

# SANTA CRUZ COUNTY SHERIFF'S OFFICE



## PROFESSIONAL CONDUCT IN A JAIL SETTING AND IN-CUSTODY PROGRAMS

July 2024

A HANDBOOK FOR PROGRAM PROVIDERS

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## **CORRECTIONS BUREAU MISSION**

**Our mission is to ensure public safety in Santa Cruz County. We accomplish this through open communication and collaboration with our community as well as continuous professional development of staff to address crime and promote innovative corrections solutions.**

**The Corrections Bureau is dedicated to providing a high standard of service to the public and Incarcerated Persons at the Santa Cruz County Jails. We provide a system of alternatives to incarceration through job skills development, education, work release, and transitional programs.**

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# **I. THE SANTA CRUZ COUNTY SHERIFF'S OFFICE CORRECTIONS BUREAU**

**The Santa Cruz County Sheriff's Office Corrections Bureau is responsible for the oversight of adult individuals who have been arrested and are awaiting court processing or who have been sentenced to serve time in jail. The Corrections Bureau manages daily operations of all four-county correctional facilities; administers the Work Release and Custody Alternatives Program (CAP) and provides court security for the Superior Court.**

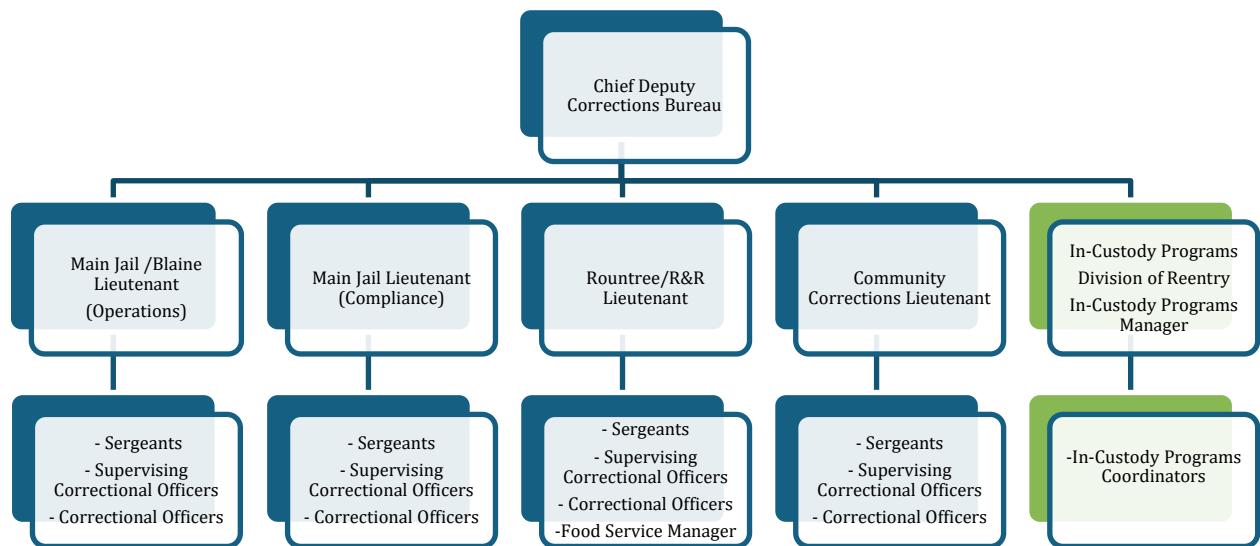
## **OVERVIEW OF CORRECTIONS BUREAU AND STAFFING**

The managing executive of the Corrections Bureau is the Chief Deputy. They uphold the guidelines and policies that are established by the Jail Authority and have the final authority on daily operations of the Corrections Bureau. Four lieutenants and one civilian staff Manager report directly to the Chief.

Corrections also has Sergeants who report to the Lieutenants and who function as "Watch Commander;" supervising the day-to-day activities of staff and Incarcerated Persons at each facility. Supervising Correctional Officers (SCO) assist them in this process.

Correctional Officers directly supervise the custody, care, safety, and security of Incarcerated Persons. This entails ensuring that rules, regulations, and applicable legislation is followed, maintaining order, discipline, and peace in the jail, conducting searches, tactically responding to emergency situations, and transporting and transferring Incarcerated Persons. In addition, Correctional Officers support In-custody Programs by facilitating movement of Providers and Incarcerated Persons to and from classes, encouraging program participation and managing attendance.

The Division of Reentry (DOR) is made up of CAP, Work Release Program, and In-Custody Programs. DOR's goal is to transfer as many individuals as possible to the least restrictive environment so they may focus on behavior change and prepare for successful reentry back into the community. CAP is a program in which sentenced individuals complete their sentence while at home in a "home confinement" setting. Participants wear an ankle monitor 24 hours a day for the duration of their sentence. Work Release is a program where a sentenced individual works at a designated community site assigned by a DOR Officer. The work performed is un-paid, but it is in lieu of serving time in the County Jail. The participant may continue to work or go to school and complete their sentence by working on their days off (i.e., weekends). In-Custody Programs refers to all programming offered to individuals who are serving time in the County Jail. In-Custody Programs staff, an In-Custody Programs Manager and three In-Custody Program Coordinators, are responsible to schedule, support, evaluate and facilitate programming throughout the bureau.



## **SANTA CRUZ COUNTY CORRECTIONAL FACILITIES**

**MAIN JAIL** A maximum-security in-direct supervision facility with a Board Rated Capacity of 319 male, female, and transgender Incarcerated Persons. All law enforcement organizations transport arrested individuals to the Main Jail facility for booking. The Sheriff's Office is responsible to book, process, classify, house, medically treat, and transport all Incarcerated Persons to court. Based on classification, Incarcerated Persons may be transferred to a medium/minimum security facility. Main Jail houses pretrial and sentenced Incarcerated Persons including those awaiting transport to state prison.



**ROUNTREE MEDIUM SECURITY FACILITY** A medium-security direct supervision facility with a Board Rated Capacity of 96 Incarcerated Persons. Rountree houses pretrial and sentenced Incarcerated Persons who identify as male.



**REHABILITATION & RE-ENTRY (R&R) PROGRAM FACILITY** A minimum-security direct supervision facility with a Board Rated Capacity of 64 Incarcerated Persons. R&R provides a more independent living environment with single "rooms" for Incarcerated Persons. The intention of this facility is to provide a space in which Incarcerated Persons have the opportunity to gain the skills necessary to succeed in the community. All Incarcerated Persons are expected to participate in programming.



**BLAINE STREET WOMEN'S MEDIUM SECURITY PROGRAM FACILITY** A medium-security direct supervision facility with a Board Rated Capacity of 32 Incarcerated Persons. Blaine Street houses pretrial and sentenced Incarcerated Persons who identify as female. All Incarcerated Persons are expected to participate in programming.





## **II. CORRECTIONS ACCESS**

**Program Providers, vendors, County employees or others having direct contact with Incarcerated Persons are required to obtain and maintain Corrections Access.**

### **CRITERIA TO OBTAIN AND MAINTAIN CORRECTIONS ACCESS**

#### **To obtain Corrections Access:**

- ❖ Corrections Access Application to be submitted by organization's designee.
- ❖ Provide a copy of a government issued ID with Corrections Access Application.
- ❖ Live Scan: Complete a Live Scan fingerprinting process to facilitate a thorough background check. Note: County employees are required to submit a Corrections Access Application annually in lieu of completing a Live Scan.
- ❖ Vendors, County employees and others having direct contact with Incarcerated Persons must attend the Professional Conduct in a Jail Setting and PREA training course.
- ❖ All Program Providers must attend the Professional Conduct in a Jail Setting, PREA, and In-Custody Programs trainings. Once training is complete, they must attend an onboarding session at the facilities where they will be providing services.



#### **To maintain Corrections Access:**

- ❖ Vendors, County employees and others having direct contact with Incarcerated Persons will renew their clearance by attending the annual Professional Conduct in a Jail Setting and PREA training course the month prior to or the month that Corrections Access expires. NOTE: County employees must also submit an annual Corrections Access Application the month prior the date Corrections Access expires.
- ❖ All Program Providers will renew their clearance by attending the annual Professional Conduct in a Jail Setting, PREA, and In-Custody Programs trainings.

**The Sheriff's Office maintains the right to refuse or revoke clearance at any time.**

**It is required that all clearances are renewed annually before their respective dates of expiration.**

## **REASONS FOR DENIAL OF CORRECTIONS ACCESS**

Several factors will be considered in determining access to the facilities, these include but are not limited to the following:

- ❖ Active warrants.
- ❖ Current Failure to Appears.
- ❖ Active Probation/Parole.
- ❖ Sex Crime Conviction and/or registered under the Sex Offender Registration Act.
- ❖ Conviction or arrest for assault on Peace Officer/Emergency Personnel.
- ❖ Conviction or arrest for narcotic related offenses within 3 years.
- ❖ PC 4573.5 conviction, arrest or possession of drugs in jail, within the last 5 years.
- ❖ Violent felony within 7 years.
- ❖ Any felony or misdemeanor arrest within 5 years.
- ❖ Escape, escape attempts, or aid and abet an escape from a correctional facility.
- ❖ Subject to an active criminal investigation.
- ❖ Weapons convictions or arrest within 5 years.
- ❖ Extensive criminal history.
- ❖ Omitting, misstatements, lying-or incomplete statements on the application.
- ❖ Gang affiliation. Any documented gang affiliation or membership within 10 years.
- ❖ Incarceration in any correctional facility within 5 years (Federal, State, local).
- ❖ Any crime or event that may jeopardize the security of the correctional facilities.

**Any individual that is denied access may submit a written request for appeal to the Corrections Bureau Chief Deputy, who will review the appeal and make a final decision.**



## **REASONS FOR SUSPENSION AND/OR REVOCATION OF ACCESS**

- ❖ Charges of a new crime. Any new arrest must be reported immediately to SCCSO.
- ❖ Failure to comply with SCCSO policies and procedures.
- ❖ Violation of the Code of Conduct including PREA.
- ❖ Behaving in a way deemed unfit by SCCSO and/or Corrections personnel.

## **CONSEQUENCES OF VIOLATIONS**

- ❖ Suspension for a range of 30 – 180 days depending on the violation, to be determined by SCCSO. Requirement to attend annual training again prior to regaining access.
- ❖ Termination of Corrections Access, immediate, to be determined by SCCSO.
- ❖ Prosecution for violations that are illegal.
  - Bringing weapons into a jail (PC 4574).
  - Bringing drugs/alcohol into a jail (PC 4573).
  - PREA violation.

**Remember, all violations of policies and procedures pose a threat to the security and safety of the correctional facility.**

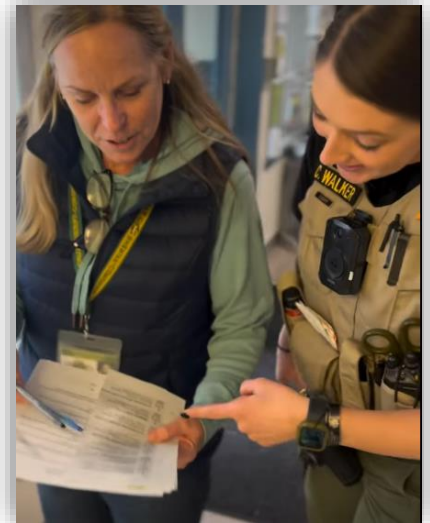
## **III. WORKING IN A CORRECTIONS SETTING**

**There are several safety requirements to adhere to while working in a Corrections setting. Corrections facilities are secure environments housing serious offenders. Security is the first and foremost consideration of every action taken or decision made within a facility.**

**Access to correctional facilities shall be at the sole discretion of the Sheriff's Office Corrections personnel. Entry into a corrections facility may place you in danger and your personal safety is not guaranteed. You may be exposed to offensive language/and or behavior.**

## **GUIDELINES ALWAYS TO BE ADHERED TO**

- ❖ Access to facilities and contact with Incarcerated Persons is permitted for official business only. Private practice by professionals for purposes other than those stated in the application is prohibited.
- ❖ Always wear jail issued badge or visitor badge. Must be clearly displayed.
- ❖ Only communicate with Incarcerated Persons with whom you have approved business.
- ❖ Only go where regular business requires you to go.
- ❖ All persons are subject to search of their person and belongings.
- ❖ Conversations may be monitored or recorded.
- ❖ Receipt of any information that jeopardizes the personal safety of any person or the security of the institution must be reported to Corrections personnel immediately.
- ❖ All information concerning jail operations of the facilities and the Incarcerated Persons within them is considered confidential and may not be disclosed to anyone without approval from or Corrections personnel.
- ❖ Always follow instructions given by Correctional Officers.
- ❖ The Sheriff's Office reserves the right to cancel scheduled activities at any time, without notice, if required for security or orderly running of the facility.
- ❖ If you see Correctional Officers responding to an emergency, get safely out of the way and do not ask questions.
- ❖ In case of emergency, unless a Correctional Officer or Public Safety Officer directs you to do otherwise, and if safe to do so, make your way to the nearest exit and wait in a safe place to be accounted for.



## **SHERIFF'S OFFICE POLICY 400.8 – HOSTAGES**

**The Sheriff's Office does not recognize the taking of hostages as a reason to relinquish control of a correctional facility environment.**

#### **IV. CONTRABAND AND PROHIBITED ITEMS**

**The control of contraband is one of the most important areas of jail security. As a broad definition, contraband can be defined as “anything in possession of a person that is contrary to the rules and regulations of the institution.”**

**Bringing certain contraband items into a jail facility is unlawful and may result in arrest and prosecution. All persons are subject to a security-screening search before entering a jail facility.**

##### **PROHIBITED ITEMS**

- ❖ Personal items including keys, purses, backpacks, bags, wallets, cash.
- ❖ Weapons of any kind, replicas including firearms, ammunition, knives, chemical sprays, or explosives.
- ❖ Flammable materials including matches, lighters, candles, incense, and smudge.
- ❖ Drugs including prescription medication, over the counter medication, illegal drugs, alcohol, or tobacco.
- ❖ Electronic devices including cell phones, smart watches, cameras, pagers, audio or video recorders, computers, tablets, radios, or speakers (unless pre-approved by SCCSO Jail Contact).
- ❖ Supplies, including pens, pencils, sharpeners, highlighters, staples, scissors, binder clips, paper clips, binders, sticky notes/labels, card stock, construction paper, origami paper, envelopes, stamps.
- ❖ Food/Consumables. No food/consumables of any kind is allowed to be brought into the facility. Prior approval is required for communion supplies.
- ❖ Hygiene items including cosmetics, hair bands, lotion, tampons, toothbrushes, bobby pins.

**Do not buy, give, promise or exchange any contraband with Incarcerated Persons under any circumstance.**

**Results of contraband are serious and can lead to great bodily injury or death. If an Incarcerated Person asks you for contraband of any kind, always decline.**

**Report incident to corrections personnel immediately.**

## **V. PROFESSIONAL CODE OF CONDUCT**

**The Santa Cruz County Sheriff's Office is committed to providing high quality services to individuals in our custody.**

**To this end, the integrity of a professional relationship with Incarcerated Persons must always be maintained. Avoid doing or saying anything that could cause your character to be brought into question or suspicion.**

**It is your responsibility to know the policies and procedures of working in a corrections setting and to always uphold them. All violations of policies and procedures pose a threat to the security and safety of the correctional facility.**

### **POLICY 514 – STAFF AND INCARCERATED PERSON CONTACT**

This policy provides guidelines for appropriate and professional interaction between members and Incarcerated Persons and is intended to promote high ethical standards of honesty, integrity, and impartiality as well as increase facility safety, discipline, and morale. All custody staff, including support staff, contractors, and volunteers, will at all times present a professional and command presence in their contact with Incarcerated Persons.



### **PROFESSIONALISM IN A CORRECTIONAL FACILITY**

- ❖ Be prepared.
- ❖ Maintain your assigned role and stay within your organization's mission and purpose.
- ❖ Know your professional goals and ethical limitations.
- ❖ Never enter the facility while under the influence of any substance, including prescription medications.
- ❖ Do not discriminate in duties based on race, religion, marital status, national origin, sexual orientation, gender identity, or the presence of any physical. Mental, or sensory handicap.
- ❖ Maintain neutrality. Do not criticize the facility, staff, or Incarcerated Persons either by agreeing with criticism or speaking negatively.

## **PROFESSIONAL ATTIRE**

All persons must be appropriately dressed to enter the facilities. Clothing should allow for comfort yet maintain a level of professionalism commensurate with the position and job responsibilities.

### **Basic attire requirements:**

- ❖ Pants, shirt and closed-toed shoes.
- ❖ Undergarments.
- ❖ Clothing that provides appropriate coverage for a correctional setting.
- ❖ Clothing that is not solid red, orange or bright blue.

### **The following is not permitted:**

- ❖ Crop tops, tank tops, leggings, shorts, or dresses/skirts.
- ❖ Clothing that is tattered, frayed, or excessively worn.
- ❖ Clothing that is too tight, transparent, or revealing.
- ❖ Clothing that is too loose or excessively baggy.
- ❖ Clothing or accessories that display images, words, or symbols that are offensive, obscene, gang related, hate related or that promote illegal activity or substance use.
- ❖ Clothing that promotes businesses, sports teams, or activities unrelated to role.
- ❖ Clothing or accessories made with metal.
- ❖ Excessive jewelry or jewelry that could fall off or dangles.
- ❖ Head coverings: Bandanas, beanies, hats (unless for religious purposes).
- ❖ Display of tattoos or body art that is offensive, gang or hate related.
- ❖ Strong perfumes or scents, including cigarette odors.



## **PROFESSIONAL RELATIONSHIPS**

The integrity of a professional relationship with Incarcerated Persons must always be maintained. This includes all in-person, telephone, written communication, and electronic interactions.

- ❖ Be aware of the verbal and nonverbal messages you relay.
- ❖ Use professional, respectful language when communicating with Incarcerated Persons.
- ❖ Communicate within the parameters of your professional role.
- ❖ Communication should be formal and professional when addressing Incarcerated Persons.
- ❖ Address Incarcerated Persons in a civil manner. The use of profanity or derogatory comments is prohibited.
- ❖ Refer to Correctional Officers by their last name unless instructed otherwise.
- ❖ Incarcerated Persons can address you by your first name if you are comfortable with it.
- ❖ Nicknames for either party should not be used.

## **PROFESSIONAL BOUNDARIES**

- ❖ Adhere to facilities policies and procedures.
- ❖ Maintain appropriate physical distance.
- ❖ Stay within your role, mission, and purpose.

**If you receive a subpoena related to your work in jail, you must report it to your jail contact immediately.**

## **VIOLATIONS OF PROFESSIONAL RELATIONSHIPS AND BOUNDARIES**

The following is not permitted:

- ❖ Providing services to friends, family, or past sexual or romantic relationships through your role.
- ❖ Sharing personal information about yourself, jail staff or Provider Staff/Volunteers with the Incarcerated Persons.
- ❖ Developing personal relationships with Incarcerated Persons or former Incarcerated Persons including interacting via social media.
- ❖ Communication via phone, or written correspondence with Incarcerated Persons unless pre-approved as part of your job duties, including communication for a period of 3 years following the last



professional contact. This includes communication if Incarcerated Persons are transferred to another jail or prison.

- ❖ Communication via Incarcerated Persons correctional facility tablets unless pre-approved as part of your job duties.
- ❖ Offer legal advice or discussing custody status unless pre-approved as part of your job duties.
- ❖ Taking or giving gifts, giving favors, or making promises. This includes purchase of commissary, bringing in outside food or drinks, putting money on their books, etc.
- ❖ Facilitating 3rd party contact on behalf of Incarcerated Persons, anyone within the facility, family member, or community member.
- ❖ Passing contraband from one Incarcerated Person to another.
- ❖ Writing letters of reference or appearing in court, unless pre-approved within your professional role to do so.
- ❖ Physical contact. Handshake or fist bump only. No hugging!
- ❖ Reacting to fliting, direct, or indirect come-ons.

**Report all issues and incidents to a Correctional Officer, your jail contact and your supervisor.**

## **VI. PRISON RAPE ELIMINATION ACT (PREA)**

**Santa Cruz County Sheriff's Office and the Correctional Bureau supports an environment which honors the right of all Incarcerated Persons to be free from sexual abuse and sexual harassment.**

### **Sheriff's Office Policy 606.2-Zero Tolerance**

**This Office has a zero-tolerance policy regarding sexual abuse and sexual harassment in all facilities. This office will take appropriate affirmative measures to protect all Incarcerated Persons from sexual abuse and harassment, and promptly and thoroughly investigate all allegations of sexual abuse and sexual harassment.**

PREA applies to incarcerated individuals. Incarcerated Persons sexually abused or harassed by other Incarcerated Persons, and Incarcerated Persons sexually abused or harassed by staff fall under PREA. Staff members, volunteers, contractors, etc., who are harassed or abused by Incarcerated Persons do not fall under PREA guidelines because they are not in custody. However, Incarcerated Persons who commit such acts on staff, will be charged and prosecuted for those crimes.

Consent: Incarcerated Persons cannot legally consent to sexual relationships with Corrections personnel, including but not limited to: Correctional Officers / Deputies, Medical / Mental health personnel, Volunteers, Contractors, Agency representatives, Program Providers, Kitchen staff, Chaplains.

Sexual Abuse: Sexual contact of any person without consent that involves intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or buttocks of any person. It includes abuse by a staff member, contractor, or volunteer with or without consent of the incarcerated person.

Sexual Harassment: Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one incarcerated person directed toward another incarcerated person. It includes sexual harassment by a staff member, contractor, or volunteer.

**Sexual and/or inappropriate relationships between incarcerated persons and the above-mentioned persons are strictly prohibited. This office will take appropriate measures for anyone who becomes involved in such activities, up to and including prosecution.**

### **Sheriff's Office Policy 606.4-REPORTING**

**Any employee, agency representative, volunteer or contractor who becomes aware of an incident of sexual abuse, sexual harassment, or retaliation against Incarcerated Persons or staff, shall immediately notify Sheriff's Office staff, who will forward the matter to a sexual abuse investigator. The above- mentioned persons can and will be held liable for failing to report incidents of abuse.**

**All Incarcerated Persons and staff who report sexual abuse or sexual harassment or who cooperate with sexual abuse or sexual harassment investigations shall be protected from retaliation.**

Reports can be made either in writing or verbally to any Sheriff's Office staff member or by contacting Monarch Services 24-hour bilingual crisis line at 1-888-900-4232.

If an Incarcerated Person discloses a PREA violation or a PREA violation is witnessed, do not be concerned about breaking confidentiality with Incarcerated Person, immediately report incident to staff in accordance with guidelines outlined in this handbook and the Professional Conduct in a Jail Setting training.

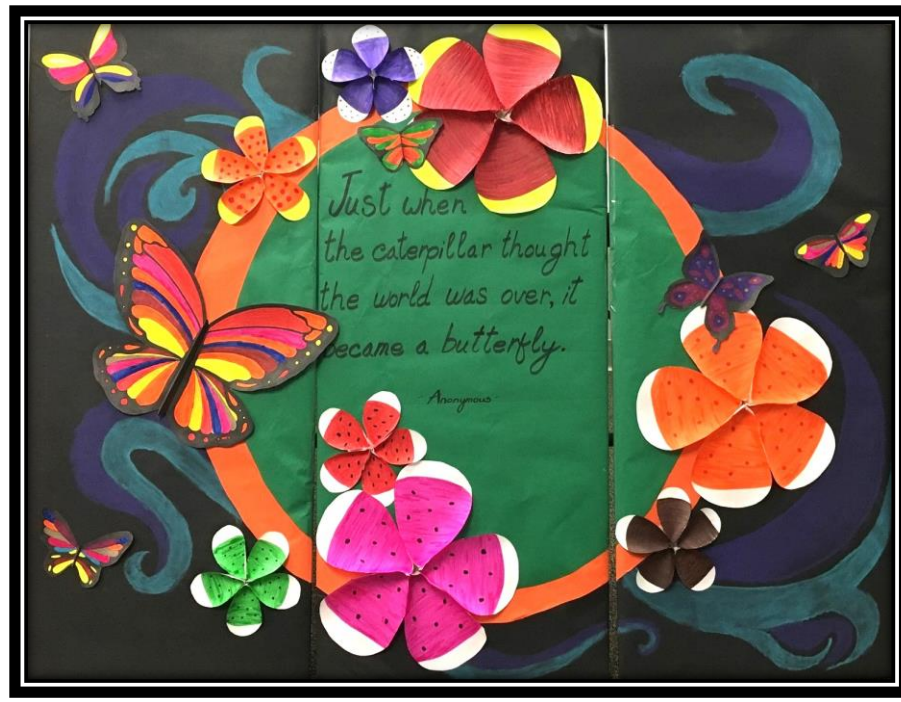
**All employees, Provider staff /volunteers, and vendors of the Santa Cruz Sheriff's Office are mandated reporters for PREA.**

**PLEASE DO NOT HESITATE TO CONTACT US IF THERE ARE ANY QUESTIONS OR CONCERNS  
REGARDING ANYTHING OUTLINED IN THIS HANDBOOK.**

<b>Main Jail Facility</b> 259 Water Street, Santa Cruz, CA 95060	<b>831-454-7800</b>
<b>Rountree Facility</b> 90 Rountree Lane, Watsonville, CA 95076	<b>831-454-7873</b>
<b>Rehabilitation and Reentry Facility</b> 100 Rountree Lane, Watsonville, CA 95076	<b>831-454-7873</b>
<b>Blaine Street Facility</b> 141 Blaine Street, Santa Cruz, CA 95060	<b>831-454-7861</b>

# IN-CUSTODY PROGRAMS ADDENDUM

## July 2024



## **INTRODUCTION**

**Thank you for your valuable contribution of time, training, and experience to enhance the lives of Incarcerated Persons at the Santa Cruz County Jails. We sincerely appreciate your service to improving the safety of our community.**

**This section of the handbook is a guide for Provider Staff/Volunteers to serve as a reference manual during their term providing programs, services, and activities within the Corrections Bureau. The handbook provides an overview of the policies and operational procedures, as well as the responsibilities of Provider Staff and Volunteers, to provide services within the Corrections Bureau of the Santa Cruz County Sheriff's Office.**

### **In-Custody Programs Mission**

**To provide Incarcerated Persons access to quality rehabilitative programs that provide an opportunity to focus on self-improvement; learn evidence-based interventions and skills to sustain healthy behaviors; and prepare for successful re-entry to the community; thereby reducing recidivism.**



## **I. IN-CUSTODY PROGRAMS OVERVIEW**

**The goal of the Sheriff's Office and Provider Staff/Volunteers is the same, to assist individuals to make safer choices that support healthier lifestyles and improve safety, functioning and quality of life while incarcerated and upon return to our community.**

### **Core Values:**

- ❖ **Safety**
- ❖ **Integrity**
- ❖ **Accountability**
- ❖ **Compassion**
- ❖ **Excellence**
- ❖ **Community**

## **PURPOSE OF IN-CUSTODY PROGRAMS**

In-Custody Programs is one of three components of The Division of Reentry (DOR). In-Custody Programs refers to all programming offered to individuals who are incarcerated in the Santa Cruz County Jail.

## **TITLE 15: MINIMUM PROGRAM STANDARDS FOR LOCAL CORRECTIONS FACILITIES**

The California Code of Regulations Title 15, Minimum Standards for Local Corrections Facilities, establishes the mandated areas of programming for Incarcerated Persons.

- Section 1061: Education and vocation
- Section 1064: Library services and access to community resources
- Section 1065: Exercise and recreation
- Section 1070: Individual and family services
- Section 1071: Incarcerated Person Voting
- Section 1072: Religious observances



## **IN-CUSTODY PROGRAMS INVENTORY**

We offer programming in each of our four facilities: Mail Jail - Maximum security for men and women; Rountree - medium security men's facility; Blaine Street - medium security women's program facility, and Rehabilitation and Reentry Facility - medium/minimum security men's program facility.

**Classes are  
divided into  
three  
general  
categories.**

**Programs:** Cognitive behavioral based curricula, educational curricula, employment development, and vocational training.

**Services:** Benefits enrollment, health services, legal services, 12-step programming, library services, re-entry planning, spiritual support services, veteran's services, and voting.

**Activities:** Visual arts, writing, recreation, mindfulness, and yoga.

- ❖ We offer over 40 types of activities, programs, and services available between all facilities.
- ❖ More than 100 total classes are facilitated each week. Most classes meet weekly, some are offered monthly or quarterly. Many classes are offered in multiple facilities and in both English and Spanish.
- ❖ About 25 service Providers offer programs within the facilities. Providers include community-based organizations, community groups, educational institutions, skilled and inspired individuals, and religious organizations. Some Providers offer various programs at multiple facilities.
- ❖ There are approximately 250 Provider Staff/Volunteers providing services throughout the facilities annually.
- ❖ Most of the programs offered in-custody are available to individuals in the community, to support continuity of care.

## **II. CLASS CURRICULUM**

**Jail based programming includes adult basic education, cognitive behavioral programs, vocational training, and enrichment activities that address criminogenic risk factors to reduce recidivism.**

**Risk factors can be addressed through various programs to help individuals involved in the justice system change their thoughts and actions; and learn valuable skills to get on a pathway towards a healthy future.**

## **CURRICULUM GUIDELINES**

- ❖ Assure program content is consistent with the mission and objectives of In-Custody Programs.
- ❖ Curriculum must be evidence based and facilitated by a trained instructor.
- ❖ Printouts of clip art, photos, newspaper articles, etc. for Incarcerated Person personal use is not permitted and may only be provided if curriculum related and pre-approved by Program Coordinator.
- ❖ Movie clips, YouTube, TED talks, etc. (that are rated G or PG-13) may be shown as an educational aid upon pre-approval.
- ❖ Note: Incarcerated Persons may receive religious materials, library books, law library materials, and 12-step literature upon tablet request. These items may not be given to Incarcerated Persons by Provider Staff/Volunteers unless pre-approved.

**All curriculums must be pre-approved  
by In-Custody Programs Manager and/or  
Program Coordinator.**

## **SPECIAL CONSIDERATIONS FOR RELIGIOUS PROGRAMS**

- ❖ One on one spiritual support needs to be approved and scheduled through In-Custody Programs. Proof of ordainment or endorsement by a recognized local faith community in good standing is required.
- ❖ If your service uses sacraments there is no alcohol allowed inside the facility. With the approval of In-Custody Program Coordinator, a sealed substitution and communion wafers maybe used.
- ❖ Any donations of religious materials, clothing etc. must be made through In-Custody Programs.
- ❖ Bring a message of faith, hope and community. No proselytizing.

## **MILESTONE CREDITS**

AB624 and AB1597 authorize a Sheriff or County Director of Corrections to award a prisoner program credit reductions from his or her term of confinement for successful completion of specific program performance objectives for rehabilitative programming, including academic programs, vocational programs, vocational training, substance abuse programs, and core programs such as anger management and social life skills. These program credit reductions may be for one to six weeks annually and may be forfeited in the same manner as other program credit reductions.

**Incarcerated Persons can  
earn up to 6 weeks of  
credit reductions annually  
from their term of  
confinement for successful  
completion of specific  
program performance  
objectives.**

## **GUIDELINES FOR EARNING MILESTONE CREDITS**

- ❖ Milestones only apply when Incarcerated Persons are sentenced to serve their time in the Santa Cruz County Jail.
- ❖ Incarcerated Persons are responsible for tracking their own program participation by using the In-Custody Program Worksheet.
- ❖ Providers Staff/Volunteer sign and date the participant's worksheet at the end of class. No credit given if the Incarcerated Person leaves class early.
- ❖ Providers must maintain accurate records of Incarcerated Persons class attendance and program participation to track progress towards program completion and accrual of milestone credits. The Provider's records are official records of attendance.
- ❖ Providers are responsible for issuing a Certificate of Completion to all Incarcerated Persons who complete 12 lessons of 1.5-hour/class curriculum, 18 lessons of 1-hour/class curriculum or at completion of program or at the end of cohort as determined by In-custody Programs. A certificate template will be provided to each program. Instructors update Incarcerated Person name, date, and sign the certificate. Print on regular or resume paper, no cardstock. Provide a copy of certificate to the Incarcerated Person and email a PDF copy to the Program Coordinator at the facility where class takes place.
- ❖ Milestone Credits are calculated annually (January 1 – December 31). Completed Milestone Credits are only processed for the current calendar year. They are not retroactive.
- ❖ No make-up classes for instructor absence, jail operations cancellations, facility transfers, illness, appointments, or court hearings.
- ❖ If a program is terminated and an Incarcerated Person has completed 7 classes, remaining credits can be earned in another class.
- ❖ Only 1 certificate earned in the previous calendar year may be applied to the current year.
- ❖ Milestone classes begun in the previous calendar year, may be continued for credits in the current calendar year.
- ❖ Once an Incarcerated Person is released from the jail (including on CAP) any remaining milestones that were earned are forfeited.
- ❖ If an Incarcerated Person obtained a High School Diploma, they are not eligible to receive time off for completion of the GED.

**Providers are responsible for keeping accurate attendance records and issuing certificates of achievements.**

- ❖ Many classes can be taken multiple times annually for credit.
- ❖ Attendance and curriculum completion to be verified by instructors, In-Custody Program Worksheet, class sign-in sheets and must include certificates of completion. Copies of certificates are required to calculate Milestones.
- ❖ Incarcerated Person submits electronic request to Program Coordinator to request processing of milestone credits. If the information is accurate, a request for approval will go to the Programs Manager. If granted, Quality Control will make a credit adjustment.
- ❖ Milestone credits can take up to 7 days to process.
- ❖ Credit may be disallowed for disciplinary reasons at the discretion of the Sheriff's Office.



### **III. IN-CUSTODY PROGRAMS SUPPLIES**

**All class supplies must be approved by a Program Coordinator. Provider Staff/Volunteers' Corrections Access Profile may also be required to be updated and reflect approval for certain items prior to being allowed to be brought into the facilities.**

#### **PERMISSABLE SUPPLY ITEMS:**

Provider Staff/Volunteers are not allowed to bring supplies into the facilities in clear tote bags, Ziplock bags or boxes. All items must be hand carried in.

The following items may be hand carried in:

- ❖ Paper program materials: Handouts and brochures – No card stock, resume paper thickness max. No staples, metal bindings, rubber bands or Post-its attached.
- ❖ Manila envelopes. Seal and metal clasp section must be removed.

- ❖ Books, notepads, journals, composition books and folders. No metal clamps or bindings and no red or blue covers. Pre-approval needed to distribute.
- ❖ CDs or thumb drives for Provider Staff/Volunteer use only.
- ❖ One sealed plastic clear bottle of water for Provider Staff/Volunteer use only.



### **ITEMS TO CHECK OUT AT THE FACILITIES:**

To prevent contraband from coming into the facilities, supplies for classroom instruction are provided. Programs may store additional pre-approved items at each facility.

### **Supply Bag**

All items must be returned in the supply bag. If there are any faulty or broken items, please leave them in the bag and notify reception or a Correctional Officer prior to leaving the facility. If an item is not returned or missing at the end of class notify a Correctional Officer prior to exiting the classroom.



All supply bag items are for instructor use only, except for Incarcerated Person pens.

- ❖ 2 Expo white board markers
- ❖ 1 Dry erase eraser
- ❖ 1 Instructor pen
- ❖ 5 Pack of Incarcerated Persons pens
  - For Incarcerated Person use if they forget a pen or their pen runs out of ink. Must be returned at the end of class.

### **Electronic Devices**

Providers may check out a laptop, and/or DVD/CD players upon pre-approved request.

### **Keys (R&R ONLY)**

Instructors may check out keys to the Programs Office and cabinets in the room in which they are assigned. Providers are responsible for the keys at all times and are not to be left in cabinets or on tables within the classroom.

## **ITEMS STORED AT THE FACILITIES**

Provider Staff/Volunteers who need materials in addition to what is hand carried in or is provided in the Supply Bag, may store and check out pre-approved items at all facilities. To store or replenish items, contact the Program Coordinator. All items must be prearranged for inspection prior to storage. No items can be brought into the facilities or taken out of the facilities without pre-approval.

The types of items that can be approved to be stored include:

- ❖ Art supplies: Paper, colored pencils, chalk, magazines (no staples) and crayons
- ❖ Religious supplies: Candles (battery operated), prayer cloths, and religious objects
- ❖ Curriculum: Books, handouts, journals
- ❖ Calculators (R&R & Blaine)

## **IV. CLASS MANAGEMENT**

**Provider Staff/Volunteers are responsible to know their tasks and group responsibilities. Please refer immediate questions regarding appropriateness of class materials, class management, scheduling, or safety to a Correctional Officer and follow up with your direct supervisor and Programs Coordinator.**

**Know your professional goals, ethical limitations and the populations you serve. Always address disruptive or manipulative behavior and act as issues arise.**

## **PROVIDER COMMITMENT**

Provider Staff/Volunteers will ensure that culturally, linguistically, cognitively, and developmentally appropriate and proficient services will be provided to facilitate full engagement, positive change, and reentry success.

This is accomplished by assessing individual needs at multiple points in the provision of services and tailoring responses to meet those needs as well as reassessing the effectiveness of their services within a culturally relevant framework.

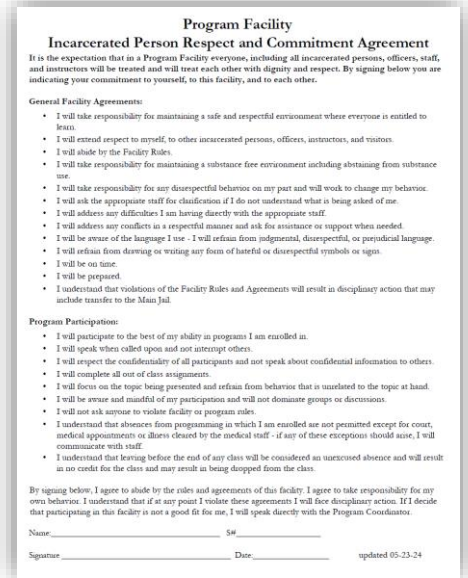


## **INCARCERATED PERSONS GUIDELINES FOR PARTICIPATION IN PROGRAMS**

The Sheriff's Office is committed to the success of each Incarcerated Person to achieve their academic and personal goals through full participation in the services and programs offered in the jails. The guidelines outlined in the Incarcerated Person Respect and Commitment Agreement have been established to promote a safe, supportive, and flourishing learning environment for students and Provider Staff/Volunteers. Adherence to these guidelines is mandatory for class participation.

### **RESPECT AND COMMITMENT AGREEMENT:**

It is the expectation that in a Program Facility everyone, including all Incarcerated Persons, Correctional Officers, Personnel and Instructors will be treated and will treat each other with dignity and respect.



The image shows a document titled "Program Facility Incarcerated Person Respect and Commitment Agreement". It states that it is the expectation that in a Program Facility everyone, including all incarcerated persons, officers, staff, and instructors will be treated and will treat each other with dignity and respect. By signing below, the person indicates their commitment to these guidelines. The document lists "General Facility Agreements" and "Program Participation" guidelines. At the bottom, there are lines for "Name", "SW", "Signature", and "Date", and a date stamp "updated 05-23-24".

**Program Facility**  
**Incarcerated Person Respect and Commitment Agreement**  
It is the expectation that in a Program Facility everyone, including all incarcerated persons, officers, staff, and instructors will be treated and will treat each other with dignity and respect. By signing below you are indicating your commitment to yourself, to this facility, and to each other.

**General Facility Agreements:**

- I will take responsibility for maintaining a safe and respectful environment where everyone is entitled to learn.
- I will extend respect to myself, to other incarcerated persons, officers, instructors, and visitors.
- I will abide by the Facility Rules.
- I will take responsibility for maintaining a substance free environment including abstaining from substance use.
- I will take responsibility for any disrespectful behavior on my part and will work to change my behavior.
- I will ask the appropriate staff for clarification if I do not understand what is being asked of me.
- I will address any difficulties I am having directly with the appropriate staff.
- I will address any conflicts in a respectful manner and ask for assistance or support when needed.
- I will be aware of the language I use - I will refrain from judgmental, disrespectful, or prejudicial language.
- I will refrain from drawing or writing any form of hateful or disrespectful symbols or signs.
- I will be on time.
- I will be prepared.
- I understand that violations of the Facility Rules and Agreements will result in disciplinary action that may include transfer to the Main Jail.

**Program Participation:**

- I will participate to the best of my ability in programs I am enrolled in.
- I will speak when called upon and not interrupt others.
- I will respect the confidentiality of all participants and not speak about confidential information to others.
- I will complete all out of class assignments.
- I will focus on the topic being presented and refrain from behavior that is unrelated to the topic at hand.
- I will be aware and mindful of my participation and will not dominate groups or discussions.
- I will not ask anyone to violate facility or program rules.
- I understand that absences from programming in which I am enrolled are not permitted except for court, medical appointments or illness cleared by the medical staff - if any of these exceptions should arise, I will communicate with staff.
- I understand that leaving before the end of any class will be considered an unexcused absence and will result in no credit for the class and may result in being dropped from the class.

By signing below, I agree to abide by the rules and agreements of this facility. I agree to take responsibility for my own behavior. I understand that if at any point I violate these agreements I will face disciplinary action. If I decide that participating in this facility is not a good fit for me, I will speak directly with the Program Coordinator.

Name: \_\_\_\_\_ SW: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_ updated 05-23-24

## **GUIDELINES FOR WORKING WITH INCARCERATED PERSONS**

### **THE FOLLOWING GUIDELINES MUST ALWAYS BE ADHERED TO:**

- ❖ Maintain a safe learning environment for all participants.
- ❖ Stay within your program's mission and purpose. Only facilitate approved curriculum and program content.
- ❖ Refer Incarcerated Persons to In-Custody Program Coordinator to assist them with issues that your program may not address.
- ❖ Provider Staff/Volunteers may only provide services for one Organization in-custody. If you provide services for multiple organizations in the community, you must maintain a clear boundaries within each role.
- ❖ Classroom lights must always be kept on. No dimming classroom lights.
- ❖ Do not lower or close your eyes for an extended period (example: in prayer, meditation, yoga).
- ❖ Be aware of the verbal and non-verbal messages you send out. Be conscious of your own biases and prejudices and avoid using language and behavior that may convey biases and prejudices to Incarcerated Persons.

- ❖ It is generally unnecessary to ask Incarcerated Persons about their crimes or allow them to divulge details about their crimes. This can be embarrassing or upsetting for the Incarcerated Persons and cause unnecessary or harmful interactions.
- ❖ Know your audience. Do not discuss a topic or bring in materials that can in any way jeopardize the safety and wellbeing of an Incarcerated Person. It is important to maintain sensitivity to gang affiliations and communal living environments.
- ❖ Do not “open” a challenging topic with Incarcerated Persons if you cannot support them to regain emotional stability by the end of class. If this happens inadvertently, notify the Correctional Officer immediately.
- ❖ Let a Correctional Officer know if an Incarcerated Person appears to be in crisis or if there were incidents in your group that could impact the housing unit (i.e., a disagreement or argument between Incarcerated Persons, the exchange of contraband between Incarcerated Persons).

You are responsible for monitoring Incarcerated Persons activities in the classroom.

- ❖ Incarcerated Persons must always be in sight.
- ❖ Do not permit Incarcerated Persons to deface property in any way including drawing on furniture.
- ❖ Do not permit Incarcerated Persons to take supplies or materials of any kind or access to cabinets, etc.
- ❖ All supplies and materials must be accounted for at the end of class.

You are not responsible for discipline of Incarcerated Persons.

- ❖ If an Incarcerated Person is disruptive or unable to participate appropriately, call a Correctional Officer to remove the Incarcerated Person and note this on the attendance form at the end of class. Please also contact the Program Coordinator directly.
- ❖ If there is a fight between Incarcerated Persons do not attempt to intervene physically. Use the available panic alarm or immediately get the attention of Corrections personnel.
- ❖ If an Incarcerated Person is aggressive toward you, use the available panic alarm or immediately get the attention of Corrections personnel. Do not argue with the Incarcerated Person. Your goal is to get away and report the incident to a Correctional Officer.

**Always report lost materials or classroom management issues to an officer immediately.**

## V. IN-CUSTODY PROGRAMS FORMS

**There are various In-Custody Programs forms that Provider Staff/Volunteers are responsible for managing and completing. Accurate records and timely completion of these forms are essential to ensure efficient management of In-Custody Programs.**

### ATTENDANCE FORMS

Incarcerated Persons select classes based on criminogenic needs and interest. They attend classes through open enrollment classes or managed enrollment classes. For open enrollment classes, any Incarcerated Person can choose to attend class or not when provided to their unit. Incarcerated Persons sign in on the Attendance Form. For managed enrollment classes, Incarcerated Persons enroll in a program, enter program at specified times, and are expected to attend class for the duration of the program or until officially dropped from the class. The Attendance Form lists the names of the students enrolled in the class and those on the waitlist.

Provider Staff/Volunteers must complete an Attendance Form each time they meet with Incarcerated Persons individually and/or conduct a class. The Attendance Form tracks attendance in class (either by individual participant or total numbers) and verifies that class was held. If an Attendance Form is not submitted, there is no record that class occurred. If a class is cancelled due to jail operations, complete an Attendance Form (see below) and write "class cancelled" in comments section.

#### Completing Attendance Forms:

Two copies of the class Attendance Form will be provided at Reception when signing in for class. One for Provider record and one is to be submitted at the end of class to In-Custody Programs.

- ❖ Complete the top portion of the form:
  - Open Classes: Circle the facility, write the date (month/day/year), time, organization, class name, instructor name, housing unit and total number of participants.
  - Managed Enrollment Classes: Class information is printed on the form. Write the date (month/day/year), time, name of instructor, # absent and # attended.
- ❖ Track attendance:
  - Open Classes: At the end of class, the participants write their name on the attendance sheet. Assure that the same number of Incarcerated Persons signed in as attended group. For anonymous groups, the instructor writes the total number of attendees at the top of the form, no names are required. Incarcerated Persons may choose to sign in to get "credit".
  - Managed Enrollment Classes: Instructors take roll in class. Incarcerated Persons do not sign the form.

**SANTA CRUZ COUNTY SHERIFF'S OFFICE**  
**INMATE PROGRAMS ATTENDANCE FORM**

FACILITY (CIRCLE ONE): MAIN JAIL / BLANKE ST. / ROUNDTREE CAMPUS

Organization \_\_\_\_\_ Instructor Name \_\_\_\_\_ Class Name \_\_\_\_\_

Date \_\_\_\_\_ Start Time \_\_\_\_\_ End Time \_\_\_\_\_ Unit \_\_\_\_\_ Number of Participants \_\_\_\_\_

Please have participants sign in at the beginning of class (anonymous groups).  
For classes to earn credit, the instructor must make the "credit" box to each attendance for entire class.  
Instructors # of credits earned and submit copy of certificate to Inmate Programs.

NAME	ID	Credit Earned	Credit Denied
1. _____			
2. _____			
3. _____			
4. _____			
5. _____			
6. _____			
7. _____			
8. _____			
9. _____			
10. _____			
11. _____			
12. _____			

Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

An Attendance Form must be completed & turned in for all individual meetings and groups.  
Please turn in Attendance Form & copies of certificate in the drop box in Reception prior to leaving facility.

- ❖ **Credit Earned:** At the end of class, instructor initials in the “credit” column for those students who participated and attended the full class.
- ❖ **Certificates Earned:** Instructor initials this column to document those who successfully completed the class hours and curriculum required to earn a program certificate. A copy of the certificate is given to the Incarcerated Person and a PDF digital copy is emailed to the In-Custody Program Coordinator. Certificates are required to calculate milestone credits.
- ❖ **Comments:** This section is for non-urgent comments about class. Please include class topic and any feedback on class. Specifically any behavioral issues that occurred in class, can be emailed to In-Custody Program Coordinator.
- ❖ One completed form must be returned to the drop box near Reception or the inbox in R&R Programs Office after each class.

**SANTA CRUZ COUNTY SHERIFF'S OFFICE**  
INMATE PROGRAMS MANAGED ENROLLMENT FORM

**FACILITY: R&R**  
Poetry  
Wednesday 10:00-11:30am  
Classroom #1

Date \_\_\_\_\_ Start Time \_\_\_\_\_ End Time \_\_\_\_\_ Instructor Name \_\_\_\_\_ # attended \_\_\_\_\_ # absent \_\_\_\_\_

Instructors take roll during class. Please sign here when student is not in class.  
For students to earn credit, the instructor must initial the "credit" box to verify attendance for entire class.  
Instructors will certify earned and submit copy of certificate to Inmate Programs.

NAME	Enrollment Date	Credit Earned	Certificate Earned
1. Brady, Tim	01/05/24		
2. Carr, Jackson	05/06/24		
3. Dick, Sissy	08/07/23		
4. Mason, Samuel	01/25/22		
5. Parry, Carl	02/16/24		
6. Smith, Shaw	05/16/24		

Comments: \_\_\_\_\_

Inmate Signature: \_\_\_\_\_

Instructor Signature: \_\_\_\_\_

Inmate's address here in Attendance Form & copies of certificates in the drop box in Reception prior to Inmate Facility.

## IN-CUSTODY PROGRAM WORKSHEET

It is the Provider's responsibility to track Incarcerated Person class attendance to verify the earning of Certificates of Completion and milestone credits. The Provider's records are the official record of program attendance. Incarcerated Persons track their class attendance on the In-Custody Programs Worksheet, which lists all the classes offered at the facility.

- ❖ Incarcerated Persons must attend the whole class to receive full credit for attendance.
- ❖ Instructors date and initial in the appropriate signature box to authorize class attendance at the end of class.
- ❖ Incarcerated Persons are responsible for keeping track of their forms.

**SANTA CRUZ COUNTY SHERIFF'S OFFICE**  
Women's Recovery and Reentry Program (WRRP)  
Inmate Programs Worksheet

This form is for your own record keeping. Providers hold master attendance record.  
Participants are responsible to keep this form to take for their records.

NAME/NUMBER: \_\_\_\_\_ MR \_\_\_\_\_ DATE/TIME: \_\_\_\_\_

	1/1	1/2	1/3	1/4	1/5	1/6	1/7	1/8	1/9	1/10	1/11	1/12	1/13	1/14	1/15	1/16	1/17	1/18	1/19	1/20	1/21	1/22	1/23	1/24	1/25	1/26	1/27	1/28	1/29	1/30	1/31
WRRP Community Care																															
WRRP Seeking Safety																															
WRRP Healing Trauma																															
WRRP CBT																															
WRRP Process Group																															
Healthy Relationships																															
Healthwatch																															
High School Education																															
Crisis Line																															
Community Program																															
Mindfulness/Meditation																															
People & Stories																															
Power in Poetry																															
Skills for Reentry																															
Yoga for All																															
Writing/Coaching																															
Non-Milestone Class																															

## PROGRAM PARTICIPATION SUMMARY AND LETTERS OF REFERENCE

Provider Staff/Volunteers are not permitted to write letters of reference or support for Incarcerated Persons under any circumstance. If an Incarcerated Person requests a letter of reference or support, please refer them to contact their In-Custody Program Coordinator for a Program Summary.

In-Custody Program Coordinator will provide a Program Summary for Incarcerated Persons upon request. This document can be used for court hearings, pretrial services, Probation, applications to treatment programs, Custody Alternatives Program, etc.

## **VI. IN-CUSTODY PROGRAMS CORRECTIONS ACCESS**

**Information on the criteria to apply for and maintain Corrections access is outlined in the general corrections bureau section of the manual. The information below outlines the procedures for applying for and maintaining Corrections access through In-Custody Programs.**

### **PROCEDURE FOR NEW STAFF/VOLUNTEERS TO APPLY FOR CORRECTIONS ACCESS**

- ❖ All new Provider Staff/Volunteer who have Incarcerated Person contact must complete a Corrections Access Application, pass a background check, attend Professional Conduct in a Jail Setting training and attend an Onboarding tour at the facilities they will instruct at prior to providing any type of service to Incarcerated Persons.
- ❖ All applicants must review the current In-Custody Programs Handbook prior to completing the Corrections Access Application so they are aware of and agree to follow the guidelines required to provide services in custody.
- ❖ All Providers must have a designee who is the only person approved to submit Corrections Access Applications on behalf of the organization. The designee submits an electronic copy of applicant's completed Corrections Access Application and a clear copy of the applicant's government issued identification (i.e. Driver's License, Passport, State ID) to [SHFJailClearance@santacruzcountyca.gov](mailto:SHFJailClearance@santacruzcountyca.gov) to process the initial background check. Applicant will be registered for the next scheduled training date. Confirmation email will be sent to Designee.
- ❖ Applications missing information or illegible copies of ID will not be processed.
- ❖ In-Custody Program Coordinators will notify designee within approximately 7 – 14 business days of application submission that either (1) applicant has cleared the initial background and will be registered for training or (2) they did not pass initial background and access is denied.
- ❖ Provider Staff/Volunteer applicants must also complete live scan prior to attending training. Applicants must bring the "Request for Live Scan Service" document for Santa Cruz County Sheriff with them to the live scan appointment so the live scan can be processed appropriately. Applicants must submit verification of completed live scan to assigned Program Coordinator 7 days prior to scheduled training. Applicants will not be allowed to attend training if they have not submitted live scan verification. Providers that do not require live scan will be notified by In-Custody Program Coordinator.
- ❖ The designee must inform the In-Custody Program Coordinator if applicant cannot attend scheduled training and/or Corrections Access is no longer needed.
- ❖ Upon completion of training, new Provider Staff/Volunteers are cleared to provide services once they complete on-boarding at the facility in which they will provide classes.

## **TRAINING REQUIREMENTS**

To obtain and maintain Corrections Access, all Provider Staff/Volunteers must attend an annual training on Professional Conduct in a Jail Setting and In-Custody Programs.

- ❖ All new Provider Staff/Volunteers must attend the Professional Conduct in a Jail Setting & In-Custody Programs training and facility onboarding tour(s) prior to providing any type of service to Incarcerated Persons in-person, tele-class, independent study, or other method.
- ❖ The annual training is to be completed either the month prior to or the month in which Provider Staff/Volunteer previously completed training to maintain approved Corrections Access status. If the Provider Staff/Volunteer does not complete the annual training, their clearance will expire on the last day of the month in which they previously completed training. It will not be re-activated until they complete the annual training.



## **TRAINING REGISTRATION**

- ❖ Refer to current training schedule for day, time, and location of training.
- ❖ Designee must refer to the Organization Roster to identify when Provider Staff/Volunteers need to complete the annual 3-hour training. Designee emails [SHFJailClearance@santacruzcountyca.gov](mailto:SHFJailClearance@santacruzcountyca.gov) to request registration of Provider Staff/Volunteers for the training needed. The Corrections Personnel will confirm training enrollment with designee.
- ❖ The maximum number of registrants for each organization is based on capacity.
- ❖ Registrants are expected to follow all Corrections Access Agreements outlined in the In-Custody Programs Handbook.
- ❖ Registrants are expected to arrive at least 15 minutes prior to the training.
- ❖ The Program Coordinator will send designee an updated roster by the first week of each month following the month in which there were any new/renewed staff/volunteers or when staff/volunteer's access is terminated.

## **ONBOARDING OF NEW PROVIDER STAFF/VOLUNTEERS**

All new Provider Staff/Volunteers must attend a Facility Onboarding Tour with a Program Coordinator at the facility they are conducting classes after they have completed the Professional Conduct in a Jail Setting and In-Custody Programs training and prior to shadowing a class or facilitating their first class.

- ❖ Provider Staff/Volunteers must be onboarded at each facility where they provide services.



- ❖ Tours dates and times are scheduled in advance. Tour dates and times will be available to sign up for at annual training or the Program Coordinator will contact Provider Staff/Volunteer directly to schedule.
- ❖ All new instructors will be shadowed by In-Custody Program Coordinators after facilitating classes for 60 days, at each facility. The purpose of shadowing a class is to provide support to new Provider Staff/Volunteers and to ensure that they are adapting to facilitating classes in-custody. This is an opportunity for In-Custody Program Coordinators to connect with Providers to preemptively clarify policies and procedures, offer constructive feedback, and support successful facilitation of assigned curriculum to ensure maximum engagement of Incarcerated Persons.

## **VII. PROVIDER VIOLATIONS OF PROGRAM POLICIES AND PROCEDURES**

**It is the responsibility of the Provider Staff/Volunteer to know the policies and procedures of In-Custody Programs and the Corrections facility where services are being provided, not the Correctional Officers or Incarcerated Persons.**

**General Guidelines: Ask before you act and refer to the handbook.  
If you have not discussed it with your In-Custody Program Coordinator don't do it.**

### **WHEN POLICIES AND PROCEDURES ARE VIOLATED**

- ❖ If a minor policy or procedure is not upheld, a friendly reminder will be given. A follow up email will be sent to the Provider Staff/Volunteer and their supervisor with the handbook procedure violation reference.
- ❖ If more than one policy or procedure is not upheld, the Provider Staff/Volunteer will be required to complete training again. If the same violation is committed again, the Provider Staff/Volunteer will be suspended for 30 days and must complete training again.
  - Corrections access will be unrestricted after 30 days and completion of training.
- ❖ If the Provider Staff/Volunteer commits a major violation of working in a Corrections setting, outlined in the Corrections Bureau Handbook, Corrections Access will be suspended for a length of time determined by SCCSO staff or Corrections Access will be terminated.



## **VIII. GENERAL PROCEDURES FOR ENTERING AND EXITING FACILITIES**

**All In-Custody Programs run on a facility specific block schedule.**

**Provider Staff/Volunteers are escorted in and out of the facility with others on the same schedule. It is essential that Provider Staff/Volunteers are prepared and on time so that the facility block schedule can be maintained.**

**Please arrive 15 minutes prior to the start time of your class to allow time to check-in with Reception and escort process. If you are late, your class may be cancelled.**

### **ENTRY PROCEDURES**

- ❖ If the lobby is not open, press the “Call Button” next to lobby doors and let the Correctional Officer in Control know your name and the program you are there to facilitate. Corrections Personnel will let you into the lobby.
- ❖ Do not come to the facility if symptomatic for COVID-19 or other illness.
- ❖ Sign the Programs Visitors Log noting date and time of arrival and class. The log is located at Reception.
- ❖ Leave ID and keys at Reception. All other personal items must be stored in car or in lockers at Main Jail and Blaine.
- ❖ The Receptionist or Correctional Officer checking you in will provide a visitor badge, which must always be visible.
- ❖ Check out a supply bag at Reception. Confirm all items are in bag.
- ❖ Obtain classroom assignment, Program Attendance Form or Managed Enrollment Form from Reception or the Correctional Officer.
- ❖ Walk through metal detector to be screened.
- ❖ Show any class materials to the escorting Correctional Officer, upon request.
- ❖ An escorting Correctional Officer will take Provider Staff/Volunteer into the secure portion of the facility and to the assigned classroom.
- ❖ Inform escorting Correctional Officer if pre-approved supplies need to be retrieved from bin in the program closets prior to entering the classroom.
- ❖ Incarcerated Persons will arrive in class escorted by a Correctional Officer after the provider is in the classroom.

## **EXIT PROCEDURES**

- ❖ When the class has ended, gather up and count materials to assure all are accounted for. Notify an Correctional Officer immediately if any items are missing.
- ❖ Sign In-Custody Program Worksheets as requested by Incarcerated Persons.
- ❖ Complete Programs Attendance Form.
- ❖ Exit the classroom.
  - At Main Jail and Rountree press call button to alert Correctional Officers to escort Incarcerated Persons back to units and provider out of the secure area of the facility.
  - At Blaine St: Release students from class and walk to lobby.
  - At R&R: Return any pre-approved supplies to assigned cabinet(s). Release students from class, notify the in unit Correctional Officer to be escorted out or return to Programs Office and call for an escort out.
- ❖ Notify a Correctional Officer of any concerns about Incarcerated Person's wellbeing so they can check in with them, follow up with Programs.
- ❖ Return any pre-approved supplies to the assigned bin in the Programs Closet at Blaine, Main Jail or Rountree.
- ❖ Check-out at Reception.
  - Return visitor badge, classroom keys (R&R) and supply bag. Notify reception of any missing, broken, or expended supplies.
  - Retrieve ID, and keys from Reception.
  - Submit one completed Programs Attendance Form at the drop box near the reception window. Keep one for your records.
  - Sign-out on the Program Visitors Log, noting time of departure.
  - Exit the facility and **have a great day!**



# *THANK YOU!*

**WE APPRECIATE YOUR COMMITMENT TO PROVIDE QUALITY SUPPORT AND SERVICES TO OUR INCARCERATED POPULATION.**

**PLEASE DO NOT HESITATE TO CONTACT IN-CUSTODY PROGRAMS STAFF IF THERE ARE ANY QUESTIONS OR CONCERNS REGARDING ANYTHING OUTLINED IN THIS ADDENDUM.**

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