

Volunteer & Program Provider Handbook

Rev. 10/22



"Life's most persistent and urgent question is, what are you doing for others?"

– Martin Luther King, Jr.



*The **Community Partnerships Unit** supports the California Department of Corrections and Rehabilitation through collaboration with Community Resources Managers in order to develop community resources, champion volunteers and program providers, and encourage our community partners.*



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California Department of Corrections and Rehabilitation

Vision, Mission, Values, and Goals

Vision

We enhance public safety and promote successful community integration through education, treatment and active participation in rehabilitative and restorative justice programs.

Mission

To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative and restorative justice programs, all in a safe and humane environment.

Values

The overarching values are forthright and direct and require that we must continue to commit ourselves to principled leadership, embracing a set of core values that guide our behavior:

- ♦ **Service:** We serve and are responsible to the public. We value their trust and invite their involvement.
- ♦ **Leadership:** We serve as positive role models and foster an environment that supports a balance between professional development, professional job performance, and personal wellness.
- ♦ **Integrity:** We conduct ourselves professionally, through fair, honest, and ethical behavior. We have the courage to do what is right, even in the face of adversity.
- ♦ **Accountability:** We accept responsibility for our actions and decisions as well as their consequences.
- ♦ **Respect:** We respect each other's differences and treat others with courtesy, dignity, and consideration.
- ♦ **Trust:** We are people of character. We keep our word and honor our commitments.
- ♦ **Collaboration:** We work with our stakeholders as partners to support mutual understanding of ideas and open exploration of our differences.

Goals

The goals of the Department are two-fold and encompass:

Organizational Goals

- ♦ **Workforce Excellence:** Ensure a well-trained, quality workforce.
- ♦ **Technology:** Develop an information technology strategy and implement systems capable of managing both current needs and anticipated growth.
- ♦ **Risk Management/Organizational Effectiveness:** Achieve organizational excellence in our operations and systems.
- ♦ **Legal Compliance:** Develop preventive strategies to preclude class action suits and remedy identified violations.

Programmatic Goals

- ♦ **Crime Prevention and Safety:** Develop a comprehensive crime prevention program and establish evidence-based research to determine the impact of offender programs within the institutions and community to reduce criminality and victimization.
- ♦ **Outreach, Partnerships, and Transparency:** Seek out partnerships and develop meaningful programs and processes to promote shared responsibility for community safety.
- ♦ **Health Care Delivery:** Ensure an organization design and accompanying systems to provide efficient delivery of quality health care.

Welcome!

The California Department of Corrections and Rehabilitation (CDCR) protects the public by safely and securely supervising adult offenders, providing effective rehabilitation and treatment, and successfully reintegrating offenders into the community. An integral component of these efforts include our partnership with members of the community who provide services to offenders. Volunteers and program providers are a significant and vital part of the correctional system. It is essential to the overall success of CDCR that volunteers and program providers be utilized and provided recognition for their dedicated service.

This handbook provides a useful tool for volunteers and program providers and identifies the step-by-step process of applying to become a volunteer or program provider. It explains the procedures and rules to become a volunteer and program provider, and is a reference for those providing services in CDCR.

Who are Volunteers or Program Providers?

Volunteers or program providers are involved in inmate programs, including religious services, education, veteran support, recreation, meditation, personal growth, cognitive behavioral changes, youth diversion, anger management, substance abuse recovery support, reentry, and many others. The services volunteers and program providers provide make the continuance of inmate programming possible.

Objectives of Volunteer Programs and Services

- To increase services and programs available for inmates.
- To provide a connection between the inmate and the community.
- To gain trust and contribute towards the public's accurate knowledge of CDCR's operations.
- To provide a needed transition between the community and the Department.

Training Requirements for Volunteers and Program Providers

- All volunteers and program providers must complete an orientation at the onset of service as a volunteer or program provider and annual training.
- Volunteers and program providers will meet with the Community Resources Manager (CRM) or designee at each institution of service to review local policies and procedures at the onset of service and annually as determined by the CRM.
- Volunteers and program providers will receive an institution tour before the onset of service.

Volunteers and Program Providers with Disabilities

CDCR will make every effort to provide reasonable accommodations for all qualified-eligible volunteers and program providers with disabilities in keeping with the safety and security of the institution and the public. For additional information or concerns, please contact your CRM. If you have special requirements related to your disability (medical implants, prosthetic devices or require mobility assistive devices, insulin kit with syringes, etc.) you will need to attach a verifying statement from your physician. Please note, the only animals allowed on grounds are service animals as identified by the American Disabilities Act <https://www.ada.gov/>.

The History of the California Department of Corrections and Rehabilitation

In 1851, California activated its first state-run institution. This institution was a 268-ton wooden ship named "The Waban" and was anchored in the San Francisco Bay. The prison ship housed 30 inmates who subsequently constructed the San Quentin State Prison, which opened in 1852 with approximately 68 inmates. In 1880, Folsom State Prison became California's second correctional facility.

The state established an agency in 1912, the California Detentions Bureau, renamed in 1951 as the California Department of Corrections. In 2005, then Governor, Arnold Schwarzenegger, initiated a reorganization plan in an effort to focus on reducing recidivism and promoting offender reintegration into the community. This plan consolidated the operations of the various departments such as the former California Youth Authority and the CDCR institutions. Each institution is assigned an individual mission within the Department to support the needs of the population. Following is a listing of the four missions and their centralized operational support function:

Reception Centers and Camps (RC) – Evaluates incoming inmate criminal records, life history, medical-psychological histories, and criminogenic needs to identify the appropriate placement. This mission also provides oversight to the fire camps within California.

High Security (HS) – Houses the most violent and dangerous male offenders while providing opportunities for successful transition to the lower levels of custody via rehabilitative programming and services.

General Population (GP) – Provides safe and secure housing for minimum to medium custody male inmates while maximizing opportunities for rehabilitation through participation in work, vocational and academic programs, substance abuse treatment, and self-help programs.

Female Offender Programs and Services/Special Housing (FOPS) - Provides opportunities for rehabilitation while offering gender-responsive programming and medical/psychological needs via the medical facilities.

Being one of the largest state departments in the United States, CDCR operates the prison, parole, and rehabilitation systems in the State of California. The Department employs over 66,000 correctional officers and non-custody staff to oversee 34 institutions, 36 fire camps, and three juvenile facilities; and is responsible for the safety and security of more than 93,000 inmates. The 34 institutions each have unique histories and areas of interest.

For more information, please visit the CDCR website at www.cdcr.ca.gov/adult-operations.

Volunteer and Program Provider Application Process

Prospective volunteers and program providers can request an application packet from their service organization coordinator (if applicable) or the CRM at any CDCR institution. The entire package must be completed by each individual interested in providing services and returned to the CRM for review of the request. The application package includes:

- CDCR Form 966 Volunteer Application and Service Agreement
- CDCR Form 181 Primary Rules and Regulations
- CDCR Form 894 Emergency Notification Information
- STD 910 Essential Functions Health Questionnaire
- CDCR Form 7354 Tuberculosis Infectious Free Staff Certification
- CDCR Form 7336 Employee Tuberculin Skin Test (TST) and Evaluation
- CDCR Form 1049 Certification of Volunteer Participation
- CDCR Form 8019 Nepotism and Fraternization Policy Acknowledgment
- CDCR Form 2301 PREA Policy Information for Volunteers and Contractors
- CDCR Form 1887 Parent Consent for Participation (if under the age of 18)

Volunteers and program providers are required to obtain a tuberculosis screening annually, at no cost to the Department, and must submit the CDCR Form 7336 and CDCR Form 7354 after each screening.

Volunteer mentors provide inmates with an enhanced support system outside of their participation in rehabilitative programs and meet the criteria outlined in Department Operations Manual (DOM), Chapter 10, Article 9, Section 101090.5, Responsibility. To obtain approval, a volunteer mentor shall submit a

CDCR Form 2037, Request for Volunteer Contact with Inmate, to the CRM for review and approval by the Hiring Authority.

The CRM of your selected institution determines if there is a need for the services you offer. They will also contact the coordinator of your service organization, if applicable, to discuss your service request. All potential volunteers and program providers are subject to a background check. Your volunteer and program provider status will determine the utilized method of clearance. All potential volunteers and program providers are subject to a background check via California Law Enforcement Telecommunications System (CLETS) and/or the Live Scan process.

Volunteers and program providers must disclose if they are related or have a personal or business relationship with any inmates in CDCR custody and must disclose to the institution, in writing, if these circumstances change.

Wardens may approve formerly incarcerated persons, parolees, and those on probation to serve as volunteers or program providers. Written approval must be obtained prior to seeking Warden Approval:

- If on **parole** – Written approval of Regional Parole Administrator or designee
- If on **supervised probation** – Written approval of Chief Probation officer or designee
- If on **informal probation** – Written approval of the court or representative of the court

Volunteers and program providers must have at least six months free of any illegal activity post-release. Additionally, they must provide documentation which verifies current employment, participation in the

community, academic status, and if discharged, evidence of discharge from parole.

OFFICE OF THE SECRETARY

PO Box 942883
Sacramento, CA 94283-0001



March 30, 2022

Dear Program Providers:

I would like to express my gratitude for the work you perform each day in providing rehabilitative programs within the California Department of Corrections and Rehabilitation (CDCR). Community-based organizations, religious groups, and volunteer service providers afford vital programming opportunities for California's incarcerated men and women. These programs are invaluable to the program participants they serve, and significantly benefit the safe operation of our institutions.

I strongly commend those of you who have been personally impacted by the criminal justice system, either through your own experiences or via an incarcerated friend or loved one, for your continued dedication to serving our population. The Department is committed to embracing formerly incarcerated individuals in providing rehabilitative programming, and your invaluable insights serve to illuminate the pathways to success for our population.

Whether you are a new program provider, or you have been providing services within CDCR facilities for many years, I am certain you are aware of the challenges in providing programs for our incarcerated population. In an effort to enhance communication and share challenges as well as any positive feedback, you are encouraged to continue to send periodic emails to the Warden and Community Resources Manager to provide brief updates about the program's activities. This will allow local institution administrators to receive timely information about the programs being provided within their facilities, and will greatly enhance your overall experience in offering these programs.

During the past two years, there have been additional challenges due to COVID-19. As we look forward to reopening programming to our incarcerated population, we look forward to the services that you provide.

I appreciate your commitment to those you serve and encourage your continued collaboration in providing rehabilitative programs in transforming our criminal justice system. If you have any questions about this process, please contact Shad Pulley, Chief, Office of Policy Standardization, at (916) 323-4104 or Shad.Pulley@cdcr.ca.gov.

Sincerely,


KATHLEEN ALLISON
Secretary

Volunteer and Program Provider Feedback Email Examples

Example 1

To: Warden, Community Resources Manager, Self-Help Sponsor (if applicable)

Hello – I wanted to share with you an issue that we have been having with our program (name of program) on Thursday nights.

We are scheduled to have the group from 7:00 p.m. to 8:00 p.m. each Thursday night. However, inmates are being let out very late each week, which really cuts down the time we have with them. This past Thursday, the inmates were not let out until 7:30 p.m., which only left us with about 15 minutes for programming.

What can we do to ensure the inmates are released each Thursday in a timely manner so our volunteers can have the full hour to run the program?

Please let me know if there is anything we can do on our end.

Thank you,
(Your Name)

Example 2

To: Warden, Community Resources Manager, Self-Help Sponsor (if applicable)

I just wanted to give you an update on the (name of program) program on Friday night.

All volunteers were processed very well, were inside by 4:45 p.m., and we had 24 program participants show up for the program. One of the participants played the guitar and led the worship, and everyone had a great time. Even though the power went out and they had to breakup early, it was an awesome evening. Officer Smith was particularly helpful in communicating what had occurred and was very professional in dealing with myself and the inmates.

Thanks for all your support and assistance in making this a great program.

(Your Name)

Required Training for Volunteers and Program Providers

Following approval, volunteers and program providers are required to receive training in the following areas:

- An introduction to CDCR policies
- Communicable Disease Prevention
- Emergency Procedures
- Equal Employment Opportunity and Sexual Harassment Prevention
- Fire Prevention and Life Safety
- Information Practices Act
- Inmate/Staff Relations
- Prison Rape Elimination Act (PREA)
- Tuberculosis Testing Self-Education

This training is required at the onset of services and annually thereafter and copies of the certificates of completion will be submitted by the volunteer or program provider at each institution of service.

Volunteers and program providers are also required to attend further initial orientation from the CRM or designee in site-specific policies, including institution entrance/exit procedures, processes for bringing in materials and supplies, a tour, and key and tool control. This orientation is required once at each institution. For further information regarding training for volunteers and program providers, please contact the local CRM.



Volunteer and Program Provider Status

Volunteers and program providers begin with an escorted status and will be issued a gate clearance for entrance to institutional grounds. Upon approval and with six months of regular service to inmates, volunteers and program providers may be given unescorted status within the institution and provided with a Volunteer Identification Card (commonly referred to as a “Brown Card”). Determination regarding Volunteer Identification Card status is made at the institutional level by the Warden or designee. All access to institutions is renewed on a regular basis.

Outside guests means those who have been approved by the Department to perform a service on a temporary or infrequent basis, such as guest speakers associated with community based organizations, and those who volunteer their talents for entertainment purposes or to participate in an athletic event. Outside guests also include those who have been approved to observe or monitor such events.

Provisional volunteers means those who provide their services under escort as determined by the CRM, and whose performance and programs are subject to review of performance evaluation requirements. Volunteers and program providers may have provisional status at one institution and regular status at another per each Warden’s discretion.

Regular volunteers means those who provide services on an ongoing basis and have completed a minimum of six months of evaluation as provisional volunteers at an institution. Services provided by regular volunteers are generally performed under indirect supervision and are subject to performance requirements and evaluations. Regular volunteers may be allowed unescorted access to their programming area with the use of Volunteer Identification Cards in accordance with Department Operations Manual, Chapter 10, Article 9, Section 101090.6.3, Security Clearance. A volunteer or program provider seeking regular status who provides services at multiple institutions shall complete a six month evaluation period at each institution, unless otherwise approved by the Warden at the specific institution.

Volunteer Mentors

Volunteer mentors are approved regular volunteers that have been approved by the Warden to provide ongoing rehabilitative guidance and support to one or more inmates by assisting their successful re-entry into the community through personal correspondence.

Rules, Policies, and Regulations

There are protocols all volunteers and program providers need to follow in order to remain safe and effective. Understanding these rules, policies and regulations will ensure the safety and success of volunteers and program providers, staff, and inmates inside the institutions.

This information is not meant to replace the policies, regulations, training, or orientation at any CDCR institution.

Included in this handbook is a copy of the CDCR Form 181 Primary Rules and Regulations, and expectations for volunteering and providing services in an institution.



"It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself."

- Ralph Waldo Emerson

Dress Code

There are restrictions on what may be worn in a prison. In general, there are three rules to remember:

1. Do not wear clothing that resembles the clothing worn by inmates:
 - a. Blue denim pants
 - b. Blue chambray shirts
 - c. Orange jumpsuits or orange tops with orange bottoms
 - d. Yellow raincoats
 - e. Dresses that resemble prison muumuu (female institutions only)
2. Do not wear clothing that resembles custodial staff uniforms:
 - a. Forest green pants
 - b. Tan shirts
 - c. Camouflage
3. Dress conservatively and modestly
 - a. No tank tops, tube tops, spaghetti straps, strapless or off the shoulder clothing
 - b. No open-toed shoes or shoes without backs or a heel strap

For additional information regarding dress code, please contact the local CRM, as certain institutions may have additional restrictions.



"An act of simple kindness can make a tremendous impact on a person's life."

-Anonymous

Correctional Institution Security Awareness

Use good judgement and follow these guidelines:

Do not assume, always ask. There are safety and security issues in prisons that are foreign to most individuals, for example:

- It is illegal to exchange any type of gift from inmates. Even a soda, snack, or a breath mint is considered a gift.
- Chewing gum is prohibited.
- Pocket knives, regardless of size, are prohibited.
- Cell phones, pagers, and personal digital assistants (PDAs) are prohibited on prison grounds.
- Do not run while on prison grounds.
- Inappropriate displays of affection, such as hugging or kissing an inmate, are prohibited.
- Never share personal addresses or phone numbers with an inmate.

When in doubt, don't. Consult the Self Help Sponsor, CRM, or program supervisor if there is a question or doubt as to the appropriate course of action. If the matter is urgent, consult a correctional staff member in the area.

In Correctional Facilities:

- The inmates are convicted felons, with many serving life sentences for their crimes.
- There are incidents of violence.
- Correctional staff members are responsible for controlling and regulating offenders.
- Volunteers and program providers must obey orders and follow the directions from uniformed custody staff, CRM and CRM office Staff.
- Volunteers and program providers must not interfere with the correctional staff's responsibilities or the institution's rules, regulations, or routines.
- Always carry a whistle while on grounds.
- Volunteers and program providers must know and clearly understand what service they are providing. Staff must know and clearly understand the types of service volunteers and program providers are performing.



Correctional Institution Security Awareness (continued)

No Hostage Policy. CDCR does not recognize hostages for bargaining purposes. CDCR has a “No Hostage” policy and all prison inmates, visitors, non-employees and employees shall be made aware of this. For further information please contact your CRM. You may also refer to Penal Code Sections 5054 and 5058, and California Code of Regulations, Title 15, Section 3304.

Personal Possessions. Volunteers and program providers are only required to present photo identification (i.e. state driver’s license and/or state-issued identification card) for prison access. Unless necessary, leave all other personal possessions in a locked vehicle out of sight (i.e. trunk). If items are to be brought inside the prison, volunteers and program providers must maintain control over them at all times, especially keys, purses, lunches, wallets, and briefcases as these items will be searched upon entry. Valuables and large sums of money are best left at home or in a locked car in the parking lot. Obtain permission before bringing medications on grounds. Display medications openly. Limit the amount to what is needed while inside the prison.

Parking. Park only in designated marked areas. Failure to comply may result in losing the privilege of parking on institutional grounds.

Contraband. Contraband is anything not approved by the institution for inmates to have in their possession. Such items include but is not limited to guns, alcohol, knives, chewing gum, etc. It is highly recommended that volunteers and program providers seek the guidance of a supervisor, the CRM, program sponsor, or any uniformed custody supervisor when in doubt. Materials specific to the program must be cleared by the CRM prior to the allotted time frame.



Correctional Institution Security Awareness (continued)

Gates and Security. Officers stationed at gates are responsible for identifying and verifying all individuals passing through their area. Additionally, officers are responsible for conducting extensive searches on all vehicles, packages, bags that pass through their respective security area. When an officer at the gate is processing a line of inmates through the gate, do not distract or otherwise interrupt them during the performance of vital security functions.

Sign-in/Sign-out Policy. It is mandatory for all volunteers and program providers to sign in and sign out for every service/program. Following every shift, the list of volunteers and program providers will be verified and accounted for all individuals entering the institution. Failure to sign out may result in an unnecessary missing persons search.

Emergencies. Volunteers and program providers are required to obey any and all orders, commands, directions, and instructions given by uniformed custody officers, CRMs or anyone employed by the Department. This is for the safety of volunteers and program providers, others and also for the institution itself. If volunteers and program providers aren't able to assist during an emergency, do not interfere with uniformed officers responding to the emergency. Inmates may be ordered to "get down." This does not apply to staff members, volunteers or program providers. Volunteers and program providers shall be in possession of a whistle at all times while on prison grounds. Blowing a whistle will bring an instant response for necessary assistance from all staff that are within range.



**PRIMARY LAWS, RULES, AND REGULATIONS REGARDING
CONDUCT AND ASSOCIATION WITH STATE PRISON INMATES
CDCR 181 (Rev.10/14)**

Individuals who are not employees of the California Department of Corrections and Rehabilitation (CDCR), but who are working in and around inmates who are incarcerated within California's institutions/facilities or camps, are to be apprised of the laws, rules and regulations governing conduct in associating with prison inmates, Title 15, Section 3285. The following is a summation of pertinent information when individuals not employed by the department (volunteers, media, contractors and their employees and dignitaries) come in contact with prison inmates.

1. Persons who are not employed by CDCR, but are engaged in work at any institution/facility or camp must observe and abide by all laws, rules and regulations governing the conduct of their behavior in associating with prison inmates. Failure to comply with these guidelines may lead to expulsion from CDCR institutions/facilities or camps.

SOURCE: California Penal Code (PC) Sections 5054 and 5058; California Code of Regulations (CCR), Title 15, Sections 3283, 3285, 3289, 3292 and 3415

2. CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, non-employees and employees shall be made aware of this.

SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3304

3. All persons entering onto institution/facility or camp grounds consent to a search of their person, property or vehicle at any time. Refusal by individuals to submit to a search of their person, property or vehicle may be cause for denial of access to the premises or restrictions to visiting or facility access.

SOURCE: PC Sections 2601, 5054 and 5058; CCR, Title 15, Sections 3173, 3267, 3288, 3289, and 3292.

4. Persons normally permitted to enter an institution/facility or camp may be barred, for cause, by the CDCR Secretary, Director of Division of Adult Institutions (DAI), Warden, Regional Parole Administrator and/or their designees.

SOURCE: PC Sections 2086, 5054 and 5058; CCR, Title 15, Sections 3283 and 3289

5. It is illegal for an individual who has been previously convicted of a felony offense to enter into CDCR institutions/facilities or camps without the prior approval of the Warden. It is also illegal for an individual to enter onto these premises for unauthorized purposes or to refuse to leave said premises when requested to do so. Failure to comply with this provision could lead to prosecution.

SOURCE: PC Sections 602, 4570.5 and 4571; CCR, Title 15, Sections 3173, 3283 and 3289

6. Encouraging and/or assisting prison inmates to escape is a crime. It is illegal to bring firearms, deadly weapons, explosives, tear gas, drugs or drug paraphernalia on CDCR institutions/facilities or camp premises. It is illegal to give prison inmates firearms, explosives, alcoholic beverages, wireless communication devices or components thereof, tobacco products, narcotics, or any drug or drug paraphernalia, including cocaine or marijuana.

SOURCE: PC Sections 2772, 2790, 4535, 4550, 4573, 4573.5, 4573.6, 4574, 4576 and 5030.1; CCR, Title 15, Sections, 3172.1, 3188 and 3292

7. It is illegal to give or take letters from prison inmates without the authorization of the Warden. It is also illegal to give or receive any type of gift and/or gratuities from prison inmates.

SOURCE: PC Sections 2540, 2541 and 4570; CCR, Title 15, Sections 3010, 3399, 3401, 3424 and 3425

8. In an emergency situation the visiting program and other inmate program activities may be suspended by the Warden or designee.

SOURCE: PC Sections 2086 and 2601; CCR, Title 15, Section 3383

9. For security reasons, volunteers, media, contractors, dignitaries and guests must not wear clothing that in any way resembles state issued prison inmate clothing (blue denim shirts, blue denim pants).

SOURCE: CCR, Title 15, Sections 3174 and 3349.2.3(g) (3) (B)

10. Interviews with SPECIFIC INMATES are not permitted. Conspiring with an inmate to circumvent policy and/or regulations constitutes a rule violation that may result in appropriate legal action.

SOURCE: CCR, Title 15, Section 3261.5

I HEREBY CERTIFY AND ACKNOWLEDGE I HAVE READ THE ABOVE AND FULLY UNDERSTAND THE IMPLICATIONS REGARDING MY CONDUCT AND ASSOCIATION WITH CDCR INMATES. I ALSO UNDERSTAND VIOLATION OF ANY OF THE ABOVE COULD RESULT IN EXPULSION FROM A CDCR INSTITUTION/FACILITY OR CAMP WITH THE POSSIBILITY OF CRIMINAL PROSECUTION.

VOLUNTEER/MEDIA/CONTRACTOR/GUEST NAME AND TITLE (Print)	SIGNATURE	DATE SIGNED
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DISTRIBUTION: Original – Warden, Parole Administrator and/or designee

Ethics and Professionalism

Ethical decision making, or even just making a good decision, begins with getting the facts straight, then carefully considering the relevant, ethical values, and weighing the consequences of the alternative actions. Misconduct includes, but is not limited to:

- Engaging in a personal relationship outside of your professional duty/service
- Inappropriate correspondences between the inmate and yourself
- Engaging in sexual conduct or romantic involvement
- Trading/bartering/lending in personal transactions
- Providing/receiving personal favors
- Giving/receiving gifts
- Inconsistently enforcing facility rules to favor inmates
- Discussing facility operations or confidential information that may jeopardize the safety and security of the facility to inmates

Based on Departmental policy, how is it determined if an act is right or wrong? If confronted by a situation that is not covered by the law or departmental policy, a volunteer or program provider should be guided by the Department's organizational values. A simple method for making an ethical decision is the "Get the FACTs" method:

Facts - What are the facts?

Alternatives - What options are there to resolve the issue?

Consequences - What will be the result of the misconduct?

Tell - Involve a supervisor or manager.

When making tough decisions, volunteers and program providers must be aware of rationalization and not be distracted by it. Rationalization occurs when a person chooses one value over another or when situations are ignored altogether. People tend to rationalize to make themselves feel better when they have deviated from what is right. Here are some of the common rationalizations:

It doesn't hurt anyone. This is used to excuse misconduct based on the false assumption that one can violate ethical principles so long as there is no clear and immediate harm to others. It treats ethical principles simply as factors to be considered in decision making rather than as a base line.

I've got it coming. People who feel they are overworked or underpaid rationalize that minor "perks" (acceptance of favors, discounts, or gratuities) are nothing more than fair compensation for services rendered.

Everyone's doing it. Safety in numbers is a false rationale fed by the tendency to adopt cultural, organizational, or occupational behavior systems (ethical or not) just because they are the norm.

I'm just fighting fire with fire. This is based on the false assumption that promise breaking, lying, and deceit are justified if those a person routinely deals with engages in deceit.

Keys to Success

Mean What You Say - Express yourself genuinely. Do not make a promise unless you have thought it through first and can carry it out. Inmates will test you, call your bluff, and see if you follow through on your promise.

Appropriate Relationships - Be honest, objective, and disapproving when warranted. Be friendly, but not overly familiar. Never give out your home address, telephone number, or loan any money to an inmate. Do not discuss personal matters with inmates, or in the presence of inmates. Be consistent and fair. Enforcing rules for some and relaxing them for other inmates is inconsistent and unfair. It is also a form of overfamiliarity.

Respect - You must respect the inmate's individuality and basic rights. Avoid prejudices and feelings of superiority. Categorizing an inmate is unfair and dehumanizing.

Don't Pry - In given time and comfortability inmates may converse with you about their commitment offense, family, or any other guilt-associated matter.

Build Rapport - Make it clear that you will not be manipulated. If a situation arises that you consider "borderline," consult your supervisor, CRM, or uniformed staff before acting.

Handling Hostility - An inmate may confront you with hostility. At such times, do not force conversations upon them and do not respond in a hostile, sarcastic, or anxious manner. Keep your composure and ignore the hostility or withdraw for a while. Chances are that the inmate will regain their composure. Report any incidents to your supervisor or CRM.

Don't Over-Identify - An inmates current situation is not your problem. Over-identifying with inmates has the potential to bring on a we/they syndrome.

Don't Expect Thanks - You may not receive thanks or any show of gratitude from inmates. They may feel it, but they may not know how to express it. They may not appreciate your work until they leave the program. Do not take it personally.

Inappropriate Conduct - If an inmate makes an improper advance, handle it appropriately. Report the matter to your sponsor or nearest uniformed staff member immediately.

Community Resources Manager Contact Information

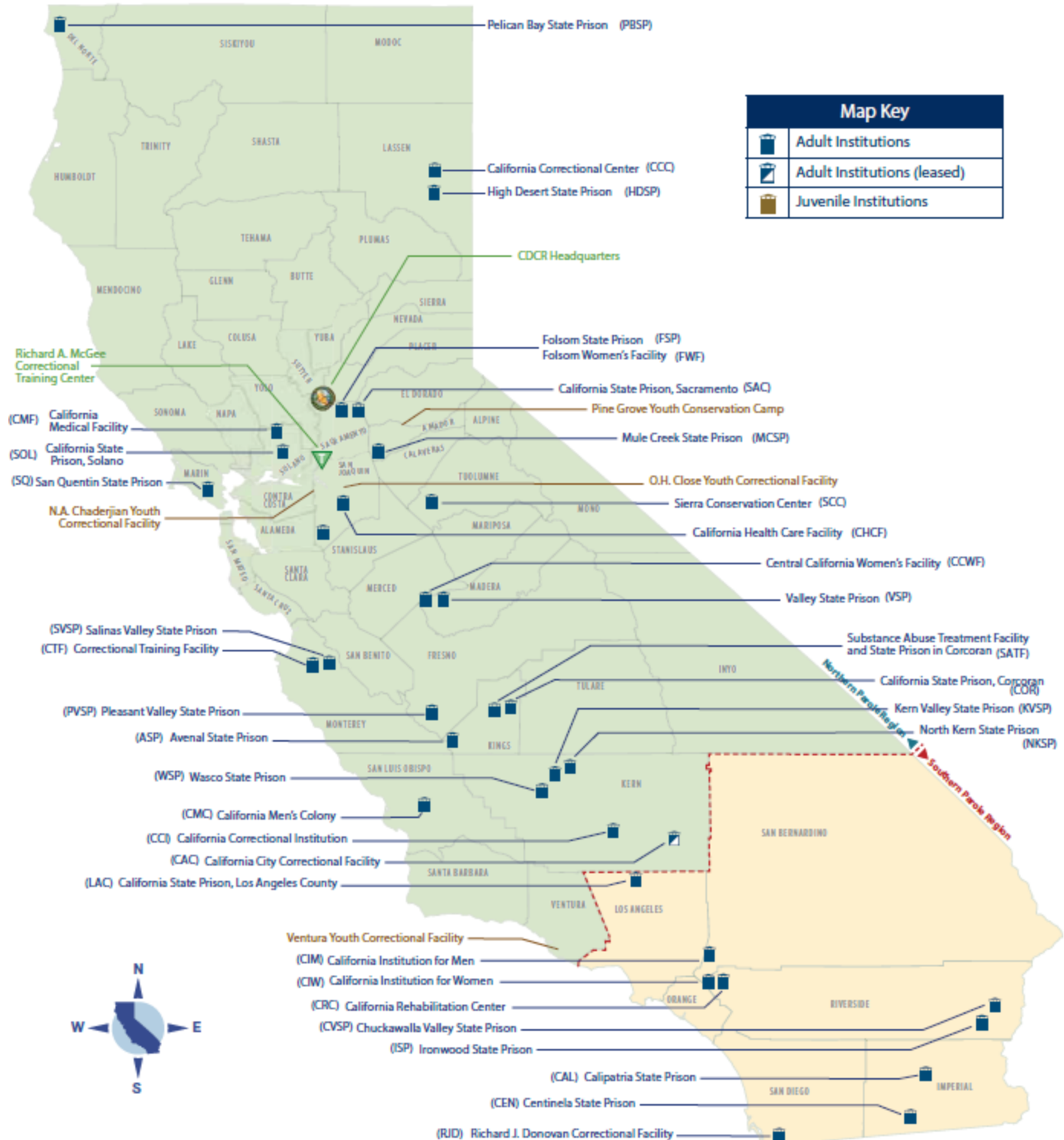
Institution	Address	Phone Number
Avenal State Prison (ASP)	1 Kings Way Avenal, CA 93204	(559) 386-0587 ext. 5998
California City Correctional Facility (CAC)	22844 Virginia Blvd California City, CA 93505	(760) 246-7600 ext. 7014
California Correctional Center (CCC)	711-045 Center Rd Susanville, CA 96127	(530) 257-2181 ext. 4020
California Correctional Institution (CCI)	24900 Highway 202 Tehachapi, CA 93561	(661) 822-4402 ext. 4628
California Health Care Facility (CHCF)	7707 Austin Rd Stockton, CA 95215	(209) 467-2518
California Institution for Men (CIM)	14901 Central Ave Chino, CA 91710	(909) 597-1821 ext. 7152
California Institution for Women (CIW)	16756 Chino-Corona Rd Corona, CA 92880	(909) 597-1771 ext. 6536
California Men's Colony (CMC)	Highway 1 San Luis Obispo, CA 93409	(805) 547-7900 ext. 7687
California Medical Facility (CMF)	1600 California Dr Vacaville, CA 95696	(707) 448-6841 ext. 6059
California Rehabilitation Center (CRC)	5 th St & Western Norco, CA 92860	(951) 273-2976
California State Prison, Corcoran (COR)	4001 King Ave Corcoran, CA 93212	(559) 992-8800 ext. 6103
California State Prison, Los Angeles County (LAC)	44750 60 th St West Lancaster, CA 93536	(661) 729-2000 ext. 7778
California State Prison, Sacramento (SAC)	100 Prison Rd Represa, CA 95671	(916) 985-8610 ext. 6410
California State Prison, Solano (SOL)	2100 Peabody Rd Vacaville, CA 95696	(707) 451-0182 ext. 3491
Calipatria State Prison (CAL)	7018 Blair Rd Calipatria, CA 92233	(760) 348-6085 ext. 5257
California State Prison, Centinela (CEN)	2302 Brown Rd Imperial, CA 92251	(760) 337-7900 ext 5007
Central California Women's Facility (CCWF)	23370 Road 22 Chowchilla, CA 93610	(559) 665-5531 ext. 5104
Chuckawalla Valley State Prison (CVSP)	19025 Wiley's Well Rd Blythe, CA 92225	(760) 922-5300 ext. 5265
Correctional Training Facility (CTF)	Highway 101 North Soledad, CA 93960	(831) 678-3951 ext. 5102

Community Resources Manager Contact Information (continued)

Institution	Address	Phone Number
Folsom State Prison (FSP)	300 Prison Rd Represa, CA 95671	(916) 985-2561 ext. 3101
High Desert State Prison (HDSP)	475-750 Rice Canyon Rd Susanville, CA 96127	(530) 251-5100 ext. 5526
Ironwood State Prison (ISP)	19005 Wiley's Well Rd Blythe, CA 92225	(760) 921-7557
Kern Valley State Prison (KVSP)	3000 West Cecil Ave Delano, CA 93216	(661) 721-6300 ext. 4912
Mule Creek State Prison (MCSP)	4001 Highway 104 Lone, CA 95640	(209) 274-4911 ext. 5019
North Kern State Prison (NKSP)	2737 West Cecil Ave Delano, CA 93215	(661) 721-2345 ext. 7081
Pelican Bay State Prison (PBSP)	5905 Lake Earl Dr Crescent City, CA 95531	(707) 465-1000 ext. 9013
Pleasant Valley State Prison (PVSP)	24863 West Jayne Ave Coalinga, CA 93210	(559) 935-4900 ext.7801
Richard J. Donovan Correctional Facility (RJD)	480 Alta Rd San Diego, CA 92179	(619) 661-8654
Salinas Valley State Prison (SVSP)	31625 Highway 101 Soledad, CA 93960	(831) 678-5540
San Quentin State Prison (SQ)	Main St San Quentin, CA 94964	(415) 454-1460 ext. 5400
Sierra Conservation Center (SCC)	5100 O'Byrnes Ferry Rd Jamestown, CA 95327	(209) 984-5291 ext. 5505
Substance Abuse Treatment Facility and State Prison (SATF)	900 Quebec Ave Corcoran, CA 93212	(559) 992-7100 ext. 5504
Valley State Prison (VSP)	21633 Avenue 24 Chowchilla, CA 93610	(559) 665-6100 ext. 5474
Wasco State Prison (WSP)	701 Scofield Ave Wasco, CA 93280	(661) 758-8400 ext. 5117



Map of California's Correctional and Rehabilitation Institutions



Timeline of Institution Activitation

San Quentin State Prison (RC)

1852



The Waban, a 268-ton wooden ship, arrived off shore in 1852 with 30 convicts and was the first prison in California. Convicts housed aboard the ship where the builders of the first prison on land, San Quentin State Prison. The area the prison sits on was originally named, "Puenta de Quentin" after the Native American Chief Quentin ("Kaynteen"), the actual spelling and pronunciation has been obscured in history. Since local folklore has it that the Waban arrived on what is known as "Bastille Day" (July 14th), San Quentin has been known as the "Bastille by the Bay."

Folsom State Prison (FOPS)

1880



Folsom State Prison is California's second-oldest prison, and one of the nation's first maximum-security prisons ever built in the decades following the California Gold Rush. Folsom was the first prison in the world to have electric power, which was provided by the first hydroelectric powerhouse in California. Thrust into the public consciousness in the 1960s by high-profile performances from country music's Johnny Cash, the prison remains a notorious and legendary institution.

Timeline of Institution Activitation (continued)

California Institution for Men (RC)

1941



The California Institution for Men (CIM) was the first major minimum security institution built and operated in the United States. It was the State of California's third correctional institution and was constructed to relieve the overcrowded conditions of San Quentin State Prison and Folsom State Prison. CIM was unique in the field of penology because it was known as the "prison without walls". The only "security" fence around the facility units was a five-strand barbed wire livestock fence, intended mainly to keep the dairy cows from wandering through the living areas.

Correctional Training Facility (GP)

1946



The South Facility of the Correctional Training Facility dates back to 1946, when it was used as a "Camp Center" and administered by San Quentin State Prison. Five years later, in 1951, the Central Facility opened and in 1958 the Northern Facility opened. By 1984, an additional dormitory was added to the Central Facility. Three more dormitories were added in 1996.

Timeline of Institution Activitation (continued)

California Institution for Women (FOPS)

1952



The original site for the California Institution for Women (founded in 1933) was in Tehachapi, the current site of the California Correctional Institution. Until 1987, this was California's only prison for female felons. It was originally called "Frontera", a feminine derivative of the word frontier - a new beginning. The campus-like design was in-keeping with the 1950's progressive notion of rehabilitation.

California Correctional Institution (HS)

1954



Originally the only facility for women from 1933 until 1954, the California Correctional Institution was converted to the first new maximum security facility in more than 100 years in 1985.

Timeline of Institution Activation (continued)

California Men's Colony (RC)

1954



The California Men's Colony (CMC) is divided into two facilities, West (established in 1954) and East (established in 1961). CMC was the second institution in CDCR to offer a hospice program to the inmate population. The program has trained over 100 inmate volunteers in hospice care since its inception at CMC in 2001.

California Medical Facility (FOPS)

1955



The California Medical Facility was established in 1955 by the Legislature to provide a centrally located medical/psychiatric institution for the health care needs of the male population in California's prisons.

Timeline of Institution Activitation (continued)

California Rehabilitation Center (RC)

1962



The buildings now housing the California Rehabilitation Center (CRC) opened in 1928 as the Lake Norconian Club, a luxury hotel. In December 1941, President F. D. Roosevelt turned the resort into a Naval hospital. In March 1962, the federal government donated the facility to the state to use as a narcotics center for men and women. To help ease overcrowding in the 1980s, CRC began housing felons as well as civil narcotic addicts. In 2007, the women were removed from the civil addict program at CRC, and in 2014 the civil addict narcotic program was eliminated.

California Correctional Center (RC)

1963



The California Correctional Center trains minimum-custody inmates for placement into one of the institution's 18 Northern California Conservation Camps. Working collaboratively with the California Department of Forestry and Fire Protection, these camps are strategically located throughout the state to provide fire suppression hand crews, as well as an organized labor force for public conservation projects and other emergency response needs of the State.

Timeline of Institution Activitation (continued)

Sierra Conservation Center (RC)

1965



The Sierra Conservation Center trains staff and inmates in firefighting techniques. Each of the 20 Conservation Camps is a self-contained "prison without walls". The camps are sited in rural or wilderness areas for fire suppression.

California State Prison, Solano (GP)

1984



With the activation of the California State Prison, Solano (SOL), CDCR began a decade of massive growth, with eight prisons built during that time period. When SOL opened in 1984, it was administered by the Warden of the California Medical Facility. In January 1992, the two prisons were separated administratively and a Warden was assigned to each prison.

Timeline of Institution Activation (continued)

California State Prison, Sacramento (HS)

1986



California State Prison, Sacramento is located adjacent to Folsom State Prison. When it first opened in 1986, the prison was administered by the Folsom Warden and was called New Folsom. In October 1992, its name was changed to California Sate Prison, Sacramento, and was administered as a separate prison with its own Warden. However, it is still commonly referred to as “New Folsom”.

Avenal State Prison (GP)

1987



Avenal State Prison was the first institution solicited by a local community. When it opened in 1987, it was originally known as Kings County State Prison. On February 22, 1988, it was officially renamed Avenal State Prison.

Timeline of Institution Activitation (continued)

Mule Creek State Prison (GP)

1987



Mule Creek State Prison hosts several California Prison Industry Authority trades including a coffee roasting operation, laundry services, a meat processing plant, and a textiles factory. In 2016, the prison activated two Level II facilities with additional rehabilitative programming.

Richard J. Donovan Correctional Facility (RC)

1987



The Richard J. Donovan Correctional Facility at Rock Mountain was named for the late Assemblyman and Judge Richard J. Donovan, who sponsored legislation to build a State Correctional Facility in the San Diego area. The facility is host to several programs including an art program producing a murals of the local landscapes.

Timeline of Institution Activitation (continued)

California State Prison, Corcoran (HS)

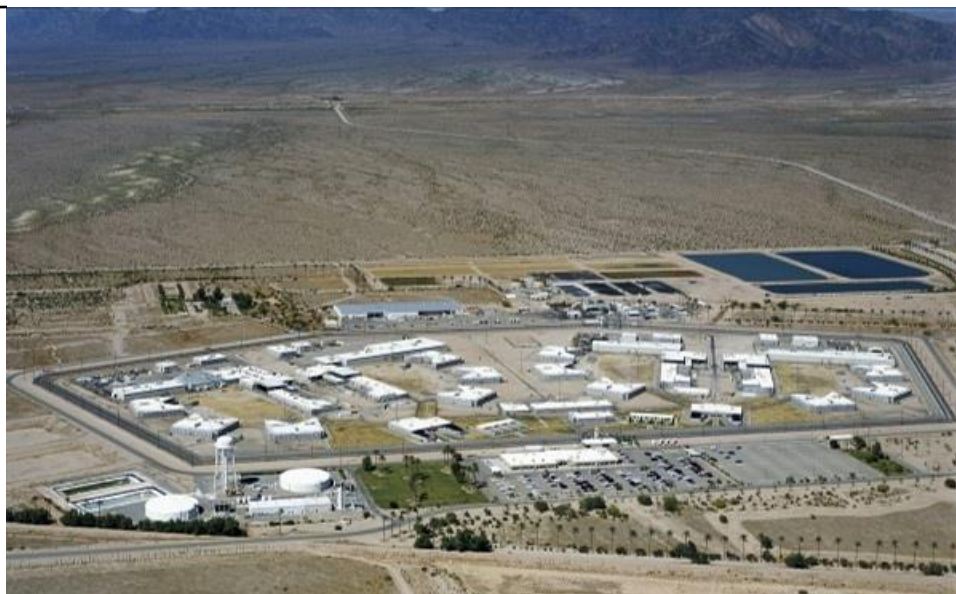
1988



California State Prison, Corcoran is built on what was once Tulare Lake, home of the Native American Tachi tribe. It was the first California prison with a separate facility built exclusively to house Security Housing Unit inmates.

Chuckawalla Valley State Prison (GP)

1988



Chuckwalla Valley State Prison is one of two prisons in the Sonoran Desert in Southern California. Inmates at this institution are offered vocational training in areas such as air conditioning and refrigeration repair, auto mechanics, building maintenance, electrical works, electronics, masonry, plumbing, and welding.

Timeline of Institution Activitation (continued)

Pelican Bay State Prison (HS)

1989



Pelican Bay State Prison (PBSP) is located on 275 acres on the North Coast of California, 13 miles from the Oregon/California Border. PBSP is the northernmost prison in California, and is a maximum security institution.

Central California Women's Facility (FOPS)

1990



Central California Women's Facility is the largest female institution in the United States and is located in Chowchilla, California. The facility provides a variety of programs for the inmates including domestic violence support and gender specific programs like Girl Scouts Beyond Bars.

Timeline of Institution Activitation (continued)

Wasco State Prison (RC)

1991



Wasco State Prison was the first of two reception centers in Kern County, and provides an additional 400 bed minimum custody facility for general population inmates.

Calipatria State Prison (GP)

1992



At 184 feet below sea level, Calipatria State Prison is at the lowest elevation of any prison in the Western Hemisphere. Calipatria partners with the National Center for Construction Education & Research for certification of inmates in carpentry, heating ventilation and air conditioning, electrical, electronics and computer literacy.

Timeline of Institution Activitation (continued)

Centinela State Prison (GP)

1993



The institution, originally referred to as California State Prison – Imperial South, was renamed Centinela State Prison by the Imperial County Board of Supervisors. Centinela State Prison was named for Mount Signal, the mountain located on the US Mexico international line once used to watch over the state's borders to prevent unauthorized passage into the United States. Centinela is the Spanish word for "Sentinel" or signal.

High Desert State Prison (HS)

1993



Named High Desert State Prison by the Lassen County Board of Supervisors, the construction of the prison consumed 71,985 yards of concrete, 20,000 tons of steel, 364 miles of electrical wire and 7 miles of chain link fencing.

Timeline of Institution Activitation (continued)

California State Prison, Los Angeles County (HS)

1993



California State Prison, Los Angeles County is the first and only state prison located in Los Angeles County. Before the prison opened in 1993, Los Angeles County hosted no prisons but accounted for forty percent of California's state-prison inmate population.

North Kern State Prison (RC)

1993



Three hundred and sixty acres of North Kern State Prison property has been designated as protected wildlife habitat for the Blunt-Nosed Leopard Lizard, San Joaquin Kit Fox, and the Tipton Kangaroo Rat. In 2012, a 5.7 megawatt Solar Photovoltaic Power Plant was activated at the institution, offsetting nearly 1 billion pounds of carbon dioxide over the next 20 years.

Timeline of Institution Activitation (continued)

Ironwood State Prison (GP)

1994



Ironwood State Prison's name was derived from the surrounding area's native Ironwood trees, which share with the prison the qualities of strength, solidity, and firmness. In 2014, the institution hosted a TEDx talk on recidivism and community reintegration.

Pleasant Valley State Prison (GP)

1994



Pleasant Valley State Prison offers one of the state's first Enhanced Program Facilities for those inmates who choose to better themselves through positive programming.

Timeline of Institution Activation (continued)

Valley State Prison (GP)

1995
(Women)
2013
(Males)



Valley State Prison was constructed and dedicated in 1995 and originally named the Valley State Prison for Women (VSPW). The institution served CDCR as the state's only Security Housing Unit (SHU) for the female offender population. In 2011, with the signing of Assembly Bill 109 (the Public Safety Re-Alignment Bill) into law, CDCR saw a drastic reduction in the female population. In 2012, VSPW began a historic conversion from an all female institution to an all male institution. In January 2013, the conversion was successfully completed and the name changed to Valley State Prison.

Salinas Valley State Prison (HS)

1996



Salinas Valley State Prison was constructed to meet the access requirements of the Americans with Disabilities Act (ADA). It also contains a division of the Department of State Hospitals on grounds within the secured perimeter.

Timeline of Institution Activitation (continued)

California Substance Abuse Treatment Facility (HS)

1997



Having been authorized by legislation approved in 1993, the California Substance Abuse Treatment Facility was specifically designed to house minimum and medium security inmates with a history of substance abuse. Treatment is based on the therapeutic community model, a holistic approach, that is intended to provide a culture and environment that encourages pro-social behaviors, respect, and personal responsibility.

Kern Valley State Prison (HS)

2005



Kern Valley State Prison sits on 600 acres, and includes a 200 acre alfalfa field tended and harvested by the Prison Industry Authority.

Timeline of Institution Activitation (continued)

California Health Care Facility (FOPS)

2013



The California Health Care Facility was built on the site of the former Karl Holton Youth Correctional Facility and provides medical care and mental health treatment to inmates who have the most severe and long term needs. The 1.4 million square foot facility is certified to provide intermediate level care and to compliment less acute treatment provided in other prisons operated by CDCR. The unique layout of the facility brings to mind a medical or university campus.

Folsom Women's Facility (FOPS)

2013



Under the administration of Folsom State Prison, Folsom Women's Facility (FWF) was activated in January 2013. This 403 bed stand-alone facility provides housing, rehabilitative and reentry programming, substance abuse treatment, and job training to the medium and minimum security female population. FWF is the northern most female facility in the State, allowing female offenders to maintain closer ties to family and relatives in the area.

Timeline of Institution Activitation (continued)

California City Correctional Facility (HS)

2014



This facility was formerly a federal prison, now leased to CDCR and is an Enhanced Program institution, for those inmates who choose to better themselves through positive programming.

Common Acronyms in CDCR

These acronyms are the most commonly used in CDCR. This list is not intended to be inclusive of all Department terms. Please refer to the DOM and the California Code of Regulations, Title 15 for additional terms and usages or ask your CRM for additional information.

ACA – American Correctional Association - ACA accreditation is a nationally recognized standard for certification of correctional facilities and is a model for correctional leadership nationally.

APPS – Authorized Personal Property Schedule (Inmate Property) - This list shows the items inmates are allowed to purchase and retain in their personal property.

ASU – Administrative Segregation Unit

BPH – Board of Parole Hearings (formerly Board of Prison Terms)

CAC – Citizens Advisory Council

CCHCS – California Correctional Health Care Services

C-File – Central File (now referred to SOMS or ERMS)

CLETS – California Law Enforcement Telecommunications System

COMPSTAT – Computer/Comparative Statistics

CRM – Community Resources Manager

DAI – Division of Adult Institutions

DRP – Division of Rehabilitative Programs

Common Acronyms in CDCR (continued)

DOM – Department Operations Manual
ERMS – Electronic Records Management System
EOP – Emergency Operations Plan
FLS – Family Liaison Services
HQ – Headquarters
IAC – Inmate Advisory Council
IFC – Inmate Family Council
IAGs – Inmate Activity Groups
IPO – Institutional Personnel Officer
IST – In-Service Training
ISU – Investigative Services Unit
IWF – Inmate Welfare Fund
JACKET – Inmate Central File
K-9 – Canine
LOP – Local Operating Procedure
LTOP – Long Term Offender Program
NCR – Notice of Change to Regulations
OPEC – Office of Public and Employees Communication
OPS-HQ – Office of Policy Standardization
OVSR&S – Office of Victim and Survivors Rights and Services
RRC – Religious Review Committee
RPPM – Religious Personal Property Matrix - List of allowed personal religious items for inmates to purchase and retain in their personal property
RVR – Rules Violation Report
SAP – Substance Abuse Program
SHS – Self-Help Sponsor
SHU – Security Housing Unit
SNY – Sensitive Needs Yard
SOMS – Strategic Offender Management System (Automated Information System)
SRRC – Statewide Religious Review Committee
STG – Security Threat Group
TB – Tuberculosis
TITLE 15 – California Code of Regulations, Title 15
TWO – Trust Withdrawal Order
VAC – Volunteer Advisory Committee
VATF – Volunteer Advisory Task Force
VTRACK – Volunteer Tracking System
WC – Watch Commander
WAG – Wardens' Advisory Group
WS – Work Schedule