



# **VOLUNTEER HANDBOOK**

**MONROE COUNTY DETENTION CENTER**  
5501 College Rd.  
Key West, FL 33041

**Programs Services**  
Director Keena Allen 305-293-7344  
Kallen@keysso.net

**Programs Staff Assistant**  
Ms. Stacey Medina 305-293-7330  
Smedina@keysso.net

**MONROE COUNTY SHERIFF'S OFFICE**

**Richard A. Ramsay, Sheriff**

**State and National Accredited**  
FCAC & ACA

**(We follow the process for all standards regarding our accreditations)**

**A Drug-Free Workplace**

Updated: August 1, 2017(kba)

## ***From our Sheriff***

### ***Vision***

Our vision is to enhance the quality of life in the Florida Keys through strong community partnerships, in a way that maintains the public trust. The men and women of the Monroe County Sheriff's office will pursue the highest standards of Law Enforcement Excellence in everything we do.

### ***Mission Statement***

It is the mission of the Monroe County Sheriff's Office to suppress, prevent and deter crime with the relentless pursuit of all criminals as a top priority. We will operate safe and professional detention and court security services throughout the Keys. We are dedicated to keeping our communities and roadways safe while providing the highest quality of service to our residents and visitors. WE ARE committed to the Keys!

### ***Core Values***

- Honesty
- Professionalism
- Commitment to Community

## ***PROGRAMS PHILOSOPHY***

The basic philosophy behind the Monroe County Detention Center Programs Department is to partner with our community to provide, develop and schedule programs and services that assist inmates.

Programs will assist the inmates by developing positive attitudes, building life skills and prepare them for reentry into our community

It is our goal to make sure each inmate has the opportunity to change their behavior, and become a productive citizen in our community

## **Program Overview**

The people most important to your success and achievement at the facility are the staff members we work with. In fact, your primary function as a volunteer is to make sure the rules and regulations are followed by the inmates/detainee who attends your program.

In all cases, remember as a volunteer, you are a guest in the facility and are responsible to the facility staff. Any proposed plan or ideas must be cleared with the Programs Director before being introduced to an inmate/detainee or group inside the facility.

### ***LINE OF AUTHORITY***

**MONROE COUNTY SHERIFF'S OFFICE**  
SHERIFF R. RAMSAY

**MONROE COUNTY SHERIFF'S OFFICE**  
COLONEL L. CAPUTO

**COMMANDER, BUREAU OF CORRECTIONS**  
MAJOR T. AGE

**PROGRAMS SERVICES DIRECTOR**  
DIRECTOR K. ALLEN

**PROGRAMS STAFF ASSISTANT**  
MS. S. MEDINA

**DETENTION FACILITY STAFF**

**VOLUNTEERS**

### ***PROCEDURES TO BECOME A VOLUNTEER***

Before you can become a volunteer for any Monroe County Detention Facility, there are established procedures to follow. The purposes of these procedures are:

1. To give you information about the facility program and to help you decide if you want to become a volunteer.
2. To give the staff an opportunity to know you well enough to make a judgement as to your suitability, reliability, and in what capacity your service would be the most valuable.
3. To give you a brief introduction to some of the basic skills involved in working with inmates.

## ***APPLICATION***

As a prospective volunteer, you will be furnished with an application (last six pages of this handbook) which is to be completed and returned to the Programs Staff Assistant for the Programs Services Director approval.

## ***SCREENING***

After you have completed and returned your application, the program staff will check your criminal history.

Application will be disapproved, if any of the following conditions exist:

1. If you were incarcerated within the last year.
2. If you are or were on court appointed probation or parole within the last year
3. If you are pending criminal charges
4. Violent felony convictions
5. Warrants in state or Out of state
6. Restraining order
7. Your volunteer privileges were terminated in the past

## ***ORIENTATION***

Once you cleared to be a volunteer and before participating in your program, you will be required to attend an orientation session. Each volunteer shall become familiar with the facility rules and regulations, along with general expectations.

You must complete this orientation session under the direction of the Programs Director, Facility Chaplain or Programs Staff Assistant.

**Our Agency General Orders, Bureau of Corrections Written Directives, and the Inmate/detainee handbook can be reviewed on our website at [Keysso.net](http://Keysso.net).**

For a copy of the facility's goal and objectives, ICE/DRO Detention Standards, or to set up a date and time for a facility tour, contact the Programs Director.

## **PRISON RAPE ELIMINATION ACT (P.R.E.A)** **ZERO TOLERANCE POLICY**

The Prison Rape Elimination Act (PREA) was passed in 2003 with unanimous support from both parties in Congress. The purpose of the act was to “provide for the analysis of the incidence and effects of prison rape in Federal, State, and local institutions and to provide information, resources, and recommendations and funding to protect individuals from prison rape.” (Prison Rape Elimination Act, 2003). In addition to creating a mandate for significant research from the Bureau of Justice Statistics and through the National Institute of Justice, funding through the Bureau of Justice Assistance and the National Institute of Corrections supported major efforts in many state correctional, juvenile detention, community corrections, and jail systems.

The act also created the National Prison Rape Elimination Commission and charged it with developing draft standards for the elimination of prison rape. Those standards were published in June 2009, and were turned over to the Department of Justice for review and passage as a final rule. That final rule became effective August 20, 2012.

In 2010, the Bureau of Justice Assistance funded the National PREA Resource Center to continue to provide federally funded training and technical assistance to states and localities, as well as to serve as a single-stop resource for leading research and tools for all those in the field working to come into compliance with the federal standards.

### **REPORTING SEXUAL ABUSE, SEXUAL HARASSMENT OR SEXUAL ASSAULT IN THE MONROE COUNTY DETENTION CENTER IS A MUST**

**Zero Tolerance** toward all forms of sexual abuse and sexual harassment, preventing, detecting, and responding to such conduct.

If someone tells you they are or you become a victim of sexual abuse, harassment or assault or you suspect it is taking place, you **MUST** do the following.

1. Ask the victim not to do anything that could destroy physical evidence. (Shower, brush teeth, defecate, change clothing, urinate, eat or drink)
2. Notify security staff immediately. They will know what to do.

Sexual abuse of an inmate, detainee, or resident by a staff member, contractor, or volunteer includes any of the following acts, with or without consent of the inmate, detainee, or resident:

- (1) Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
- (2) Contact between the mouth and the penis, vulva, or anus;
- (3) Contact between the mouth and any body part where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;
- (4) Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;
- (5) Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;
- (6) Any attempt, threat, or request by a staff member, contractor, or volunteer to engage in the activities described in paragraphs (1)-(5) of this section;
- (7) Any display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of an inmate, detainee, or resident, and
- (8) Voyeurism by a staff member, contractor, or volunteer.

Voyeurism by a staff member, contractor, or volunteer means an invasion of privacy of an inmate, detainee, or resident by staff for reasons unrelated to official duties, such as peering at an inmate who is using a toilet in his or her cell to perform bodily functions; requiring an inmate to expose his or her buttocks, genitals, or breasts; or taking images of all or part of an inmate's naked body or of an inmate performing bodily functions.

Sexual harassment includes—

(1) Repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one inmate, detainee, or resident directed toward another; and

(2) Repeated verbal comments or gestures of a sexual nature to an inmate, detainee, or resident by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

If someone tells you they are or you become a victim of sexual abuse, harassment or assault or you suspect it is taking place, you **MUST** do the following. Notify a staff member **IMMEDIATELY!!!!**

This means any Deputy, Supervisor, Nurse, Counselor, Religious Provider or Volunteer.

The Monroe County Sheriff's Office shall ensure that an administrative or criminal investigation is completed for all allegations of sexual abuse and sexual harassment.

For more PREA information go to [Prearesourcecenter.org](http://Prearesourcecenter.org)

### **BOC - 8:031**

**Control of Contraband:** The control of contraband is one of the most important areas of the facility security. As a broad definition, contraband can be defined as "anything in the possession of a person that is contrary to the rules and regulations of the institution". F.S.S. 951.22. To define it more specifically, contraband can be:

- A. Any intoxicating beverage.
- B. Tobacco, cigarettes and any tobacco paraphernalia.
- C. Any prescription or non-prescription drugs.
- D. Any firearm or instrument customarily used or designated to be a dangerous weapon.
- E. Any instrument that may be used as an aid in effecting or attempting an escape.
- F. Any other articles, books, instrument or substance specifically prohibited by law and the facility.

The best rule is **NOT** to bring anything with you without first getting approval from the Programs Director. Generally, anything not distributed by facility staff could be contraband.

Personnel Policies for the Agency General Orders and the Bureau of Corrections written directives can be reviewed on our website at [Keysso.net](http://Keysso.net).

***PROCEDURES TO ENTER THE FACILITY, WORKING CONDITIONS AND HOW TO CONDUCT A VOLUNTEER PROGRAM***

1. When you arrive at the facility for your program, report to Main Control and state your name and why you are here (name of your program). For security reasons, the Deputy will request your valid picture ID and check to make sure you are on our volunteer list. Only those registered with the Programs Director will be on the volunteer list. The deputy will sign you into the volunteer logbook with your name, date, and time of arrival. You will be given a visitors pass.
2. All extra items (Purses, Keys, Cell Phones, Wallets, Jackets, and Hats etc) must be left at home, in your car or secured in the blue lockers in the main lobby. Main Control personnel will not secure any items. A quarter is needed to use the blue lockers in the lobby.
3. Before entering the secured envelope you and all items may be subject to a pat-down search and inspection of personal property before and/or after the program. This is a security measure. Once you enter the facility, you will go directly to the assigned class room; the Deputy will bring the inmate(s) to you. Please keep all communication limited to essentials information of your program.
4. Accountability for all materials, pencils, pens, colored pencils, markers, paint, and books etc. will be inventoried prior to entering the secure envelope. When your program is finish, will cleaned up your area, collect and account for all items and take them out of the facility at the end of each session.
5. Always inform a Deputy when any of the following occur:
  - Inmate requests to leave the session early.
  - If an expected inmate is not present. (He may have been missed in the pick-up, or he may have a legitimate excuse.)
  - Inmate arguments
  - Any emergencies i.e.; Health issues, Sexual misconduct, Fire or Suicide risk
6. Make sure to sign in all inmates attending your program on the **attendance sheet**, print each inmate name first and last. This form may be obtained from Main Control or Programs Staff Assistant.



7. When the class is finished, please keep the inmate(s) in the room until the deputy comes to get them. Notify security staff that you are done and they will pick up the inmates. Inmates are **NEVER** to be left alone.
8. Once you are back in the lobby turn the **attendance sheet** in to Main Control deputy, when returning your visitors tag and signing out. All information will be filled in correctly on the form. The deputy will sign the time of your departure into the main control logbook. We must maintain accurate records of your volunteer hours and inmate attendance. By turning in the attendance sheets filled in completely, you assist us in doing this.
9. Notify a Deputy and the Programs Director of any inappropriate behavior on the part of the inmates during group meetings. Our programs are for those inmates that have good behavior.
10. Inform the Programs Staff Assistant or Programs Director as to any variation in your schedule, vacation plan or sick, along with any observations that you would like to share.
11. Programs must stick to the allotted time and theme of the specified program. Inmates are not authorized to use meetings for individual grievance.
12. Volunteers will not handle facility keys. If any keys are found in the facility or on facility grounds, they will be turned into a supervisor or deputy immediately.
13. Volunteers are not allowed to use or handle any chemical agents, inside the facility or outside on the Monroe County grounds at anytime.
14. Volunteers entering the secure envelope of the facility may come into contact with Airborne/bloodborne pathogens and biohazards. **Universal precautions:** is an approach to infection control to treat all human blood and certain human body fluids as if they were known to be infectious for HIV, HBV and other bloodborne pathogens, the best way to stay health is to wash hands as much as possible and once you leave the secure envelope. Also do not touch any item you did not bring in yourself.

**Violation of these Rules and Regulations can result in suspension or permanent removal of your clearance into the facilities.**

### **RULES AND REGULATIONS FOR VOLUNTEERS**

All rules, regulations and policy statements governing conduct in the facility will be adhered to by volunteers. Violations of these rules may result in removal from the facility

by suspension of the volunteer's services from three months up to one year, termination of volunteer privileges or by arrest for criminal charges.

The time of a suspension will be determined by the rule violation. We encourage you to ask questions, we can be your guide.

The following expectations are to be adhered to at all times:

1. **Volunteer must be willing to work with people of all social and cultural lifestyles.** Cultural Diversity refers to differences among people because of their racial or ethnic backgrounds, language, dress and traditions.
2. Volunteers will not enter the ICE Detainee unit, unless approved. Before entrance is allowed the volunteer is required to review the ICE/DRO National Standards update and sign a memorandum of understanding.
3. Volunteers who come in contact with an inmate/detainee that require special needs i.e, Special needs are people who need special help or care, for example because they are physically or mentally disabled. This will be brought to the attention of the Deputy or Programs Director immediately.
4. As a volunteer, any information gathered by you from any inmate will be held in confidence and discussed with anyone else. However, any information disclosed that might be a threat to life, safety or the security of the facility must be reported to the facility staff immediately.
5. **Only pre-approved** handouts, books, materials/leaflets, etc. may be given to inmates, once approved by the Director of Programs.
6. Volunteers **WILL** advise the Programs Director if you are a relative or friend of an inmate in this facility.
7. Volunteers **WILL NOT** handle facility keys for any reason. If keys are found in the facility you will turn them over to a supervisor.
8. Volunteers **WILL NOT** visit with inmates that are attending their program. If an inmate is considered as a friend, the inmate will be removed from your program for security reasons.
9. One to One instruction will be done inside the dayroom of the Dorms and in the conference room inside the units.
10. Appropriate clothing is required to participate in your program and enter the facility.

**APPROVED:** Pants, Shirts, Capri's, dresses to be no more than 1 ½" above the knee and closed toed shoes.

**DISAPPROVED:** Shorts, spandex-clothing, hot pants, sleeveless shirts, frayed or worn jeans, jogging outfits, sweat suits, mini-skirts/dresses, tank-tops, see-through blouses, bralessness, sandals, flip flops, open toed shoes or bare feet. **No High heel shoes.**

**We reserve the right to turn you away if you are inappropriately dressed.**

11. The Programs Director for specialized services must approve musical Instruments, Speakers, Amplifiers, Computers, DVD players, iPods' or other such equipment for use during the program only. There will be no session recorded while in the facility.
12. **When a deputy advises you that the program is terminated, you will exit the facility without questioning that authority.**
13. Your visitor pass will be displayed on your collar at all times while in the facility. At no time will an inmate be permitted to handle the visitor's pass.
14. In the event of any emergency, when facility staff advises you to leave the grounds, you will do so in the most orderly manner possible and not congregate in the parking or lobby areas. If it is a mock emergency drill, you will be advised of an area to report to until completion of the drill. These are mandatory requirements and must periodically be carried out during your services.
15. **NO** cameras or VCR recorders are to be permitted in the facility without the express written authorization of the Commander Bureau of Corrections or his designee.
16. Volunteers shall immediately report any violation of the facility rules or regulations to the Programs Director or facility staff.
17. Each volunteer is expected to be mentally alert, personally neat, and shall render his or her services on an **impartial and non-sectarian basis**. Conduct shall be consistent with the security and welfare of the facility.
18. **NO** volunteer shall report for service while under the influence of alcohol or drugs.
19. Volunteers **WILL NOT** provide legal advice to inmates.

20. Volunteers **WILL NOT** have access to inmate's confidential records.
21. Volunteers are expected to follow facility staff directives and respond in a respectful manner.
22. Volunteers shall comply with the facility safety regulations. Any injury sustained in the facility shall immediately be reported to the Programs Director or facility staff.
23. Volunteers are encouraged to communicate with facility staff. Please feel free to discuss any concerns, problems or ask questions as needed with the Programs Director or Supervisor on duty,
24. In cases of emergency, volunteers should contact the main control center or the nearest deputy immediately.
25. The Monroe County Detention Facilities **reserve the right** at any time and without prior notification to refuse admittance into the facility.

### **VOLUNTEER CODE OF CONDUCT/ETHICS**

1. As a Volunteer I will treat the inmates with dignity, good faith and equity; without discrimination; and have consideration for the values and cultural sensitivities of all groups within the facility affected by my work.
2. If called for jury service I will immediately disclose that I am a Volunteer within the Bureau of Corrections to the Court.
3. I am prohibited from using my official position to secure privileges for myself or other within the facility.
4. I am prohibited from engaging in activities that constitute a conflict of interest, meaning, (Any situation in which someone who has to make a decision in an official capacity stands to profit personally from the decision).
5. I **WILL NOT** solicit or accept gifts from an inmate or any person acting on behalf of an inmate.
6. I **WILL NOT** use physical force **except** to defend him/her.
7. I **WILL NOT** have any Physical contact of any type, other than a handshake.
8. I **WILL NOT** carry communication, either verbal or written, to or from an inmate to any person inside or outside the facility.

9. I **WILL NOT** give or send inmates money, not personally or from family or friends.
10. I **WILL NOT** enter an inmate cell, for any reason. This is a safety violation
11. I **WILL NOT** handle inmate personal property inside or outside of this facility.

### ***PROMPTNESS***

**Report as scheduled and leave within the allotted time.** The facility operates on a tight security schedule and one of this facility's needs is to be able to count on volunteers not to cause disruption.

### ***CANCELLATION***

If you find that you must cancel or reschedule an activity, notify the Programs staff assistant or Programs Director as early as possible. If on the weekend, notify the facility Main Control.

### ***MATERIALS***

When it is necessary to bring in materials, you should contact the Programs Staff Assistant or Programs Director to determine if they are permissible and given approval.

### ***GENERAL***

**DO NOT** make promises that you cannot keep. Many inmates are lax about promises made to others but they can be unforgiving if someone they trust lets them down. Openness and honesty will go a long way toward winning an inmate's respect. These characteristics will also set an excellent example of how to be a happy, growing person when an inmate gets released back into society.

**DO NOT** visit the inmate's family or friends outside the facility. If an inmate requests you to do something for him/her outside the facility, you should refer him/her directly to the Programs Director.

**DO NOT** expect instant results. Working with inmates is slow, difficult, and often exasperating work. Many inmates have spent a lifetime in irresponsible and anti-social behavior patterns. Remember your main motivation for entering the facility is to be helpful. Expect progress to be slow.

**DO NOT OVER-IDENTIFY.** Become the inmate's friend, but do not sympathize with him/her so much that you lose your objectivity. Remember that an offender's problems are uniquely his/her own. If you feel yourself beginning to over-identify with an inmate's situation, talk it over with the Programs Director. He/she will help you regain your objectivity.

## **EMERGENCY PROCEDURES**

In case of emergency, volunteers should contact the nearest deputy or the control room. All instructions will be followed without delay.

**NOTE:** The decision to take one's own life comes from within and it is possible for one to help change that decision by offering the inmate alternate solutions and by introducing the concept of hope.

### **SUICIDE PREVENTION - Crisis Intervention Techniques**

When there is reason to believe that an inmate/detainee fits a suicide potential profile, put crisis intervention techniques into effect.

- Do not judge the inmate.
- Talk, listen, discuss, keep lines of communication open, and be supportive.
- Ask pertinent questions; be direct.
- Do not leave the inmate alone; do not isolate.
- Do not give advice.
- Do not dare the inmate.
- Do not act shocked.
- Refer for professional help.

The following are guidelines to assist in a suicide crisis:

- Recognize the clues - hopelessness, haplessness, helplessness.
- Trust your judgment - you have observed inmates and can recognize changes in behavior.
- Stay with the potential victim - do not leave him/her alone or isolated.

- Listen and be supportive.
- Attempt to diffuse the tension and agitation: Inject a feeling of hope, but do not lie to the inmate.
- Tell others – Immediately notify the nearest deputy or Supervisory Personnel.
- If needed you will be asked to document all pertinent information on an Incident Report.

## **HOSTAGE AWARENESS FOR VOLUNTEERS**

### **General Information**

All personnel must realize that a barricaded subject and/or hostage situation is a life threatening matter that is to be controlled by using care, skill and planning to prevent loss of life or the occurrence of injuries. The Commander, Bureau of Corrections, and the Sheriff's Office will arrange for properly trained personnel to deal with this criminal act. The facility must give full support to these law enforcement efforts.

Any member taken hostage has **NO** authority, regardless of status, while under duress.

Captor(s) (hostage takers) will not be allowed, under any circumstances, to leave the facility and become mobile.

During the hostage situation the following factors will be considered:

1. The safety of the general public
2. The safety of all hostages
3. The welfare and safety of inmates and staff
4. Protection of property
5. Restoration of order and control
6. Identification, arrest and legal prosecution of the perpetrators.

## **Members Taken Hostage**

Although there are no guarantees to give anyone who might fall victim to a hostage Situation, there are some actions and general guidelines of conduct that have appeared to be successful in helping captives cope with their given circumstances, giving them a greater chance to emerge safely without bodily harm.

1. **DO NOT** be a hero: Accept your situation and be prepared to wait.
2. **DO NOT** speak unless spoken to, then only when necessary.
3. Try to rest.
4. **DO NOT** make suggestions to your captor(s).
5. Escape: **DO NOT** try it unless you are absolutely sure that you will be successful, and even then, **reconsider** it.
6. **Be observant**: You may be released or escape and your information will be of great help.
7. **DO NOT** be argumentative.
8. Treat your captor(s) with respect: **DO NOT** beg. The more time you spend with your captor(s), the less likely you will be killed or injured.
9. **BE PATIENT**: If a rescue comes, hit the floor and stay down.

There are no guarantees: in past incidents where hostages were killed by their captors after negotiations were underway, the hostage did something stupid to bring about his/her demise.

## **Other Emergencies:**

The following includes, but is not limited to, a listing of serious incidents requiring an immediate notification to the nearest Deputy, Supervisor or higher authority.

As a volunteer you are required to report anything you see or hear that could save a life; your own, the staff, inmate's or detainee's. It's better to report what you think is a problem, then not report it and something happens. Better safe than sorry.

Threats to hurt another  
Health related issues  
Safety precautions  
Use of force  
Hunger Strikes  
Fire



## Overview

The safety and security of this facility is no part – time venture. The men and women that make up this facility's uniformed staff must be in total control of this institution's operations at all times. It needs to be stressed to you, how important it is to maintain a good working relationship with facility staff.

The staff and administration of the Monroe County Facilities will make every effort to ensure the safety of volunteers; volunteers shall be aware of the nature of this institution, and take due caution in performance of their duties.

You are required to receive annual retraining by mail or attendance, if you do not respond to the letter for training from the Jail Programs Division within 30 days; your volunteer privileges will be suspended.

You understand and release the Monroe County Sheriff's Office, its deputies, agents and employees from any liability for any injuries and damage that may be incurred to/by me while in or on the grounds of the Monroe County Detention Facility.

Reminder, All Agency General Orders, Bureau of Corrections Written Directives and the Inmate/detainee handbook can be reviewed on our website at [Keysso.net](http://Keysso.net).

**Thank you, for your willingness to give and share your time, it is greatly appreciated.**

Programs Director  
Keena Allen

