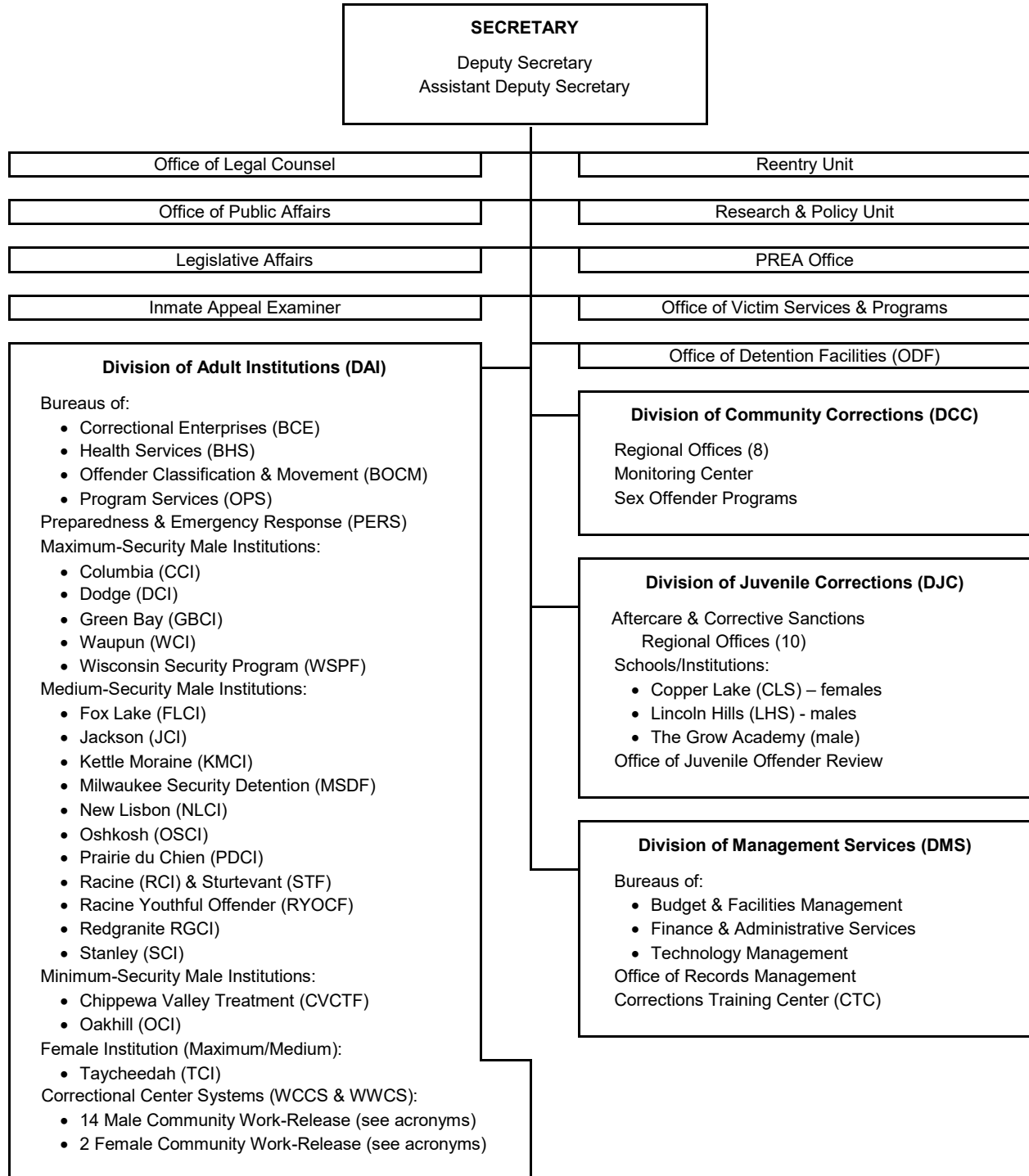
- We provide the resources and training necessary for employees to safely accomplish our mission.
- We operate safe and secure facilities.
- We offer opportunities for offenders to become productive members of their communities.

We expect competence and professionalism in our communications, demeanor, and appearance.

- We demonstrate knowledge and skills within our areas of responsibility.
- We respond effectively and appropriately in our interactions and communications.
- We treat all people with dignity and respect.
- We recognize that we have one opportunity to make a positive first impression.

A detailed history of the Department of Corrections and facilities is available on the website. <https://doc.wi.gov>

## ORGANIZATIONAL CHART



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## *RECRUITMENT OF VOLUNTEERS & TYPICAL ROLES*

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DAI recruits volunteers from all cultural and religious segments of the community. As a volunteer you serve as a positive role model from whom inmates can learn to behave and communicate pro-socially. You bridge a gap between inmates and the community. The value and impact you have on their lives cannot be measured.

Additionally, you are of tremendous assistance to the Department by supplementing the programs offered to inmates or providing new activities, thereby increasing inmates' options to gain new skills and have positive experiences. We trust that your time as a volunteer will be a rewarding experience.

Volunteers coming into correctional facilities may serve in a variety of roles. Depending upon skills and experience, some volunteers may perform one or more function. Examples include, but are not limited to:

- ***AA/NA Programs:*** Self-help recovery groups for inmates with addiction(s).
- ***Education/Program Tutoring:*** Individual or small group study assisting inmates to progress through literacy, education, vocational, English-language learners or treatment programming.
- ***Pastoral Visit:*** One-to-one or small group inmate visits by community religious leaders for the purpose of counseling, religious study or spiritual care. These may be one-time visits (e.g. clergy from the inmate's home community or family's congregation) or ongoing visits (i.e. local community volunteers) to address specific spiritual needs. Some pastoral visitors may also facilitate congregate or group programs/activities.
- ***Program Facilitation:*** Ongoing programs to address inmate criminogenic needs.
- ***Program Speakers/Performers:*** One-time or occasional event such as graduation speaker, concert performer, topical presentation, etc.
- ***Religious Programming:*** Religious services and studies by clergy or lay leaders.
- ***Seminars/Job Fairs/Health Fairs/Reentry Preparation:*** Teaching activities of daily living (ADLs), self-care or specific skills/knowledge.
- ***Structured Recreational Activities:*** Hobbies, sports and other programs.
- ***Student Field Placement/Internships (unpaid):*** Professional training in an accredited educational program, also known as a Field Placement or Practicum. Typical fields of study include criminal justice, medical, psych., social work, etc.



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## VOLUNTEER APPLICATION PROCESS & CHANGES TO ELIGIBILITY

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### ***DAI Policy 309.06.03 – Volunteers, Pastoral Visitors, Program Guests and Interns***

1. Community members hoping to volunteer must directly contact a facility to ask about available opportunities.
2. If the site is recruiting for a particular volunteer role, the staff will provide instruction for submitting application form DOC-2674.
  - a. By signing and submitting the DOC-2674, you authorize DOC to conduct a criminal history background check. This important security precaution is applied to every individual entering Wisconsin correctional facilities.
  - b. Approved volunteers may have subsequent background checks conducted intermittently at the direction of each facility Warden/ designee.
3. You will be informed of approval by phone or email. If your application is denied, you will be notified by mail.
4. Once approved, you will be instructed to undergo a full or brief volunteer orientation session, based upon anticipated facility entry frequency and level of inmate contact.
  - a. Those entering DAI facilities five (5) or more times per year are required to undergo a full orientation session, including review of this manual with facility staff.
  - b. Full orientation may be required for some volunteers with significant personal contact with inmates, regardless of activity frequency.
  - c. A full orientation group training session may be completed at any DAI facility.
  - d. Some volunteers may be approved to serve at more than one DAI facility, at the Warden/ designee's discretion.
  - e. Brief orientation covering facility-specific procedures will be conducted at each site.
  - f. A re-orientation/ review is required each calendar year.
5. A volunteer who has not entered any facility for one year becomes inactive, and must re-apply for future facility entry.

### **Special Note Regarding Change to Eligibility**

Volunteers must disclose any law enforcement contact or criminal court interactions. Volunteer privileges may be affected by events or issues occurring in the community outside of correctional facilities. Staff must assess any situations which could pose a facility security concern or potential conflict of interest. This is important – *even if you were not at fault.*

You must notify your Volunteer Advisor (or another available staff member) by the next business day of any change to your application disclosures, including (but not limited to):

- Arrest or charge, and any updates or outcome of court proceedings
- Volunteer becomes aware that law enforcement has identified them as a possible subject in a police investigation
- Volunteer is subject to a restraining order or injunction
- Volunteer is placed under a deferred prosecution agreement

DOC cannot require you to disclose circumstances in which you were a victim of a crime. However, it may be wise to do so if the event(s) may impact your ability to conduct volunteer programs/activities.

DAI volunteer records contain personally identifiable information (PII). Only staff members whose specific job duties require access are able to view the volunteer database.

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*VOLUNTEER'S LINE OF SUPERVISION & COMMUNICATION WITH STAFF*

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Volunteering in a correctional environment is a unique experience. Because this environment is unfamiliar to most people, a line of supervision and communication is in place to help you function in your new role.

- ***Volunteer Advisor:*** A designated member of the staff, responsible for the oversight of your program participation at that facility. There may be multiple Volunteer Advisors at each facility, overseeing different kinds of programming. This person is your direct contact with the facility and will inform you of policy and procedure updates.
- ***Facility Volunteer Coordinator:*** This is generally a staff supervisor designated by the Warden to coordinate and supervise all volunteer activities and Volunteer Advisors at the facility.
- ***Officer Staff:*** The uniformed staff responsible for the order, safety and security of the facility. Correctional officers and sergeants are typically called "**blue shirts**"; supervisory officers (Captains or Lieutenants) are typically called "**white shirts.**"
- ***Shift Commander/Shift Supervisor:*** Uniformed staff responsible for facility operations for the assigned shift. He/she may prohibit entry; temporarily cancel a program; or temporarily suspend a volunteer's participation if necessary to maintain control of the inmate population and security and safety of the facility.
- ***Warden and Deputy Warden or Superintendent:*** The chief administrative officer and deputy are responsible for the overall operations of the facility. Centers are administered by a Superintendent, with oversight by a Center System Warden.

Interaction with staff must be professional at all times. Disagreements between staff and volunteers may be exploited by inmates. It is unacceptable to have a confrontation with or challenge a staff member's authority in front of inmates. Volunteers should never disclose such conflicts to inmates.

If you have an issue with a staff member that you cannot resolve privately with him/her, please discuss it with the Facility Volunteer Coordinator. If it cannot wait, you should ask to speak with the Shift Commander. Always be sensitive to the fact that conversations may be overheard by inmates.

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## VOLUNTEER INTERACTION WITH THE MEDIA & SOCIAL MEDIA

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Victim impact is a primary consideration in all DOC news media interactions.

The DOC Public Information Office, with consultation of the DOC Secretary, must preapprove public speeches, lectures, story proposals for media coverage or proposed articles for publication involving facility or Department activities. Photos of facilities, inmates, employees, or activities of the facilities require the prior approval of the warden and may also necessitate a signed inmate release.

Similarly, volunteers should not post details of your DOC volunteer activities on social media (e.g. Instagram, Facebook, Pinterest, Snapchat, Twitter, etc.). Also be mindful that your social media presence may be accessible to inmates through family and friends in the community. Personal information gleaned from volunteer social media posts could be used for illicit purposes (see *The Sting: Anatomy of a Set-Up* below).

Please direct any questions or requests to the Facility Volunteer Coordinator.

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## RESOURCES FOR INMATES

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### *DOC Administrative Code 309*

DOC accommodates inmate basic needs by providing access to a variety of programs, services and resources. Volunteer assistance or advocacy for individual inmates is not necessary or appropriate in the following areas:

- ***Canteen***: Inmates may purchase a variety of snacks, personal hygiene items, office supplies and hobby items through canteen vendors. These are convenience items, rather than necessities which are provided by DOC (see relevant sections on dietary, medical, hygiene, etc.).
- ***Criminogenic Needs***: Inmate criminal behavior and re-offense risk is assessed at initial classification and unified case plans are developed to address individual risks and needs; reassessment may occur at regular intervals. Evidence-based practices determine treatment or education needs. Inmates are transferred to the facilities that provide the needed programming. There are wait lists for some programs.
- ***Dietary***: DOC provides three meals daily. Menus are developed by dietitians to meet daily nutritional and caloric needs. Inmates with special medical needs or religious diets are provided appropriate accommodation. Vitamin supplements are provided when medically necessary.
- ***Disabilities Accommodation***: Individual accommodations are provided for inmates with physical, cognitive or emotional disabilities. *Executive Directive 17 - Nondiscrimination and Reasonable Accommodation* and *DAI Policy 300.00.35 - Americans with Disabilities Act* ensure compliance with federal and state laws.

- **Family Supports:** Facilities may offer special programs to assist inmates with maintaining family relationships. Examples include Read-to-Me, Talking Letters, holiday gift giving, greeting card programs, photographs, parenting classes, family reunification visitations, holiday events, family meals, etc.
- **Financial Accounts:** Inmates cannot possess currency. DOC provides financial services to manage funds, including savings, release accounts and general monies which may be used for canteen purchases, postage, property items, etc. Volunteers cannot give money to inmates, per DOC's fraternization policy.
- **Hygiene:** DOC provides basic hygiene supplies including toothbrush, toothpaste, soap, toilet paper, towels, washcloths, laundry services, haircuts, shaving accessories, etc. Inmates may purchase specialty items as desired.
- **Inmate Pay:** Inmates are afforded the opportunity to receive pay, build job skills and experience through jobs within facilities (custodial, food service, etc.), work release programs, or program/education participation. Inmates on waiting lists for programs or jobs may also receive minimal compensation.
- **Language Assistance:** Inmates with limited English-language skills have access to interpretation (verbal) or translation (written) at no cost. *Executive Directive 71 - Language Assistance Policy and Implementation for Addressing Needs of Offenders with Limited English Proficiency (LEP)* and *DAI Policy 300.00.61 - Language Assistance for Limited English Proficiency (LEP) Inmates* ensure compliance with federal law.
- **Legal Counsel:** Inmates have access to Public Defender services as well as Legal Assistance to Institutionalized Persons (LAIP) to assist with criminal defense and other personal legal issues. LAIP is a free service to inmates available through the University of Wisconsin Law School Remington Center.
- **Library:** All facilities have legal references for inmates; most facilities have a full library for personal study or recreational use. A few sites offer inter-library loan with community libraries to access requested publications. Some facilities may also have a chapel library for religious/spiritual resources.
- **Medical Care/Psychological Services:** Health needs are addressed through on-site Health Services Unit (HSU) including dental, vision care, and Psychological Services Unit (PSU) staff, as well as outside providers for emergency and specialty clinics. DOC covers costs for medically necessary care, procedures and supplies. Wisconsin Statutes require a reasonable co-payment.
- **Personal Property:** DOC provides basic clothing, shoes and linens. Inmates may purchase additional items, including personal clothes, religious property, hobby items, electronics, etc. from canteen catalogs or outside vendors per policies.

- ***Release:*** Release plans are developed with the assistance of Social Workers and Probation/Parole Agents within case management. Inmates are referred to community resources, as needed. *DAI volunteers cannot provide inmates with post-release clothing, employment, financial assistance, housing, transportation, etc.,* per DOC's fraternization policy.
- ***Social Services:*** Each inmate has a Social Worker assigned to provide assistance with case management, connection to community resources, facilitate family contacts as needed, personal counseling, forms completion and preparation for community reentry. Most inmates are also assigned to a Probation/Parole Agent in the community who may supervise them upon release.

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### *DOC REENTRY INITIATIVE*

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The DOC Reentry Initiative was launched in 2005, to enhance community safety by improving the process for inmates to return to the community. The Reentry Initiative promotes offender accountability and success from sentencing, through prison release and community supervision. The DOC continues to develop programming and redefine business processes to meet this objective.

For each offender, DOC assesses conditions that led to criminal behavior and provides programming to reduce or eliminate those conditions. In this way, the likelihood that these individuals will adopt pro-social, productive, law abiding lifestyles is increased. Offender behavior change and successful reentry is good for victims, communities, taxpayers, and public safety.

Implementing evidence-based practices is a priority to meet the public's expectations for quality, efficiency, effectiveness and fairness. Research demonstrates that evidence-based practices result in increased public safety through improved offender outcomes, while holding offenders accountable. Accordingly, all DOC staff are part of the corrections team and share a common approach and commitment to enhancing public safety through evidence based practices.

Evidence-based practice principles include:

- Assessing individual criminogenic needs
- Targeting interventions (education, skills training and treatment programs) to address individual criminogenic needs
- Case management to ensure continuity of program goals from sentence through incarceration and community supervision
- Enhancing offender incentive to change through use of motivational interviewing
- Training DOC staff in use of programs that research demonstrates to be effective
- Increasing positive reinforcement
- Outcome measurement

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*OFFICE OF VICTIM SERVICES & PROGRAMS*

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The DOC Office of Victim Services and Programs (OVSP) is available to meet the needs of crime victims, their families and the community. OVSP victim advocates provide advocacy and information in person, by telephone or email.

Common areas of OVSP support include assisting victims with concerns about offender status and location, restitution, the parole process, release dates, victim/offender dialogue, unwanted contact from offenders and other questions. The goal of OVSP is to promote safety and restore some control in the lives of victims and others who have been affected by crime.

**Information and Notification**

The OVSP also supports two important information and notification services. Enrollment into these services is confidential and is not shared with offenders.

- **VOICE for Victims:** information/notification about offenders under the custody or supervision of the DOC (this includes prison, community supervision, and/or the sex offender registry). The DOC OSVP website, [WIVictimsVOICE.org](http://WIVictimsVOICE.org) includes frequently asked questions, definitions of commonly used terms, links to other resources, and information about the criminal justice system.
- **WI-VINE - County Jails:** information/notification about offenders/defendants in county jails available at [vinelink.com](http://vinelink.com) or by calling 1-888-944-8463.

**Victim Contacts & Written Apology Letters**

Volunteers should **never** contact an offender's crime victim(s). A victim would potentially find unexpected contact very harmful, even if made with good intentions. If an offender requests that a volunteer make any contact with the offender's victim(s), that request **must** be reported to the facility staff immediately.

*There is a stringent procedure to protect victim's privacy and safety concerns.* Inmates who ask for assistance with victim apology letters should be redirected to their social worker and OVSP resources.

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*INMATE RELIGIOUS PROGRAMS*

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- DAI Policy 309.61.01 - Religious Beliefs & Practices***  
***& Attachment: Congregate Religious Event Conduct***  
***DAI Policy 309.61.02 - Religious Property***  
***DAI Policy 309.61.03 - Religious Diets***

A majority of DOC volunteers facilitate religious activities. The DOC recognizes that spirituality can play a role in the rehabilitation of inmates. DAI Policies provide opportunity for inmates to practice their religious beliefs, individually and in congregate practice.

The Umbrella Religion Group (URG) structure was developed to enable DOC to allocate limited resources for religious accommodations of the diverse inmate population. DOC attempts to equitably meet the spiritual needs of as many inmates as possible within the limits of space, time, staffing, resources, etc. There may be a range of beliefs and practices represented within the URGs. URGs are intended to accommodate the broad faith traditions of Wisconsin's inmate population.

Religious issues are a growing subject of inmate litigation in Wisconsin and throughout the country. DOC has carefully crafted policies to ensure compliance with state and federal statutes and evolving case law. Our consistency in following our own policies and procedures is one of the best ways to avoid litigation while ensuring fair and safe religious accommodation for all inmates.

DOC must always balance an inmate's right to participate in religious activity (including the right to religious property and dietary accommodation) with the importance of maintaining safety and security for the public as well as inmates, staff and volunteers. When there is no alternative, security concerns will override some religious practices or property items and the reason for this may not always be apparent to volunteers.

Prison ministry is distinct from community ministry in four key ways:

- It cannot foster friendship between staff/volunteers and inmates. Professional boundaries must be maintained (*Review Maintaining Professional Boundaries and Fraternalization Policy*).
- It cannot foster leadership among inmates. Note the threat of gangs and racial hate groups using this forum (*See Inmate Leadership Roles Are Prohibited*).
- One cannot trust an inmate's intentions. (*Refer to Anatomy of a Setup*).
- Absolutely nothing should be confidential from staff. If an inmate indicates that "only you" can understand... help... support... talk... this is a warning sign of a set-up. Discuss with your Volunteer Advisor immediately.

A word of caution: If a facility practice conflicts with your personal religious beliefs, please address this with your Volunteer Advisor. **Never** share this with an inmate.

One example is a volunteer's personal beliefs about DOC's secular/non-religious Substance Use Disorder (SUD) treatment. Inmates interpreted a volunteer's negative comments about the treatment as encouragement to refuse to participate. Inmate program refusal could affect the inmate's work assignments and progression toward lower security/custody level. Conflict over issues such as this can also negatively impact the overall climate of the facility.

As in the broader community, divisive issues such as homosexuality, abortion and politics can be especially inflammatory inside a correctional facility. The inmate population is very diverse and must find ways to tolerate one another's beliefs and live together in close confines. For this reason, denigrating programs, groups, or others' religious or personal beliefs is not permitted. Volunteer status may be jeopardized if a volunteer's activities could lead to a hostile and unsafe environment within the correctional facility.

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## *INMATE CONTACT WITH THE OUTSIDE WORLD*

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DOC's core mission is to protect the public. For this reason, inmate contact with the outside world is limited and carefully monitored. A quick review of news items across the country shows that inmates have repeatedly circumvented communication rules to escape or engage in illegal activity. Examples include everything from intimidating victims/witnesses, running a criminal enterprise (often drugs or gangs) or even murder. The following limits on communication are strictly enforced.

- **Computers/Electronic Devices:** Inmates may use facility computers in educational or reentry programming, job search or legal research.
  - Inmates may not possess personal computer equipment and do not have internet access.
  - Electronics with any capability for communication or wireless internet (cellular phones, flash drives, electronic books, etc.) are not allowed to be brought into a facility to avoid any possibility of inmate abuse.
- **Email:** Inmates may have access to email through DOC "kiosk" technology, enabling communication with family and friends. This system is monitored by DOC staff. Volunteers cannot engage in email correspondence with inmates or their family/associates, per DOC's Fraternalization policy. See "Mail" below.
- **Mail:** Inmate mail (both incoming and outgoing) is monitored by staff. All outgoing mail is stamped as being sent from a correctional facility.
  - Never give any inmate your personal address/phone/email contact information.
  - Never mail anything for an inmate.
  - Never provide envelopes or stamps to an inmate.
  - Do not correspond with an inmate.
  - If you receive mail from an inmate, an inmate's family member or another person contacting you on behalf of an inmate, notify your Volunteer Advisor, Facility Volunteer Coordinator and/or Shift Supervisor by the next day. For investigative purposes, you will be asked to provide the correspondence and/or be interviewed.
- **Phone:** Phones are available for inmates' personal calls. Inmates may only place collect calls; they are not allowed to receive calls. Calls are recorded. Three-way calls are prohibited. Social Workers can make arrangements for additional calls in the case of a family emergency.
  - Never give any inmate your personal address/phone/email contact information.
  - Never make calls on behalf of an inmate.
  - Never accept calls from an inmate.
  - Cell phones are prohibited.
  - If you receive a call from an inmate, an inmate's family member or another person contacting you on behalf of an inmate, notify your Volunteer Advisor, Facility Volunteer Coordinator and/or Shift Supervisor by the next day.



- **Visits:** Inmates may have a specified number of family/friends on their approved visiting list per DAI Policy 309.06.01. Visits are allowed according to facility schedule and procedures.
  - Complete background checks are performed on all applicants.
  - Volunteers cannot be on an inmate visiting list at the same facility(ies) where they conduct volunteer activities. Volunteers are required to submit a DOC-2270A prior to submitting an application to be placed on an inmate visiting list (See Fraternization) at other sites.
  - Professional visits, including pastoral visits and attorney visits may be conducted according to normal visiting procedures. Some facility procedures may allow a more private location and/or separate time from normal visiting hours. Check with your Volunteer Advisor if you have questions.

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### *INMATE COMPLAINT PROCEDURES*

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#### *DOC Administrative Code 310*

A formal procedure is available for inmates to file complaints in order to resolve grievances. Each facility has an Inmate Complaint Examiner (ICE) assigned by the Warden to investigate and respond to inmate complaints. Inmate complaints are handled with confidentiality. After investigation, the ICE reports directly to the Warden who renders a decision on the complaint. After exhaustion of administrative remedies, appeals may be directed to the Inmate Complaint Review System (ICRS) and final decisions are rendered by the Secretary's Office.

Inmates who raise facility issues with a volunteer should be directed to follow the complaints process. The complaints process empowers inmates to engage in problem-resolution for themselves, which is also an important life skill and rehabilitation goal. Volunteers should not engage in advocacy on behalf of inmates, which can border on fraternization.

If an inmate raises any allegations of sexual abuse/assault/activity this must be reported to a staff member for proper follow-up (see section on PREA) prior to leaving the facility.

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### **INMATE CONDUCT & DISCIPLINE**

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#### *DOC Administrative Code 303*

Inmates are held to an expectation of appropriate behavior for facility safety and rehabilitation objectives. Specific rules and potential consequences for violations are outlined in the administrative code. A Conduct Report (commonly referred to as a "ticket") may be issued. The inmate is entitled to due process. If the inmate is found guilty of violating a rule, a disposition or penalty is issued.

Common rule violations include:

- **Contraband**: possessing any prohibited item
- **Disrespect**: may include verbal or written communication
- **Disruptive Conduct**: may include overt behavior which is loud, offensive, argumentative, horseplay, or annoying to others, or physically resisting staff
- **Disobeying Orders**: failure to follow a verbal or written directive from any staff member
- **Unassigned Area**: being in a prohibited area; not being in the area the inmate is supposed to be located
- **Unauthorized Transfer of Property**: giving or sharing items with another inmate without staff permission

Soliciting staff (including volunteers and family members) – Inmates engaging in the following are committing a serious violation:

- Offer or give anything, or coordinate another person to offer or give anything
- Request or accept anything
- Buy anything from, or sell anything to
- Request to purchase anything for the inmate
- Convey affection to, or about staff/volunteers
- Ask for personal addresses, phone numbers
- Ask for favors or special attention

Dispositions/penalties generally follow a progression from less to more severe. Typical dispositions may include:

- Loss of privileges (recreation, phone, day room, electronics, etc.)
- Extra duty (cleaning, snow shoveling, yard work, etc.)
- Building or room confinement
- Disciplinary separation is a sanction imposed for serious/major conduct violations. It is served in the Restrictive Housing building, commonly referred to as “the hole,” “segregation” or “seg.”

### **Restrictive Housing/Temporary Lock-Up (TLU)**

Inmates in restrictive housing are kept apart from the general inmate population. Movement is very limited, as is personal property. Only non-contact visits (behind partition or televised) are allowed, including professional and pastoral visits. The length of sanction is based upon the severity of violation, as specified in the administrative code.

Temporary Lock-Up (TLU) is a non-punitive status, in which an inmate is placed into restrictive housing. Generally, TLU is utilized when an inmate’s personal safety is at risk, to maintain the integrity of an investigation, or to prevent disruption to facility order.

Inmates in restrictive housing have limited opportunity to participate in volunteer-led programs/activities/events. Please be aware that staff may not have any indication when a particular inmate will return to general population.

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***INMATE LEADERSHIP ROLES ARE PROHIBITED***

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***DAI Policy 309.61.01 – Religious Beliefs and Practices***

While leadership is a desirable quality in the community, inmates in a correctional facility may take advantage of leadership roles to manipulate others. Inmates attempting to exercise authority can endanger safety and facility security. Therefore, DOC inmates are not allowed to lead program/activities/events.

- In the prison setting, security threat groups (STG) – street gangs and hate groups – have attempted to coopt religious programming to pursue their STG agenda. Only the Chaplain/designee or an outside spiritual leader may lead a service or study group. This rule reduces opportunities for inmates to gain power and engage in coercion or strong-arming among others.
- See addendum *DAI Policy 309.61.01 – Attachment: Guidelines for Conduct in a Congregate Setting*, which notifies inmates of acceptable and prohibited behaviors.

Volunteers must be firm and prohibit inmates from taking a leadership role in any type of program or group setting. Ask staff members to assist in managing inmate behavior, as needed. Always discuss any questions or concerns with your Volunteer Advisor.

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***PRISON RAPE ELIMINATION ACT (PREA) & SEXUAL MISCONDUCT***

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***Executive Directive 72 – Sexual Abuse and Sexual Harassment in Confinement (PREA)***  
***Executive Directive 16A – Staff Sexual Assault of Offenders***

The *Prison Rape Elimination Act (PREA) of 2003* was enacted to address sexual abuse and sexual harassment of persons in the custody of United States correctional agencies. PREA supports preventing, detecting and responding to all sexual abuse and sexual harassment within confinement settings. ED 72 aligns with the federal law’s standards and provides direction as it relates to supervising inmates, educating inmates and staff, reporting and investigating incidents of sexual abuse, medical and mental health care following a report, and disciplinary sanctions for those engaged in sexual abuse or harassment. Most notably, ED 72 sets forth a zero tolerance standard concerning sexual abuse and sexual harassment among inmates and between staff (which includes volunteers and contractors) and inmates.

In addition to ED 72, *WI ss 940.225 (2)(h)* makes it a criminal offense for staff and volunteers to have any sexual contact with inmates; it presumes that consent is not possible due to the unequal power differential between inmates and those in authority over inmates. Criminal conviction may result in a fine up to \$100,000 and/or up to 40 years imprisonment.

Volunteers may be privy to things inmates are hesitant to share with staff members. Be aware of subtle indications of inmate sexual behaviors. For example:

- Inmate theological questions about sexual orientation may represent personal struggles with real-life sexual behaviors with or among other inmates.
- Inmates make take advantage of volunteer-led activities as a venue for “hook-ups” with willing partners.
- Conversely, touching between inmates may indicate an unwelcomed sexual advance. While it may feel awkward or uncomfortable to confront these issues, please recognize that an inmate may be disclosing sexual behaviors or seeking help without asking directly.

***To summarize, inmates cannot consent to any sexual contact.***

Staff, volunteers and contractors are mandated to disclose the following to a supervisor immediately:

- any knowledge, suspicion or information of sexual abuse or sexual harassment
- retaliation against inmates or staff who reported such an incident
- any staff neglect or violation of responsibilities that may have contributed to an incident or retaliation

**A volunteer who learns of any possible sexual conduct by or to an inmate must report to a staff member for proper follow-up prior to leaving the facility.** After reporting, volunteers may provide follow-up information in writing or by phoning their Volunteer Advisor or Facility Volunteer Coordinator, DOC’s PREA Director, local law enforcement, and/or submit a report on DOC’s website.

All volunteers must review addendum *POC-54 Sexual Abuse and Sexual Harassment in Confinement: A Guide for Volunteers and Contractors*.

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## **MAINTAINING PROFESSIONAL BOUNDARIES**

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Professional boundaries are essential to safety, security and good order of correctional facilities. Interactions among staff, volunteers and inmates should always be kept in a professional context.

### ***Names & Titles***

- Require inmates to address staff/volunteers by their title (e.g. Captain, Doctor, Misses, Mister, Officer, Sergeant, Warden) and last name.
- Always address inmates by their last name (Mr./Ms./Inmate \_\_\_\_\_).
- Do not use inmate first names or nicknames.
- Do not use first names or nicknames with other staff/volunteers in the presence of inmates.
- ***DOC Administrative Code 303.35 - False Names and Titles***  
Inmates are prohibited from identifying themselves with titles reflecting positions of authority or honor (e.g. Brother, Chief, Colonel, Corporal, Doctor, Elder, Father, Honorable, Imam, Pastor, Professor, Rabbi, Reverend).

### Physical Space/Contact

- Staff and/or volunteers should not touch inmates.
- A brief arm-length handshake at the start and end of your program/service/activity may be acceptable. Check with your Volunteer Advisor at your site.
- Maintain an arm's length distance between yourself and inmates.
- If an inmate invades your physical space, direct them to step back.
- While hugging, shoulder bumps, etc. may be a common greeting in the community, they are prohibited in the prison environment.
- Recognize that inmates may misinterpret interpersonal interactions (e.g. expressions, gestures, touch, etc.).

### Advocating on Behalf of an Inmate

Volunteers often experience sympathy or empathy for an inmate. This is particularly true if they perceive that an inmate is disadvantaged in some way, or believe the inmate is ill-equipped to problem-solve for him/herself. Volunteers may have an instinct to advocate for an inmate in a way they might for a child in distress.

It is important to remember that inmates are competent adults and have a range of resources at their disposal. A key function of rehabilitation is learning to utilize lawful methods of achieving their goals. Inmate resources are described in this manual to help volunteers be mindful of this objective.

All inmates must be treated impartially. Volunteers cannot "take an inmate's side" or give special consideration to any individual inmate. This includes advocating directly or indirectly in the areas of (but not limited to):

- facility discipline and security level
- corrections programming and treatment
- rules of community supervision
- employment and housing
- medical and mental health issues
- parole, pardon, commutation or judicial matters

Instead of advocating on an inmate's behalf, volunteers should encourage inmate rehabilitation and independence to problem-solve and advocate appropriately for themselves.

### Providing Material Support to Inmates

DOC prohibits volunteers from providing money or other direct support to inmates. The primary purpose of volunteering in a correctional facility is to support the DOC's rehabilitation mission through the programs/services/activities you facilitate. Singling out an inmate(s) for special help can:

- Undermine the inmate's rehabilitation; motivation to work toward rehabilitation, develop skills and utilize the available resources discussed in this manual may be reduced; and
- Weaken the effectiveness and even destabilize the volunteer's program/service/activity for all inmate participants; other inmates' awareness of individual support given to one of their peers can distract the entire group from its objective.

- A willingness to circumvent rules by providing anything to an inmate or group of inmates can become an invitation to be strong-armed into providing more.

Please review addendum *DAI Position Regarding Volunteers Providing Material Support to Inmates*, which references the *American Association of Pastoral Counselors (AAPC) - Code of Ethics*.

### *Continuing Inmate Contact Following Release/Transfer*

Occasionally a volunteer wants to continue pastoral care or other support for an inmate following their release or transfer to a different facility. The request to “follow” the inmate usually presents as a desire to volunteer at the new site, be on the inmate’s visiting list, exchange calls/correspondence/emails with the inmate, or have face-to-face interactions in the community. This might be appropriate in very limited cases where a professional spiritual care relationship existed before the offender’s incarceration (i.e. inmate’s clergy from home).

Maintaining professional boundaries protects everyone, and furthers DOC’s rehabilitation and security objectives as follows.

- Successful community reintegration requires inmates to develop independence and interpersonal skills, and learn to seek help through proper channels. Allowing inmates to depend on volunteers can undermine this progression.
- If a volunteer believes an inmate’s stability is dependent upon their support, it’s likely the relationship has evolved beyond professional boundaries. Instead, volunteers should help prepare the inmate to transition and receive spiritual care from others.
- Other inmates notice when a volunteer has developed a closer bond than “professional boundaries” allow. This may invite unwanted attention from other inmates, lead to a power imbalance, make the inmate vulnerable to manipulation, and create security risks for volunteers, staff, and inmates.

Please talk with your Volunteer Advisor if you note any feelings of dependency or personal responsibility for an inmate’s wellbeing.

### *Special Concerns - Inmate Perceptions of Volunteers*

Please realize that, through no fault or encouragement on your part, an inmate may still:

- Consider you as a potential girlfriend/boyfriend – even if you are married
- Fantasize about the scope and extent of your relationship
- Label you “his/her property” and threaten others who try to talk to you

Remember that at the end of the meeting you return to a full, busy life. The inmate must return to his/her restrictive world. Do not allow an inmate’s perception of you to override the rehabilitative message that you bring with your program/service/activity.

***Discuss questions about boundaries with your Volunteer Advisor.***

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## *FRATERNIZATION POLICY*

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### *Executive Directive 16*

**ED 16** establishes professional boundaries for staff and volunteers. Fraternalization with inmates and/or their families and friends is prohibited. This reduces potential conflicts of interest. Recognizing that many staff and volunteers may know inmates or offenders from the community, DOC has a procedure for notification.

ED 16 and the DAI Volunteer Policy apply to staff and volunteer interactions with:

- any inmate
- any offender under probation/parole supervision
- any family/friends/associates of an inmate or offender under supervision
- any inmate/offender within 2 years following discharge from incarceration or community supervision (whichever is last)

Because of potential conflicts of interest or professional boundary violations:

- A volunteer cannot be in active status (entering to facilitate activities) at a facility where a family member or close acquaintance is incarcerated.
- If you are on an inmate's visiting list, you cannot be in active status at that facility.
- Volunteers must not have contact or involvement with an inmate's family or friends.

### **Fraternalization Policy Exception Request Procedure:**

Any contact that could appear to violate policy must be reported. Depending on the circumstance, a Fraternalization Policy Exception Request (see attached form DOC-2270A) may need to be processed. The form is submitted to the Facility Volunteer Coordinator, who will forward this up the chain of command for final consideration.

Examples of when a DOC-2270A is appropriate include:

- Volunteer has a family member or close associate who is incarcerated or under probation/parole supervision in Wisconsin.
- Volunteer has an unanticipated/incidental contact with an inmate, former inmate, offender on probation/parole or their family members.
- Volunteer anticipates intermittent or ongoing interactions with an inmate, offender or their family.
- Volunteer learns that a family member or associate (e.g. acquaintances, former co-worker, a neighbor, church member, friend, etc.) becomes incarcerated or is sentenced to probation/parole supervision.

### **What Happens Next?**

- Notify the Volunteer Advisor by the next business day.
- The Volunteer Advisor may document this event with an Incident Report.
- You may be instructed to submit a Fraternalization Policy Exception Request (DOC-2270A).

- DOC will assess whether the relationship/situation will pose a conflict of interest with your volunteer activities at any DOC facilities.
- Contact with that inmate/offender should be limited until the Facility Volunteer Coordinator provides further guidance or the Fraternization Exception is processed.

*Direct questions about the fraternization policy to your Volunteer Advisor.*

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### **THE STING: ANATOMY OF A SET-UP**

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We have all heard the stories of the staff/volunteers who have become victims of inmate manipulation and what's known as "the set-up." This section is intended to prevent that from happening to you. The 14-Steps summarized below were originally described by Bud Allen and Diana Bosta in *Games Criminals Play: How You Can Profit by Knowing Them*.

For the most part, we have lived our lives surrounded by people we trust and can rely on in our daily routines. We tend to give people the benefit of the doubt and pay little attention to the idea that someone would deceive us.

In the prison setting, unfortunately kindness and compassion may be exploited by inmates for various reasons. There are inmates who know almost instinctively how to manipulate others. Coercion has, in many cases, become a lifestyle. Some inmates have honed their skills over many years of committing crimes and being incarcerated. Some became manipulative as a way to survive. It may be such a habit, they don't really even think about what they're doing. Some have developed intricate and sophisticated systems of deception - often for the sole reason that this game provides entertainment for an otherwise mundane daily existence.

The average set-up is a slow process because it is very subtle. Set-ups can go on in full view of others without being recognized. Depending on the victim's susceptibility level, however, set-ups can occur in just weeks. To understand the set-up, one must realize how manipulation works.

#### **Manipulation**

Manipulation means to manage or use a process to one's own advantage by artful, unfair, or insidious means. Inmates use "the set-up" to manipulate individual targets/victims.

Characteristics typically identified as good qualities in broader society - friendly, compassionate, helpful - may make a volunteer/staff a target. Your education, years of experience, rank, gender, ethnicity, and intellect will not protect you from manipulation. A volunteer who routinely follows these guidelines may still be targeted, but consistently following rules will discourage manipulation.



## The 14 Steps

The set-up involves three processes, broken into 14 steps: techniques, tools, and turnouts. The first two processes (techniques and tools) are considered the “net,” which is laid out to catch the victim. In the final process (turnout), the inmate receives the payoff for exercising patience and the ability to manipulate the victim.

<b>Techniques (Steps 1-3) - Inmate’s method of operation</b>	
1	<p><u>Observation Process</u></p> <p>Inmates constantly watch and listen to staff and volunteers. They subtly, slowly, and precisely study movements, words and actions to gather vital information and calculate whether a person would be a good target. A volunteer who uses inmate jargon, ignores minor rule violations, plays favorites, and is easily distracted may indicate a potential target who would circumvent rules and regulations. Responses to seemingly harmless questions assist in the construction of this profile.</p> <ul style="list-style-type: none"> <li>• <u>Body language</u>: The inmate will observe how the volunteer interacts with others. They are trying to assess whether fear can be instilled, or if the target displays a dislike for the system.</li> <li>• <u>Listening/Observation</u>: “The walls have ears.” Inmates collaborate to gather and compile information about staff and volunteers, such as: personal contact information, marital status, hobbies and interests, whether the volunteer likes/dislikes certain inmates or staff, and other seemingly harmless details. Once a target’s likes and dislikes are known, the inmate can feign the interests/attitudes, even if this means studying up on certain topics. The inmate will attempt to use “common” characteristics to form a relationship with the target.</li> <li>• <u>Verbal Observation</u>: Based upon compiled information and personality profile, the inmates will collaborate to choose an inmate “turner” who has the most potential to build a close bond with the target. The turner will display qualities which appeal to the target. The group of inmates will coordinate to observe signs of approval/disapproval and whether the target is comfortable/uncomfortable with the topics of discussion.</li> <li>• <u>Action Observation</u>: The inmate will suggest or actually violate a minor rule to test the target’s response, assessing potential for manipulation.</li> </ul>
2	<p><u>Selection of a Target</u></p> <ul style="list-style-type: none"> <li>• <u>Intentional</u>: Selected and tested based upon gathered information, assessed weakness, and target profile. If the profile proves wrong, target is discarded and they move on to another.</li> <li>• <u>Accidental</u>: Inmates become aware of target making an error in judgement or a change that could make them vulnerable (e.g. job change, financial or family problems).</li> </ul>
3	<p><u>Testing the Limits/Fish Testing</u></p> <p>The inmate will attempt to circumvent minor rules (such as requesting minor contraband items) to assess if, how and when the target will react. The “bait on the hook” is the target’s feeling of obligation due to the friendly relationship. The “hook is set” when the target provides the requested items.</p>
<b>Tools (Steps 4-11) - Inmate’s manipulation tactics &amp; resources used to turn target</b>	
<b>NOTE: These steps may proceed in any order.</b>	
4	<p><u>Support System</u></p> <ul style="list-style-type: none"> <li>• <u>Verbal</u> - The inmate makes supportive comments to develop a sense of togetherness and understanding – directly to the target, or indirectly through conversations with other inmates. “You’re the most helpful person I’ve met,” building the target’s ego.</li> <li>• <u>Nonverbal</u> - The inmate may take subtle actions to make the target’s job easier, such as going the “extra mile” without being asked, trying to become indispensable. Pledges of devotion and faith in the target will foster a trusting friendship.</li> </ul>
5	<p><u>Empathy/Sympathy</u></p> <ul style="list-style-type: none"> <li>• <u>Empathy</u> - The inmate uses shared experience, attitude, thought and belief to strengthen the bond with the target. “I have been there, I can relate to how you are feeling.”</li> <li>• <u>Sympathy</u> - The inmate demonstrates pity or compassion for the target’s situation.</li> </ul>

6	<p><b><u>Plea For Help</u></b>  Inmate uses target's desire to help to their advantage, further drawing them into a relationship and expanding the scope outside the target's assigned/approved duties.</p> <ul style="list-style-type: none"> <li>• <u>Self-defeat</u> - "I've been a failure my whole life."</li> <li>• <u>Flattery</u> - "You're the only one who can help me."</li> <li>• <u>Direct request</u> - "Please help!"</li> <li>• <u>Confidentiality</u> - "I have to tell you something, but do not tell anyone."</li> </ul>
7	<p><b><u>We/They Syndrome</u></b>  Inmate takes subtle actions to separate or distance the target from others;</p> <ul style="list-style-type: none"> <li>• Encouraging the target to turn to them for ego support (e.g. "They don't appreciate volunteers;" "They're wrong about you;" "They do not know you like I do...").</li> <li>• Creating dissension by commenting to staff/volunteers about the target.</li> <li>• Dwelling on a cause - taking same position/views as target (e.g. race, background, religion, and prejudices).</li> </ul>
8	<p><b><u>Offer Of Protection</u></b>  Inmate offers the target protection to demonstrate friendliness and trust, or to take advantage of target's fear.</p> <ul style="list-style-type: none"> <li>• <u>Minor</u> - Offer help to target in response to small rule violations (e.g. "I'll take the heat").</li> <li>• <u>Serious</u> - Inmate offers warning of danger, assuring they'll protect the target. If target isn't concerned, the inmate (with others) may stage an event to demonstrate they will "protect" target. Staged event will occur when staff is unable to aid the victim, thereby making target feel grateful for inmate's intervention.</li> </ul>
9	<p><b><u>Allusion To Sex</u></b>  Inmates cannot consent to sexual activity (See PREA section). Even so, inmates have the urge for sexual gratification. If the objective is sexual in nature, the inmate will carefully plan and execute situations to deflect attention. Noteworthy points:</p> <ul style="list-style-type: none"> <li>• Allusion to sex can occur anytime the inmate believes the target will tolerate it based upon the friendship they have cultivated.</li> <li>• The target may be the opposite or same sex as the inmate.</li> <li>• Comments may be direct - "I had a dream about you..."</li> <li>• Comments may be indirect - "One of the inmates said he'd like to have sex with you."</li> <li>• Inmate may suggest they were defending the target, "I said you're not like that."</li> </ul> <p>The target's response will guide the inmate's follow-up. A target who stays silent may lead the inmate to believe sexual talk is acceptable. If the inmate perceives positive response, the allusion to sex will become more direct.</p>
10	<p><b><u>The Touch System</u></b>  The inmate creates a situation wherein they touch the target, attempting to create a more personal bond. The inmate will carefully plan and execute touching, which may or may not be sexual in nature. The touch may appear to be accidental, with the inmate apologizing profusely. If tolerated by the target, the touching will grow more frequent, prolonged and invasive, and will likely occur when others are not observing. Examples include:</p> <ul style="list-style-type: none"> <li>• A handshake (prolonged/repeated)</li> <li>• Pat on the back/shoulder</li> <li>• Flicking dirt from clothing</li> <li>• Straightening the collar</li> <li>• "Accidental" bumping into or brushing up against the target</li> </ul>

11	<p><b><u>The Rumor Clinic</u></b>  The “We/They” step was designed to affect the target’s feelings, pulling them away from others. The Rumor Clinic is designed to further isolate the target by negatively affecting others’ feelings about the target.</p> <p>A well-placed rumor is usually initiated in a way that deflects attention away from the manipulator. The rumor builds strength circulating among others, who may withdraw from the target. The target feels further isolated and strengthens the bond with the inmate.</p>
<p><b>Turnouts (Steps 12-14) - Inmate compromises target &amp; advises they are in real trouble</b></p> <ul style="list-style-type: none"> <li>• Thus far, rule infractions have been minor.</li> <li>• The inmate has implemented steps 1-11 without being detected.</li> <li>• Before proceeding, the inmate will analyze whether the target can be compromised.</li> </ul> <p><b>Next steps will result in breaking the law and/or serious rule violations. The final three steps are very closely associated and intertwined.</b></p>	
12	<p><b><u>The Shopping List</u></b>  The inmates become overt and makes demands which expose their true intentions. They have created a situation where refusal is difficult. The inmate’s “Shopping List” may include contraband items, but could also encompass sexual favors. The target only now discovers they’ve been compromised.</p>
13	<p><b><u>The Lever</u></b>  A lever pries or forces an object to respond through the proper distribution of pressure. If the inmate turners have properly executed the Set-Up, the right distribution of pressure has been applied to the target. The inmate manipulator threatens to expose the target’s indiscretion.</p> <p>Targets usually believe it is a one-time request. But this is rarely, if ever, a one-time request. Inmate demands will escalate.</p>
14	<p><b><u>The Sting</u></b>  The sting wraps up all the steps in the Set-Up. The target now has a choice to make: comply with the demand or suffer the consequences. Whether or not the target complies with the demands, when the inmate feels the target is no longer useful, the inmate may still expose the indiscretion.</p>

***Targets can halt the Set-Up at any point.  
Report ANY/ALL concerns about inmate behavior to staff immediately.***

**Cautions - Am I Being Targeted for a Set-Up?**

Inmates will take advantage of you only if you let them. Be concerned if you notice that inmates:

1. Try to engage you in conversations about your likes, dislikes, or other personal matters.
2. Offer you favors, do extra work, are excessively nice to you, or shower you with compliments and attention.
3. Try to establish a “you/me” situation, or an in-group alliance.
4. Pester you for materials in excess of what you are allowed to give.
5. Defy your orders.
6. Try to turn you against staff or other volunteers.
7. Break minor rules while in your presence.
8. Try to instill you with fear.
9. Try to push you to the limits of your patience.

If these things are happening to you, ask yourself the following:

- Am I overly friendly or overly familiar?
- Do I appear to be gullible?
- Do inmates consider me overly trusting?
- Am I too sympathetic?
- Is my demeanor timid?
- Do I enforce rules consistently?
- Do I handle compliments in a professional manner?
- Do I sometimes share my personal problems with inmates?
- Do I let issues slide that should be addressed immediately?
- Do I have difficulty exercising authority or saying no?
- Do I ignore minor rules?
- Do I allow things that I know I shouldn't?
- Can I be made to feel obligated?
- Am I easily distracted?
- Am I inclined to look the other way?
- Would I share personal items with inmates (e.g. mint, gum, pen)?
- Do I use first names with inmates (after being instructed to not do so)?
- Would I hesitate to report minor offences?

If your response to any of these questions is yes, consult your Volunteer Advisor immediately. Recognizing your vulnerable areas means you are able to make changes and become a more effective volunteer.

### *Avoidance Strategies - Protecting Yourself from the Set-Up*

There are some tips you can follow to be better prepared for an inmate set-up.

- Professionalism – respect your environment and never become unduly familiar with the inmates. Maintain *professional boundaries*!
- Recognition Training – learn the techniques used by inmates in the Set-Up process.
- Communication Monitoring – remember that what you say and how you say it is constantly being monitored by the inmates.
- Procedural Knowledge – know the volunteer rules and regulations in this handbook.
- Confident Command – be firm, fair, consistent, and objective in your contact with inmates.
- Chain of Command – keep your chain of command informed of situations, questions, and problems.

***If you suspect you - or others - are being targeted for a Set-Up,  
report the actions of the inmates immediately.  
Help one another stay safe!***

## Helpful Guidelines

BEST PRACTICES	AVOIDING PROBLEMS
Know the policies/rules/procedures.	Be mindful of the limits of your role.
Verify information – <u>with staff</u> – before taking any kind of action.	Never do anything to, for, or with an inmate that you would be ashamed to share with your peers, staff or spouse/family.
Always use professional language, addressing inmates, volunteers and staff by title (e.g. Mr., Ms., Rev., Dr., Sgt., Officer) and <u>last name</u> .	Don't permit use of first names or nicknames for inmates, staff or volunteers. Being overly familiar degrades professional boundaries.
Only bring items into the facility or take items out of the facility when you have explicit, prior staff approval.	Inmates are prohibited from assuming leadership roles. Do not address inmates by a title reflecting authority or honor (e.g. Brother, Chief, Colonel, Corporal, Doctor, Elder, Father, Honorable, Imam, Pastor, Professor, Rabbi, Reverend).
Facility donations require advance authorization and proper paperwork.	Never allow a "you/me" dynamic to develop. Never complain about rules or staff in front of inmates. This re-enforces inmate/staff separation.
Provide program materials intended for inmate use to staff for prior review. Upon approval, staff will distribute or will provide direction regarding distribution.	Never give inmates anything that they are not normally permitted to have.
Be aware of the body language messages you transmit.	Never accept anything from inmates including information on outside matters or other items.
Respect inmates' privacy. They may be reluctant to discuss certain topics.	Report suspicious or unusual behavior, no matter how minor it may seem.
Always have a witness to your interactions with inmates.	Limit use of personal stories. Your experience may be a useful teaching tool in the community. But be mindful to protect your privacy in the correctional facility.
If you suspect an inmate's request or action could lead to manipulation, tell them you must check with staff. Tell your Volunteer Advisor what took place – even if the inmate withdraws the request.	Avoid conversations with inmates about issues that may affect staff (e.g. local school events, current political issues, wedding/graduation announcements).
Recognize that DOC must sometimes adapt typical community practices for safety and security reasons.	Avoid controversial subjects (e.g. politics, abortion, LGBT rights, racial/gender equality). Disparaging other groups is strictly prohibited. These issues can escalate tensions and create a hostile or unsafe environment for inmates and staff.
Be aware and respectful of different backgrounds, beliefs and experiences (e.g. ethnic, culture, social, racial, religious, economic, political, sexuality).	Volunteers cannot advocate on an inmate's behalf for parole, security classification, programs, medical issues, release, etc.
Encourage inmates to take responsibility for their behaviors.	Don't ignore awkward situations. Ask staff for assistance if you are uncomfortable addressing inmate behaviors directly.
Respectfully and firmly direct inmates to stop saying/doing anything that makes you uncomfortable.	Do not exchange mail, email or phone calls with inmates – or their family. Notify your Volunteer Advisor or Facility Volunteer Coordinator <u>immediately</u> .
Remind inmates they have a formal complaint process for resolving problems. Empower inmates to problem-solve using appropriate channels. This can foster pro-social attitudes and self-reliance.	

If you have done something inappropriate, tell your Volunteer Advisor or a supervisor regardless of what happened. It is far better to be reprimanded than to become a criminal.

Learn to say "NO."

If you are contacted by an inmate/offender - or third party on their behalf - ***do not respond***. Notify your Volunteer Advisor or Facility Volunteer Coordinator ***immediately***.

Learn to say "NO."

### **Summary**

Psychological manipulation occurs every day in correctional facilities. Each volunteer must consciously determine not to fall prey to the "Set-Up" game. Without targets, inmates ignore the game and move on to other things - hopefully prosocial activities. But when they find a vulnerable target, the temptation to play the game becomes too great for some inmates to resist.

Most targets enter the game out of naiveté because the game is subtle and hard to perceive. When they feel something is not quite right, volunteers can withdraw from the game. If you follow the policies, procedures and guidelines for self-evaluation, you will shut down the Set-Up game, thereby encouraging inmates to focus on rehabilitation efforts.

### **Security is critical, though not always convenient...**

- The volume of rules can be overwhelming.
- Rules are established for specific reasons, which may not be apparent.
- Ask questions of staff members if you are unsure.
- Request copies of policies if you need further clarification.
- The goal is for everyone to walk out of the facility safely!
- The best practice is to be - firm, fair and consistent.

While not every inmate will be manipulative, it's extremely important that volunteers recognize that it will be impossible to differentiate an individual who is sincere from one who is manipulative. The risk of becoming a target increases when you assume that you can 'read' people and will know if someone is trying to manipulate you.

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### ***TERMINATION/SUSPENSION/REVOCATION OF VOLUNTEER PRIVILEGES***

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A volunteer program/service/activity may be terminated in any instance where the safe and controlled functioning of the facility might be affected. This may occur because a volunteer has violated facility procedures or rules. Or it may result from circumstances in a separate area of the facility (e.g. disturbance/lockdown). In emergency circumstances, staff may be unable to share information with the volunteer in the moment. In this case, a Volunteer Advisor or Facility Volunteer Coordinator can provide further instruction within a few days.

Volunteer privileges may also be temporarily suspended pending investigation. Any suspension will be documented via an incident report. The volunteer will receive a letter, explaining that suspension prohibits entry at all DAI facilities until the investigation has concluded. If a rule violation or other problem is verified, the DAI Administrator has the right to permanently revoke volunteer privileges at all DOC facilities.

Please remember you are held to the same standards as employees regarding your professional conduct with inmates. The following are examples of violations that may result in suspension or revocation (not exhaustive):

- Failure to follow facility rules or regulations, especially those covered in this manual
- Failure to provide programming and/or activities agreed upon with the facility
- Participation in or encouraging activities that are determined to be a threat to the security of the facility
- Fraternalization or violating professional boundaries is the most common problem with volunteer behaviors.
  - Using volunteer privileges, programs or activities as a vehicle to carry on personal relationships with inmates.
  - Volunteers cannot have personal visits with any inmate at the facility where you are providing programming and/or activities.
  - **You may volunteer or you may visit an inmate, but you cannot do both.**

Also be mindful of the following state laws and policies which would constitute serious rule violations or even criminal acts.

- ***Wisconsin Statutes, Section 302.095 (2) - Delivering articles to inmate.***  
Prohibits delivery of any article to an inmate, depositing or concealing an article within a correctional facility or its boundaries or receiving an article to convey out of the facility that is contrary to the rules or without the knowledge/permission of the Warden. Any person found in violation may be guilty of a class I felony.
- ***Wisconsin Statutes, Section 946.44 - Assisting or permitting escape.***  
Any person intentionally enabling or aiding an inmate to escape from DOC custody may be guilty of a class H felony. Any person who intentionally introduces a loaded or unloaded firearm, or any similar article may be guilty of a Class F felony.
- ***Wisconsin Statutes, Section 961.49 - Offenses involving intent to deliver or distribute a controlled substance on or near certain places.***  
***& Section 961.495 - Possession or attempted possession of a controlled substance on or near certain places.***  
Prohibits the possession, delivery or distribution of any illegal drug or controlled substance within 1000 feet of a correctional facility. Conviction of possession or intent to deliver may result in an imprisonment sentence increased by 5 years due to proximity to a correctional facility.

See addendum *Situations Resulting in Loss of Volunteer Privileges.*

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## FACILITY LOGISTICS

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### *DAI Policy 309.06.01 – Visiting*

Volunteers must abide by all facility policies and procedures to assist staff with maintaining orderly facility operations.

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### *ENTRANCE PROCEDURES*

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#### *Search of Visitors (DOC Administrative Code 306.18)*

Upon facility entry and exit, both you and your vehicle may be subject to search. This may include the use of a metal detector, pat search, visual inspection and/or a trained canine. These are all typical correctional procedures.

Anyone unwilling to allow a search will be asked to leave the property and your continued participation as a volunteer may be affected.

#### *Parking Lot (DOC Website - Visiting Procedures)*

- Vehicles must be secured (windows rolled up, doors locked).
- No loitering or horseplay in the parking lot area.
- No one is allowed to remain on state property to wait for other persons. Anyone denied entrance must leave state property immediately.
- Pets may not be left unattended in vehicles on state property.
- Yelling, waving, sounding vehicle horns or blinking headlights to signal inmates is strictly prohibited.
- Disabled/stalled vehicles must be reported; vehicles must be attended to and/or removed as soon as possible. Vehicles left on state property for over 48 hours will be towed at the owner's expense.
- Tobacco use is not allowed anywhere on state property including the parking lot. Visitors will be expected to extinguish cigars/cigarettes and halt other tobacco use before entering the lot. *WI ss 101.123 (2) (a) 5m.*

*Please note:* Inmate workers may be present in the parking lot; please do not leave mail, For Sale signs with phone numbers, or other personal identifying information visible in vehicles.

#### *Entry*

Upon arrival, you will be asked to provide valid photo identification and sign a visitor log. Valid photo identification includes a current driver's license or state identification card, tribal ID card or passport. Individual entry may be denied for persons who cannot produce sufficient identification or whose purpose for entry may be suspect.

Volunteers will be required to wear a "visitor badge" prepared by lobby staff or their DOC-issued photo-ID badge which is kept in the lobby between visits (*Executive Directive 63 – DOC Photo Identification Cards*). Some facilities may issue volunteers a personal alarm while in the facility.



## Attire

Volunteers are expected to dress appropriately (for your own safety and security). You will not be allowed to enter a facility wearing prohibited attire.

<b><i>Policy prohibits the following:</i></b>	
<b>GENERAL</b>	
<ul style="list-style-type: none"><li>• Watches</li><li>• Internet “smart” technology and electronic recording equipment in any form is prohibited</li><li>• Transparent/translucent clothing</li><li>• Spandex- or Lycra-style clothing. Tights or leggings of this material may be worn under attire of appropriate length as identified below</li><li>• Exposed undergarments</li><li>• Clothing with revealing holes, tears or slits</li><li>• Clothing or accessories with obscene or profane writing, images or pictures</li><li>• Gang-related clothing, headwear, shoes, logos or insignias</li><li>• Any clothing that may have the potential to cause undue attention</li></ul>	
<b>UPPER BODY</b>	<b>LOWER BODY</b>
<ul style="list-style-type: none"><li>• Tops and dresses that are strapless, tube or halter style</li><li>• Tops and dresses that expose the midriff (front and/or back)</li><li>• Camisoles and tank tops are only permissible when worn under other attire</li><li>• Underwire bras that interfere with successful metal detector pass</li></ul>	<ul style="list-style-type: none"><li>• Shorts that are shorter than fingertip length with the visitor standing with proper posture, arms straight down, fingers extended</li><li>• Skirts and dresses shorter than fingertip length plus three inches with the visitor standing with proper posture, arms straight down, fingers extended</li><li>• Sandals, open-toed footwear or clogs without a heel strap in place</li></ul>
<b>HEADWEAR</b>	
<p>Headwear is permitted, provided it does not conceal identity and allows facility staff to verify visitor identity</p> <ul style="list-style-type: none"><li>• Non-religious headwear must be removed for inspection prior to passing through the metal detector</li><li>• Visitors wearing religious headwear that conceals identity must allow same-gender facility staff to view their face(s) to verify identity upon facility entry and exit. After identification, the visitor shall be permitted to replace the facial covering.</li></ul>	

### **Metal Detector (DAI Policies 306.00.36 Entrance Procedures & 309.06.01 Visiting)**

Volunteers must pass through and clear the metal detector (maximum of three attempts) each time you enter a facility. Please avoid wearing excessive jewelry or clothing with metal attached (i.e. large metal buckles, snaps, or buttons, bib overalls, underwire bras, etc.) Coats/outerwear and shoes/boots must be removed. After clearing the metal detector, the visitor will be allowed to replace the garment/shoes and proceed into the facility.

**Special Accommodations (DAI Policy 309.06.02 – Visitor Entrance – Special Needs)**

Anyone requiring special accommodations due to a disability or temporary medical issue must submit a Visitor Requesting Accommodation form (DOC-2424). This may include medical implants or appliances which do not clear the metal detector, wheelchair, cane, crutches, Bledsoe boot, brace, etc. The form must be completed by a licensed physician and be approved by the facility prior to entrance (please allow at least a week for processing). Once verified, the form will be maintained on file for all future visits and can be accessed by other DAI facilities, as needed.

**Personal Items (DAI Policies 309.06.01 Visiting & 300.00.58 – Staff Personal Property)**

All personal property is searched upon facility entrance and exit by x-ray machine and/or visual inspection. Volunteers may be asked to empty pockets.

Allowable with Prior Approval	Prohibited
<ul style="list-style-type: none"><li>• Required medications (e.g. inhalers, nitro pills, epi-pens). Some facility procedures require such items to remain under staff control.</li><li>• Pens/paper/notebooks</li><li>• Program materials</li><li>• Religious texts/publications</li></ul>	<ul style="list-style-type: none"><li>• Watches</li><li>• Cameras</li><li>• Cell phones</li><li>• Electronic/computer equipment</li><li>• Bags/purses</li></ul>

Lockers are provided for personal items which cannot enter the facility (**turn off phone/ringer**). You may be required to put wallets, credit cards, money and/or keys into the locker, per facility procedure. Such items are not needed and could create serious security problems if lost.

Weapons are prohibited in all facilities per ***DAI Policy 300.00.60 – Carrying a Concealed Weapon***. Persons licensed to carry a weapon must secure it in either the trunk or another locked compartment of their vehicle in the parking lot.

**Program Materials**

All program materials must be pre-approved. This includes, but is not limited to: writing materials, handouts, videos, CD's, and books. Your Volunteer Advisor will make arrangements for their clearance into the facility.

Distribution of any materials to inmates must be pre-approved by the Volunteer Advisor and security.

***DO NOT give anything directly to an inmate.***

Pre-approved handouts should be distributed by staff, or – if allowed – may be stacked on a table for the group. This avoids any perception of fraternization.

**Program Location**

Depending on facility procedure, you may or may not be escorted within the facility. In either case, go directly to your assigned area. Room assignments may change depending upon the need of the facility.

- Do not move from your assigned area without authorization. In an emergency, correctional staff will expect you to be in your assigned area.
- Ask about the location and procedure for restroom use (may be locked) prior to the start of your activity/program.
- Notify a staff member prior to leaving your area.
- Notify a staff member of the completion of your program/service/activity.

Discuss facility procedures, along with any questions or concerns with your Volunteer Advisor or available security staff.

### Exit

When leaving the facility, your possessions may be inspected or inventoried. Sign-out on the visitor log, turn in your identification badge and any equipment assigned to you (e.g. personal alarm). Remove all personal items from the locker. If you fail to return DOC property, you will be contacted and asked to immediately return these items.

*Discuss any questions with your Volunteer Advisor.*

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## *INMATE COUNTS & MOVEMENT*

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Per policy, official inmate counts are conducted at predetermined times, some of which may occur when volunteers are in the facility. Once count begins, there is no inmate movement.

Emergency counts are taken at unscheduled times for any number of reasons. When a count is announced, volunteers must adhere to the procedures of that facility. Volunteer movement may also be restricted and no one is permitted to enter or leave the facility.

Inmates generally move at pre-determined times in groups between facility locations (e.g. school, programs, work, etc.). Inmates who “just stop by for a minute” may be in violation of a rule; be aware of the particular procedure at each facility.

Per policy, all inmates are issued a photo identification card worn on a lanyard. This must be visible at all times.

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## *EMERGENCY PROCEDURES*

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You will be informed of emergency procedures specific to each facility during volunteer orientation. Ask questions! If you are uncertain about anything - don't wait until an emergency arises.

Staff members are trained to respond to emergencies such as fires, medical issues, fights, riots, escapes, suicide attempts, disturbances, etc. Volunteers must not interfere with emergency procedures.

Be aware that an emergency may be staged by inmates to divert attention from an escape or other type of disturbance. Employ extra caution at all times.

In the event of an emergency, be sure to notify the nearest correctional staff member of your presence and wait for instructions.

***Always follow staff instructions.  
Be prepared to act quickly.***

### **Fire/Building Evacuation**

Become familiar with the facility procedures and evacuation routes for the room/building in which you are located.

### **Inclement Weather/Tornado Procedures**

Inmate movement may be restricted and programs cancelled in the event of snowfall, fog, storms, etc. If severe weather/fog is predicted, contact the facility prior to travel.

Notify the facility of need for cancellation if travel conditions may be hazardous. Your safety is a priority.

### **Medical Emergency**

If you become aware of anyone in medical distress, always notify staff immediately to facilitate efficient response (also due to possible set-ups, the potential for litigation, etc.). Even if you have been trained in CPR/AED or First Aid, you must first notify correctional staff before attempting to perform lifesaving measures on an inmate. Staff is aware of the location of protective and life-saving equipment. Follow all staff member instructions as rapidly as possible.

### **Disturbance/Hostage Situation**

If a disturbance were to occur, every effort will be made to ensure your safety. However, in the event that a volunteer or staff member is held hostage, it is the policy of the Wisconsin Department of Corrections not to accede to inmate demands.

### **In General...**

- Be aware that your program/activity/event may be cancelled without notice if an emergency or urgent situation arises anywhere within the facility.
- You must immediately follow the staff instructions.
- Please refrain from asking questions until the situation is under control and the facility has returned to normal operations.
- Facility entry and exit may be temporarily prohibited during an emergency.

Serve as an example for inmates in following directions and refraining from interrupting or distracting staff.

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## DOC WORK RULES

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### *Executive Directive 43*

Most employers have employee behavior expectations, similar to the DOC work rules. Volunteers are held to the same standard of conduct as DOC employees. A list of prohibited behaviors and activities is attached to this manual for your reference. These work rules enable DOC to carry out its mission and ensure the public's confidence.

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### *CONFIDENTIALITY OF OFFENDER HEALTH INFORMATION*

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### *Executive Directive 35*

Wisconsin and federal laws protect the confidentiality of all protected health information (PHI), including health information about inmates. The DOC takes the responsibility to protect inmates' PHI confidentiality very seriously. All DOC staff are trained to follow confidentiality laws. DOC employees, contractors and volunteers must NOT disclose any inmate PHI unless legally authorized to do so.

Health information includes any verbal, written or electronic information about any past, present or future health condition and treatment (e.g. medical, dental, mental health and/or alcohol or other drug abuse diagnoses and treatment). Some DAI facilities, or some locations within a facility, are defined as *treatment sites*. All inmates housed at that site have a treatment need such as substance use disorder, medical illness or serious mental illness. Therefore the inmate's mere placement at that site is PHI and must be treated as confidential. In other words, do not disclose or acknowledge that [Inmate Name] is placed at that facility.

You may become aware of inmate PHI during your volunteer activities. Do not discuss inmate PHI with anyone either within or outside of the facility, including any health information the inmate may reveal to you. Do NOT ask any employee or inmate for health information. Inform the Facility Volunteer Coordinator if you learn of PHI from any source other than the inmate, so that DOC staff may investigate the potential disclosure and take corrective action as needed.

**Ask your Facility Volunteer Coordinator for any questions about PHI. The DOC HIPAA Compliance Officer may be consulted, as needed.**

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### *SITUATIONS IN WHICH CONFIDENTIALITY DOES NOT APPLY*

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Certain circumstances require that volunteers notify staff as soon as possible, including:

- Overt/covert threats or harm to self or others
- Reports of any alleged sexual activity between an inmate and any other person
- Reports of any sexual assault or intimidation between an inmate and any other person

- Plans to riot or escape and possession of drugs or weapons
- Suspicious or unexplained deaths (homicides, suicides)
- Impending criminal activities, including delivery of articles to an inmate
- Previously undisclosed crimes which may impact safety of a facility, community corrections operations and/or the public (e.g. homicide, attempted homicide, sexual assault, battery, domestic violence)

***If an inmate poses an immediate threat to him/herself, to anyone else, or to facility safety/security notify the nearest correctional staff member immediately.***

**Please note:** This also applies to information shared during religious programming and pastoral visits. **Please help us keep everyone safe!**

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### *COMMUNICABLE DISEASE PREVENTION*

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#### ***DAI Policy 500.60.01 – Infection Prevention and Control Program***

In the event of communicable disease, health staff may determine it is not medically safe for the inmate to have contact with other people (e.g. inmates, staff, volunteers, visitors). Such steps may be needed to protect the inmate’s condition, or to prevent the spread of communicable disease to others. In other cases, visits may proceed safely with certain precautions.

Because of confidentiality laws, DOC will not inform volunteers about an inmate’s medical condition(s). You may encounter situations related to public health issues, such as:

- A notice may be posted near the facility entrance to indicate that a communicable disease (e.g., influenza, chicken pox, rubella) has been diagnosed within the facility.
- You may observe certain health precautions (e.g. bandage, respiratory mask) taken to protect the inmate and others from infection.
- Your appointment may be cancelled with or without advance notice.

If you have concerns about exposure, you may wish to postpone or cancel your visit for that day. Likewise, if you have symptoms of a communicable disease (e.g. fever, cough, rash), please postpone or cancel your visit for the protection of all inmates and staff.

Universal precautions (e.g. frequent hand washing, avoiding contact with blood or bodily fluids, etc.) are advised at all times. Refer to *POC-40 – Infection Control Hand Hygiene* and *POC-40C – Infection Control Standard Precautions* in the addendum section of this manual.

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## *EMPLOYEE HARASSMENT AND DISCRIMINATION*

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### *Executive Directive 5*

The Wisconsin DOC prohibits workplace harassment/bullying and ensures that Department employees and volunteers work in an atmosphere free from such.

All employees and volunteers are prohibited from engaging in harassment, hazing, or bullying. All allegations and incidents of harassment, bullying or threatened violence must be reported, reviewed and treated in a serious manner. Such reports will remain confidential unless disclosure becomes necessary. This policy does not apply to inmate violence, which is addressed by other DOC policies.

Volunteers who become aware of any incident of harassment or bullying must report to the Facility Volunteer Coordinator or Shift Supervisor as soon as possible.

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## *DRUG-FREE WORKPLACE*

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### *Executive Directive 41*

DOC maintains a drug-free workforce to promote health, safety and security. Employees, contractors and volunteers are prohibited from the following while on duty: 1) possessing a controlled substance without a prescription; 2) showing signs of having consumed alcohol or illegal drugs; 3) reporting to work in an impaired condition; and 4) engaging in activities which may impair judgement or ability to perform duties.

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## *USE OF DOC INFORMATION TECHNOLOGY RESOURCES*

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### *Executive Directive 50*

The vast majority of DOC volunteers will not be given email, internet and computer access. There may be some unique situations, though, in which a volunteer would use DOC Information Technology (IT). In such cases, volunteers adhere to the same expectations as DOC staff members on the appropriate use of IT resources. Further information and training would be provided at the time IT access is granted.

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## *CRIMINAL HISTORY RECORD INFORMATION*

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### *Executive Directive 76*

DOC has a responsibility under federal security regulations to protect criminal history record information (CHRI) by fingerprinting all persons who have access to this data. Facility logistics may permit access to areas or computer systems where CHRI information is maintained, viewed, stored or otherwise used. Volunteers may be asked to participate in fingerprinting based upon specific duties and facility access.

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## CLOSING COMMENTS

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Thank you for your interest in providing programming and/or activities to inmates in the Wisconsin DOC institutions and centers. DOC could not carry out its mission of protecting the public without the dedication of thousands of Wisconsin citizens committed to offender rehabilitation and reducing crime victimization. We hope that this orientation manual gives you a foundation for understanding the structure of the prison system, positive aspects of many programs and functions, as well as potential pitfalls to avoid.

Whether your role is religious programming, education, job training, recreation, self-help support groups or restorative justice, your work will be of great importance in the lives of inmates. When these offenders return to our communities, the information you impart, the skills you teach, and the sense of purpose and belonging you engender will also benefit their families, victims, neighbors, coworkers and the broader community.

Thank you for being a DOC volunteer. Be safe!

This manual is available on the DOC public website: <http://doc.wi.gov>



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## ADDENDUMS

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1. Situations Resulting in Loss of Volunteer Privileges
2. DAI Position Regarding Volunteers Providing Material Support to Inmates
3. DAI Policy 309.61.01 - Attachment: Congregate Religious Event Conduct (1/22/19)
4. POC-54 - Preventing Sexual Misconduct and Harassment - A Guide for Correctional Staff, Contractors and Volunteers (9/2018)
5. Executive Directive 43 - Work Rules (7/2016)
6. POC-40 - Infection Control - Hand Hygiene (11/2005)
7. POC-40C - Infection Control - Standard Precautions (12/2013)
8. DOC-2270A - Fraternalization Policy Exception Request (6/2016)
9. Glossary of Acronyms
10. Volunteer Reporting - Quick Reference

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## SITUATIONS RESULTING IN LOSS OF VOLUNTEER PRIVILEGES

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- Developing a personal or romantic/sexual relationship with an inmate.
- Corresponding by mail/email, accepting phone calls or visiting any inmate without first obtaining written permission via DOC-2270A.
- Assisting with an inmate's release plan (unless specifically authorized as part of your volunteer role), including clothing, employment, funding, housing, transportation, etc.
- Physical contact with an inmate, beyond that permitted within professional boundaries.
- Depositing money into an inmate's account (personally and through a third party/organization)
- Financing an inmate (e.g. canteen items, correspondence courses, hobby materials, personal property, phone/email services).
- Assisting an inmate in selling artwork or hobby items.
- Serving as power of attorney for an inmate, or acting as an inmate's legal advocate.
- Bringing items into the institution to give to an inmate.
- Buying an inmate chips/soda from vending machines.
- Preaching or disseminating information which is inflammatory or denigrates (topics such as faith, gender, politics, race, sexuality, etc.
- Allowing an inmate to lead a program/service/activity or assume a position of authority.
- Lying or falsifying on application.
- Engaging in criminal behavior in the community.
- Providing contact information (e.g. address, email, phone number) to inmates.
- Engaging in business relationships with inmate family members or former inmates.
- Taking pictures of the institution and inmates without permission.
- Visiting an inmate in the hospital.
- Carrying inmate mail in/out of the institution.
- Advocating that inmates forgo DOC programming/treatment because of spiritual beliefs.
- Contacting an inmate's family or victim(s).
- Failing to follow instructions from DOC staff.
- Engaging in sexual dialogue with an inmate (verbal or written).
- Disparaging DOC officials or policies to inmates.
- Submitting false mileage reimbursement requests.

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## DAI POSITION REGARDING VOLUNTEERS PROVIDING MATERIAL SUPPORT TO INMATES

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Reference: *Executive Directive 16 – Fraternization Policy*  
*DAI Policy 309.06.03 – Volunteers, Pastoral Visitors, Program Guests and Interns*

Some community ministries provide financial/material support or comfort items through pastoral care. DAI policies, however, prohibit volunteers - including pastoral visitors - from giving inmates anything of material value (e.g. money, stamps, food items, clothing, etc.). This is permitted only in very limited and rare circumstances, and requires pre-approval of a DOC-2270A Fraternization Policy Exception Request specifying the allowable support. DAI’s reasons for rejecting customary community ministry practices and prohibiting financial/material support to inmates are:

IN THE COMMUNITY	WITHIN CORRECTIONAL FACILITIES
Individuals may be in a truly desperate state – both physical and spiritual. Community religious leaders may need to address immediate physical wellbeing before addressing spiritual needs.	Immediate survival needs of inmates (housing, clothes, food, medical care, etc.) are met by the resources of the correctional facility. So spiritual care is the primary need.
Reasons ministries may provide individual financial/material support: <ol style="list-style-type: none"> <li>1) tradition of hospitality</li> <li>2) invite participation</li> <li>3) comfort-giving</li> <li>4) rapport-building</li> <li>5) demonstrating compassion</li> <li>6) reduce guilt about the situation</li> <li>7) clergy’s personal preference</li> <li>8) personal friendship</li> </ol>	Financial/material support cannot meet inmates’ deeply personal spiritual needs, such as: <ol style="list-style-type: none"> <li>1) coping with incarceration</li> <li>2) separation from family</li> <li>3) guilt</li> <li>4) drug/alcohol abuse</li> <li>5) interpersonal relationships</li> <li>6) trauma history</li> <li>7) rehabilitation efforts</li> </ol>

Religious leaders who provide financial/material support to inmates may want to consider the *American Association of Pastoral Counselors (AAPC) - Code of Ethics* (Amended April 2012, pending revision as of August 2018) wherein Principle III – Client Relationships, subparagraph E. states:

“We recognize the trust placed in and unique power of the therapeutic relationship. While acknowledging the complexity of some pastoral relationships, we avoid exploiting the trust and dependency of clients. We avoid those dual or multiple relationships with clients which could impair our professional judgment, compromise the integrity of the treatment, and/or use the relationship for our own gain. A multiple relationship occurs when a pastoral counselor is in a professional role with a person and 1) at the same time is in another role with the same person, 2) at the same time is in a relationship with a person closely associated with or related to the person with whom the pastoral counselor has the professional relationship, or 3) promises to enter into another relationship in the future with the person or a person closely associated with or related to the person. In instances when dual or multiple relationships are unavoidable, particularly within congregations or in family or couples counseling, we take reasonable steps to protect the clients and are responsible for setting clear and appropriate boundaries.”

*DOC experience suggests that clergy financial/material support may actually detract from inmate spiritual growth and undermine offender rehabilitation.*

1. The dual/multiple roles of pastoral care-giver, resource provider and/or friend can undermine the therapeutic relationship.
2. Inmates may be motivated by financial/material support, rather than spiritual growth.
3. Inmates may try to manipulate or solicit further financial/material support.
4. Support may interfere with inmates learning:
  - pro-social interpersonal interactions, resulting in dysfunctional relationships
  - healthy coping skills to replace emotional manipulation
  - to follow rules, participate in criminogenic treatment programs, obtain employment, earn money and learn to take pride in one's work
  - problem-solving, planning and patience skills.
5. Those receiving financial support may not adequately prepare for community reentry if they depend upon others to provide resources.

*Clergy who provide financial/material support to selected inmates may unintentionally create facility security risks.*

1. Clergy may become a target for solicitation from other inmates.
2. Inmates receiving support may become targets for extortion or strong-arming by other inmates.
3. Disparities between inmates who do/don't receive support can create power differential, tension and conflict.

***Donations to support DOC chapel programs are welcomed. Facilities often accept in-kind donations which meet DAI policy specifications, as well as funds to support congregatory ministry and general use items.***

Ministries wanting to provide individual inmates with financial/material support may prefer to have inmate contacts via the visitor list rather than pastoral visitor privileges. Those on the inmate's approved visitor list may deposit money in the inmate's accounts.

Please notify facility staff if you wish to withdraw from active DAI volunteer or pastoral visitor status. The inmate may then pursue in addition to his/her visiting list with form DOC-21AA – Visitor Questionnaire.

**DAI Policy 309.61.01 – Religious Beliefs and Practices**  
**Attachment – Congregate Religious Event Conduct**  
**Effective – 01/22/19**

The purpose of religious programming is to provide inmates with opportunities for worship, study and spiritual growth. Firm, fair and consistent expectations are necessary to advance this objective.

- Inmates shall respect the time and resources donated by volunteers and faith communities.
- Inmates shall be attentive and respectful, and shall not engage in side conversations.
- Conduct which interferes with the religious practices of other inmates will not be tolerated.

Inmates who violate the terms of Congregate Religious Event Conduct may be subject to disciplinary consequences, including immediate removal from religious events, and/or other discipline consistent with Wisconsin Administrative Code Ch. DOC 303.

Religious programming shall be led, facilitated or supervised by DOC staff members or community volunteers. Inmates are prohibited from:

- Leading the group (i.e. Preaching, teaching, proselytizing)
- Adopting false names or titles in violation of Wisconsin Administrative Code s. DOC 303.35 (e.g. Imam, Reverend, Father, Brother, Deacon, Elder, Pipe Carrier, etc.)
- Electing or designating inmates to carry out leadership roles
- Exercising authority over other inmates
- Defining the beliefs of the group
- Controlling or directing the program content or agenda (e.g. topics, readings, music, etc.)
- Directing how the religion or rituals will be practiced
- Directing who is or is not allowed to participate in events or rituals
- Dictating pre-requisites for others' participation (e.g. ablution, baptism, fasting, heritage, specific studies, etc.)
- Imposing their own religious adherence-level on others

DOC staff members or community volunteers may structure appropriate inmate participation in various aspects of religious programming as follows:

- The Chaplain/designee holds final authority over program content and inmate roles.
- Inmate roles must be planned, scripted or otherwise pre-approved by the Chaplain/designee prior to the event.
- Limited inmate roles within programming may include (not exhaustive): calling the prayer; carrying the pipe; singing in choir; reading a designated passage; performing as a musician; participating in rituals; acting as the fire starter.
- The Chaplain/designee shall randomly and equitably assign roles to inmates, and regularly rotate the roles among all participants.
- All inmates are equally invited to learn and grow through various participation roles.
- On a limited basis, the Chaplain/designee may poll broad inmate preferences on subject matter, reading materials, music, etc.

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## Reporting and Response Duties

### *Volunteers and Contractors*

#### **Must immediately report:**

- Any knowledge, suspicion or information regarding an incident of sexual abuse or sexual harassment;
- Retaliation against a victim or reporter of sexual abuse or sexual harassment; and
- Any staff, volunteer or contractor neglect or violation of responsibilities that may have contributed to an incident or retaliation.

#### **Report to:**

- Speak with any supervisor, Security Director, Warden/Deputy Warden and/or PREA Director, and/or
- Submit an online report (DOC website) AND follow-up with a phone call to the PREA Office at (608) 240-5071.

#### **Shall additionally:**

Request that the alleged victim not take any actions that may destroy physical evidence (i.e. eating, drinking, washing, changing clothes, etc.).

Apart from reporting to designated supervisors or officials, volunteers and contractors shall not reveal any information related to a sexual abuse report to anyone other than to the extent necessary, as specified in DOC policy, to make treatment, investigation, and other security and management decisions.

All allegations of sexual abuse and sexual harassment are investigated by WI DOC and referred to law enforcement.

### **Quick Reference**

Please use the space below to insert local contact information for the following people with responsibilities under the Prison Rape Elimination Act.

**Facility PREA Compliance Manager**

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

**Facility Victim Services Coordinator**

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

## Professional Relationships

Volunteers and contractors must maintain healthy professional boundaries with all offenders. Those with appropriate boundaries are respectful, compassionate and consistent; use safe and effective communication; remain mindful of non-verbal communication; are trauma informed; avoid a sexualized environment; manage their stress; avoid personal disclosures; report rule violations and suspicious behavior; and report knowledge of sexual abuse and sexual harassment.

Responding "YES" to any of the questions below may indicate risk of compromising professional boundaries with an offender. *Seek guidance from a supervisor, trusted person or employee assistance program.*

1. Do you look forward to seeing a particular offender when you come to work?
2. Have you done anything with an offender that you would not want your family or your supervisor to know about it?
3. Would you be reluctant to have a coworker observe your behavior for an entire day?
4. Do you talk about your personal matters with offenders?
5. Do you believe that you can ask an offender to do personal favors for you?
6. Have you ever received personal advice from an offender?
7. Have you said anything to an offender that you would not want tape recorded?
8. Do you have thoughts or fantasies of touching a particular offender? Does this extend to planning how you can be alone with that offender?
9. Do you have the right to touch an offender whenever and wherever you want to do so?
10. Do you look forward to sharing good/bad news with a particular offender?
11. Do you think offenders are not allowed to say "no" to you, no matter what you ask?
12. Have you ever allowed an offender to talk to you about sexual experiences or sexual fantasies, or to tell sexual jokes in your presence? Have you shared these things with an offender?

Adapted from "The Daily Dozen." Developed by Teena Farmon.  
POC-54 (Rev. 9/2018)

**ZERO TOLERANCE**



## Sexual Abuse and Sexual Harassment In Confinement:

### *A Guide for Volunteers and Contractors*

### **Prison Rape Elimination Act**



## Sexual Abuse and Sexual Harassment in Confinement

The Prison Rape Elimination Act (PREA) was signed into law in 2003 after unanimous support from Congress and years of pressure from advocates and survivors. PREA extends far beyond the elimination of rape in prison; it is the first federal law to support preventing, detecting and responding to sexual abuse and sexual harassment in all confinement settings. As such, WI DOC has zero tolerance for sexual abuse, sexual harassment and report-related retaliation of offenders perpetrated by other offenders, staff, contractors and volunteers. Executive Directive (ED) 72 reflects this commitment.

### Definitions

**Sexual Abuse** of an offender by a staff member, contractor or volunteer includes any of the following acts, with or without consent of the offender:

- Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
- Contact between the mouth and the penis, vulva or anus;
- Contact between the mouth and any body part where the staff member, contractor or volunteer has the intent to abuse, arouse, or gratify sexual desire;
- Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor or volunteer has the intent to abuse, arouse or gratify sexual desire;
- Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor or volunteer has the intent to abuse, arouse, or gratify sexual desire.

**Sexual harassment** includes repeated verbal comments or gestures of a sexual nature to an offender by a staff member, contractor or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

### Definitions

**Sexual Abuse** of an offender by another offender includes any of the following acts, if the victim does not consent, is coerced into such act by overt or covert implied threats of violence, or is unable to consent or refuse:

- Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
- Contact between the mouth and the penis, vulva or anus;
- Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object or other instrument; and
- Any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks or another person, excluding contact incidental to a physical altercation.

**Sexual harassment** includes repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one offender directed towards another.

**Consent** is when someone willingly and freely agrees to be a part of an activity. If someone does not agree or is unable to agree because they are asleep, unconscious, drugged, afraid, feeling threatened or don't understand what's going on than they have not consented.

Because volunteers and contractors have authority over offenders, offenders can never truly consent to sexual activity with a volunteer or contractor even if they agree. It is **always** against the law for a volunteer or contractor to engage in sexual activity with an offender. Consensual sexual activity between offenders is a violation of Wisconsin Administrative Code (303).

### Vulnerable Offenders

Understanding the characteristics that put an offender at higher risk for sexual victimization creates awareness and greatly improves DOC's ability to prevent and detect sexual abuse and harassment. Vulnerable offenders include those with the following traits:


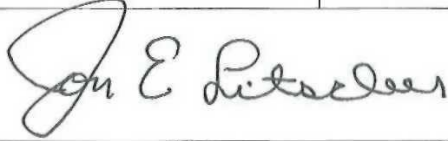
- Mental, physical or developmental disability or illness
- Small in stature, first time or young offenders
- Limited English proficiency
- Intoxicated or under the influence
- Resource poor
- Sex offender
- Prior sexual victimization
- Identifies/perceived as LGBTI or gender non-conforming

### Indicators of Abuse

While not absolutes, there are often red flags that may indicate compromised boundaries or abuse.

Perpetrators (actual or potential) may stalk, groom, or trade favors; have a prior history of sexual abuse; display voyeuristic or exhibitionistic behaviors; frequently test boundaries; have difficulty controlling anger; isolate from co-workers; have changes in their personal life or appearance; and/or bring inappropriate/contraband items to work.

Victims (actual or potential) may refuse to shower; leave their empty cell or return to their occupied cell; exhibit unusual aggressiveness; linger near staff; bed wetting; use increased sexualized language; and/or engage in protective pairing.

<p style="text-align: center;">WISCONSIN DEPARTMENT OF CORRECTIONS</p>  <p style="text-align: center;">EXECUTIVE DIRECTIVES</p> <p>3099 E. Washington Ave. P.O. Box 7925 Madison, WI 53707-7925 (608) 240-5000</p>	DOC Library # 800.200.0002	
	Original Effective Date: November 26, 2002	New Effective Date: August 15, 2016
	Reference:	Date of Approval: <i>07/27/2016</i>
	By: 	
Owner: Division of Management Services		

## EXECUTIVE DIRECTIVE # 43

### Subject Work Rules

#### I. Authority

Wis. Stats. [Ch. 111](#)  
 Wis. Stats. [Ch. 230](#)  
[Wisconsin Administrative Code Employment Relations](#)  
[Wisconsin Administrative Code Employment Relations – Merit Recruitment and Selection](#)  
 Wisconsin Human Resources Handbook Chapter 410  
 Department of Corrections Executive Directives  
 Department of Corrections Human Resources Policies

#### II. Background

The State of Wisconsin has established work rules that regulate the personal conduct of state employees. These rules are established so the State of Wisconsin can achieve its objectives in an orderly and efficient manner.

#### IV. Scope

This policy applies to all employees, contractors, unpaid interns and volunteers.

#### V. Policy

Work rules are established by the State of Wisconsin, within its discretion, to regulate the personal conduct of all state employees while on the job. These rules are established so the State of Wisconsin can fulfill its objectives in an orderly and efficient manner. The work rules are not intended to restrict the rights of employees, but rather advise employees of prohibited conduct. The Department of Corrections will apply the work rules in a fair and equitable manner. Work rules may apply to off-duty employee conduct which adversely affects the ability of the Department to carry out its mission or adversely affects the ability of an employee to perform his or her duties and responsibilities.

All employees are required to acknowledge receipt of the State of Wisconsin work rules by the process established by the Department. An employee who refuses to acknowledge receipt of the work rules remains responsible for adhering to the work rules. A copy of the State of Wisconsin work rules is attached.

## State of Wisconsin Work Rules

The State of Wisconsin has established Work Rules which govern employee conduct so that the State of Wisconsin can fulfill its objectives in an orderly and efficient manner. Violation of any of the work rules may result in disciplinary action ranging from a suspension to discharge, depending on the seriousness and frequency of the infraction. In all cases, the State of Wisconsin considers discipline as corrective. Specifically, all employees of the State of Wisconsin are prohibited from committing any of the following acts:

1. Falsification of records, knowingly giving false information or knowingly permitting, encouraging or directing others to do so. Failing to provide truthful, accurate and complete information when required.
2. Failure to comply with written agency policies or procedures.
3. Disobedience, insubordination, inattentiveness, negligence, failure or refusal to carry out written or verbal assignments, directions, or instructions.
4. Failure to observe all health, safety and sanitation rules and practices, including failure to report accidents which involve injuries or damage to state equipment or property.
5. Failure to report promptly at the starting time or leaving the place of duty before the quitting time without proper authorization, or failure to promptly notify the proper authority of impending absences or tardiness.
6. Unexcused or excessive absenteeism or tardiness.
7. Misuse or abuse of leave benefits.
8. Failure to observe time limits for lunch or break periods.
9. Stealing, unauthorized use, neglect or destruction of government-owned or leased property, materials, equipment or supplies. Includes theft or intentional destruction of personal possessions of staff or others on government-owned or leased property.
10. Unauthorized use, abuse, or misuse of state or private property, materials, facilities and equipment including but not limited to copy machines, computers, mail services, telephone system, fax machine or other electronic media.
11. Unauthorized audio and video recording and photography on state property or while conducting state business.
12. Unauthorized access, disclosure, destruction or use of information or records that could be reasonably considered confidential.
13. Threatening or attempting to inflict, or inflicting bodily harm to or mental anguish to another person.
14. Intimidating, interfering with, harassing, demeaning, treating discourteously, or bullying; or using profane or abusive language in dealing with others.
15. Possession of a controlled substance or analogue without a prescription while on duty; manifesting signs of having consumed alcohol, or illegal drugs; or reporting to work or working in an impaired condition so as to be unsafe to the employee, others, or physical property.
16. Engaging in unauthorized activities while on duty, including but not limited to gambling, operating a personal business, soliciting, playing games, horseplay or disorderly conduct or other disruptive or unsafe behavior.
17. Making false, inaccurate or malicious statements about another person or the employer.
18. Unauthorized possession, misuse or mishandling of weapons, ammunition or explosives.
19. Entering or permitting others to enter restricted areas without authorization, including unauthorized entry outside assigned work hours or unauthorized entry into restricted areas.
20. Failure to comply with or violating any rule, regulation or order of a professional licensing agency when the license or certification is related to the employee's position.
21. Failure to comply with the provisions of the state code of ethics.
22. Unclean, unkempt, inappropriate dress or grooming which adversely affects proper performance of duties or the image of the employer.
23. Failure to submit to the inspection of items taken from or into work premises.
24. Unauthorized possession, lending, borrowing, destruction or duplicating of keys, access cards, passwords, or other security or access devices.
25. Engaging in any outside activities (including violations or convictions of criminal or other laws) which may impair the employee's independence of judgment or impair the employee's ability to perform his/her duties as an employee of the state.

These work rules do not constitute the entire list of violations which governs the conduct of employees, contractors, unpaid interns, and volunteers. Other rules may be provided by statute, Administrative Code, and by administrative procedures established by management. Violations of these rules may also result in appropriate disciplinary action.

### Serious Misconduct

Section 230.34 (1)(a), Wis. Stats., states: "An employee with permanent status in class or an employee who has served with the state as an assistant district attorney or an assistant state public defender for a continuous period of 12 months or more may be removed, suspended without pay, discharged, reduced in base pay, or demoted only for just cause. It is just cause to remove, suspend without pay, discharge, reduce the base pay of, or demote an employee for work performance or personal conduct that is inadequate, unsuitable or inferior, as determined by the appointing authority, but only after imposing progressive discipline that complies with the administrator's standards under s. 230.04 (13m).

It is just cause to remove, suspend without pay, discharge, reduce the base pay of, or demote an employee without imposing progressive discipline for any of the following conduct:

1. While on duty, harassing a person.
2. While on duty, intentionally inflicting physical harm on another person.
3. While on duty, being intoxicated or under the influence of a controlled substance, as defined in s. 961.01 (4) or a controlled substance analog, as defined in s.961.01 (4m).
4. While on duty, being in possession of a controlled substance, as defined in s.961.01 (4), or a controlled substance analog, as defined in s. 961.01 (4m), without a prescription.
5. Falsifying records of the agency.
6. Theft of agency property or services with intent to deprive an agency of the property or services permanently, theft of currency of any value, felonious conduct connected with the employee's employment with the agency, or intentional or negligent conduct by an employee that causes substantial damage to agency property.
7. A conviction of an employee of a crime or other offense subject to civil forfeiture, while on or off duty, if the conviction makes it impossible for the employee to perform the duties that the employee performs for the agency.
8. Misuse or abuse of agency property, including the intentional use of the agency's equipment to download, view, solicit, seek, display, or distribute pornographic material.
9. A serious violation of the code of ethics established by the director under s. 19.45 (11)(a), as determined by the director."

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## INFECTION CONTROL - HAND HYGIENE

### INTRODUCTION

Infectious agents include viruses, bacteria and fungi. They exist in contaminated items (e.g., clothing, food), on contaminated surfaces (e.g. counters, floors), on body surfaces, in blood or other body fluids, and in the air. Communicable diseases are transmitted to other individuals through different means depending on the infectious agent. The Bureau of Health Services has developed standardized procedures for each type (contact, airborne, droplet and blood/body fluids) of transmission of communicable illnesses. The procedures will assist employees to take precautions that will prevent transmission of a communicable disease.

This policy relates to hand hygiene which is the single most important action that can be taken to prevent the spread of infection. Care of the hands is important to maintain an effective barrier against disease. Using hot water frequently can lead to irritations that can open the skin to germs. Warm water should be used for washing and lotions applied to hands if dry or chapped.

### TIMES AT WHICH EMPLOYEES SHOULD WASH HANDS

- Following contact with any potentially infectious substance whether or not gloves were worn
- Upon removal of gloves
- Between touching clean and unclean areas
- Before eating, drinking, handling contact lenses, or applying makeup or lip balm
- After sneezing, coughing or using a handkerchief or tissue
- After using the restroom
- Between taking care of each patient

### TECHNIQUE WITH RUNNING WATER AND SOAP

- Use soap and warm running water.
- Rub vigorously over all surfaces for at least 20 seconds.
- Rinse hands well.
- Dry hands with a clean disposable towel or air blower.
- Use a dry towel or your elbow to turn off water.
- Use antimicrobial soaps only when indicated because it removes the skin's natural protective defenses and tends to cause dryness.

### TECHNIQUE WITH DISINFECTING HAND WASH

- Utilize disinfecting hand wash when soap and water are not available.
- Use correct amount as indicated on container.
- Rub palms, backs of hands, fingers, fingertips, nails and in between fingers until dry – about 30 seconds.
- Make sure hands are dry before resuming activities.

### TREATMENT OF DRY AND/OR BROKEN SKIN

- Utilize lotion to prevent dryness.
- Report problems with products to supervisor.

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## INFECTION CONTROL STANDARD PRECAUTIONS

### BACKGROUND

Standard Precautions synthesize the major features of Blood and Body Fluid Precautions designed to reduce the risk of transmission of bloodborne pathogens and applies them to all patients receiving care, regardless of their diagnosis or presumed infection status. Standard Precautions apply to 1) blood; 2) all body fluids, secretions, and excretions except sweat, regardless of whether or not they contain visible blood; 3) non intact skin; and 4) mucous membranes. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection.

### **USE STANDARD PRECAUTIONS, OR THE EQUIVALENT, FOR THE CARE OF ALL PATIENTS.**

- a. **Handwashing** - See POC-0040
- b. **Gloves** – See POC-0040A
- c. **Mask, Eye Protection, Face Shield** – See POC-0040A
- d. **Gown** – See POC – 0040A
- e. **Patient Care Equipment** - Handle used patient-care equipment soiled with blood, body fluids, secretions, and excretions in a manner that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of microorganisms to other patients and environments. Ensure that reusable equipment is not used for the care of another patient until it has been cleaned and reprocessed appropriately. Ensure that single-use items are discarded properly.
- f. **Environmental Control** – See POC – 0040B  
Ensure that the institution procedures for the routine care, cleaning, and disinfection of environmental surfaces, beds, and other frequently touched surfaces are being followed.
- g. **Linen** – See POC-0040B
- h. **Occupational Health and Bloodborne Pathogens**  
Instruct inmates who use syringes for health care reasons (e.g. diabetes management) to place used syringes, needles, and lancets in the sharps puncture resistant container provided for this purpose. Staff shall use mouthpieces, resuscitation bags, or other ventilation devices as an alternative to mouth-to-mouth resuscitation methods where there is need for resuscitation
- i. **Patient Placement**  
When indicated, health service staff will issue form DOC-3504 “Infection Control: Patient and Employee Precautions” indicating any special placement and staff protections required.
- j. **Respiratory Hygiene**

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## FRATERNIZATION POLICY EXCEPTION REQUEST VOLUNTEER / CONTRACTOR

**INSTRUCTIONS:** State of Wisconsin employees, contracted staff, or volunteers with the Department of Corrections must report any present contacts, relationship, or relationship being considered which would be in violation of the DOC Fraternization Policy - Executive Directive 16. This form is to be used to initiate any exception request. The employee requesting an exception must complete all areas of the form. Submission of the request does not constitute an automatic exception or immediate authorization for contact. **A letter from the Division Administrator will be the only authorization for exceptions.**

CHECK FOLLOWING TYPE OF CONTACT  Ongoing / Anticipated or  One Time / Unanticipated

SUBMITTER NAME	CIVIL SERVICE CLASSIFICATION (if relevant)	DATE OF REQUEST
DIVISION (if relevant)	INSTITUTION or BUREAU / OFFICE or REGION & UNIT	
IMMEDIATE SUPERVISOR'S / CONTACT NAME	SUPERVISOR'S / CONTACT TELEPHONE NUMBER	
OFFENDER'S FULL NAME	DOC NUMBER	OFFENDER'S DATE OF BIRTH
DOC DIVISION NAME CURRENTLY SUPERVISING OFFENDER	LOCATION OF SUPERVISION	

NATURE OF EMPLOYEE RELATIONSHIP TO OFFENDER

- RELATIVE – CLEARLY DEFINE HOW YOU ARE RELATED \_\_\_\_\_
- OTHER – CLEARLY DEFINE RELATIONSHIP (explain how you met, the length of the relationship, and the purpose of your relationship)

CHECK ALL OF THE FOLLOWING THAT WOULD APPLY REGARDING YOUR PROPOSED RELATIONSHIP

- Living in same household with an adult or juvenile offender
- Working for an adult or juvenile offender
- Employing an adult or juvenile offender with or without remuneration
- Extending, promising, or offering any special consideration or treatment to an adult or juvenile offender
- Having personal contacts (other than those required by my job duties) such as communicating through verbal, written or electronic means or being in a social or physical relationship with an adult or juvenile offender
- Providing or receiving goods (including money) and/or services without remuneration for or to adult or juvenile offender(s)
- Other – Explain: \_\_\_\_\_

DATE OF LAST CONTACT WITH OFFENDER

NATURE OF LAST CONTACT WITH OFFENDER

CLEARLY DEFINE YOUR PROPOSED ACTIVITIES WITH THE OFFENDER IF GRANTED AN EXCEPTION TO THE POLICY

(Include visiting, telephone contact, written correspondence, social media, incidental contact, etc)

CAN YOU IDENTIFY ANY POSSIBLE CONFLICT OF INTEREST IF THIS REQUEST IS APPROVED (describe in detail)

SUBMITTER SIGNATURE	DATE SIGNED
---------------------	-------------

COMMENTS:

**YOU WILL BE NOTIFIED OF THE ACKNOWLEDGMENT, APPROVAL OR DENIAL RESPONSE, WHICH WILL BE PROCESSED ELECTRONICALLY VIA THE DOC-2270 EFORM.**

**DISTRIBUTION:** Original – OnBase DOC-2270 Fraternization Policy Exception Request; Copy – Supervisor; Copy - Employee

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## GLOSSARY OF ACRONYMS

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A&E	Assessment & Evaluation (intake)
ABE	Adult Basic Education
AODA	Alcohol & Other Drug Abuse (now identified as SUD)
ATR	Alternative to Revocation (Parole)
BOCM	Bureau of Offender Classification & Movement
BSI/BCE	Badger State Industries/Bureau of Correctional Enterprises
CO	Correctional Officer
CCAP	Circuit Court Access Program
CCEP	Community Corrections Employment Program
CIP	Challenge Incarceration Program
DS	Disciplinary Separation
DV	Domestic Violence
ED	Executive Directive (DOC-wide policies)
ERP	Earned Release Program
ES	Extended Supervision
GD	Gender Dysphoria (may be correlated with Transgender)
GED	General Education Diploma/Graduate Equivalency Diploma
GP	General Population
HSED	High School Equivalency Diploma
HSU	Health Service Unit
ICE	Inmate Complaint Examiner/Institution Complaint Examiner
INVUNA	Involuntarily Unassigned (inmate without institution job)
IR	Incident Report
JOC	Judgement of Conviction (court document)
MD	Maximum Discharge
MR	Mandatory Release
NGI/NGRI	Not Guilty by Reason of Mental Disease or Defect (formerly insanity)
OBS	Observation
OVSP	Office of Victim Services & Programs
PC	Parole Commission
PED	Parole Eligible Date
PMR	Presumptive Mandatory Release
PO	Probation/Parole Officer or Agent
PRC	Program Review Committee (now identified as Classification)
PSU	Psychological Services Unit
RH/RHU	Restrictive Housing Unit (formerly SEG)
RRS	Risk Reduction Sentence
SEG	Segregation Unit (now identified as RH/RHU)
SORP	Sex Offender Registry Program
SOT	Sex Offender Treatment

SRSTC	Sand Ridge Secure Treatment Facility (DHS facility)
STG	Security Threat Group (gangs and hate groups)
SUD	Substance Use Disorders (formerly AODA)
T4C	Thinking for a Change
TIS	Truth-in-Sentencing
TLU	Temporary Lockup
UA	Urinalysis
VUNA	Voluntarily Unassigned (inmate without institution job)
WCCS	<p>Wisconsin Correctional Center System (male facilities)</p> <ul style="list-style-type: none"> <li>• BRCC - Black River Correctional Center</li> <li>• DACC - Drug Abuse Correctional Center</li> <li>• FCCC - Felmers Chaney Correctional Center</li> <li>• FCC - Flambeau Correctional Center</li> <li>• GCC - Gordon Correctional Center</li> <li>• JBCC - John Burke Correctional Center</li> <li>• KCC - Kenosha Correctional Center</li> <li>• MSCC - Marshall Sherrer Correctional Center</li> <li>• MCC - McNaughton Correctional Center</li> <li>• OCC - Oregon Correctional Center</li> <li>• SPCC - Sanger Powers Correctional Center</li> <li>• SCCC - St. Croix Correctional Center</li> <li>• TCC - Thompson Correctional Center</li> <li>• WCC - Winnebago Correctional Center</li> </ul>
WRC	Wisconsin Resource Center (DHS facility)
WWCS	<p>Wisconsin Women's Correctional System</p> <ul style="list-style-type: none"> <li>• TCI - Taycheedah Correctional Institution (max/med security)</li> <li>• MWCC - Milwaukee Women's Correctional Center</li> <li>• REECC - Robert E. Ellsworth Correctional Center</li> </ul>

## VOLUNTEER REPORTING – QUICK REFERENCE

This list is not all-inclusive, but should offer insights regarding urgency of certain issues. Please see relevant sections of manual for detailed instructions. When possible follow chain-of-command by starting with your Volunteer Advisor. During weekends or off-hours, however, it may be necessary to provide notice to any available staff member. This allows for timely staff follow-up, as necessary.

WHAT	WHEN	WHO	HOW
<b><i>VOLUNTEER WILL BE ABSENT</i></b>			
Absence (less than 48-hours notice)	Immediately	Any Available Staff Member	Phone – <u>do not leave voice message</u> ; speak to on-duty staff
Absence - planned (more than 48-hours notice)	As Soon As Practical	Volunteer Advisor	Phone or email; on holidays/weekends or if you receive staff out-of-office message, follow chain-of-command to speak with on-duty staff by phone
<b><i>VOLUNTEER PERSONAL SITUATION</i></b>			
You have contact with law enforcement or criminal court (non-DOC)	By Next Business Day	Volunteer Advisor or Facility Volunteer Coordinator	Phone – <u>do not leave voice message</u> ; speak to on-duty staff; follow-up with phone or email contact to Volunteer Advisor
You develop a medical or physical condition which may necessitate accommodation for facility entry	As Soon As Practical	Volunteer Advisor or Facility Volunteer Coordinator	Phone or email
<b><i>ONSITE INMATE/OFFENDER BEHAVIOR OR SECURITY CONCERNS</i></b>			
Disruptive inmate during program/activity	Immediately	Any Available Staff Member	Verbally before leaving facility; follow-up with phone or email contact to Volunteer Advisor and note staff to whom you reported information.
Inmate discloses overt/covert threats to self or others			
Inmate(s) attempt to exert influence/leadership role within programs or activities			
You learn of immediate concern or future plans for impairing facility security (e.g. riot, escape, drugs, weapons, illegal activity, contraband)			
Inmate reports sexual assault or intimidation			
Inmate discloses previous crimes which may impact facility/community safety (e.g. homicide, sexual assault, domestic violence, battery)			
Medical or other emergency during program/activity			
Inmate/offender requests that you contact victim(s)			

WHAT	WHEN	WHO	HOW
<b><i>OFFSITE INMATE/OFFENDER BEHAVIOR CONCERNS</i></b>			
Inmate/offender (or individual on their behalf) contacts you by mail/phone/email	By Next Business Day	Volunteer Advisor or Facility Volunteer Coordinator	Phone – <b>do not leave voice message</b> ; speak to on-duty staff; follow-up with phone or email contact to Volunteer Advisor
Inmate/offender solicits financial or in-kind support (e.g. purchases, medical, legal)			
Inmate/offender solicits your support or advocacy for personal issue (e.g. legal, parole, post-release employment or housing, family issues)			
Inmate asks you to keep secrets, requests personal information, or tries to develop personal relationship			
<b><i>FACILITY SECURITY ISSUES</i></b>			
Disagreement with staff member and/or feel harassed/bullied	By Next Business Day	Facility Volunteer Coordinator	Phone or email, with further follow-up as appropriate
You become aware of incident(s) of employee harassment or bullying			
Contacted by media regarding DOC volunteer activity			
You learn of PHI from anyone other than the inmate (e.g. staff disclosure, inappropriate record storage)			
You want to bring items into the correctional facility which have not been previously approved (e.g. donated items, program materials, medication)	As Soon As Practical	Volunteer Advisor	Phone or email
<b><i>FRATERNIZATION POLICY</i></b>			
Learn that your family member or close associate is incarcerated or placed on community supervision	By Next Business Day	Volunteer Advisor	Phone or email; will discuss whether to complete a DOC-2270 Fraternization Exemption form.
Unanticipated/incidental contact in community with former inmate, offender and/or their family			
Anticipate intermittent future interactions with inmate/offender or their family (e.g. has joined your church, moved to your community, frequents your workplace, etc.)			