



# Laramie County Sheriff's Department

## Volunteer Handbook

# *Welcome Volunteer!*

## Introduction to Security and Volunteer Rules and Conduct for the **Laramie County Sheriff's Department**

### **INTRODUCTION**

The Laramie County Sheriff's Department, Support Services would like to welcome you to our group of volunteers. We are looking forward to a good and long relationship with you as a volunteer at our facility. We have compiled some information about our facility with its Safety and Security Rules, along with some guidelines about what you can expect when you are in our facility and what we expect from you. Please read this information and keep it for your reference. If you have any other questions, please don't hesitate to contact our programs staff, Marion, Cathy or Terry either by phone 633-4753, 633-4834 or by email at [programs@laramiecounty.com](mailto:programs@laramiecounty.com).

Support Services is a section of the Jail Operations that includes Mental Health and Medical professionals, Classification, Food Service and Inmate Programs sections.

### **THE PURPOSE OF INMATE PROGRAMS**

#### **Mission Statement**

The Laramie County Sheriff's Department Program Section strives to make our community safer by offering a broad array of relevant programs and services which provide those we serve with opportunities for positive change.

#### **Vision Statement**

Setting the standards for excellence as an innovative component of the Laramie County Sheriff's Department focused on improving the quality of life for those we serve.

#### **Goal**

The goal of the facility is to provide programs that address inmate educational needs, the utilization of leisure time, and to assist their successful transition back into the community, into their families and work places as productive citizens, in an effort to reduce recidivism.

## **INMATE PROGRAMS**

We strive to provide a wide variety of programs such as religious, self-help and non-religious programs.

All programs are voluntary for inmates to attend once classified and housed in general population. These are inmates who have solid colored uniforms and all white wristbands. No inmate in any striped uniform or with an "orange" or 'red' color on his/her wristband is allowed to attend programs.

Program improvements or new ideas for programs are always welcomed. Although planning and approval for changes to current programs or implementing a new program takes time input and ideas are welcomed.

## **VOLUTNEERS ROUTINE**

There is a routine that applies when you are coming into the facility. The intercom for Central Control is on the south side of the entry into the building, on Pioneer Ave, they will let you into the lobby after regular working hours. You will proceed through door 29, the visitation area, where we have lockers available for you to use for storing the following:

Coats

Purses

Wallets

All Money

Cell phones

PDA's, mp3's, any item that transmits to the internet or phone services, cameras

Pocket knives, nail clippers, nail files, etc.

Any other item not allowed on the security floor that you don't want to leave in your car

You will need a coin (quarter) to activate the locking mechanism, but it will be returned to you when you unlock the door.

After this you will proceed through door 30 to enter the hallway of Central Control to receive a **volunteers badge, radio, programs room key, inmate sign-up sheet and inmate attendance list.**

With that you will enter through doors 32 and 25 into the secure area. Once you enter Central Booking you will be cleared by a deputy every time you come in by placing all your items on the counter top and walking through the metal detector when a deputy is ready for you to do so. They will let you know when you are cleared and you will proceed through door 18 to access the elevator to go to the programs room (next to the elevator) or the small classroom (next to A/B Pod) to set up for your program according to the inmate attendance list.

After that you will be ready to leave the room **with your keys and radio** to pick up the inmates. At the pod, you will stand in front of the vestibule door until all

inmates are inside the vestibule and the inner door is closed. Then you may press the button by the outside door to summon Central Control by naming your program. Central Control will open the outer door and the inmates can exit the vestibule and proceed to the assigned room. The inmates need to walk on the right hand side of the hallway in a single file. When you are walking from the pod to room and back with the inmates you will need to place yourself at the end of the line. Do not let inmates walk behind you.

When returning inmates you will simply reverse the process. Once control has closed the pod vestibule you may return to the room. You will then pick up the room and take your keys, radio and papers and go back to Central Booking via the elevator. Continue through doors 25 and 32 to Central Control. There you will return the volunteer badge, radio, keys and papers and depart through door 30 to your locker. Exit through door 29 to enter the lobby. Twice per year we will send you a letter, inviting you to a Volunteer Briefing at the Sheriff's Department. These briefings are critical in allowing us to provide continuous training to our volunteers regarding security updates, legal updates, staff updates, and general knowledge. We strongly recommend attendance of these briefings at least once a year.

### **CONTRABAND**

The definition of contraband is anything that is not allowed. Certain regular items are considered contraband inside the facility- any electronic device, such as mp3 players, tablets, laptops, e-readers, cell phones, etc. By state and federal law, all weapons and currency are not allowed on the security floor. In addition to that we do not allow nail files or clippers, paper clips, staples, bobby pins, keys, plastic cards or any other pointed metal or plastic item. This could also mean that allowed items that have been altered become contraband; for example, papers you bring in for your group, when an inmate writes a note on the back side addressed to another inmate or outside person, that paper becomes contraband. The foregoing mentioning of contraband is not meant to be an all-inclusive listing; it is just to give you a general idea.

We strongly advise all our volunteers not to talk about their home, family, work, school or any other personal hobbies; especially, never give out any of your phone numbers to an inmate. You may invite them to come and attend your church or support Group once they are released. But even at that, do not personally get involved or close with them or their families. If you do, and that person comes back to jail, you will have to take a leave of absence from volunteering until he/she is released.

### **DRESS CODE**

When preparing to come to the jail for a program, please consider yourself a professional for the program you are facilitating. For that purpose we ask our volunteers to dress appropriately with modest comfortable attire; but no shorts, tank tops, low neckline T-Shirts or open toe shoes. For the Ladies with long hair,

please try not to use elaborate hair clips, or bobby pins; if you are in doubt, please ask us.

### **DO'S AND DON'TS FOR VOLUNTEERS**

If you notice any strange behavior from any inmate (withdrawn, depressed, makes any kind of suicidal statements, interruptive, disrespectful, or hostile) please make note of this on the programs sheet **and** notify an Officers or Central Control personnel immediately after your program..

The emphasis is on presenting your program in a professional manner. If an inmate asks you any kind of question that does not pertain to your program inform him/her to check with the pod officer.

The following list is some of the more common questions and mistakes made by volunteers. The list is simply provided for your reference; if in doubt please ask us before taking it in or telling the inmate.

#### **PLEASE DO:**

- Come in about 5-10 minutes prior to your program to allow time for you to go through the entry process
- Set up the room according to the number of inmates on the programs sheet. Make sure when setting up the room either in the programs room or classroom bring the phone out of the closet and plug it in. The telephone is located in the supply closet in the programs room and the outlet is in the middle of the north wall by the windows. The phone in the classroom by A/B pods is located in the locked metal cabinet and the phone jack is located behind the desk. After the program is over and you return the inmates back to their assigned pods return back to the room and put supplies and phone away and make sure the room is back in order for the next program.
- When volunteering in a group, please wait for the group to arrive in the lobby, and then proceed as a group to Central Control, CBO and your room.
- Bring in only pre-authorized items for your program. If in doubt, please ask us before bringing the item(s) in that you will need for your program.
- Provide a well-rounded program with interesting information
- Use our electronic devices to assist you in providing interesting new materials for your programs, pre-authorization is necessary.
- Contact a deputy in Central Booking if you have any concerns about an inmate (emotional, stress, unruly, angry,)
- Write on the programs sign in sheet if you need programs staff to clean the white board, refill the security pens, or to provide more tissue or another supplies or issues you need addressed.

- Call Central Control at 633-4777 if you will need to cancel your program on short notice, after hours or during the weekend.

### **PLEASE DON'T**

- Come in, if a friend or family member is incarcerated while you are a volunteer and please DO notify us immediately. No contact through programs is allowed.
- Do not place money on an inmate's account nor take, store and/or mail his /her property.
- Do not engage in business or personal relationships with an inmate.
- Do not give out your personal address or phone numbers.
- Do not make any promises of any kind to an inmate.
- Do not bring in extra medications, not even over the counter items.
- Do not bring in gum or any kind of candy, treats, book mark or rewards of any kind for the inmates attending your program.
- Do not bring in any kind of materials for your program without it being approved prior by the Support Services Lt.
- Do not give any kind of advice, sometimes your personal opinion can be taken as advice; you will not get the full story from the inmate.
- Do not get impatient with booking staff / deputies because they have you wait to get cleared.
- Do not let inmates take books or other materials from the rooms to the pods

### **RESTROOM USE**

If an inmate informs a volunteer during a program that he/she needs to use the restroom, the volunteer is allowed to let the inmate leave the program to go back to the pod. The volunteer needs to use the telephone in the program or classroom and call control at 4777 and inform them why an inmate has left the program and then allow the inmate leave the program room / classroom. The inmate will not return to the program after leaving.

### **EMERGENCY**

If during a program an inmate reports he/she is not feeling well, has a seizure or slips and falls, etc., please call control at 4777 immediately and report the situation so they can send staff to the room.

Our deputies are trained for a variety of emergencies and this could happen while you are in the facility. You might hear more active radio traffic and deputies may be running in the hallways.

In such a case, the pods lock down and then it is not possible for you to either pick-up or return the inmates to the pod.

This might be a training exercise or a real incident, but you won't know.

So please stay in the room you are in and continue with your program until a deputy comes and gives you instructions and lets you know if you can leave or need to stay in the room with the inmates until all is clear and secure.

If there should be a real emergency and you would need to evacuate, please wait until a deputy comes into your room to escort you and the inmates into a safe area.

If we get a tornado warning, the whole facility will lock down and nobody can leave. Once all the inmates are secured inside their pods, a deputy will lead you to a safe place within the building to wait out the storm.

In case we experience a power failure, the lights will go out for a second or two and then the emergency generator will kick in and provide emergency lighting. The lights inside both rooms are NOT connected to the emergency electrical circuit and it will be dark inside the rooms. The only light will come from the hallway. Please stay calm, stay by the closed door and have the inmates stay seated until a deputy comes to the room with instructions to assist.

**USEFUL PHONE NUMBERS:**

Central Control: 4777 (in house)

Central Control : 633-4777 (from outside the facility)

Programs Office: 633-4753 (voice mail) and 633-4834

