

Montgomery County Correctional Facility **VOLUNTEER/INTERN/ CONTRACTOR HANDBOOK** **2012- 2013**



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MONTGOMERY COUNTY CORRECTIONAL FACILITY/ MONTGOMERY COUNTY DETENTION CENTER

Dear Volunteers, Interns and Contractors:

The Inmate Services Section of the Montgomery County Correctional Facility and Montgomery County Detention Center is pleased to welcome volunteers/interns/contractors who support our rehabilitative efforts. Volunteers/interns/contractors serve a variety of functions from educational tutoring to one-on-one spiritual advising. We sincerely welcome citizen involvement from all cultural and socioeconomic segments of our community.

Volunteers/interns/contractors are initially screened for adaptability by Inmate Services Staff. We look for volunteers/interns/contractors who not only possess positive transferable skills that an inmate can benefit from, but who will also express a sincere commitment to aid the Correctional Facility and its' population in any area of need.

After a volunteer/intern/contractor has been selected they are briefed on basic security considerations. The effectiveness of this program depends on how well a volunteer/intern/contractor can accept responsibility and adapt to our overall security operations.

In addition to the basic security considerations, volunteers/interns/contractors will be made aware of the following:

1. All volunteers/interns/contractors will be issued an identification badge. This badge should be worn at all times while inside the Correctional Facility. Loss of the identification badge may result in the volunteer being suspended or terminated.
2. Volunteers/interns/contractors should park their cars in the visitor's parking lot.
3. The Department retains the right to terminate, postpone, suspend, or discontinue the services of any volunteer or volunteer organization, intern or contractor.
4. Volunteers will not perform professional services.
5. Volunteers/interns/contractors will receive a security briefing and orientation training appropriate to the nature of their assignments.
6. Each volunteer/intern/contractor must sign an agreement to abide by the standard operating procedures of the department. The volunteer/intern/contractor also agrees not to take any actions which would compromise inmate discipline and security. The volunteer/intern/contractor agrees to respect the confidentiality of all inmate records. Should problems or complaints arise, the volunteer/intern/contractor agrees to follow the established chain of command.
7. The established chain of command is as follows:
 - First Level- Volunteers'/interns'/contractors' immediate supervisor
 - Second Level- Program Manager or Unit Manager
 - Third Level- Deputy Warden of Programs and Services

Note: The issuance of this Handbook will not be restricted to Volunteers, but includes contractors (referred to as Staff), interns, and all other individuals who complete orientation and whose responsibilities require them to visit the secure portion of the facility.



MISSION STATEMENT for MCCF and MCDC

The mission of the management and staff of the Montgomery County Correctional Facility and Montgomery County Detention Center is to protect and serve the residents of Montgomery County and general public by providing progressive and comprehensive correctional and rehabilitative services.

OUR GOALS

- To maintain a safe and secure correctional environment for all staff, inmates, interfacing agencies, and the general public.
- To operate in compliance with all federal, state, and county laws, while strictly adhering to the highest of professional standards and ethical behaviors.
- To practice the principle of true collaboration through the involvement of staff in the formulation and implementation of policies, procedures and facility operating guidelines.
- To adhere to the principles of direct supervision in the operation of the facility.
- To provide inmates the opportunity for self-improvement by offering a large range of therapeutic and rehabilitative programs, and to aid in facilitating successful community reintegration.
- To achieve excellence, efficiency, and effective management by utilizing the best training, technology, and innovations available.
- To work in partnership with the community to develop additional strategies to reduce recidivism, expand current alternatives to incarceration, and continue to increase opportunities for all inmates.
- To develop and maintain positive and mutually advantageous working relationships with all professional organizations and public safety agencies.

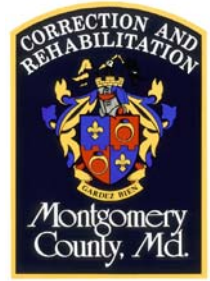


VISION STATEMENT

The Montgomery County Department of Correction and Rehabilitation will strive to be proactive, not reactive in all we do. We will empower our workforce at every level to achieve excellence in correctional practices, continuing to establish the national benchmarks for others to follow. Collaboration, accountability and efficiency are our keys for success.

PURPOSE OF A VISION

A VISION identifies what the organization stands for and where the organization intends to go. It is a simple inspirational, focusing statement that helps all the organization's employees identify with a cause greater than themselves. A VISION helps everyone in the organization see clearly where it is they are working so hard to go. A VISION helps us see why and how our work is important. Having a common VISION creates great unity and a sense of commitment. All of us strive to have a purpose in the various areas of our lives; therefore, if we are committed to a purpose, to something greater than ourselves, we are much more likely to be motivated, energized, creative and loyal.



VALUES

INTEGRITY

We are a principle-based organization. We recognize and respect the dignity of all individuals. We strive for and expect honesty, truth and respect all we do.

DEDICATION

We are committed to fulfilling our mission and meeting our goals by serving with concern and sensitivity under challenging circumstances.

TEAMWORK AND COLLABORATION

We value results-oriented teamwork as an essential tool to accomplish our mission. We encourage open, effective communication throughout the organization and with all those who assist us in our mission.

PUBLIC TRUST AND CONFIDENCE

We value public trust and confidence. We strive to assure our citizens that we are good stewards of the public's resources and obligations entrusted to us.

PROFESSIONALISM

We value quality leadership and strive for impartiality and fairness in the workplace. We encourage personal and professional development. We recognize and reward dedication and commitment to competence and the highest standards of achievement.

M

NINE PRINCIPLES OF DIRECT SUPERVISION

C

- Effective Control
- Effective Supervision
- Competent Staff
- Safety of Staff and Inmates

C

- Manageable and Cost Effective Operation
- Effective Communication
- Classification and Orientation

F

- Just and Fairness
- Ownership of Operation

DIRECTIONS TO FACILITY

Traveling north on I-270, take exit #18 (Rt. #121, Clarksburg/Boyd's) exit. Come to the stop sign and turn left. Cross over I-270 and go approximately one block, and turn right onto Whelan Lane. Follow Whelan Lane until you come to the fork in the road, bear left to visitor parking, and right to staff parking. If you are traveling south on I-270, take exit #18 (Rt. #121, Clarksburg/Boyd's) exit. At the stop sign, turn right and travel approximately ½ block, and turn right onto Whelan Lane. Follow directions as outlined above.

STAFF & VISITOR PARKING:

MCCF provides 188 parking spaces for Administrative and Security Staff. There are 147 visitor spaces. Additionally, there are eight (8) staff and six (6) visitor handicapped spaces available. Whelan Lane is a winding, curvy road, so staff and visitors should exercise caution and observe posted speed limits when traveling this road. Parking lot areas are located on the south side of the central building adjacent to and across from the main lobby entrance and just below the traffic circle. MCCF has designated certain parking spaces for motorcycle parking. The parking lot is covered with asphalt; therefore any staff member or visitor wishing to ride his/her motorcycle to MCCF should bring a kickstand pad with them. To access the parking lots, follow Whelan Lane until it comes to a fork. To enter the lower staff parking area bear right at the fork, take the next left, and then make the first left into the parking lot. To access the upper staff parking lot bear right at the fork, take the next left, and then make the first right into the parking lot. To enter the visitor parking lot, bear left at the fork on Whelan Lane and make the first right into the parking lot.

BUILDING ACCESS

All individuals' intent on gaining entry or access to the secure portion of the Montgomery County Correctional Facility (MCCF) or the Montgomery County Detention Center (MCDC) must possess the ability to walk independently and without the use of any assistance or device (i.e. cane, walker or wheel chair.) In order to gain access to the facility, all staff and visitors must enter through the main lobby entrance located just to the left of the lobby window on the front side of the central building. Officers or employees not in uniform must show valid departmental identification and clear the metal detector before gaining access to the facility. Volunteers, interns and contractors must show their identification cards, and will be given the appropriate badge. Central Control will check all identification a second time before granting any individual access to the secure portion of the facility. The secure portion of the facility begins once you have passed through the main sally port in front of Central Control and enter the North Corridor.

ITEMS ALLOWED INSIDE THE SECURE PORTION OF THE FACILITY

Staff and volunteers are prohibited from bringing large bags, large purses, large gym bags, personal keys, etc. inside the secure portion of the facility. These items are also not permitted in the Community/ Roll Call Room. Staff should arrive at work in ample time to place personal items, such as the ones mentioned above, in the lockers located in the lobby prior to reporting to your program. All Staff are prohibited from having electronic devices such as cell phones, kindle, laptops and portable radios inside the facility without the express approval of the Deputy Warden, Custody & Security. Staff having assigned offices may bring briefcases inside the secure portion of the facility. Staff may bring meals from outside the facility if they choose. There are four portable refrigerators placed throughout the building which staff may use to store their meals. All bags and lunch carriers are subject to search procedures.

ADMINISTRATIVE SECTION

The Administrative Section is located over the main lobby in the central building. The Administrative Section consists of the Warden's Office, a Receptionist's Office and reception area, and a number of other support staff offices. To access the Administrative Area simply take the elevator across from the Community/ Roll Call Room to the second floor.

PUBLIC VISITING ROOM

The Public Visiting room is located just off the main lobby, to the left. To access this area, visitors pass through the metal detector, check in with the Officer, and when called for their visit, walk to the corridor on the left side of the Visiting Officers' Station. The Public Visiting area is on the left at the end of this corridor. There are 25 visiting stations in the visiting hall.

PROFESSIONAL VISITING ROOMS

The Professional Visiting Rooms are located adjacent to the Public Visiting Room. The Professional Visitor's side (Attorney, Clergy, etc.) of the Professional Visiting room is a controlled access area. To access this area, the Professional Visitor is cleared through the metal detector and directed to walk down the corridor just to the left of the Visiting Control Station. At the end of the corridor, Professional Visitors turn right and walk straight ahead through another short corridor (approximately 20 feet), into the Professional Visitor's corridor. There are twelve (12) professional visiting rooms on the left side of the hall and several attorney offices on the right.

INFORMATION DESK

The Information Desk is located on the north side of the main lobby. Once you enter the main lobby turn left, the Information Desk will be directly in front of you. The Information Desk is typically manned Monday – Friday, during normal business hours.

CENTRAL CONTROL

The Central Control Room is located just inside the door located on the right side of the Information Desk, across from the Community/Roll Call Room. The Central Control Room has one way glass and a pass through slot, which opens out into the sally-port.

COMMUNITY/ROLL CALL ROOM

The Community/Roll Call Room is located on the right side of the main lobby. To access this room, staff and visitors must enter the door to the right of the Information Desk. Once inside the door, turn right and the Community/Roll Call Room will be the first door on your right, across from the elevator.

STAFF RESOURCE ROOM

To access the Staff Resource Room, staff must enter the secure portion of the facility via the main sally-port gate, in front of Central Control. Once you enter into the North Corridor, turn right, and the Staff Resource Room will be the first door on your right.

STAFF DINING ROOM

To get to the Staff Dining Room, enter the North Corridor via the main sally-port, by Central Control. Turn left down the North Corridor and follow it until you reach the North/West Corridor Officers Station and turn left. You will now be facing down the West Corridor. Follow the West Corridor until you pass the West Housing Unit ramp on your right. Pass through the slider door and the Staff Dining room will be the second door on your left, directly across the hall from the laundry area. Dining Room service hours are from 9:00 a.m. to 1:00 p.m. and 4:00 p.m. to 7:30 p.m.

BASIC SECURITY CONSIDERATIONS

Volunteers for the Montgomery County Department of Correction are considered staff, and are expected to conduct themselves accordingly. In this position, volunteers have a responsibility to aid in maintaining the discipline of the facility. Volunteers who have inmate contact are responsible for the supervision of their assigned inmates and should familiarize themselves with the Conduct and Discipline section of the Inmate Guidebook.

In view of these responsibilities, the volunteer should adhere to the following basic security considerations:

- Know the whereabouts of the inmates under your supervision at all times. NEVER leave an inmate(s) under your charge unsupervised, and NEVER leave male and female inmates alone. Officers should be made aware of any inmates who stray from your assigned group, and any inappropriate contact between inmates must be reported immediately.
- Dress neatly and appropriately for the work performed. Sandals, sleeveless shirts/dresses, shorts, spandex, sweatpants or clothing which could be considered suggestive in nature should be avoided.
- NEVER lock the door of the room you are using. Please check it upon entering to be sure it does not lock automatically. If at all possible, do not place the inmate between you and the door. This is for your safety.
- NEVER give the inmate anything without first checking with the Shift Administrator. Contraband (anything not authorized for inmates to have) given to an inmate may be grounds for revocation of Volunteer privileges.
- DO NOT agree to perform special favors, and avoid any involvement with inmates other than that which would be considered professional.
- Physical contact other than a handshake should be avoided.
- DO NOT give out your home address or phone number. All communication should take place at the facility.
- When in doubt, ask questions. All correctional employees can assist you or guide you to a staff member who can.
- All communication with inmates should be considered confidential, but not privileged. When a situation arises dealing with a life or death scenario (such as contraband flow, escape plan, or suicide), it is your obligation to inform the Shift Administrator or nearest correctional employee of the content of such communication immediately.
- If you know or believe an inmate is in violation of any institutional rule, you should inform the nearest correctional employee.
- Please do not look for inmates who failed to attend your program.
- All volunteers must be out of the secure portion of the building by 9:00 p.m.

NORTH HOUSING

North Housing is located on the north end of the facility. The North housing unit is comprised of two housing levels, with two pods on each level. The pods on each level are divided into four quadrants. To access North housing, staff must first pass through the main sally-port gate by Central Control into the north corridor. Once in the north corridor, turn left, go approximately fifteen (15) feet and turn right. Directly in front of you, you will see two (2) ramps. The ramp going down takes you to North Housing level one (N.1). The ramp going up takes you to North Housing level two (N.2). At the end of either ramp turn right and walk to the end of the hallway to reach the pods.

North Housing Level One

North Housing Unit level one consists of men's Special Management Unit, Disciplinary Unit, and the Crisis Intervention Unit (CIU). The pod on your left is the male Special Management Unit. It is divided into four quadrants. As you enter the unit, the first two quadrants on your left are the male disciplinary segregation units. The two quadrants on your right as you enter the pod are designated as Protective Custody (PC) and Administrative Segregation (AS). Protective Custody is the quadrant closest to the recreation patio. Two officers will be assigned to this unit at all times. The officer's station is situated on the right hand side as you enter the unit. Most volunteers have little or no need to enter this area in the course of their work.

Directly across the hall from the Special Management Unit pod is the male Crisis Intervention Unit (CIU) pod. For the most part, the Crisis Intervention Unit is a general population pod, but has one quadrant area on the rear left side of the pod for those inmates requiring close observation, who may be self-destructive, or who are potential behavioral problems. In the close observation quadrant there is protective screening attached to the upper tier & stair guard rails, for inmate safety. Directly on the right side of the pod as you enter, there is a walled off area for those inmates who exhibit normative behaviors, which is meant to provide inmates housed there with some semblance of independence and accomplishment. In the rear of the Crisis Intervention Unit there is a small hallway, which leads to the CIU staff offices as well as a recreation patio. CIU staff must pass through the entire dorm to access their offices or work areas. This area will have two (2) officers assigned to it at all times.

North Housing Level Two

North Housing Unit level two is designated for female inmates and consists of two housing pods. The pod directly to your left as you enter the cluster core area, like the men's Special Management Unit on North one, is divided into four quadrants. As you enter pod N2.1, the first two quadrants on your left are designated female general population. The first quadrant on your right as you enter the pod is designated as female "CIU" & Special Management and the last quadrant on your right, closest to the recreation patio is female Intake and disciplinary segregation.

Directly across the hall from the N2.1 pod is the female program pod N2.2. The quadrant on your left is designated as the Jail Addiction Services (JAS) unit. The quadrant on your right is designated as the Choices for Change (CFC) unit.

WEST HOUSING LEVELS (MALE POPULATION)

The West Housing Unit is comprised of twelve (12) male housing pods. Each pod is capable of housing up to sixty-four inmates. Each pod has four handicapped cells, two on the lower tier and two on the upper tier. Each Pod has its own recreation area, eliminating the need to move inmates out of the pod for recreation. Like the North Housing Unit, West Housing has two (2) levels, with six pods stacked one on top of the other. To access West housing, enter the North corridor via the main sally-port by Central Control. Once in the corridor, turn left and go down to the officer's station at the junction where the North/West hallways meet, and turn left. The main gymnasium will be directly on your right. Go down the West corridor past the gymnasium to the double doors on your right and turn right. You will see two ramps. To access West Housing level one (W1) pods walk down the ramp toward the officer station in the cluster support area. To access West Housing level two (W2) pods walk up the ramp toward the officer station in the cluster support area.

West Housing Level One

The pods on West Housing level one (W1) have been designated as: minimum/medium custody (W1.1), school/workers mix (W1.2), school/workers mix (W1.3), medium/maximum (W1.4), medium/maximum (W1.5), and medium/maximum (W1.6). From the officer station in the cluster support area at the bottom of the ramp you will find West Housing level one pods 1, 2 and 3 down a short hallway to your right, and West Housing level one pods 4, 5 and 6 down a short hallway to your left.

West Housing Level Two

The pods on West Housing level two (W2) have been designated as Choices for Change (CFC) Youthful Offenders unit (W2.1), Adult Choices for Change (CFC) unit (W2.2), Jail Addiction Services (JAS) unit (W2.3), Pre-Placement (W2.4), Minimum/Medium (W2.5), and pod W2.6 remains vacant. From the officer station in the cluster support area at the top of the ramp you will find West Housing level two pods 1, 2 and 3 down a short hallway to your right, and West Housing level two pods 4, 5 and 6 down a short hallway to your left.