

# **NEW JERSEY DEPARTMENT OF CORRECTIONS**

Division of Programs & Community Services

## **Office of Volunteer Services**



### **HANDBOOK FOR VOLUNTEERS**

Revised November 19, 2019



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## INTRODUCTION

Welcome to the New Jersey Department of Corrections (NJDOC). Thank you for your willingness to work with the inmate population. Volunteers are a significant and vital part of our department. We highly value the important contribution you make in helping us fulfill our commitment to assist inmates in their reentry to society. We are committed to the active recruitment and retention of concerned volunteers with the qualifications and commitment to accept the challenge inherent in a correctional rehabilitative setting.

The goal of our volunteer programs are to assist the department in achieving a reduced recidivism rate and changing attitudes and actions of those who will be released into our communities. By working with our staff, you will become an integral part of our ongoing rehabilitative efforts.

The purpose of the New Jersey Department of Corrections' Volunteer handbook is to establish a uniform system for volunteer administration that will contribute to the quality and efficiencies of volunteer services with an overview of the policies and procedures that govern our department. It is also intended to provide you with guidelines in conducting yourself, and services within our facilities. This handbook has been prepared to promote public safety. It will familiarize you with prohibited acts and disciplinary actions, which may be taken.

In carrying out your essential role as a volunteer, you will be expected to understand and follow these requirements as well as local rules of operation. If you do not follow these rules, administrative/disciplinary and/or criminal action may be taken against you.

This handbook is not meant to be an all-inclusive manual of every question or problem you may encounter. Please ask staff for clarification if you have questions or concerns.

We have found that volunteering within our department for community citizens, staff and inmates alike a deeply moving and rewarding experience. We are very grateful for your interest, time, and commitment as we work together for a safer and better New Jersey Department of Corrections.



## MISSION STATEMENT

The mission of the New Jersey Department of Corrections (NJDOC) is to protect the public by operating safe, secure, and humane correctional facilities. The mission is realized through effective supervision, proper classification, appropriate treatment of offenders, and by providing services that promote successful reentry into society.

## DIVISIONS

### Division of Administration

The Division of Administration is responsible for managing the department's \$950,000 budget. Roughly 19,000 individuals are under NJDOC jurisdiction in state correctional institutions and residential community reentry release (RCRP) facilities. The division provides administrative services to support the departmental mission in major areas such as budget and fiscal management, procurement, internal auditing and information systems.

### Division of Operations

The Division of Operations is responsible for 13 major institutions -- 12 adult male correctional facilities, one women's correctional institution and a central reception/intake unit. These facilities collectively house approximately 17,000 inmates in minimum, medium, and maximum security levels. They are diverse and unique in their operations as well. The Adult Diagnostic and Treatment Center operates the rehabilitative program for habitual sex offenders. The Edna Mahan Correctional Facility for Women, the state's only correctional institution for women, houses inmates at all levels of security. The MidState Correctional Facility is the first licensed, clinically driven drug treatment program provided by the NJDOC.

### Division of Programs and Community Services

The Division of Programs and Community Services enhances public safety through the development, coordination, administration and delivery of institutional and community-based programs and services. The division is responsible for correctional facility and community-based program opportunities for offenders, which includes the offices of Community Programs, Educational Services, Transitional and Social Services, Chaplaincy, County Services, Victim Services, and **VOLUNTEER SERVICES**.

## **THE DEPARTMENT OF CORRECTIONS EXECUTIVE STAFF**

The Department of Corrections is governed by a set of rules known as the New Jersey Administrative Code - Title 10A. The senior executives are as follows:

Commissioner

Chief of Staff

Deputy Commissioner

Special Legal Advisor

Assistant Commissioner-Division of Administration

Assistant Commissioner-Division of Operations

Assistant Commissioner-Division of Programs and Community Services

Chief Investigator Special Investigations

Director of Health Services Unit

Director of Public Information

Central Office is the headquarters for the New Jersey Department of Corrections. The NJDOC is responsible for 13 state institutions – eight adult male corrections facilities, three young adult facilities (18-27 year of age), one facility for sex offenders, one women’s correctional institution and a central reception/intake. These facilities collectively house approximately 20,000 inmates in minimum, medium and maximum security levels.

## **OFFICE OF VOLUNTEER SERVICES**

The major goal of the Office of Volunteer Services is to ensure the proper recruitment, processing, training, evaluation and recognition of NJDOC volunteers. As such, the Office of Volunteer Services, through assistance from volunteer coordinators in each institution, recruits, trains and supports individuals throughout the community who seek to volunteer in the areas of religious services, educational and community programming.

The Office of Volunteer Services further provides recommendations for accurate procedures and manuals with regard to the Volunteer Services Program throughout the department. All NJDOC volunteers are subject to an extensive application process, which includes appropriate screening, a criminal history background check and volunteer orientation and training.

The Office of Volunteer Services works collaboratively with the institutional volunteer coordinators, the Special Investigations Division, and ID Card Units in maintaining documentation, tracking and reporting systems regarding the Volunteer Services Program.

## **CONTACT US**

P.O Box 863

Trenton, New Jersey 08625-0863

Preferred: [Volunteer.Services@doc.nj.gov](mailto:Volunteer.Services@doc.nj.gov)

Alternate: (609) 292-4036, ext.5304 or 5323

## **VOLUNTEER'S LINE OF SUPERVISION & COMMUNICATION**

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.

- Facility Volunteer Coordinator (FVC): This is generally a staff supervisor designated by the Administrator to coordinate and supervise all volunteer services within the facility. The Facility Volunteer Coordinator is responsible for overall policy and procedures related to all volunteer services within that facility.
- Correctional Police Officers: Sworn peace officers who are responsible for the orderly running of the facility. Correctional police officers, sergeants, and lieutenants typically wear blue shirts; Correctional Police Majors typically wear white shirts.
- The Shift Commander: Custody personnel 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 reasonably necessary to maintain control of the inmate population and security and safety of the facility.
- Administrator: Serves as the chief executive officer of any State correctional facility within the NJDOC.
- Associate Administrator: The ranking assistant to the Administrator of any State correctional facility within the NJDOC.
- Assistant Superintendent: The ranking assistant to the Associate of any State Correctional facility within the NJDOC.
- Departmental Coordinator of Volunteer Services (DVS)/State Coordinator: A staff member, who is designated by the Assistant Commissioner of the Division of Programs and Community Services to manage, recruit, monitor and evaluate the performance of NJDOC volunteers and the facility volunteer programs.
- Volunteer Assistant: A staff member of the Office of Volunteer Services.

## **INTERACTION WITH STAFF**

- Interaction with staff must be professional at all times.
- Always be sensitive to the fact that conversations may be overheard by inmates.
- It is unacceptable to have a confrontation with or challenge a staff member's authority in front of inmates.
- Disagreements between staff and volunteers may be exploited by 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.

## CRITERIA FOR VOLUNTEERING

The NJDOC authorizes the use of volunteer services offered by professionals, adults, students, and members of the community in areas such as, but not limited to, chaplaincy services, education services, and social services. All volunteers are subject to an extensive application process, which includes appropriate screening, criminal history background check, and volunteer orientation and training.

The following criteria must be met for volunteer eligibility:

1. A volunteer must be at least 18 years old.
2. A relative, friend, or clergy of an inmate shall not be permitted to participate in a Volunteer Service Program at the NJDOC correctional facility where that inmate is housed and if necessary, will require special authorization from the Office of Volunteer Services.
3. A person with an arrest history may participate in a Volunteer Service Program if his/her *Volunteer Application Form*, form 450-I, is approved by the Departmental or Facility Coordinator of Volunteers, the Administrator and the appropriate Assistant Commissioner.
4. Each member of a group wishing to participate in a Volunteer Service Program shall submit an individual application. Group member applications shall be reviewed and approved or disapproved by the Departmental Coordinator of Volunteer Services or the Facility Volunteer Coordinator.
5. Each applicant shall complete in **blue ink** and sign the *Volunteer Application Form*, form 450-I. The Volunteer Application Form must indicate only one type of volunteer services, I.e. Religious Volunteer, Education Volunteer and Reentry Specialist Volunteer.
6. The *Volunteer Rules and Responsibilities Form*, form 450-II, is to be used as legal validation that the prospective volunteer understands and agrees to abide by NJDOC policies, procedures and rules.
7. Orientation will be provided to all volunteers prior to assignment to any NJDOC correctional facility services.
8. All volunteers will receive a copy of the official NJDOC Volunteer Handbook and may receive a facility specific handbook for the NJDOC correctional facility to which they are assigned prior to the start of their services.
  - a. All volunteer applicants shall be subject to a background check.
  - b. Upon completion of the background check and prior to beginning volunteer service, the volunteer may be issued a volunteer photo identification card, which has an expiration date of one year from the date of issue.
  - c. All volunteer identification cards are property of the New Jersey Department of Corrections.

## **IDENTIFICATION CARDS**

### **Universal Identification Card**

NJDOC Universal identification cards are approved by the Assistant Commissioner, Division of Programs and Community Services and the Departmental Coordinator of Volunteer Services. They are issued to Volunteers who provide volunteer services within more than one facility.

1. At all times, volunteers will have their Universal Identification card in their possession and visible for screening.
2. When a New Jersey Department of Corrections official identification card is believed lost or stolen, it is the responsibility of the volunteer to notify the local law enforcement authorities and Administrator or designee, as soon as possible. The volunteer must obtain a police report and provide copies to the facility Administrator and the Departmental Coordinator of Volunteer Services.

### **Facility Specific Identification Card**

The facility specific volunteer photo identification card shall be maintained at the front entrance of the NJDOC correctional facility to which he or she is assigned. When entering the NJDOC correctional facility, the volunteer shall obtain the volunteer photo identification card or a volunteer's pass in exchange for some form of personal identification, such as:

- A driver's license;
  - A current employment photo ID card;
  - A passport;
  - A valid county, state or federal ID card; or
  - A photo identification card issued by a municipal, county, state or federal office (such as, but not limited to, a non-driver photo ID issued by a state motor vehicle agency).
1. NJDOC facility specific identification cards are approved by an institutional Administrator and are valid only for that specific correctional facility.
  2. Prior to leaving the facility, the volunteer will return the volunteer identification card for his or her personal identification.

When a New Jersey Department of Corrections official identification card is believed lost or stolen, it is the responsibility of the volunteer to notify the local law enforcement authorities, Administrator or designee, as soon as possible. The volunteer must obtain a police report providing copies to the facility Administrator, the Facility Volunteer Coordinator and the DCVS designee.

## SECURITY CLEARANCE

Your ID card is to be worn at all times and should be placed on the upper front portion of your body, attached to the collar or clothing for easy visibility. If, the ID is attached to your coat, once inside the facility, the ID card should be attached to your inner garment for visibility. While in the facility, do not remove your ID.

Please be advised that Correction Police Officers have been instructed to stop and delay any person on NJDOC grounds that are not exhibiting an employee/volunteer ID card or volunteer pass. These measures are a continuation of efforts by the department to provide a safe environment for all volunteers on NJDOC grounds.

Any volunteer in need of a new or renewing Universal ID card should contact the Office of Volunteer Services at (609) 292-4036, ext. 5304 or 5323, as soon as possible.

Any volunteer in need of a new or renewing Facility Specific ID card should contact the volunteering facility's Office of Volunteer Service, as soon as possible.

Volunteers are permitted to enter the secure perimeter ONLY as they are scheduled. Volunteers must report to their assigned location and when the volunteer service is complete, must exit the area promptly.

## VOLUNTEER ARREST

While serving as a NJDOC Volunteer, the NJDOC mandates that any volunteer who is arrested, incarcerated or issued a summons as a result of a crime or an offense must immediately advise his/her group leader and the facility Volunteer Coordinator(s), in the institution where they volunteer prior to reporting for the next scheduled volunteer visit, but no later than 48 hours from the time of the incident.

All reports generated as a result of this incident will be forwarded electronically to the email address: [Volunteer.Services@doc.nj.gov](mailto:Volunteer.Services@doc.nj.gov).

Based on the type of offense, the volunteer may be banned temporarily pending the adjudication of the charges.



## DRESS CODE

The New Jersey Department of Corrections is a state agency that adheres to professional standards. As such, those persons who wish to enter an organizational unit for the purpose of visiting an inmate or staff member or **persons wishing to participate in an approved program, such as but not limited to, volunteers, are required to adhere to the following volunteers' dress code requirements.** The wearing of suggestive, revealing or otherwise inappropriate attire is strictly prohibited in the family-oriented environment of visiting areas and in contacts with inmates, staff, and/or volunteers.

### Prohibited Garments



The following guidelines must be followed, regardless of gender:

- No transparent or fishnet clothing.
- No clothing that exposes undergarments or a portion of the body considered private.
- No skin-tight clothing.
- Tops must cover shoulders and midriff areas. No tube tops, tank tops, halter tops, low-cut shirts or shirts that expose shoulder, midriff area, torso or back.
- Bottoms must at least cover waist to mid-thigh. No shorts, skirts or dresses ending above mid-thigh, or which have an inseam length or slit ending more than three inches above the knee. No low-rise shorts, skirts or pants that expose the midriff or any portion of the buttocks.

No otherwise clearly inappropriate attire, as determined solely by New Jersey Department of Corrections staff on duty. This includes, but is not limited to:

- military-style clothing worn by persons not in active or reserve military status
- clothing closely resembling that issued to inmates (no khaki, orange or yellow shirts/pants)
- custody staff or law enforcement
- professional-styled uniforms such as but not limited to:
  - medical/nursing
  - postal workers
  - delivery service, etc.

Clothing depicting a message, either in wording or art, that could impact upon the safety, security or orderly operation of the correctional facility, including, but not limited to, that which is offensive, racist, sexually oriented, or advocates illegal or narcotic activities.

- No hat or headgear, unless it is religiously oriented or medically necessary, and the volunteer agrees to a search.
- No shoes or sneakers with wheels (I.e. Heelys)
- No flip-flops
- No steel-toed boots
- No garments with underwire

The lobby officer can stop any volunteer they deemed dressed inappropriately at the prison entrance. The lobby officer will contact the area lieutenant who will notify the department head. Should there be a difference of opinion the Associate Administrator can be petitioned. Any volunteer who disregards the dress code policy will be asked to leave and change their attire before they will be admitted inside the secure perimeter.

## **PROPERTY RESTRICTIONS**

In order to maintain the secure operation of the NJDOC **NO** unauthorized articles are to be brought into the institution. Unauthorized items should be left locked in your vehicle. The NJDOC takes no responsibility for any property brought on site.

### **Authorized Items**

Below is the only list of authorized items that may be carried by any person, except an inmate volunteer, through the Inner-Security Perimeter into a secure area of any facility of the New Jersey Department of Corrections. Any related questions regarding items not specifically contained on these authorized lists shall be directed to the Shift Commander who shall dispatch a supervisor accordingly.

1. Personal Care Items (bladder control or feminine care items)
2. A comb and/or brush
3. A Chap stick (standard size tube only)
4. A plastic container of Hand Sanitizer (4 oz. or smaller, non-flammable and in the original factory container only)
5. Plastic bottles of water (32 ounces or smaller, factory sealed only) - 2
6. A set of personal keys (personal handcuff keys are not authorized)
7. A billfold wallet
8. Pocket Calendar Book
9. A secure ID Token (Medical Services staff)
10. Four quarters to utilize the lockers provided within the facility to secure items that are not allowed in the facility. There are no change machines in the facilities.

All authorized items shall be carried on person or in a clear plastic cosmetic bag (maximum size of 12 inch x 12 inch x 3 inches).



## SEARCHES

Volunteers must have a valid driver license and any vehicle driven state property must be registered. Volunteers, their belongings, and vehicles are subject to searches while on the premises, or in a facility under the jurisdiction of the Department of Corrections, in accordance with NJAC 10A:18-6 such as but not limited to a passive canine search, scanning/testing device, and may be required to submit to a pat search.

I understand that if I refuse to submit to a search, I shall be:

1. Directed to immediately leave the premises of the facility under the jurisdiction of the Department of Corrections; and
2. Banned from the Institution for 60 days and required to reapply in writing to the Administrator for approval/disapproval of the reinstatement of volunteer privileges;
3. I understand that notification of a positive indication as a result of a canine search and/or scanning/testing device search is probable cause to believe that criminal activity has or is taking place and, I shall be:
  - a. Detained;
  - b. Subject to search and arrest; and
4. In accordance with NJAC 10A18-6.14, if a controlled dangerous substance is discovered on my person, in my possession, or in my vehicle, I shall be permanently banned from all facilities under the jurisdiction of the Department of Corrections.

## MEDICATION AND MEDICAL DEVICES

Volunteers who maintain life-saving medication or who utilize medical devices to include:

nitroglycerin	medically necessary shoes	prosthetic devices
insulin pumps	canes, walkers	requiring the use of
inhalers casts	wheelchairs	oxygen tank
glucose tablets	guide/service dogs*	surgical implants
braces	pacemakers	automatic implantable

*\*Additional paperwork maybe required.*

- The volunteer shall submit written evidence signed by a medical doctor documenting the need for such device(s) to the Office of Volunteer Services and the Facility Volunteer coordinator, ADA paperwork (where applicable) and volunteer application for review.
- Volunteers who have life-saving medication shall keep it on their person at all times.
- The corrections police officer shall note all medication or medical device(s) upon entry on the visiting form and verify upon exit of the visiting room.
- Volunteer must have medical doctor documentation on their person at all times.

## ZERO TOLERANCE POLICY

The New Jersey Department of Corrections maintains a zero tolerance policy for Drug/Alcohol, Misuse or Possession of an Electronic Communication Devices and Sexual Assault.

The zero tolerance for the possession, sale or/and use by inmates of any drugs, intoxicants or narcotic paraphernalia not prescribed for the inmate by medical or dental staff is prohibited. Under this policy, any volunteer attempting to bring drugs and/or alcohol into a correctional facility shall be permanently banned from all New Jersey Department of Corrections' facilities.

The NJDOC also maintains a zero tolerance policy for the misuse or possession of any electronic communication device that is not authorized for use or retention, whether or not such a device is activated or operational. Devices are any electronic device that contains a means of internet access or receiving, transmitting or storing information electronically include but are not limited to:

- Cellular phones
- Pagers
- Computers
- Two-way radios
- Camera or Video/Audio player
- Recorder
- Hand held E-mail system
- Smart Watches
- Fitbits

**PROHIBITED**

Any volunteer attempting to bring any electronic communication device into a New Jersey Department of Corrections' facilities will be banned from all NJDOC facilities.

Based on the Federal Prison Rape Elimination Act of 2003 which was established to address the elimination and prevention of sexual assault and rape in correctional systems, the NJDOC maintains a policy of Zero Tolerance for incidence of Sexual Assault.

Any volunteer involved in, witnessing, having knowledge of a sexual assault and not reporting this information to the Volunteer Coordinator or Custody Staff will be permanently banned from all New Jersey Department of Corrections' facilities.

Volunteers should report any incident prior to leaving the facility.

## **CONTRABAND**

Contraband means:

1. Any item, article or material found in the possession of, or under the control of, an inmate which is not authorized for retention or receipt;
2. Any item, article or material found within the facility or on its grounds which has not been issued by the correctional facility or authorized as permissible for retention or receipt.
3. Any item, article or material found in the possession of, or under the control of, staff or volunteers within the facility or on its grounds which is not authorized for receipt, retention or importation.
4. Any item, article or material that is authorized for receipt, retention or importation by inmates, staff or volunteers but that is found in an excessive amount or that has been altered from its original form. An amount shall be considered excessive if it exceeds stated correctional facility limits or exceeds reasonable safety, security, sanitary, or space considerations; or

Any article that may be harmful or presents a threat to the security and orderly operation of the correctional facility shall be considered contraband.

Items of contraband shall include, but shall not be limited to: guns and firearms of any type; ammunition; explosives; knives, tools and other implements not provided in accordance with correctional facility regulations;

- hazardous or poisonous chemicals and gases;
- tobacco products, unauthorized drugs and medications; medicines dispensed or approved by the correctional facility but not consumed or utilized in the manner prescribed;
- intoxicants, including, but not limited to, liquor or alcoholic beverages; and where prohibited, currency, stamps and electronic communication devices.

## **RELIGIOUS MATERIALS**

Inmates are permitted to receive through the mail and retain religious literature and the indicia of religion, such as missals, prayer books, shawls, and prayer rugs. However, volunteers are prohibited from giving inmates anything not approved prior to.

1. Inmates shall be permitted to send out of the correctional facility religious literature or indicia of religion, such as missals, prayer books, shawl, and prayer rugs.
2. The receipt, retention or sending out of religious material is subject to the restriction and procedures in NJAC 10A: 3-6 - Contraband and Disposition of Contraband, and NJAC 10A: 18 Mail, Visits, and Telephone.

## WORKING WITH NJDOC INMATES

### Undue Familiarity

It is imperative that volunteers remain professionally oriented at all times and, in so doing, not permit themselves to become over-familiar with inmates, former inmates, and/or the families of inmates. Inappropriate actions and misconduct lessens community confidence in correctional professionalism while bringing the Department of Corrections into public disrepute. **Undue familiarity with inmates is destructive in every sense; and is basis for termination.**

Undue familiarity includes but is not limited to:

- horseplay
- betting
- trading
- dealing,
- socializing
- family contact unrelated to the volunteer's duties
- sharing or giving food
- delivering or intending to deliver contraband
- personal conversation
- engaging in social media with the inmate or inmate's family
- exchanging correspondence, including social networking via the intranet/internet
- romantic relationship with the inmate or the inmate's family
- developing a relationship with an inmate which is anything other than a volunteer/inmate relationship.

Volunteers must take responsibility to ensure their success in this environment. The following guidelines can be used to further your professional growth and to assist others:

1. Read, understand, and follow all updated policies and procedures as given to you. When in doubt check with your assigned supervisor or the Facility Volunteer Coordinator, as ignorance of the rules is no excuse.
2. Do not single out inmates to provide special privileges.
3. Hold all inmates accountable for their behavior in a fair and consistent manner.
4. Do not establish a personal relationship with any inmate or their family members.
5. Do not discuss any issue with an inmate that you could not, nor would not, discuss with all inmates.
6. Do not perform any personal favor for an inmate(s).

7. Do not solicit nor accept any personal favors from an inmate or his family.
8. Do not provide preferential treatment to any inmate.
9. If you ever believe that you may have innocently compromised or violated the above or any departmental rules or regulations, immediately report this to your supervisor. Do not compound the situation by covering it up or believing that no one will find out. Someone will always find out. As much support as possible will be provided to those who are up front and honest. Limited help or support can be given to a volunteer who either crosses the line or does not come forward to request assistance.
10. If you believe another volunteer or staff member has violated the rules and regulations, immediately report this to a supervisor. Your knowledge and silence places you in a position of possible complicity. You cannot protect someone who is not willing to protect themselves.
11. If you believe a volunteer or staff member may be placing himself/herself in a potentially compromising position bring this to his/her attention.

Always avoid conversation, contact, personal or business dealing between a volunteer and inmate or inmate's family which is unnecessary, not a part of the volunteer's duties, and related to a personal relationship or purpose rather than a legitimate correctional purpose.

### **INTERACTION WITH INMATES**

- A volunteer must not associate with, accompany, correspond with, or consort with any inmate without approval from administrative staff.
- A volunteer should treat all inmates impartially and not grant special privileges to any inmate.
- A volunteer must not telephone an inmate, not accept phone calls or make phone calls on behalf of an inmate.
- A volunteer must divide attention among many inmates.
- A volunteer should turn conversations away from intimate subjects immediately. If the conversation persists, report it to the nearest correctional police officer.
- A volunteer must resist the ego trip from an inmate's attention and be careful not to lead the inmate on with words or actions.

## DO'S AND DON'TS WHILE WORKING WITH INMATES

### “DO'S”

1. Do refer to inmates by their last name and insist that you be referred to as Mr., Ms. or Mrs., and your last name or by your title (Reverend, Professor, Bishop, etc.) which would be appropriate and respectful. Do expect and insist on the same common courtesies you extend to them.
2. Do let inmates know that you cannot be manipulated into doing things “their way”. If you are not consistent in your approach you will lose respect and leadership.
3. Do seek out your supervisor, volunteer coordinator, or custody whenever you have a doubt to what procedure to follow.
4. Do be impartial and fair to all inmates. Favoritism will only cause problems to arise.
5. Do be yourself with the inmate. Your honesty and objectivity will increase the inmate’s trust in you.
6. Do report any problems, suspicions of wrongdoing, or any feelings of uncomfortableness or pressure by an inmate. In some cases, these types of problems are a result of the inmate testing you to see if he/she trust you to do the right thing. In other cases, you may be preventing a serious problem. As with all staff, it is of utmost importance to ensure the safety and security of this institution.
7. Do report immediately the transfer of any relative or personal friend into a NJDOC facility. You cannot volunteer at the same facility where a relative or personal friend is incarcerated.
8. Do refer to custody personnel as “Officer” or by their rank, “Sergeant, Lieutenant or Major.”
9. Do be aware of con games. Be vigilant at all times.
10. Do be honest about your limited confidentiality. Do not promise to keep an inmate’s “secret.”
11. Do be prepared to handle flirting or romantic advances.
12. Do try to find ways to encourage and give hope.
13. Do be natural and be yourself.
14. **Do memorize the “Don’t List”.**



## “DO NOT”

1. Do not give out any personal information such as your telephone number, address, date of birth, email address, etc., to an inmate. Your contacts with inmates should only take place while you are at the institution. It is a professional not personal relationship.
2. Do not engage in physical contact with inmates with the exception of an occasional handshake. You must remember that even what may appear to be a harmless pat on the back or an accidental bump can easily be construed as a physical “come on” that could lead to a dangerous situation. Report immediately any inmate that attempts physical contact.
3. Do not, under any circumstances, carry mail or other items from inmates out of the institution or become involved in any other activity with an inmate.
4. Do not, under any circumstances, give or receive from any inmate, inmate’s friend, relative, or representative, anything in the nature of a gift or any kind of favor no matter how trivial. Do not bring or mail anything into the institution that has not been specifically approved by the Administrator.
5. Do not offer or succumb to any requests by an inmate to contact his family or friends by telephone or correspondence. There is always a staff person available to assist the inmate with any personal, family, or legal crisis he/she is experiencing.
6. Do not make promises to inmates.
7. Do not expect inmates to live up to your expectations. Be patient and supportive and remember that your efforts may have long term effects that cannot be seen immediately.
8. Do not, under any circumstances, remove your Volunteer I.D. tag from your outer clothing while inside the institution.
9. Do not even run or shout in the facility or on NJDOC grounds with the exception of a real emergency situation.
10. Do not engage in patronizing political conversation.
11. Do not communicate with inmates, their family/friends via social media. If they try to contact you, report it to the Facility Volunteer Coordinator and Administrator, immediately.
12. Do not be “preachy” or push inmates into making a decision. Do not enter into any business interactions with an inmate.
13. Do not criticize NJDOC staff, the institution, other races, countries, or religions.
14. **Do not do anything on the “Do Not List.”**

## NJDOC AND RESIDENT JARGON

### DOC TERMS

1. **CAMP:** Another name for certain minimum-security prisons, since prisons are often referred to as work camps.
2. **CODE:** means an event or occurrence that may affect or affects the safety, security and well-being of the NJDOC, its personnel, volunteers and volunteers, as well as the inmates over whom it has custody and control.
3. **COUNT:** The counting of inmates. During a count there is no movement in or out of the facility.
4. **Residential Community Release Program (RCRP) - “HALFWAY HOUSE”:** a community-based residential facility, contracted by the NJDOC for inmates under community supervision including: assessment and treatment centers; correctional treatment programs with a work release component; and work release programs.
5. **COMMISSARY:** a correctional facility store through which inmates may make discretionary purchases of items such as food, stamps, stationary, and personal hygiene products, etc.
6. **ITAG** – NJDOC Inmate management applications software.
7. **Jpay:** a system whereby inmates are able to receive money, receive correspondence via email, order commissary and also download music, books via the JPAY Kiosks which are located on the housing units within the institution.
8. **JUMU’AH:** Friday congregation prayer held during the time of the Dhur prayer which occurs between 12:00 PM and 2:30 PM, EST.
9. **MOVEMENT:** The controlled movement of inmates within the facility.
10. **OMBUDSMAN:** provides a mechanism for the continuing resolution of issues, problems or complaints of inmates sentenced within the NJDOC regarding their living conditions and other matters.
11. **Restrictive Housing Unit (RHU):** is a form of housing for inmates whose presence in the general population would pose a serious threat to life, self, staff or other inmates, or to the security and orderly operations of a correctional facility.
12. **STATE PAY:** Pay for Inmate in General Population Job assignments. Payment is received once a month.

## INMATE JARGON

1. **BID:** Prison sentence
2. **BUNKIE:** Roommate. A person you share a cell with.
3. **CASE:** A disciplinary report written on an inmate for a rule infraction, derived from court case.
4. **CELLIE:** Cellmate.
5. **CO** – Correctional Police Officer. Inmates also use “Blue” and “Police.”



Communicate professionally and do not use inmate jargon.

## VOLUNTEER RULES AND RESPONSIBILITIES

1. It is your responsibility to work out your volunteer schedule with your staff supervisor.
2. Arrive **a minimum** of 15 minutes early at the entrance point for security clearance procedures. **LATE ARRIVALS MAY NOT BE GRANTED ENTRANCE**. Punctuality on your scheduled volunteering days is imperative. All correctional facilities operate on a very structured time frame.
3. If for some reason you may be late or absent, you must call your volunteer supervisor or coordinator as far in advance as possible. Keep in mind that consistency in attendance is important in demonstrating responsible action.
4. Whenever you enter a NJDOC site, you are required to wear your volunteer identification tag. Based on the time you are scheduled to work at a NJDOC institution, you will be assigned a room or specific area where you will be able to perform your tasks. Your work at the facility is limited to your assigned area. You are not permitted free range of the grounds at any institution.
5. **Smoking is prohibited in any public place or work place as a matter of law.** Smoking shall be permitted in designated outdoor areas of Department of Corrections' buildings as determined by the Administrator/Unit Manager but shall not be within 25 feet of any building entrance. Appropriate signs shall be posted to identify the approved outdoor smoking areas as well as the areas in which smoking is prohibited.
6. It is your responsibility to submit a written request for any equipment or materials that you wish to utilize in your service/activity. Equipment or materials must be approved by the Department Supervisor of the area in which you are volunteering and the Administrator. Introduction of any materials or items not approved by the Administrator may result in your immediate dismissal.
7. It is your responsibility to notify your staff supervisor and/or volunteer coordinator of any change of address, telephone number or other pertinent information as soon as possible.
8. If a relative or personal friend is transferred to the NJDOC, the volunteer must notify the staff supervisor as soon as possible. Failure to comply will cause one's volunteer services to be terminated.
9. NJDOC has a very diverse population with a variety of faith perspectives. Religious volunteers are free to teach your particular doctrines. However, you are not, under any circumstances, permitted to make disparaging or derogatory comments, nor bring in any materials that contain negative comments about any other religious doctrine, group or faith perspective, nor are you permitted to deliberately seek to persuade an inmate to change his religious affiliation.

## FUNCTIONS OF VOLUNTEERS

As a volunteer, you have the potential of positively affecting the lives of each inmate you speak with. Listening to and trying to understand his/her feelings can be the key to assisting an inmate in identifying his/her options, resources available, and decisions to be made.

1. Although listening and understanding are keys to communication, the volunteer should be aware of being overly sympathetic. Too much sympathy can lead an inmate to feel increased frustration, a sense of helplessness, and have unrealistic expectations that cannot be gratified because of safety and security measures within the institution.
2. The volunteer has many roles, but his/her specific functions are dependent on the particular area of services being provided. These functions should be discussed with your direct supervisor who has been assigned to you based on your field of interest.
3. The Volunteer Program at NJDOC seeks to generate services which supplement the NJDOC's desire to aid inmates in their personal growth while incarcerated and to ease their re-entry into society.

## TYPICAL VOLUNTEER OPPORTUNITIES

Volunteers and civilians coming into prison facilities may serve in a variety of roles. Depending upon skills and experience, some volunteers may perform more than one of the following functions:

**AA/NA/GA Programs** (Oversight through the **Office of Substance Abuse Programming and Addiction Services**) Self-help recovery groups for inmates with addiction(s).

### **Educational Program Tutoring/Instruction**

Individual or small group study assisting inmate progress through literacy, education, vocational, English-language learners or treatment programming.

### **Pastoral Visit**

One-to-one or small group inmate visits with approved clergy or lay spiritual 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 congregation) or ongoing visits (i.e. clergy or lay leader from the facility's local community) to address specific spiritual needs.

### **Program Facilitation**

Ongoing evidence-based programs to address specific 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.

### **Student Field Placement/Internships (unpaid)**

Professional training in an accredited university or college, also known as 'field placement' or 'practicum'. Typical fields of study include, chaplaincy and education.

## NEWS MEDIA CONTACTS

Volunteers are prohibited from communicating with the media on security issues and confidential information under the jurisdiction of the New Jersey Department of Corrections Commissioner of Corrections in accordance with N.J.S.A. 30:1 B-6. Security issues encompass a broad range of information including, but not limited to, operating procedures, shift information, scheduling, work assignments, and investigations. What constitutes confidential information is governed by, but not limited to, the categories set forth in N.J.A.C. 10A:22-2.1, et seq. It shall be within the discretion of the Chief of Staff or Commissioner's designee to determine whether other matters including, but not limited to, employment and privileged communications, constitute either confidential information or security issues.

Volunteers may speak with the media to proffer their personal opinions only. Written notice must be submitted to, and approval granted from, the Office of the Chief of Staff or Commissioner's designee at least 3 full days before the proposed date and time of interview with the media or the public statement. In conducting media interviews or making public statements volunteers may only represent themselves as speaking in their capacity as a private citizen.

I understand that I will be subject to appropriate discipline by the Facility Volunteer Coordinator under the following circumstances:

- a) failing to comply with this policy; or
- b) divulging confidential information or information regarding security issues in the course of a media interview or a public statement; or
- c) addressing inquiries from the press on behalf of the Department of Corrections or the Commissioner absent specific permission to do so by the Office of the Chief of Staff or Commissioner's designee;
- d) conducting media interviews or making public statements:
  - 1) on Department of Corrections property

## SERVICE EVALUATION

Service evaluations are conducted on an ongoing basis through reports provided by your volunteer supervisor and related staff and in consultation with the facility volunteer coordinator. If needed, a personal interview with the volunteer is held to clarify any issues.

If a rule from the Volunteer Rules and Responsibilities, Form 450-II is violated, the volunteer will be suspended on a provisional basis by the facility Administrator and/or the Coordinator of Volunteer Services pending a complete investigation. A written report will be submitted to the Administrator with recommendations of whether to retain or terminate services. The Administrator has the authority to curtail, suspend, or terminate services at any time for reasons which include, but are not limited to: any breach of confidentiality; unlawful conduct or breach of correctional facility rules and regulations; physical or emotional illness; inability to cooperate with staff; erratic, unreliable attendance; violation(s) of the rules of the Volunteer Service Program; any prohibited conduct contained in the volunteer contract; and any conduct which threatens the order or security of the correctional facility or the safety of the volunteer.



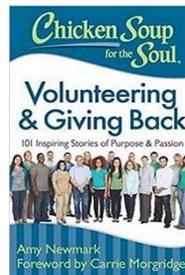
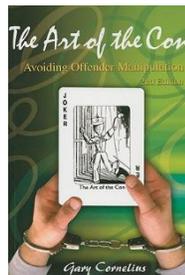
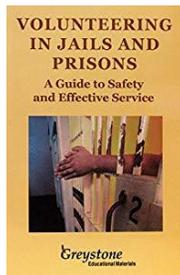
## RESOURCES: RECOMMENDED READINGS

Volunteering in Jails and Prisons, A Guide to Safety and Effective Services (2008) by Greystone Educational Materials

The Art of the Con: Avoiding Offender Manipulation (2008) by Gary F. Cornelius

Chicken Soup for the Soul: Volunteering & Giving Back: 101 Inspiring Stories of Purpose and Passion (2015) by Amy Newmark

Game Over! Strategies for Redirecting inmate Deception (2002) by Bill Elliott and Vicki Verdeyen



APPENDICES

**Appendix A Agreement to the NJDOC Rules and Responsibilities**

**Appendix B Change Notification Form Volunteer Services**

**AGREEMENT TO THE NJDOC VOLUNTEER RULES AND RESPONSIBILITIES**

I agree that I shall abide by all rules and regulations set forth by the institution and shall not engage in any activities which threaten the order and security of the institution.

I agree that my services shall be on a strictly volunteer basis for which I shall not receive any money, gifts or compensation.

I understand that my attendance shall be as scheduled.

I understand that all information relative to institutional affairs and individual inmates must be given out through the Administrator's office and shall not be discussed outside the institution or the Department of Corrections.

I understand that Section 2C:29-6, New Jersey Code of Criminal Justice makes it a crime to traffic in unauthorized goods, convey unauthorized letters or information, or to visit, without authorization, an institution where offenders are serving sentences.

I understand that I shall not exchange any gifts, personal services or other favors with any inmates or any inmate's friend or representative.

I agree that I shall notify institution authorities of any unusual situations, gatherings, conversations, or events that may occur.

I agree that I shall not indulge in undue familiarity with inmates or permit inmates to be unduly familiar with me.

I understand that I shall not extend the period of volunteer services without the approval of the Volunteer Services Assistant.

I understand that I must not take out of the NJDOC mail or other materials for inmates.

I understand that I shall not visit the NJDOC on unauthorized days.

I understand that I will make no negative remarks nor bring into the NJDOC any materials that make negative references to any other faith group.

I agree that I will immediately notify the Volunteer Coordinator if a relative or friend is transferred to NJDOC.

\_\_\_\_\_  
Volunteer's Name

\_\_\_\_\_  
Date

**Appendix B**

**CHANGE NOTIFICATION FORM - VOLUNTEER SERVICES**

It is your responsibility to notify your staff supervisor and/or volunteer coordinator of any change of address, telephone number or other pertinent information as soon as possible.

If a relative or personal friend is transferred to the institution, the volunteer must notify the staff supervisor as soon as possible. Failure to comply will cause one's volunteer services to be terminated.

Please make a copy of the form and make any changes or additions in the appropriate area(s) and return this form via fax (609)984-4635, Mail: NJDOC, Office of Volunteer Services (Edge Building), P.O. Box 863, Trenton, NJ 08625.

NAME: \_\_\_\_\_

GROUP: \_\_\_\_\_

E-MAIL address: \_\_\_\_\_

Cellphone # \_\_\_\_\_

May we send you a text message? Yes \_\_\_\_\_ No \_\_\_\_\_

( ) I am no longer interested in serving as a volunteer. Please remove my name from the list.

Address CHANGE: \_\_\_\_\_

Telephone # CHANGE: \_\_\_\_\_

Additional telephone #: \_\_\_\_\_

Name of Relative or Friend transferred to NJDOC - (include # if known):  
\_\_\_\_\_

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Departmental Supervisor/Facilitator

\_\_\_\_\_  
Volunteer Coordinator Date



Thank you for your commitment to  
volunteer service with the

**New Jersey Department of Corrections**

Don't forget to ask about our annual

**Volunteer Recognition Ceremony**

We hope to see you in September!

