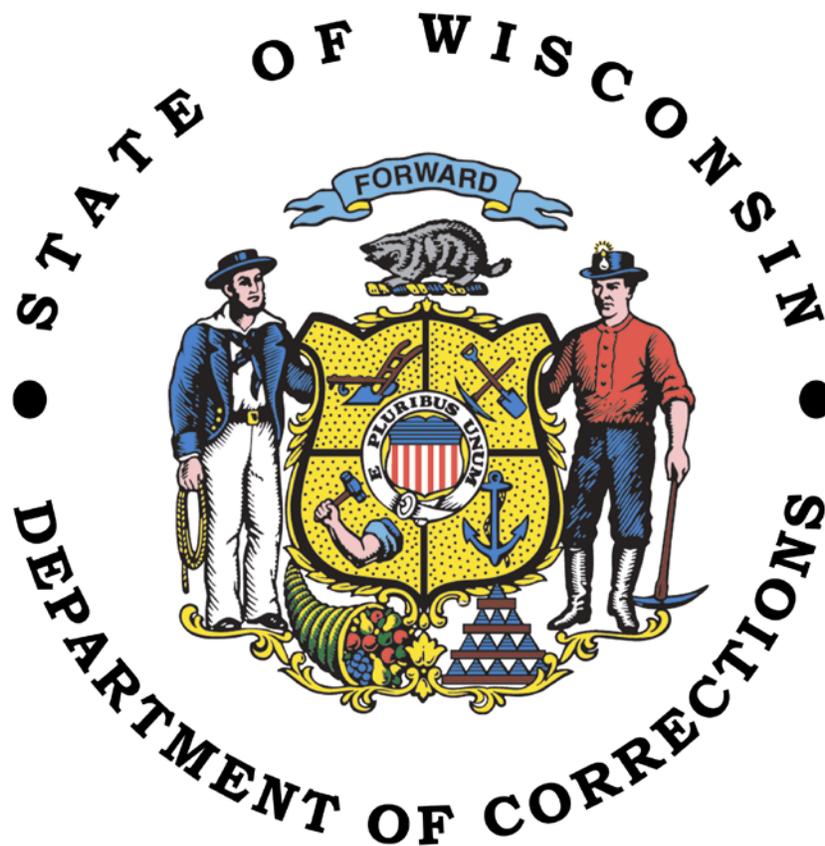


# DAI VOLUNTEER, PASTORAL VISITOR, PROGRAM GUEST & INTERN ORIENTATION MANUAL



**WISCONSIN**  
DEPARTMENT OF CORRECTIONS



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## TABLE OF CONTENTS

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INTRODUCTION.....	1
ORIENTATION MANUAL OBJECTIVES & DESIGN.....	1
RECRUITMENT OF VOLUNTEERS.....	2
TYPICAL VOLUNTEER OPPORTUNITIES.....	2
OVERVIEW OF THE DEPARTMENT OF CORRECTIONS.....	3
DOC VISION STATEMENT .....	4
DOC MISSION STATEMENT .....	5
ORGANIZATIONAL CHART.....	6
DOC REENTRY INITIATIVE.....	7
OFFICE OF VICTIM SERVICES & PROGRAMS .....	7
<i>Information and Notification</i> .....	8
<i>Victim Contacts &amp; Written Apology Letters</i> .....	8
VOLUNTEER’S LINE OF SUPERVISION & COMMUNICATION .....	8
INTERACTION WITH STAFF.....	9
INTERACTION WITH THE MEDIA.....	9
INMATE RESOURCES .....	10
INMATE CONTACT WITH THE OUTSIDE WORLD .....	11
FRATERNIZATION POLICY .....	13
<i>DOC Executive Directive 16</i> .....	13
CONFIDENTIALITY OF HEALTH CARE INFORMATION RELATING TO OFFENDERS, AND PROTECTION OF EMPLOYEES AND OFFENDERS FROM COMMUNICABLE DISEASE .....	14
<i>DOC Executive Directive 35</i> .....	14
<i>Communicable Diseases</i> .....	15
GENERAL INSTRUCTION ON CONFIDENTIALITY .....	16
PRISON RAPE ELIMINATION ACT (PREA) & SEXUAL MISCONDUCT .....	16
<i>DOC Executive Directive 72</i> .....	16
<i>DOC Executive Directive 16A</i> .....	16
PREVENTION & ELIMINATION OF WORKPLACE HARASSMENT/HAZING .....	17
<i>DOC Executive Directive 7</i> .....	17
ARREST & CONVICTION POLICY .....	18
<i>DOC Executive Directive 42</i> .....	18
USE OF DOC INFORMATION TECHNOLOGY RESOURCES .....	18
<i>DOC Executive Directive 50</i> .....	18

SECURITY OF CRIMINAL HISTORY RECORD INFORMATION .....	18
<i>DOC Executive Directive 76</i> .....	18
WORK RULES.....	18
<i>DOC Executive Directive 43</i> .....	18
TERMINATION/SUSPENSION/ REVOCATION FROM PROGRAMS .....	19
FACILITY ENTRANCE PROCEDURES .....	19
<i>Parking Lot (DOC Website - Visiting Procedures)</i> .....	20
<i>Entry</i> .....	20
<i>Attire (DAI Policy 309.06.01 - Visiting)</i> .....	20
<i>Metal Detector (DAI Policy 300.00.47 - Use of Metal Detectors and Access for Official Visitors)</i> .....	21
<i>Special Accommodations (DAI Policy 309.06.02 -- Visitor Entrance - Special Needs)</i> .....	21
<i>Personal Items (DAI Policy 309.06.01 --Visiting &amp; DAI 300.00.58 Staff Personal Property)</i> .....	21
<i>Program Materials</i> .....	22
<i>Searches (Administrative Code DOC 306.18)</i> .....	22
<i>Movement and Exit</i> .....	22
<i>Location of Program</i> .....	23
FACILITY COUNTS.....	23
<i>DAI Policy 306.06.01 - Inmate Count</i> .....	23
INMATE MOVEMENT .....	23
<i>DAI Policy 306.00.06 - Inmate Digital Photo Identification System</i> .....	23
EMERGENCY PROCEDURES.....	24
<i>Fire / Building Evacuation</i> .....	24
<i>Inclement Weather/Tornado Procedures</i> .....	24
<i>Medical Emergency</i> .....	24
INMATE CONDUCT.....	25
INMATE COMPLAINTS .....	26
INMATE RELIGIOUS PROGRAMS.....	27
<i>309.61.01 - Religious Beliefs &amp; Practices</i> .....	27
<i>309.61.02 - Religious Property</i> .....	27
<i>309.61.03 - Religious Diets</i> .....	27
ANATOMY OF A "SET-UP" .....	28
<i>Manipulation 101</i> .....	30
COMMON SENSE DO'S & DON'TS.....	32
CLOSING COMMENTS.....	35
ADDENDUMS.....	36

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## INTRODUCTION

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Welcome to the Wisconsin Department of Corrections!

Thank you for your willingness to work with inmates in the Wisconsin correctional institutions and centers. We highly value the important contribution you make in helping us fulfill our commitment to assist inmates in their reentry to society.

We realize that your time is valuable and appreciate your participation in this orientation program. This training has been specifically designed to assist you in becoming familiar with the correctional environment. For orientation purposes, regardless of your particular role, you will be referred to as the “volunteer” throughout this manual. Through this training, you will be given the knowledge and tools you will need to effectively and safely volunteer in a WI Department of Correction (DOC) Division of Adult Institutions (DAI) facility.

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## ORIENTATION MANUAL OBJECTIVES & DESIGN

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**This manual addresses volunteers, pastoral visitors, program guests and unpaid interns only for DAI facilities.**

You will see a number of WI State Statutes, Administrative Code provisions, and Departmental policies referenced throughout this manual. State Statutes are laws established through the legislature and signed by the Governor. Administrative Codes are developed by state agencies in response to State Statutes – and must be approved by the legislature. Executive Directives are issued by the DOC Secretary’s Office. DAI Policies are issued by the Division of Adult Institutions; each facility may include procedures to ensure their compliance with law and policy, as well as issue separate procedures specific to that facility. Each facility is unique; you will be expected to be familiar with the proper procedure for each facility you are approved to enter. This manual will provide an overview sufficient for all DAI facilities; each facility will also provide their site-specific orientation, rules, entrance procedures and other necessary information.

The WI DOC houses over 21,000 inmates in 35 DAI facilities. While some rules may seem excessive, please keep in mind that assaults (to both staff and inmates) are a common occurrence in many prisons throughout the United States. Staff assaults in Wisconsin have been among the lowest in the country, and we are fortunate to have never experienced the death of an on-duty staff member.

Due to the sheer volume of the policies covered during orientation, **copies will only be provided to you at your request.** The pertinent components of each policy or statute are summarized here.

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## RECRUITMENT OF VOLUNTEERS

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It is the policy of DAI to recruit volunteers from all cultural and religious segments of the community. As a volunteer you serve as a positive role model from whom inmates can learn to behave and communicate pro-socially. You bridge a gap between inmates and the community. The value and impact you have on their lives cannot be measured.

Additionally, you are of tremendous assistance to the Department by supplementing the programs offered to inmates or providing new services, thereby increasing inmates' options to gain new skills.

A Volunteer may be approved to serve at more than one DAI facility. A volunteer who enters one or any combination of DAI facilities five (5) or more times per year is required to review this manual with staff or via electronic media (e.g. a volunteer who provides religious services at three (3) different facilities twice per year).

A Full Orientation completed at one DAI facility may be sufficient for entry to other facilities, although additional training may be required by each facility. A brief review of each facility's procedures is also required. After completing orientation, a re-orientation/review will be expected every other year. A volunteer who does not enter any facility for one year must re-apply.

A Pastoral Visitor may provide spiritual guidance individually or with small groups of inmates as approved by the Chaplain/designee (per *DAI 309.61.01 and* facility procedure). An approved pastoral visitor may arrange for a single or multiple visits and depending on the location within the facility, may receive orientation prior to any inmate contact based on the frequency of visits per year. A volunteer for a regular program may serve as a Pastoral Visitor, with approval of the Warden/designee.

We trust that your time as a volunteer will be a positive and rewarding experience for you.

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## TYPICAL VOLUNTEER OPPORTUNITIES

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Volunteers and civilians coming into prison facilities may serve in a variety of roles. Depending upon skills and experience, some volunteers may perform more than one of the following functions:

- ***AA/NA Programs:*** Self-help recovery groups for inmates with addiction(s).
- ***Education/Program Tutoring:*** Individual or small group study assisting inmates to progress through literacy, education, vocational, English-language learners or treatment programming.

- ***Pastoral Visit:*** One-to-one or small group inmate visits with approved clergy or lay spiritual leaders for the purpose of counseling, religious study or spiritual care. These may be one-time visits (e.g. clergy from the inmate's home community or family's congregation) or ongoing visits (i.e. clergy or lay leader from the facility's local community) to address specific spiritual needs.
- ***Program Facilitation:*** Ongoing programs to address inmate criminogenic needs.
- ***Program Speakers/Performers:*** One-time or occasional event such as graduation speaker, concert performer, topical presentation, etc.
- ***Religious Programming:*** Religious services and studies by clergy or lay leaders.
- ***Seminars/Job Fairs/Health Fairs/Reentry Preparation:*** Teaching activities of daily living (ADLs), self-care or specific skills/knowledge.
- ***Structured Recreational Activities:*** Hobbies, sports and other programs.
- ***Student Field Placement/Internships (unpaid):*** Professional training in an accredited educational program, also known as a Field Placement or Practicum. Typical fields of study include criminal justice, medical, psychology, social work, etc.

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## OVERVIEW OF THE DEPARTMENT OF CORRECTIONS

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*Excerpted from WI Blue Book: <http://legis.wisconsin.gov/lrb/bb/11bb/Executive.pdf>*

The DOC administers Wisconsin's state prisons, as well as the Division of Community Corrections (DCC) and the Division of Juvenile Corrections (DJC). It supervises the custody and discipline of prisoners in order to protect the public and seeks to rehabilitate offenders and reintegrate them into society. The governor appoints the DOC Secretary, who then appoints the division administrators.

*The Division of Adult Institutions (DAI)* supervises adult inmates in a variety of correctional settings. DAI currently operates 19 correctional institutions and 16 community correctional centers. Inmates are assigned to one of 4 security classifications based on their sentence, criminal history, background, and the risk they pose to the public, correctional staff, and other inmates.

Security classifications include maximum, medium, minimum and minimum-community custody. These levels determine how closely inmates are monitored, and the programs in which they may participate. Although prisons are classified by the highest level of security for which the facility is built and administered, an individual facility may contain several security levels.

Programming is designed to offer offenders opportunities to develop the skills necessary to lead law-abiding lives upon release. Offenders are screened by professionals upon intake to determine their risk (security classification) and their programming needs, and to recommend facility placement.

Programs include academic and vocational education, Cognitive Intervention (to address criminal thinking), alcohol and other drug abuse treatment (AODA), other clinical treatment (including Domestic Violence, Sex Offender), work, and religious observance. Job training is offered at a variety of settings; some facilities house Badger State Industries (BSI), which produces furniture, textiles, and linens, license plates, and signs and such services as printing, computer recycling and wheelchair refurbishing.

Changing criminal laws prompted the need for increased capacity. Between 1986 and 1995, the total inmate population grew from about 6,000 to more than 15,000. DOC currently has over 21,000 inmates and supervises over 60,000 offenders in the community.

A detailed history of the Department of Corrections and facilities is available on the website.

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### DOC VISION STATEMENT

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The WI Department of Corrections will reduce criminal behavior and restore a sense of safety to victims and the community. To achieve this vision we will build on our Mission Statement in the following ways:

- Share ownership for justice through partnerships with the criminal justice system and the community.
- Learn from the community and promote opportunities for the community to learn from us.
- Hold offenders accountable by requiring them to contribute to the recovery of victims and the community.
- Work with the community to engage offenders and prevent them from becoming anonymous.
- Promote the integration of offenders into the community so that they become valued and contributing members.
- Create a sense of community and mutual responsibility in the workplace.

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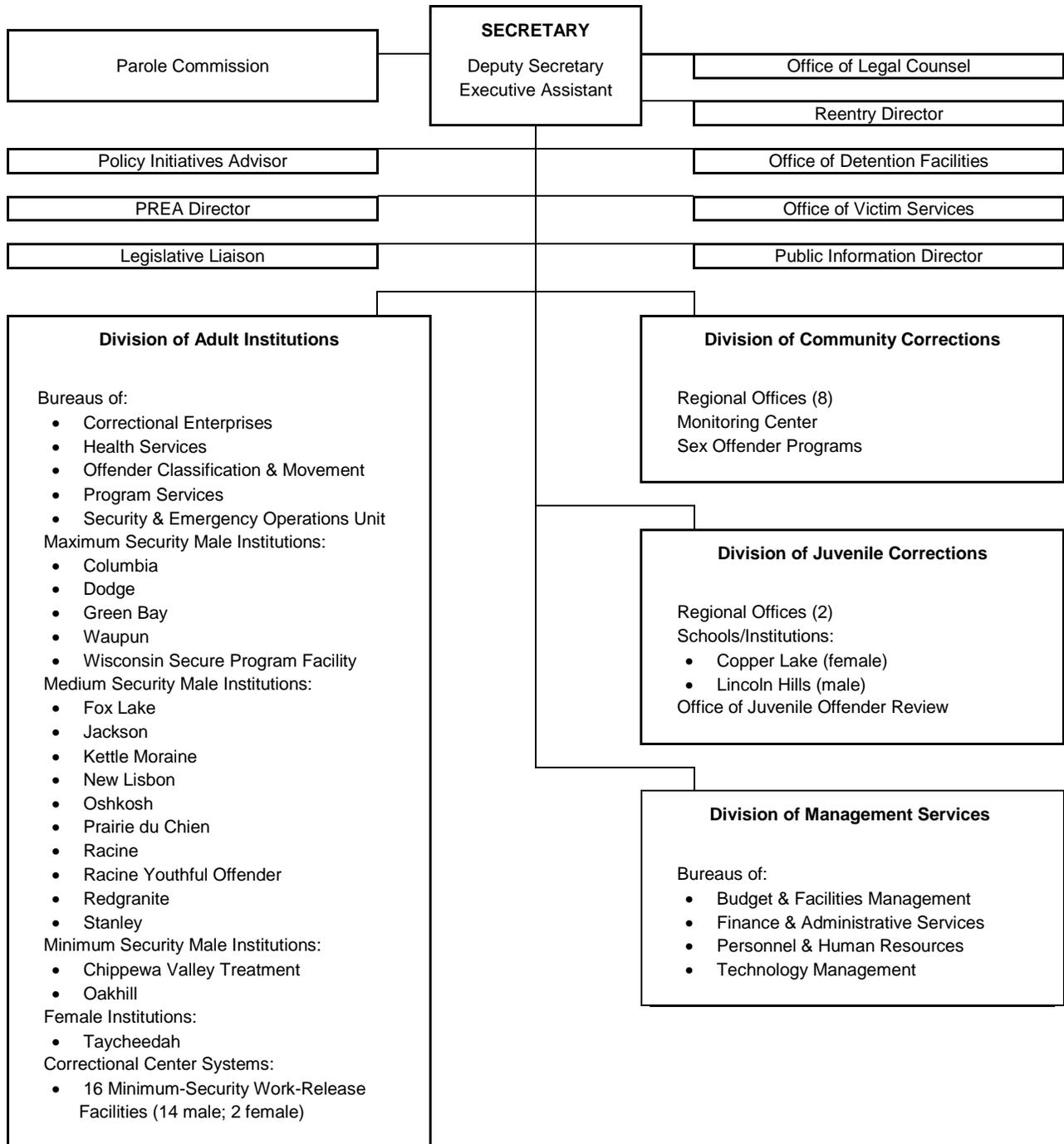
## DOC MISSION STATEMENT

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The Department of Corrections will protect the public through the constructive management of offenders placed in its charge. This mission will be accomplished in the following ways:

- Providing levels of supervision and control consistent with the risk posed.
- Assuring that staff and offenders are safe.
- Assuring that staff functions professionally, honestly and with integrity.
- Being responsive and sensitive to victims, victims' families and a diverse community.
- Providing for the humane and respectful treatment of offenders.
- Providing opportunities for the development of constructive offender skills and the modification of thought processes related to criminal behavior and victimization.
- Treating a diverse workforce as valued partners by fostering staff development and effectiveness.
- Providing and managing resources to promote successful offender integration within the community.
- Holding offenders accountable for their actions through sanctions, restitution, and restoration.
- Developing individualized correctional strategies based on the uniqueness of each offender.
- Being accountable to taxpayers through efficient, effective and innovative management of resources.
- Actively responding to staff victimization and promoting wellness.
- Educating the public on what we do and how we do it.

**ORGANIZATIONAL CHART**



For more information, see: <http://doc.wi.gov>

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## DOC REENTRY INITIATIVE

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The DOC Reentry Initiative was launched in 2005, to enhance community safety by improving the process for inmates to return to the community. The Reentry Initiative promotes offender accountability and success from sentencing, through prison release and community supervision. The DOC continues to develop programming and redefine business processes to meet this objective.

For each offender, DOC assesses conditions that led to criminal behavior and provides programming to reduce or eliminate those conditions. In this way, the likelihood that these individuals will adopt pro-social, productive, law abiding lifestyles is increased. Offender behavior change and successful reentry is good for victims, communities, taxpayers, and public safety.

Implementing evidence-based practices is a priority to meet the public's expectations for quality, efficiency, effectiveness and fairness. Research demonstrates that evidence-based practices result in increased public safety through improved offender outcomes, while holding offenders accountable. Accordingly, all DOC staff are part of the corrections team and share a common approach and commitment to enhancing public safety through evidence based practices.

Evidence-based practice principles include:

- Assessing individual criminogenic needs;
- Targeting interventions (education, skills training and treatment programs) to address individual criminogenic needs;
- Case management to ensure continuity of program goals from sentence through incarceration and community supervision;
- Enhancing offender incentive to change through use of motivational interviewing;
- Training DOC staff in use of programs that research demonstrates to be effective;
- Increasing positive reinforcement;
- Outcome measurement.

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## OFFICE OF VICTIM SERVICES & PROGRAMS

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The DOC Office of Victim Services and Programs (OVSP) is available to meet the needs of crime victims, their families and the community. OVSP victim advocates provide advocacy and information in person, by telephone or email.

Common areas of OVSP support include assisting victims with concerns about offender status and location, restitution, the parole process, updated release information, victim/offender dialogue, unwanted contact from offenders and other questions. The

goal of OVSP is to promote safety and restore some control in the lives of victims and others who have been affected by crime.

### **Information and Notification**

The OVSP also supports two important information and notification services. Enrollment into these services is confidential and is not shared with offenders.

- **WI-VINE:** information/notification about offenders/defendants in county jails available at [www.vinelink.com](http://www.vinelink.com) or by calling 1-888-944-8463
- **VOICE for Victims:** information/notification about offenders under the custody or supervision of the DOC (this includes prison, community supervision, and/or the sex offender registry). The DOC Victim Services web site, [www.WIVictimsVOICE.org](http://www.WIVictimsVOICE.org) includes frequently asked questions, definitions of commonly used terms, links to other resources, and information about the criminal justice system.

### **Victim Contacts & Written Apology Letters**

Volunteers should **never** contact an offender's crime victim(s). A victim would potentially find unexpected contact very harmful, even if made with good intentions. If an offender requests that a volunteer make any contact with the offender's victim(s), that request **must** be reported to the facility staff immediately.

Inmates who ask for assistance with victim apology letters should be redirected to their social worker and OVSP resources. There is a stringent procedure to protect victim's privacy and safety concerns.

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## **VOLUNTEER'S LINE OF SUPERVISION & COMMUNICATION**

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Volunteering in a correctional environment is a unique experience. Because this environment is unfamiliar to most people, a line of supervision and communication is in place to help you function in your new role.

- **Volunteer Staff Advisor:** A designated member of the staff, responsible for the oversight of your program participation at that facility. There may be multiple Volunteer Staff Advisors at each facility, overseeing different kinds of programming. This person is your direct contact with the facility and will inform you of policy and procedure updates.
- **Volunteer Services Coordinator:** This is generally a staff supervisor designated by the Warden to coordinate and supervise all volunteer services and staff advisors at the facility. The Volunteer Services Coordinator is responsible for overall policy and procedures related to all volunteer services in that facility.

- ***Officer Staff:*** The officers responsible for the orderly running of the facility. Correctional officers and sergeants are typically called “**blue shirts**”; supervisory officers (Captains or Lieutenants) are typically called “**white shirts.**”
- ***Shift Commander/Shift Supervisor:*** Individual responsible for facility operations for the assigned shift. He/she may prohibit entry; temporarily cancel a program; or temporarily suspend a volunteer’s participation if reasonably necessary to maintain control of the inmate population and security and safety of the facility.
- ***Warden and Deputy Warden or Superintendent:*** The chief administrative officer and his/her deputy are responsible for the overall operations of the facility. Centers are administered by a Superintendent, with oversight by a Center System Warden.

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### INTERACTION WITH STAFF

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Interaction with staff must be professional at all times. Disagreements between staff and volunteers may be exploited by inmates. It is unacceptable to have a confrontation with or challenge a staff member’s authority in front of inmates. If you have an issue with a staff member that you cannot resolve privately with him/her, please discuss it with the Volunteer Services Coordinator. If it cannot wait, you should ask to speak with the Shift Commander.

Always be sensitive to the fact that conversations may be overheard by inmates.

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### INTERACTION WITH THE MEDIA

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All news statements regarding volunteers or volunteer programming shall be released through the DOC Public Information Office subsequent to the approval of the Secretary. Public speeches, lectures, story proposals for media coverage or proposed articles for publication involving facility or Department activities must have prior approval.

Photos of facilities, inmates, employees, or activities of the facilities require the prior approval of the warden and may also necessitate a signed inmate release. Please direct any questions or requests to the Facility Volunteer Services Coordinator.

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## INMATE RESOURCES

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DOC accommodates inmate basic needs by providing access to a variety of programs, services and resources. Volunteer assistance or advocacy to individual inmates is rarely necessary or appropriate in the following areas:

- **Canteen**: Inmates may purchase a variety of snacks, personal hygiene items, office supplies and hobby items through canteen vendors. These are convenience items, rather than necessities which are provided by DOC (see relevant sections on dietary, medical, hygiene, etc.).
- **Criminogenic Needs**: Inmate criminal behavior and re-offense risk is assessed at intake and unified case plans are developed to address individual risks and needs; reassessment may occur at regular intervals. Evidence-based practices determine treatment or education needs. Inmates are transferred to the facilities that provide the needed programming. There are wait lists for some programs.
- **Dietary**: DOC provides three meals daily. Menus are developed by dietitians to meet daily nutritional and caloric needs. Inmates with special medical needs or religious diets are provided appropriate accommodation. Vitamin supplements are provided when medically necessary.
- **Disabilities Accommodation**: Individual accommodations are provided for inmates with physical, cognitive or emotional disabilities. Executive Directive 17 ensures compliance with federal and state laws.
- **Family Supports**: Facilities may offer special programs to assist inmates with maintaining family relationships. Examples include Read-to-Me, Talking Letters, holiday gift giving, greeting card programs, photographs, parenting classes, family reunification visitations, holiday events, family meals, etc.
- **Financial Accounts**: Inmates cannot possess currency. DOC provides financial services to manage funds, including savings, release accounts and general monies which may be used for canteen purchases, postage, property items, etc.
- **Hygiene**: DOC provides basic hygiene supplies including toothbrush, toothpaste, soap, toilet paper, towels, washcloths, laundry services, haircuts, shaving accessories, etc. Inmates may purchase specialty items as desired.
- **Inmate Pay**: Inmates are afforded the opportunity to receive pay, build job skills and experience for jobs within facilities (custodial, food service, etc.), work release

programs, or program/education participation. Inmates on waiting lists for programs or jobs may also receive minimal compensation.

- **Language Assistance:** Inmates with limited English-language skills are provided interpretation (verbal) or translation (written) services as needed at no cost. DOC Executive Directive 71 ensures compliance with federal law.
- **Legal Counsel:** Inmates have access to Public Defender services as well as Legal Assistance to Institutionalized Persons (LAIP) to assist with criminal defense and other personal legal issues. LAIP is provided through the University of Wisconsin Law School.
- **Library:** All facilities have legal resource access for inmates; most facilities have a full library for personal study or recreational use. Some sites offer inter-library loan with community libraries to access requested publications. Some facilities may also have a chapel library for religious/spiritual resources.
- **Medical Care/Psychological Services:** Health needs are addressed through on-site Health Services Unit (HSU) including dental, vision care, and Psychological Services Unit (PSU) staff, as well as outside providers for emergency and specialty clinics. DOC covers costs for medically necessary care, procedures and supplies. Wisconsin Statutes require a co-payment per health interaction initiated by the inmate.
- **Personal Property:** DOC provides basic clothing, shoes and linens. Inmates may purchase additional items, including personal clothes, religious property, hobby items, electronics, etc. from canteen catalogs or outside vendors per policies.
- **Social Services:** Each inmate has a Social Worker assigned to provide assistance with case management, connection to community resources, facilitate family contacts as needed, personal counseling, forms completion and preparation for community reentry. Each inmate is also assigned to a Probation/Parole Agent in the community who may supervise them upon release.

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### INMATE CONTACT WITH THE OUTSIDE WORLD

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DOC's core mission is to protect the public. For this reason, inmate contact with the outside world is carefully controlled. A quick review of news items across the country shows that inmates have repeatedly circumvented communication rules to escape or engage in illegal activity. Examples include everything from intimidating victims/witnesses, running a criminal enterprise (often drugs or gangs) or even murder. The following limits on communication are strictly enforced.

**Computers/Electronic Devices:** Inmates may use facility computers in educational or reentry programming, job search or legal research.

- Inmates may not possess personal computer equipment and do not have internet access.
- Electronics with any capability for communication or wireless internet (cellular phones, flash drives, electronic books, etc.) are not allowed to be brought into a facility to avoid any possibility of inmate abuse.

**Mail:** Inmate mail (both incoming and outgoing) is monitored by staff. All outgoing mail is stamped as being sent from a correctional facility.

- Never give any inmate your personal address/phone/email contact information.
- Never mail anything for an inmate.
- Do not correspond with an inmate unless you have express permission in the form of a Fraternalization Exception (see Fraternalization Policy).
- If you receive mail from an inmate, an inmate's family member or another person contacting you on behalf of an inmate, contact your staff advisor by the next business day.
- Never provide envelopes or stamps to an inmate.

**Phone:** Inmate phones are available for personal calls. Inmates may only place collect calls; they are not allowed to receive calls. Calls are recorded. No 3-way calls are allowed. Social Workers can make arrangements for additional calls in the case of a family emergency.

- Never give any inmate your personal address/phone/email contact information.
- Never make calls on behalf of an inmate.
- Never accept calls from an inmate.
- Cell phones are not allowed.
- If you receive a call from an inmate, an inmate's family member or another person contacting you on behalf of an inmate, contact your staff advisor by the next business day.

**Visits:** Inmates may have up to 12 family/friends on their approved visiting list. Visits are allowed according to facility schedule and procedures.

- Complete background checks are performed on all applicants.
- Professional visits, including pastoral visits and attorney visits may be conducted according to normal visiting procedures. Some facilities may allow a more private location and/or separate time from normal visiting hours, depending on facility procedure. Check with your staff advisor if you have questions.

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## FRATERNIZATION POLICY

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### *DOC Executive Directive 16*

**ED 16** establishes professional boundaries between staff/volunteers with inmates and/or their families and friends; fraternization is prohibited. The purpose is to avoid potential conflicts of interest or impairment of supervision and rehabilitation, and to provide humane and respectful treatment of offenders.

ED 16 and the DAI Volunteer Policy prohibit a volunteer from associating with, accompanying, corresponding with, consorting with or exchanging goods/services/funds with:

- any inmate;
- any offender under the supervision of the Division of Community Corrections (DCC) probation/parole;
- any family/friends/associates of an inmate or individual under the supervision of DCC;
- any inmate/offender within 2 years following discharge from incarceration or community supervision (whichever is last).

A volunteer must not personally intercede or advocate on behalf of an inmate/offender regarding:

- facility discipline;
- programming;
- rules of supervision;
- employment;
- petitions for parole, pardon, commutation or judicial matters.

Very clear boundaries are established in Executive Directive 16 and any contact that could appear to violate policy must be reported; depending on the circumstance, a Fraternization Policy Exception Request (see attached form DOC-2270) may need to be forwarded to the Division Administrator for final approval; you may not be able to continue to serve at that facility for the duration of the inmate's stay.

- Any anticipated or ongoing contact with an inmate/offender (on DOC probation/parole supervision) must be pre-approved. Notify the staff advisor by the next business day after identifying possible contact. The staff advisor will document this event with an Incident Report. The volunteer should submit a Fraternization Policy Exception Request (DOC-2270) per policy. Contact with that inmate/offender should be professional and limited until the volunteer coordinator provides further guidance or the Fraternization Exception is processed.

- Any unanticipated/incidental contact with an inmate/offender must be reported to the staff advisor by the next business day. The staff advisor will document this event with an Incident Report.
- If you discover that you know or are acquainted with someone who becomes incarcerated or under probation/parole supervision (e.g. family member, mild acquaintances, former co-worker, a neighbor, student from a Sunday School class, family friend, etc.), report this to the staff advisor by the next business day. The staff advisor will document this relationship with an incident report. Relationships must be evaluated to determine whether your continued volunteer service will pose a conflict of interest at any DOC facilities. You may be instructed to submit a Fraternalization Policy Exception Request (DOC-2270).
- A volunteer will not provide any service at a facility where a familial relationship exists with an inmate residing at that facility.
- A volunteer will not provide services at a facility where they are on an inmate's visiting list.
- Volunteers must not get involved in any way with an inmate's family or friends.
- Treat all inmates impartially; do not grant special privileges, considerations, contacts, etc. to any individual inmate.

In order to maintain a professional relationship, inmates are required to address staff/volunteers by their title (Mr./Ms./Dr./Sgt./ Officer) and last name.

- Volunteers must not use first names or nicknames in addressing inmates; always use Mr./Ms. [last name].
- Inmates must not be addressed by a title (Rev., Dr., etc.) (*DOC Administrative Code 303.31*)

ANY questions regarding an inmate/offender relationship should be directed to your staff advisor.

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#### CONFIDENTIALITY OF HEALTH CARE INFORMATION RELATING TO OFFENDERS, AND PROTECTION OF EMPLOYEES AND OFFENDERS FROM COMMUNICABLE DISEASE

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##### *DOC Executive Directive 35*

Wisconsin and federal laws protect the confidentiality of all protected health information (PHI), including health information about inmates. The DOC takes the responsibility to protect inmates' PHI confidentiality very seriously. All DOC staff are trained to follow confidentiality laws. DOC employees, contractors and volunteers must NOT disclose any inmate PHI unless legally authorized to do so.

Health information includes any verbal, written or electronic information about any past, present or future health condition and treatment (e.g. medical, dental, mental health and/or alcohol or other drug abuse diagnoses and treatment). Some DAI facilities, or some locations within a facility, are defined as treatment sites. All inmates housed at that site have a treatment need such as substance abuse, medical illness or serious mental illness. Therefore the inmate's mere placement at that site is PHI and must be treated as confidential.

Most volunteers have no need to know inmate health information. Even so, you may become aware of inmate PHI during your volunteer service. Do not discuss inmate PHI with anyone either within or outside of the facility, including any health information the inmate may reveal to you. Do NOT ask any employee or inmate for health information.

If you inadvertently hear or see written information about an inmate's PHI, you must respect the inmate's right to confidentiality. Please inform the Volunteer Coordinator if you learn of PHI from any source other than the inmate, so that DOC staff may investigate the potential disclosure and take corrective action as needed.

In order for the DOC to formally share any PHI with you, the inmate has to sign a legally valid authorization. If you believe a legitimate reason exists for you to request inmate PHI, consult with your Volunteer Coordinator who will contact the DOC HIPAA Compliance Officer. Do not ask an inmate to sign an authorization without obtaining prior approval from the HIPAA Compliance Officer.

### *Communicable Diseases*

When an inmate has a communicable disease, health staff will determine whether it is medically safe for them to have contact with other people. The DOC will restrict an inmate's contact with others (e.g. inmates, staff, volunteers, visitors) if necessary. Such steps may be needed to protect the inmate's condition, or to prevent the spread of communicable disease to others. In other cases, visits may proceed safely as long as certain precautions are implemented.

Because of confidentiality laws, DOC will not inform volunteers about inmate's medical condition(s). You may encounter the following situations related to public health issues prior to, upon arrival or during a visit:

- Your appointment may be cancelled with or without advance notice if a communicable disease prohibits an inmate from attending programs or being in the visiting room;
- A notice may be posted near the facility entrance to indicate that a communicable disease (e.g., influenza, chicken pox, rubella) has been diagnosed within the facility;

- You may observe certain health precautions (e.g. bandage, respiratory mask) taken to protect the inmate and others from infection.

If you have concerns about exposure, you may wish to postpone or cancel your visit for that day. Likewise, if you have symptoms of a communicable disease, please postpone or cancel your visit for the protection of all inmates and staff.

Universal precautions (e.g. frequent hand washing, avoiding contact with blood or bodily fluids, etc.) are advised at all times. Refer to POC-40 (Infection Control – Hand Hygiene) and POC-40C (Infection Control Standard Precautions) in the addendum section of this manual.

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### GENERAL INSTRUCTION ON CONFIDENTIALITY

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#### *Cases Where Confidentiality Does Not Apply:*

As a volunteer, you should be aware of circumstances in which you are required to notify staff as soon as possible. These circumstances include:

- Overt/covert threats or harm self or others;
- Reports of any alleged sexual activity between an inmate and any other person;
- Reports of any sexual assault or intimidation between an inmate and any other person;
- Plans to riot or escape and possession of drugs or weapons;
- Suspicious or unexplained deaths (homicides, suicides);
- Unknown past criminal conduct that increases the potential risk to a facility, community corrections operations and/or the public, including self-reported acts of homicide, attempted homicide, or 1<sup>st</sup>/2<sup>nd</sup> degree sexual assault.

**If an inmate poses an immediate threat to him/herself, to anyone else, or to facility safety/security do not wait but notify the nearest correctional staff member immediately.**

**Please note: This also applies to information shared during religious programming and pastoral visits.**

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### PRISON RAPE ELIMINATION ACT (PREA) & SEXUAL MISCONDUCT

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#### *DOC Executive Directive 72*

#### *DOC Executive Directive 16A*

The intent of the *Federal Prison Rape Elimination Act of 2003* is to eliminate and prevent sexual misconduct between inmates, and between inmates and staff. *DOC Executive Directive 72* ensures compliance with the federal law and clearly establishes a “zero tolerance standard regarding sexual contact, sexual assault, and sexual harassment of offenders.” It clarifies that the “detection, prevention, reduction, and

punishment of prison rape is a priority” of the Department and establishes procedures for such. Staff and volunteers who learn of any alleged sexual conduct or assault must report it to a supervisor immediately. Investigation practices and management of perpetrators and victims is mandated as well.

In addition, *WI ss 940.225 (2)(h)* makes it a criminal offense for staff and volunteers to have any sexual contact with inmates; it presumes that consent is not possible due to the unequal power relationship between those in authority over offenders. Criminal conviction may result in a fine up to \$100,000 and 40 years imprisonment. *DOC Executive Directive 16A* establishes uniform procedures for reporting, investigating, and adjudicating incidents of sexual misconduct with inmates.

Additionally, both Federal law and the Department’s policies outline the responsibility of volunteers regarding the prevention and intervention of sexual misconduct observed or reported between staff and inmates or volunteers and inmates.

**To summarize, inmates may not consent to any sexual contact. A volunteer who learns of any possible sexual conduct by or to an inmate must report to the Shift Supervisor for proper follow-up prior to leaving the facility.**

You will receive a separate brochure and a booklet on this topic:

- *POC-41 Sexual Abuse / Assault Prevention and Intervention (Red Book)*
- *POC-54 Preventing Sexual Misconduct and Harassment*

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## PREVENTION & ELIMINATION OF WORKPLACE HARASSMENT/HAZING

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### *DOC Executive Directive 7*

The Wisconsin DOC prohibits workplace harassment / hazing and ensures that Department staff and volunteers work in an atmosphere free from such.

All staff and volunteers are prohibited from engaging in harassment / hazing. All allegations and incidents of harassment / hazing or threatened violence must be reported, reviewed and treated in a serious manner. Such reports will remain confidential unless disclosure becomes necessary. This policy does not apply to inmate violence, which is addressed by other DOC policies.

Volunteers who become aware of any incident of harassment or hazing shall report to the Volunteer Coordinator or Shift Supervisor as soon as possible.

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## ARREST & CONVICTION POLICY

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### *DOC Executive Directive 42*

To remain an active DOC volunteer, you must agree to report if you are “arrested or charged, convicted or sentenced for a felony or misdemeanor offense” as well as any injunctions or restraining orders. Volunteers must report this information to the Volunteer Coordinator or Shift Supervisor by the next business day. Municipal ordinance citations must be reported if related in any way to the facility or department rules (including any/all drug or alcohol related citations).

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## USE OF DOC INFORMATION TECHNOLOGY RESOURCES

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### *DOC Executive Directive 50*

The vast majority of DOC volunteers will not be given email, internet and computer access. There may be some unique situations, though, in which a volunteer would use DOC Information Technology (IT). In such cases, volunteers are expected to adhere to the same expectations as DOC staff members on the appropriate use of IT resources. Further information and training would be provided at the time IT access is granted.

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## SECURITY OF CRIMINAL HISTORY RECORD INFORMATION

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### *DOC Executive Directive 76*

DOC has a responsibility under federal security regulations to protect criminal history record information (CHRI) by fingerprinting all persons who have access to this data. Facility logistics are such that anyone coming into DAI facilities may have access to areas or computer systems where CHRI information is maintained, viewed, stored or otherwise used. As of this printing, this is a new procedure. Volunteers will be given further information on how and when fingerprinting will take place.

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## WORK RULES

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### *DOC Executive Directive 43*

DOC volunteers are held to the same standard of conduct as DOC employees. A copy of the list of prohibited behaviors and activities is attached to this manual for your reference. Adherence to these work rules enables DOC to carry out its mission and ensure the public’s confidence.

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### TERMINATION/SUSPENSION/REVOCAION FROM PROGRAMS

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In any instance where the safe and controlled functioning of the facility might be affected, a supervisor may terminate a visit and/or temporarily suspend volunteer privileges pending investigation. Any suspension or limitation of entry will be documented via an incident report. Only the DAI Administrator has the right to permanently revoke volunteer privileges. Revocation at one facility could result in revocation at all WI DOC facilities. Please remember you are held to the same standards as employees regarding your conduct with inmates.

The following are examples of violations that may result in suspension or revocation (not exhaustive):

- Failure to follow facility rules or regulations, especially those covered in this manual;
- Failure to provide services agreed upon with the facility;
- Participation in or encouraging activities that are determined to be a threat to the security of the facility;
- Use of a program activity as a personal visit. Volunteers may not have personal visits with any inmate at the facility where you are providing services. You may volunteer or you may visit an inmate, but you cannot do both.

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### FACILITY ENTRANCE PROCEDURES

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The Wisconsin DOC is charged not only with public safety, but also with the safety of the inmates in our care and the staff and volunteers that serve the facilities. In order to maintain the orderly running of a facility and to facilitate volunteer participation, it is necessary that all rules and regulations be followed.

*Each facility is unique so carefully review the entrance guidelines for that facility.*

WI ss 302.095 prohibits delivery of any article to an inmate in a state prison, depositing or concealing an article within a state prison or its boundaries or receiving an article to convey out of the facility that is contrary to the rules or without the knowledge / permission of the Warden. Any person found in violation may be guilty of a class I felony.

In addition, WI ss 961.49 and 961.495 prohibit the possession, delivery or distribution of a controlled substance on or within 1000 feet of a correctional facility. *Executive Directive 41, Federal Drug Free Work Place Act* prohibits anyone exhibiting signs of intoxication from entry to a facility.

### **Parking Lot (DOC Website - Visiting Procedures)**

- No illegal drugs or alcohol are allowed on state property.
- Vehicles must be secured (windows rolled up, doors locked).
- No loitering or horseplay in the parking lot area.
- No one is allowed to remain on state property to wait for other persons. Anyone denied entrance must leave state property immediately.
- Pets may not be left unattended in vehicles on state property.
- Yelling, waving, sounding vehicle horns or blinking headlights to signal inmates is strictly prohibited.
- Disabled/stalled vehicles must be reported; vehicles must be attended to and/or removed as soon as possible. Vehicles left on state property for over 48 hours will be towed at the owner's expense.
- Tobacco use is not allowed anywhere on state property including the parking lot. Visitors will be expected to extinguish cigars/cigarettes and halt other tobacco use before entering the lot. *WI ss 101.123 (2) (a) 5m.*

*Please note:* Inmate workers may be present in the parking lot; please do not leave mail, For Sale signs with phone numbers, or other personal identifying information visible in vehicles.

### **Entry**

Upon arrival, you will be asked to provide valid photo identification and sign a visitor log. Valid photo identification includes a current driver's license or state identification card, tribal ID card or passport. The shift commander has the right to deny any individual entry who cannot produce sufficient identification or whose purpose for entry may be suspect.

All new volunteers will be required to wear a "visitor badge" prepared by lobby staff; Long-term volunteers must wear their DOC photo-ID (which is kept in the lobby between visits) per *DAI Policy 300.00.32 ID Badges, DOC Employee and Other*. Some facilities may issue volunteers a personal alarm.

### **Attire (DAI Policy 309.06.01 - Visiting)**

Volunteers are expected to dress appropriately (for your own safety and security). The following apparel is considered inappropriate for any visitor and will result in denial of entry into the facility:

- Transparent / translucent clothing;
- Shorts less than fingertip length (i.e. visitor standing naturally with arms straight down the side of the body and fingers extended);
- Skirts or dresses less than fingertip length plus three inches (as stated above);
- Strapless, tube and halter tops or dresses, or tops/dresses which expose the midriff (front and/or back);
- Clothing with revealing holes, slits, or tears above fingertip level (as stated above);

- Spandex, Lycra, or other similar tight, body-hugging clothing (including athletic or stretch pants)
- Blouses, shirts, and dresses which are low cut (at the discretion of DOC staff);
- Exposed underwear;
- Clothing or accessories with obscene or profane writing, images, or pictures;
- Gang or club-related clothing or insignia indicative of gang affiliation or use of alcohol or drugs. This includes, but is not limited to, jackets, shirts, and footwear bearing club logos;
- Any clothing that may have the potential to cause a disruption.

In addition:

- Hats/headgear may not conceal identity; a woman who conceals her face for religious purposes must allow staff to verify her identity at entry and exit. Additional special precautions may be required.
- Footwear and appropriate attire is required at all times during the visit.
- These restrictions apply equally to men and women.

**Metal Detector (DAI Policy 300.00.47 - Use of Metal Detectors and Access for Official Visitors)**

All volunteers must pass through and clear the metal detector (allowed three attempts) each time you enter a facility. Please avoid wearing excessive jewelry or clothing with metal attached (i.e. large metal buckles, snaps, or buttons, bib overalls, underwire bras, etc.) Anyone wearing an underwire bra will be allowed to remove it in a changing area; the garment must be placed into a clear plastic bag to allow for visual inspection. Coats/outerwear and shoes/boots may also need to be removed. After clearing the metal detector, the visitor will be allowed to replace the garment/shoes and proceed into the facility.

**Special Accommodations (DAI Policy 309.06.02 -- Visitor Entrance - Special Needs)**

Anyone requiring special accommodations (e.g. medical implants or appliances which do not allow one to clear the metal detector, wheelchair, cane, crutches, Bledsoe boot, brace, etc.) due to a disability /special need must submit a Visitor Requesting Accommodation form (DOC-2424); the form must be completed by a licensed physician and must be approved by the facility prior to entrance (please allow at least a week for processing). Once verified, the form will be maintained on file for all future visits and can be accessed by other DAI facilities you may visit.

**Personal Items (DAI Policy 309.06.01 --Visiting & DAI 300.00.58 Staff Personal Property)**

“All property shall be subject to search prior to entrance into or exit from a facility.” This may include use of a fluoroscope, x-ray machine, and/or visual inspection. Volunteers may also be asked to empty pockets.

Medically necessary medications (e.g. inhalers, nitro pills, epi-pens) may be brought in, but some facilities may require a staff member to hold the medication for you. Please discuss your particular need with your volunteer advisor prior to your visit to avoid potential problems at the gate.

Cameras, cell phones, pagers, or other electronic equipment is not permitted. Prior written authorization is required for personal property to be taken into a facility (including religious books, publications, program materials, etc.). If you have questions, speak with your staff advisor.

Refrain from carrying into the facility unnecessary or illicit items (e.g. pens, books, paperwork) or any item that has not been previously approved. The security staff will inspect all items brought into the facility. Lockers are provided for those personal items which may not enter the facility; it is recommended that you do not bring wallets, credit cards or cash inside – it is not needed and if lost, could create problems for you as well as the facility.

Weapons of any kind are prohibited from being brought into a facility per *DAI 300.00.60 Carrying a Concealed Weapon*. Persons licensed to carry a weapon must secure it in either the trunk or another locked compartment of their vehicle in the parking lot.

### **Program Materials**

All materials brought into the facility for programming must be pre-approved. This includes, but is not limited to: writing materials, handouts, videos, CD's, and books. Your staff advisor will make arrangements for their clearance into the facility, as well as distribution. Distribution of materials to inmates must be pre-approved by the staff advisor and security – **you may NOT give anything directly to an inmate.**

### **Searches (Administrative Code DOC 306.18)**

Upon entry to a correctional facility, both you and your vehicle may be subject to being searched. This may include the use of a metal detector, pat search or inspection by trained canine. These are all typical correctional procedures.

If you are unwilling to allow a search to take place, you will be asked to leave the property and your continued participation as a volunteer may be affected.

### **Movement and Exit**

Depending on the facility, you may or may not have unescorted access once you have cleared the security checkpoint. In either case, please go directly to your assigned area.

When leaving the facility, be sure to turn in your identification badge, any equipment assigned to you (e.g. personal alarm, etc.) and remove any personal items from the

locker. Please sign out prior to your exit. If you fail to return DOC property, you will be contacted and asked to immediately return these items.

### **Location of Program**

Room assignments may change depending upon the need of the facility. In the event of an emergency, the correctional staff will expect you to be in your assigned area. If you have any concerns with your room assignment, you should notify your staff advisor. It is important that you do not move to another area during the program without the authorization of correctional staff. You may want to ask about restroom use prior to the start of your program.

The following are some precautionary procedures you must follow:

- Department staff must accompany a first time volunteer
- Do not go into or remain alone in a darkened room
- Do not have the door closed if you are alone with inmate(s)
- If you must leave the room, let another volunteer or correctional staff member know where you are going and for how long.

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## FACILITY COUNTS

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### ***DAI Policy 306.06.01 - Inmate Count***

Official inmate counts are conducted at predetermined times throughout the day and evening hours at each facility.

Official counts are conducted six times a day, three of which occur during times that volunteers may be in the facility. Once count begins, there is no inmate movement and volunteer movement may be restricted. No entrance or exit will be allowed to/from the facility.

Emergency counts are taken at unscheduled times for any number of reasons and some procedures may vary between facilities. When a count is announced, volunteers must adhere to the procedures of that facility.

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## INMATE MOVEMENT

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### ***DAI Policy 306.00.06 - Inmate Digital Photo Identification System***

All inmates must have a Department issued photo I.D. card. I.D.'s are to be worn on lanyards and are to be visible to staff at all times.

Inmates generally move in groups for school, programs, work, etc. at pre-set times. Inmates may be required to return to the Housing Unit to receive authorization to move outside of

group movement. This means that inmates who “just stop by for a minute or to ask one question” may be in violation of a rule; be aware of the particular procedure at each facility.

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## EMERGENCY PROCEDURES

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Staff is trained to deal with emergencies ranging from fires to medical problems, fights, riots, escapes, disturbances, etc. Volunteers must not interfere with the implementation of emergency procedures. It's always possible that an emergency is actually part of a set-up by inmates, and may be an attempt to divert attention from an escape or other type of disturbance – so extra caution is required. **Always be prepared to act quickly and follow staff direction.**

**You will be informed of specific emergency procedures at each facility where you volunteer. Be sure to notify the nearest correctional staff member of your presence in any emergency. He/she will instruct you from there.**

### Fire/Building Evacuation

Become familiar with the procedures for the facility and for the evacuation routes for the room/building in which you are located.

### Inclement Weather/Tornado Procedures

There may be instances in which inmate movement is limited and programs may be cancelled due to inclement weather. Please follow staff directions in the event of tornadoes or severe weather while you are inside a facility. In the event that heavy snowfall, fog, storms, etc. are predicted, you should contact the facility prior to travel to ensure that entry will be allowed.

In any situation in which you feel road conditions may be hazardous for driving, please notify the facility of your cancellation. Your safety is of primary importance and programming can be re-scheduled.

### Medical Emergency

If you become aware of anyone in medical distress, always notify staff immediately to facilitate efficient response (also due to possible set-ups, the potential for litigation, etc.). Even if you have been trained in CPR/AED or First Aid, you must first notify correctional staff before attempting to perform lifesaving measures on an inmate. Staff is aware of the location of protective and life-saving equipment.

### In General...

It is important to recognize that your program may have to be moved or cancelled in the event of an emergency or urgent situation elsewhere in the facility. You must immediately follow the instructions given to you by staff. Please refrain from asking questions until the situation is under control and the facility has returned to normal

operations. It may be necessary to detain you temporarily if an inmate count is not accurate.

In the event of a disturbance, every effort will be made to ensure your safety. However, in the event that a volunteer or staff is held hostage, it is the policy of the Wisconsin Department of Corrections not to accede to inmate demands.

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## INMATE CONDUCT

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Inmates are held to an expectation of appropriate behavior; the *DOC Administrative Code 303* addresses specific rules of conduct and the consequences of violation. A Conduct Report (commonly referred to as a “ticket”) may be issued. A hearing may be held by supervisory staff and if the inmate is found guilty of violating a rule, a disposition or penalty is issued. A “summary” disposition may also be issued with no hearing if the inmate admits to the violation and agrees to the disposition.

Common rule violations include:

- Contraband – possessing any item which is not expressly permitted by policies
- Disrespect - may include verbal or written communication
- Disruptive Conduct - may include overt behavior which is loud, offensive, argumentative, horseplay, or annoying to others, or physically resisting staff
- Disobeying Orders - failure to follow a verbal or written directive from any staff member
- Unassigned Area - being in a prohibited area; not being in the area the inmate is supposed to be located
- Soliciting Staff - offering/giving anything to staff or a staff family member, requesting, accepting, buying or selling anything to staff/family, or directing another person to do so; volunteers are considered as staff for this purpose
- Facility Policies/Procedures - failure to follow rules
- Unauthorized Transfer of Property – giving or sharing items with another inmate without staff permission

Dispositions generally follow a progression from less to more severe and are designed to address the rule violation or to “fit the crime” and may include:

- Loss of privileges (recreation, phone, day room, electronics, etc.)
- Extra duty (cleaning, snow shoveling, yard work, etc.)
- Building or room confinement
- Segregation (commonly referred to as “the hole” or “seg”) has isolated cells designed for individuals to remain in confinement with very limited personal property. Inmates in segregation status are kept separate from the rest of the inmate population and are only allowed out of their cells in restraints. The length of stay is determined according to Administrative Code. Only no-contact visits (behind partition or televised) are allowed.

### Temporary Lock-Up (TLU)

An inmate may also be placed into segregation in a non-disciplinary status for up to 21 days for a number of reasons -- generally, when it is believed that allowing the individual to remain in the general population may impede a conduct investigation, be disruptive to the facility, or may create a danger to the inmate or others.

Inmates in TLU are not allowed to participate in programming; if you are working with inmates on a weekly basis, please be aware that staff may not have any indication if a particular inmate will be able to return the next week or not until after the conduct hearing.

### No Inmate Leadership Roles

While leadership is a desirable quality in the community, in a prison setting it can create problems; therefore, WI DOC inmates are not allowed to lead programs or services for other inmates (*DAI 309.61.01 Sec. 1. Para. C.3.*) Volunteers must always be firm and avoid allowing an inmate to take a leadership role in any type of program or group setting.

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## INMATE COMPLAINTS

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*Administrative Code 310* addresses the formal procedure for inmate complaints. Each facility has an Inmate Complaint Examiner (ICE) assigned by the Warden who is responsible to investigate and respond to inmate complaints. Inmate complaint slips are handled with confidentiality. After investigation, the ICE reports directly to the Warden who renders a decision on the complaint. After exhaustion of administrative remedies, appeals may be directed to the Inmate Complaint Review System and final decisions are rendered by the Secretary's Office.

Be aware that volunteers should not engage in discussions about inmate complaints, as this can border on fraternization. Inmates who raise facility issues with a volunteer should be directed to the complaints process. Volunteers should not engage in advocacy with DOC staff on behalf of inmates. The complaints process empowers inmates to engage in problem-resolution for themselves, which is also an important life skill and rehabilitation goal.

If an inmate should raise allegations of sexual abuse/assault/activity this must be reported to the Shift Supervisor for proper follow-up (see section on PREA above) prior to leaving the facility.

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## INMATE RELIGIOUS PROGRAMS

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### *309.61.01 - Religious Beliefs & Practices*

### *309.61.02 - Religious Property*

### *309.61.03 - Religious Diets*

A majority of volunteers perform religious services. The WI DOC recognizes that spirituality can play a large role in the rehabilitation of inmates. DAI Policies provide opportunity for inmates to practice their religious beliefs, individually and in congregate practice with outside spiritual guidance.

The DOC must provide for the equitable/proportionate distribution of very limited resources for a large and diverse inmate population. The Umbrella Religion Group (URG) structure was developed to help meet the spiritual needs of as many inmates as possible within the limits of space, time, staffing, resources, etc. Though there can be a range of beliefs and practices within the URGs, they were designed to be more cohesive than dissimilar, and represent the broad faith traditions of Wisconsin and its inmate population.

It is well known that many street gangs or security threat groups use religious symbolism for their own purposes; some have even corrupted religious practices in other state correctional facilities. For that reason, inmates may not “lead” any religious activities in a Wisconsin facility; only the Chaplain/designee or an outside spiritual leader may lead a service or study group. This rule also reduces opportunities for inmates to gain power and engage in coercion or strong-arming among others.

Religious issues tend to be one of the largest areas of inmate litigation in Wisconsin and throughout the country. WI DOC has carefully crafted policies to ensure compliance with state and federal regulations. Our consistency in following our own policies and practices is one of the best ways to avoid costly litigation.

DOC must always balance an inmate’s right to participate in religious activity (including right to possess religious property and have dietary accommodation) with the importance of maintaining safety and security for the public as well as inmates, staff and volunteers. When there is no alternative, security concerns will override some religious practices or property items and the reason for this may not always be apparent to volunteers.

Prison ministry is distinct from community ministry in four key ways:

- It cannot foster friendship between staff/volunteers and inmates. Professional boundaries must be maintained. Refer to the Fraternalization Policy.
- It cannot foster leadership among inmates. Note the threat of gangs and racial hate groups using this forum.

- One cannot trust an inmate's intentions. Refer to Anatomy of a Setup.
- Absolutely nothing should be confidential from staff. If an inmate indicates that "only you" can understand... help... support... talk... this is a warning sign of a set-up. Discuss with your staff advisor immediately.

A word of caution: If a practice within a facility conflicts with your personal religious beliefs, please address this with your staff advisor. **Never** share this with an inmate.

One example is personal beliefs about the secular nature of DOC's AODA treatment (which is required by the separation of church and state). Inmates interpreted negative commentary about the treatment as a painful dilemma; go against their faith or refuse to participate. Program refusal may negatively affect the inmate's overall incarceration and supervision, including transfer or security level. Conflict over issues such as this can also negatively impact the overall climate of the facility.

As in the broader community, divisive issues such as homosexuality, abortion and politics can be especially inflammatory inside a prison facility. The inmate population is very diverse and must find ways to tolerate one another's beliefs and live together in close confines. Denigrating programs, groups, or others' religious or personal beliefs is not permitted. Volunteer status may be jeopardized if a volunteer's activities could lead to a hostile environment in the prison.

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### ANATOMY OF A "SET-UP"

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Volunteering with an inmate population may present unique situations. The vast majority of inmates are only interested in serving their sentence and getting home as soon as possible; many are interested in rehabilitation, self-improvement and do take advantage of available programming. However, there are always a few inmates who are interested in manipulating others for a variety of reasons.

Manipulation means to control or play upon, by subtle, artful, unfair, or insidious means, especially to one's own advantage. Being manipulated by inmates into doing something you would otherwise not do, something against facility rules, or even illegal, is called a "set-up".

Why? It varies:

- It can be a power play - an opportunity to take control where there are few opportunities for control
- It can be a way to improve status among other inmates
- It could be an attempt to get contraband
- "I'm bored - why not?"
- It's a way to amuse other inmates
- It's a habit - the only way some people know how to deal with others

- It's a way to gain some comfort, or close human contact
- Sexual gratification

If your volunteer duties will not involve close contact with individual inmates, your risk of being set up is minimal; but if you have regular or individual contact with inmates, you will likely be targeted at some point.

*You may be set-up by one inmate or a group via one or more Set-Up Techniques (in no particular order):*

- **Observation** – Observe volunteers' body language, action and conversation. In a correctional environment, an inmate's survival is almost completely dependent on powers of observation; therefore he excels in this area.
- **Victim Selection** – Seeking characteristics that make the set-up easier. Offenders may capitalize on faith, race, ethnicity, community, interests, common acquaintances, etc.
- **Empathy** – Use gossip and small talk to compile information about a target to learn and point out similar likes, dislikes, habits, etc. "I did that when I was a kid, too."
- **Sympathy** – Use information gained to commiserate with the target. If the inmate can get you talk about your personal issues, he may then adjust his own story to elicit your compassion. "I know how you feel."
- **Flattery** – Compliments intended to stroke the ego and get into the good graces of the target. She will use careful probes and use praise ("you're the best volunteer").
- **Support System** – Inmate may build a bond with you by offering to go "the extra mile" to assist, and will develop your trust, often by telling you something in confidence. Get the volunteer to believe that he is indispensable to the inmate/group, "No one else understands me/us the way you do."
- **Plea for Help** – Inmate tells the volunteer "I want to change my life," sharing confidences as a way to cement ties between herself and the volunteer.
- **Separate Volunteer from Staff** – Pit the volunteer against staff; getting the volunteer to believe that staff is not supportive of the volunteer, "they're wrong about you".
- **Isolating the Volunteer** – Pull the volunteer away from staff and other volunteers via rumors - anything to encourage the volunteer to side with the inmate against others. She may try to get the volunteer to believe that the system does not appreciate him, only the inmates do. She will capitalize on the volunteer's gripes against the system.
- **Offer Protection** – Stage events and then offer to take the heat or deal with the situation. He will eventually seek the volunteer to look the other way, which may be portrayed as in the volunteer's interest ("I'll straighten out that nuisance inmate for you").
- **Testing Limits** – Generally becomes progressively more familiar and friendly; will nudge rules or tolerance levels to see how far she can get before being told "no". Other inmates may be recruited to seek small favors from the target (pencils, paper, etc.) These inmates may not be in on the scam but are part of the testing process.

- **Physical Contact** – Will usually start with a casual touch (a hand on the shoulder, accidental bump of hip, etc.) If allowed, it implies permission to proceed to something more personal (not necessarily sexual in nature).
- **Sexual References** – May start with subtle comments; if allowed, it implies permission to continue. Controlling sexual urges in prison is an ongoing problem.

Other inmates may act as lookouts and cover interactions between an inmate and the target.

If the volunteer's response is favorable or the volunteer does not halt the inmate's behavior or report the infraction(s), the target is ready for the "turn-out", which involves getting him to commit an illegal act usually in the form of bringing in contraband or doing favors.

### **Manipulation 101**

Inmates choose their target based on close observation; they know:

- who uses inmate jargon
- who ignores minor rule violations
- who plays favorites
- who is easily distracted
- who may occasionally circumvent rules
- who gravitates toward an attractive, polite inmate, or one the same age, race, religion, or shares a similar background with the volunteer
- when there is sexual attraction (which can involve opposite as well as same sex)
- who abuses their power or feels that inmates deserve punishment (which provides a motive for inmates to "get" them)
- who is emotionally vulnerable due to a change in finances, job, or family problems
- who makes an error in judgment (and especially who doesn't own up to it)
- who is soft: very trusting, overly familiar, naïve. May have a strong desire to help and will be sympathetic and understanding. Tends to have an inability to say "no" or take command.
- who is hard: very "by-the-book", has a reputation to punish inmates over every infraction regardless of how small or how often. Uses authority in a harsh manner.
- who knows how/when to use soft and hard traits and understands the "gray"

Inmates watch and learn from:

- **Your Body Language** – How you carry yourself sends a message and includes: appearance, cleanliness, clothing (how it fits, style), extreme makeup or jewelry, cologne, eye contact, fidgeting, discomfort...
- **Your Words** – Likes/dislikes, personal info, marital status, background, conflicts with others, hobbies, etc. Your opinions on current events (crime, drugs, politics, etc.) can be insightful when put together with other info.

- ***Your Actions*** – How you respond to inappropriate conversation or requests, your method of command in situations, your response to various staff, etc. Do you look the other way on small violations?
- ***Local News*** - Inmates also read local newspapers, listen to the radio and gather info about you that way (announcements, arrests, etc.)

**If you talk to staff about the situation, the inmate will generally deny her intent to manipulate and move on to a new target.**

***The “Turn-Out”:***

1. Often, the volunteer is manipulated into initially doing something that appears harmless but is against the rules (requesting a piece of your gum, “borrowing” your pen, etc.)
2. This creates a lever or motivator for the inmate(s) to attempt to control the volunteer.
3. The volunteer may then be presented with a shopping list – this might be your first indication of a set-up.
4. The inmate(s) will then threaten to expose or cause harm to the volunteer and/or family members if the demands are not complied with, making it too difficult for the volunteer to turn back. The volunteer may see no other alternative but to comply.

Obviously not all inmates are this devious, but volunteers must always be alert to the fact that any inmate you meet with could try to take advantage of you. These individuals tend to be excellent actors. And unfortunately, it’s usually very difficult to tell the difference between an inmate who is genuine and one who is a manipulator.

Past staff/volunteer violations in WI DOC have included bringing in a cell phone or drugs, taking mail out for an inmate, accepting personal items from inmates (e.g. hand-made jewelry, craft projects, etc.), sending money to an inmate or inmate’s associates, and even sexual relationships. Most staff/volunteers that were terminated for these violations started out believing that they would never break a rule or get personally involved with an inmate. It’s unlikely that the major violation was the first or only problem. But getting away with minor rule infractions tends to make a major one easier to attempt – just ask any inmate!

**If you feel that you are being targeted or manipulated, notify your staff advisor or the Volunteer Services Coordinator to discuss the situation as soon as possible. If it is of a nature that cannot wait until the next business day, notify the Shift Commander. Early detection and intervention can help volunteers stay safe and keep the facility secure.**

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### COMMON SENSE DO'S & DON'TS

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1. Respect the environment and never become unduly familiar with inmates.
2. Inmates are required to address staff/volunteers by their title (Mr./Ms./Dr./Sgt./Officer) and last name in order to maintain a professional relationship.
  - Do not use first names or nicknames in addressing inmates; always use Mr./Ms. [last name].
  - Inmates may not be addressed by a title (Rev., Dr., etc.) (*DOC Administrative Code 303.31*)
3. Report an injury immediately; if you are involved in an accident while on state property, please notify staff.
4. Know the rules, regulations, and policies that you are expected to enforce. Be consistent and project confidence.
5. Do not bring anything into the facility without explicit approval; nothing may be provided for inmate use without specific permission. After review, materials should be distributed by staff.
6. Never take anything in or out of the facility on behalf of an inmate - including letters.
7. Do not rely on an inmate for information about rules or policy clarification. If you have questions or concerns, always ask a staff member.
8. Only in rare circumstances will volunteers be expected to handle keys or operate a computer (primarily students in field placements). Specific training will be provided to those individuals. Inmates are never allowed to handle staff keys within a facility (some inmates may have a key to their cell).
9. Be yourself. Your example as a successful, law-abiding citizen is a great help. You may be one of the few such people with whom an inmate has interacted.
10. Be constantly aware of surroundings. Examine physical space for an escape route.
11. Be observant. Report suspicious or unusual behavior, or obvious changes in attitude/behavior to staff as soon as possible. Logs are maintained by staff at the inmate's housing unit; information on an inmate's behavior and attitude may be very helpful to unit staff. Behavior changes may also be an indication of mental health issues or suicide risk.
12. Do not allow physical or bodily contact other than a brief arm-length handshake or similar expression - no closer than arm length. Hugging, shoulder bumps, etc. are common in the community, but due to the nature of the prison environment and the possibility of misinterpretation or interference with sex offender treatment, other physical contact is not allowed.
13. Know your boundaries:
  - Do not allow an inmate to invade your personal space.
  - Do not share personal information.
    - Never give out your address, phone number, birth date, or other identifying information.

- Information shared with one inmate may inadvertently end up being shared with many, including someone who was convicted of identity theft.
  - People often use personal stories as a teaching tool or to illustrate a point – which is fine in most community settings. But the story that involves family members, combined with an earlier story about your job and another about a weekend outing paints a much clearer picture of your life (or your family/friends' lives) than you might have intended to share.
  - Inmates remember details of those stories that others might not even notice.
  - Be aware of your emotional space; do not allow an inmate to probe or question you about personal information or topics that make you uncomfortable.
  - Anything that makes you uncomfortable is probably inappropriate. Be clear in telling the inmate to stop.
  - If you are uncomfortable addressing this with an inmate directly, please ask for staff assistance immediately.
14. Be mindful of the limitations to your role. DOC volunteers do not have authority to set policy, but may present ideas for change to staff privately. Never advocate policy changes with/to inmates.
15. Some inmates may test you by asking for things. Do not promise to take action that you are uncertain about. Always ask staff for guidance. Never give anything to an inmate.
- Be aware that giving an inmate special consideration, assistance or funds may be detrimental to their rehabilitation and even their safety.
  - Receiving these resources from outside the facility can become a disincentive to follow rules, obtain employment and learn to take pride in ones work.
  - Instead an inmate may learn to manipulate you or others to give them things.
  - Furthermore, inmates who receive money or resources may be targeted or strong-armed by other inmates to give up these items or to get more sent into the facility.
16. If you are asked to do something borderline, tell the inmate you must check with staff – if the inmate asks you to forget it, report that to staff.
17. Do not donate money, food or items to individual inmates. All donations of materials to the facility require authorization in advance; paperwork must be processed.
18. Do not provide professional services that require outside licensing or certification unless you are authorized to perform these services by the Warden/designee.
19. Be supportive. Be encouraging. Be friendly. But also, be firm, fair and consistent in your contact with inmates. Learn how to be effective in saying no.
20. Many inmates indulge in criminal thinking and fail to take full responsibility for their behavior. The best support is honest and acknowledges errors in thinking.
21. If an inmate does not wish to talk about a topic, don't probe. Please respect his/her right to that privacy. Privacy for an inmate is very limited.
22. Be respectful and be aware of ethnic, cultural and environmental differences between you and an inmate.

23. Denigrating other faith groups, cultures, sexual identities, genders, etc. is strictly forbidden. Inmates must live in very close quarters with other inmates from all walks of life; pointing out differences in a negative manner can create a hostile environment that can easily turn dangerous.
24. Avoid “us vs. them” conversations. It’s very easy to believe the “grapevine” and get caught up in blaming staff when you don’t have both sides of the story. Remind inmates that they have a formal complaint process. Despite an inmate’s comment that, “It doesn’t do any good,” changes to policy have been made as a result of proper use of this system.
25. Never pit inmates against each other or against staff. Never allow inmates to pit you against staff.
26. “The Walls Have Ears” – inmates will eavesdrop and share that information through the “grapevine.” An inmate cleaning in the hallway generally knows a great deal about what’s going on in the area!
27. Please avoid conversations with inmates about issues that may affect staff (local school events, current political issues, etc.).
28. Please avoid controversial topics. Topics that generate strong feelings and that can be very divisive in the community at large are very problematic in a facility.
29. Inmates can be quick to misinterpret. A simple comment can inadvertently feed the rumor mill and create a distressing situation for everyone in the prison setting.
30. Do not correspond or engage in phone contact with an inmate unless you have received written confirmation of a Fraternalization Exception application.
  - It’s too easy for personal contact with a volunteer to be corrupted in a correctional environment.
  - You may feel that you do not get enough time with an inmate during a pastoral visit – discuss other options with the Chaplain/designee.
  - NOTE: If you are contacted (written, phone or other) by an inmate/offender - or third party on behalf of an inmate/offender - DO NOT RESPOND! Notify your staff advisor or volunteer coordinator IMMEDIATELY (a voice message or email is acceptable). You will be asked for further information and may be asked to provide the correspondence to the facility for investigative purposes.
31. Examine your own motives carefully. If you discover that you are reluctant to share what has gone on between you and an inmate with your staff advisor or with your significant other, the relationship may be damaging to you as well as the inmate.
32. Avoid problems by always acting with professionalism.
33. Keep your staff advisor informed of all situations and problems. Never assume an issue is too minor to report. Combined with other information, this may help keep everyone safe.
34. Never assume that simply because things are done a certain way in the community, this is how it will be done within a correctional facility. Often adaptations are necessary for the prison setting.
35. You are expected to abide by all policies/procedures mentioned in this manual. You may request copies from your Staff Advisor. We recognize that the sheer volume of rules can be overwhelming and intimidating. But please note, what’s

really important is that you **ask** questions when you're uncertain of something.

Security is not always convenient. Rules are in place for specific reasons that may not be apparent to you. The primary goal is for everyone to walk out of a facility safely. The best way to do so is to ensure that rules are enforced in a firm, fair, and consistent manner. NEVER allow yourself to be swayed to circumvent facility policy or procedure.

### *Special concerns for volunteers regarding inmates of the opposite sex*

Please realize that, through no fault or encouragement on your part, an inmate may still:

- Consider you as a potential girlfriend/boyfriend, even if you are married;
- Fantasize about the scope and extent of your relationship;
- Label you "his/her property", threatening others who try to talk to you.

Remember that at the end of the meeting you return to a full, busy life. The inmate must return to his/her restrictive world. Do not allow his/her memories of you to override the rehabilitative message that you bring with your program.

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## CLOSING COMMENTS

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Thank you for your interest in providing services to inmates in the Wisconsin DOC institutions and centers. DOC could not carry out its mission of protecting the public without the dedication of literally thousands of Wisconsin citizens committed to offender rehabilitation and reducing crime victimization. We hope that this orientation manual gives you a foundation for understanding the structure of prison life, the positive aspects of many programs and functions, as well as the potential pitfalls that must be avoided.

Whether your role is religious programming, education, job training, recreation, self-help support groups or restorative justice, your work will be of great importance in the lives the inmates you serve. When these offenders return to our communities, the information you impart, the skills you teach, and the sense of purpose and belonging you engender will also benefit their families, victims, neighbors, coworkers and the broader community. You will also help to keep the prison facilities safer for all inmates and DOC staff by occupying their heads, hands and hearts with constructive activities and positive role models.

You will be successful in your role as a volunteer if you maintain a hopeful outlook for DOC's Reentry Initiative vision and the rehabilitation potential of each individual inmate. Your program success is also dependent upon your ability to act professionally with offenders and DOC staff alike, to remain security-oriented and to hold offenders accountable for their behaviors and criminal-thinking patterns. The long-term goal of

all DOC programming, after all, is to teach and role model the values of honesty, respect and integrity, in order to promote the integration of offenders into the community so that they become valued and contributing members.

Be safe!

This manual is available on the DOC public website: <http://doc.wi.gov>

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## ADDENDUMS

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1. Examples of Volunteer Problems & Terminations
2. DOC-2270 - Fraternalization Policy Exception Request
3. POC-40 - Infection Control – Hand Hygiene
4. POC-40C - Infection Control – Standard Precautions
5. POC-41 - Sexual Abuse/ Assault Prevention and Intervention (also known as PREA red book)
6. POC-54 - Preventing Sexual Misconduct and Harassment – A Guide for Correctional Staff, Contractors and Volunteers
7. Executive Directive #43 - Work Rules

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## EXAMPLES OF VOLUNTEER PROBLEMS & TERMINATIONS

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1. Corresponding with, accepting phone calls from or visiting an inmate formerly at the facility where the volunteer served without first obtaining written permission from DAI.
2. Arranging for an inmate to reside in a home owned by the volunteer upon release.
3. Picking up an inmate from an institution upon the inmate's release.
4. Inappropriate physical contact with an inmate.
5. Assisting an inmate in selling his artwork.
6. Sending money to an inmate's account (personally and through a church).
7. Serving as power of attorney for an inmate.
8. Bringing items into the institution to give to an inmate.
9. Using a Bible Study to denigrate other faith groups, women, sexual preference, etc.
10. Using false names and titles for inmates to establish a church hierarchy.
11. Falsifying application by claiming non-existent credentials or not disclosing criminal history.
12. Developing a romantic relationship with an inmate, as evidenced through inmate phone monitoring.
13. Engaging in criminal behavior in the community.
14. Failing to lead the group and allowing inmates to do so.
15. Continuing to hug inmates, in spite of being reminded that physical contact is inappropriate.
16. Loaning money or providing other material support to a paroled inmate.
17. Providing personal address or phone number or other personal information to inmates.
18. Engaging in business relationships with inmate family members.
19. Performing the role of an inmate's attorney under the guise of pastoral visits.
20. Taking pictures of the institution and inmates without permission.
21. Visiting an inmate in the hospital.
22. Carrying inmate mail out of the institution, resulting in perpetuating fraud and illegal behavior.
23. Advocating that inmates forgo DOC AODA treatment because of spiritual beliefs.
24. Providing individual inmates with clothing for community release.
25. Paying for inmate educational correspondence courses.
26. Contacting an inmate's family or their crime victim.
27. Failing to follow instructions from DOC staff.
28. Preaching or disseminating information on inflammatory topics such as race, sexuality, politics, etc.



## FRATERNIZATION POLICY EXCEPTION REQUEST

**INSTRUCTIONS:** State of Wisconsin employees, contracted staff, or volunteers with the Department of Corrections must report any present contacts, relationship, or relationship being considered which would be in violation of the DOC Fraternization Policy - Executive Directive 16. This form is to be used to initiate any exception request. The employee requesting an exception must complete all areas of the form. Submission of the request does not constitute an automatic exception or immediate authorization for contact. **A letter from the Division Administrator will be the only authorization for exceptions.**

EMPLOYEE NAME	CIVIL SERVICE CLASSIFICATION	DATE OF REQUEST
DIVISION	INSTITUTION <b>or</b> BUREAU / OFFICE <b>or</b> REGION & UNIT	
IMMEDIATE SUPERVISOR'S NAME	SUPERVISOR'S TELEPHONE NUMBER (include area code and extension)	

OFFENDER'S FULL NAME	DOC NUMBER	OFFENDER'S DATE OF BIRTH
DOC DIVISION NAME CURRENTLY SUPERVISING OFFENDER	LOCATION OF SUPERVISION	

NATURE OF EMPLOYEE RELATIONSHIP TO OFFENDER

RELATIVE – CLEARLY DEFINE HOW YOU ARE RELATED \_\_\_\_\_

OTHER – CLEARLY DEFINE RELATIONSHIP (explain how you met, the length of the relationship, and the purpose of your relationship)

CHECK ALL OF THE FOLLOWING THAT WOULD APPLY REGARDING YOUR PROPOSED RELATIONSHIP

- Living in same household with an adult or juvenile offender
- Working for an adult or juvenile offender
- Employing an adult or juvenile offender with or without remuneration
- Extending, promising, or offering any special consideration or treatment to an adult or juvenile offender
- Having personal contacts (other than those required by my job duties) such as communicating through verbal, written or electronic means or being in a social or physical relationship with an adult or juvenile offender
- Providing or receiving goods (including money) and/or services without remuneration for or to adult or juvenile offenders
- Other – Explain: \_\_\_\_\_

DATE OF LAST CONTACT WITH OFFENDER

NATURE OF LAST CONTACT WITH OFFENDER

CLEARLY DEFINE YOUR PROPOSED ACTIVITIES WITH THE OFFENDER IF GRANTED AN EXCEPTION TO THE POLICY  
(Include visiting, telephone contact, written correspondence, etc)

CAN YOU IDENTIFY ANY POSSIBLE CONFLICT OF INTEREST IF THIS REQUEST WERE APPROVED (describe in detail)

EMPLOYEE SIGNATURE	DATE SIGNED
<input type="checkbox"/> APPROVE <input type="checkbox"/> DENY	SUPERVISOR SIGNATURE
<input type="checkbox"/> APPROVE <input type="checkbox"/> DENY	DATE SIGNED
<input type="checkbox"/> APPROVE <input type="checkbox"/> DENY	APPOINTING AUTHORITY SIGNATURE
<input type="checkbox"/> APPROVE <input type="checkbox"/> DENY	DATE SIGNED
<input type="checkbox"/> APPROVE <input type="checkbox"/> DENY	DIVISION ADMINISTRATOR SIGNATURE
<input type="checkbox"/> APPROVE <input type="checkbox"/> DENY	DATE SIGNED

**DISTRIBUTION:** Original – Supervisor; Copy - Employee



## **INFECTION CONTROL - HAND HYGIENE**

### **INTRODUCTION**

Infectious agents include viruses, bacteria and fungi. They exist in contaminated items (e.g., clothing, food), on contaminated surfaces (e.g. counters, floors), on body surfaces, in blood or other body fluids, and in the air. Communicable diseases are transmitted to other individuals through different means depending on the infectious agent. The Bureau of Health Services has developed standardized procedures for each type (contact, airborne, droplet and blood/body fluids) of transmission of communicable illnesses. The procedures will assist employees to take precautions that will prevent transmission of a communicable disease.

This policy relates to hand hygiene which is the single most important action that can be taken to prevent the spread of infection. Care of the hands is important to maintain an effective barrier against disease. Using hot water frequently can lead to irritations that can open the skin to germs. Warm water should be used for washing and lotions applied to hands if dry or chapped.

### **TIMES AT WHICH EMPLOYEES SHOULD WASH HANDS**

- Following contact with any potentially infectious substance whether or not gloves were worn
- Upon removal of gloves
- Between touching clean and unclean areas
- Before eating, drinking, handling contact lenses, or applying makeup or lip balm
- After sneezing, coughing or using a handkerchief or tissue
- After using the restroom
- Between taking care of each patient

### **TECHNIQUE WITH RUNNING WATER AND SOAP**

- Use soap and warm running water.
- Rub vigorously over all surfaces for at least 20 seconds.
- Rinse hands well.
- Dry hands with a clean disposable towel or air blower.
- Use a dry towel or your elbow to turn off water.
- Use antimicrobial soaps only when indicated because it removes the skin's natural protective defenses and tends to cause dryness.

### **TECHNIQUE WITH DISINFECTING HAND WASH**

- Utilize disinfecting hand wash when soap and water are not available.
- Use correct amount as indicated on container.
- Rub palms, backs of hands, fingers, fingertips, nails and in between fingers until dry – about 30 seconds.
- Make sure hands are dry before resuming activities.

### **TREATMENT OF DRY AND/OR BROKEN SKIN**

- Utilize lotion to prevent dryness.
- Report problems with products to supervisor.

## INFECTION CONTROL STANDARD PRECAUTIONS

### BACKGROUND

Standard Precautions synthesize the major features of Blood and Body Fluid Precautions designed to reduce the risk of transmission of bloodborne pathogens and applies them to all patients receiving care, regardless of their diagnosis or presumed infection status. Standard Precautions apply to 1) blood; 2) all body fluids, secretions, and excretions except sweat, regardless of whether or not they contain visible blood; 3) nonintact skin; and 4) mucous membranes. Standard Precautions are designed to reduce the risk of transmission of microorganisms from both recognized and unrecognized sources of infection.

### USE STANDARD PRECAUTIONS, OR THE EQUIVALENT, FOR THE CARE OF ALL PATIENTS.

- a. **Handwashing** - See POC-0040
- b. **Gloves** – See POC-0040A
- c. **Mask, Eye Protection, Face Shield** – See POC-0040A
- d. **Gown** – See POC – 0040A
- e. **Patient Care Equipment** - Handle used patient-care equipment soiled with blood, body fluids, secretions, and excretions in a manner that prevents skin and mucous membrane exposures, contamination of clothing, and transfer of microorganisms to other patients and environments. Ensure that reusable equipment is not used for the care of another patient until it has been cleaned and reprocessed appropriately. Ensure that single-use items are discarded properly.
- f. **Environmental Control** – See POC – 0040B  
Ensure that the institution procedures for the routine care, cleaning, and disinfection of environmental surfaces, beds, and other frequently touched surfaces are being followed.
- g. **Linen** – See POC-0040B
- h. **Occupational Health and Bloodborne Pathogens**  
Instruct inmate who use syringes for health care reasons (e.g. diabetes management) to place used syringes, needles, and lancets in the sharps puncture resistant container provided for this purpose. Staff shall use mouthpieces, resuscitation bags, or other ventilation devices as an alternative to mouth-to-mouth resuscitation methods where there is need for resuscitation
- i. **Patient Placement**  
When indicated, health service staff will issue form DOC-3504 “Infection Control: Patient and Employee Precautions” indicating any special placement and staff protections required.
- j. **Respiratory Hygiene**



## WISCONSIN DEPARTMENT OF CORRECTIONS

### DIVISION OF ADULT INSTITUTIONS

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## Sexual Abuse / Assault

### Prevention and Intervention

### An Overview for Offenders

The Prison Rape Elimination Act (PREA) of 2003 was enacted by Congress to address the problem of sexual abuse by persons in the custody of U.S. correctional agencies. PREA addresses all types of sexual assaults in prisons, but its main focus is to target and eliminate offender-on-offender sexual assaults. All correctional agencies in the nation, including Wisconsin must adhere to the tenets of PREA.

The Wisconsin Department of Corrections does not tolerate any type of sexual misconduct involving offenders or staff.

Wisconsin DOC Administrative Code prohibits sexual intercourse, contact or conduct between offenders. Violations will result in disciplinary sanctions as outlined in DOC 303 (13-15). Offender on offender sexual assault will also be prosecuted according to applicable provisions of Wisconsin State statutes.

Sexual assaults between staff and offenders violate DOC policy as well as Wisconsin State statutes. Violators are subject to Departmental discipline as well as prosecution punishable by prison sentence and fines.

**What is sexual misconduct?** There are various forms of sexual misconduct.

- **Offender on Offender Sexual Assault/Conduct** is one or more offenders engaging in, or attempting to engage in, a sexual act with another offender, or the use of threats, intimidation, inappropriate touching, or other actions and/or communications by one or more offenders aimed at coercing and/or pressuring another offender to engage in a sexual act.

This type of behavior can result in a disciplinary penalty under DOC 303.13 or DOC 303.14 for the perpetrator. The perpetrator may also be referred to outside law enforcement for prosecution under sexual assault laws. This can result in additional prison time.

- **Offender on Staff Sexual Assault** is any type of sexual assault that as defined in Wisconsin State statutes. Some of these statutes can be found in the *Definitions* section of this pamphlet. Offenders who sexually assault staff members will be prosecuted criminally and are also subject to disciplinary sanctions pursuant to DOC 303.13 - 14
- **Offender on Offender Sexual Conduct** is any type of consensual sexual activity between offenders as defined by DOC 303.15. Sexual acts or contacts between offenders, even when no objections are raised, are prohibited acts. Both parties engaged in Sexual Conduct may be found guilty of an offense and receive a disciplinary sanction.
- **Staff on Offender Sexual Assault** is a staff member engaging in, or attempting to engage in, a sexual act or sexual conduct with any offender or the staff member intentionally touching an offender's genitalia, anus, groin, breast, inner thigh, or buttocks with the intent to abuse, humiliate, harass, degrade, the offender or arouse, or gratify the sexual desire of any person. **A pat search of an offender conducted in conformity with DOC procedures does not constitute sexual abuse or assault.**
- **Staff on Offender Sexual Conduct** is sexual behavior between a staff member and offender which can include, but is not limited to, indecent, profane or abusive language or gestures, inappropriate visual surveillance of offenders, making sexually offensive comments or gestures, engaging

in physical conduct of a sexual nature with an offender, or any solicitation of sexual activity through promises of favors or threatening an offender for refusing sexual advances, including influencing, promising, or threatening an offender's safety, custody, privacy, housing, privileges, work detail or program status in exchange for sexual favors.

The Standards of Employee Conduct and/or Wisconsin law prohibit employees from engaging in, or allowing another person to engage in, sexual behavior with an offender.

**It is NEVER appropriate for a staff member to make sexual advances or comments, or to engage in sexual contact with an offender. Even if the offender wants to be involved with a staff member, the staff member is not allowed to participate. It is not appropriate for an offender to approach a staff member sexually.**

**You have the right to be safe from sexual misconduct. Sexual contact of any type is not allowed.** While you are incarcerated, **no staff or offender has the right to pressure you to engage in sexual acts.** You do not have to tolerate sexual assault or pressure to engage in sexual behavior regardless of your age, size, race, or ethnicity. Regardless of your sexual orientation, **you have the right to be safe from any sexual advances and acts.**

**Confidentiality:** Information concerning the identity of an offender/victim reporting sexual misconduct, and the facts of the report itself, shall be limited to those who have a need to know in order to make decisions concerning the offender/victim's welfare and for law enforcement/investigative purposes.

**How to Report an Incident of Sexual Misconduct:** It is important that you tell a staff member if you have been sexually assaulted, threatened or are being solicited for sexual activity. You can tell the Chaplain, Unit Manager, Psychologist, Social Worker, Crisis Intervention Worker, the Warden, Sergeant/Officer, any Health Service Unit (HSU) staff, or any other staff member you trust. DOC staff members are instructed to keep the reported information confidential and only discuss it with the appropriate officials on a need-to-know basis.

There are, however, other means to confidentially report the assault if you are not comfortable talking with staff, such as:

- **File an Offender Complaint.** You may file an Offender Complaint (DOC-400) per Administrative Code DOC 310. This is a confidential process. Your complaint will be forwarded to the Warden for investigation. DOC-400 Offender Complaint forms are available on housing units.
- **Write directly to the Warden, Division of Adult Institutions (DAI) Administrator, or DOC Secretary.** You can send the Warden an Offender Information/Interview Request or a letter reporting sexual misconduct. You may also send a letter to the DAI Administrator or Secretary of the DOC. To ensure confidentiality, place in a sealed envelope.
- **Contact the Local law enforcement agency.** You can report a sexual assault by contacting local law enforcement directly or through a third party. Contact numbers and addresses are included with this pamphlet.

**What to do if you are assaulted:** If you become a victim of a sexual assault, **you should report it immediately to staff** that

will offer you immediate protection from the assailant and will refer you for a medical examination and clinical assessment. Even though you may want to clean up after the assault, **it is important to see medical staff BEFORE you shower, wash, drink, eat, change clothing, or use the bathroom.** Medical staff will examine you for injuries, which may or may not be readily apparent to you. They can also check you for sexually transmitted diseases and gather any physical evidence of assault. The individuals who sexually abuse or assault offenders can only be disciplined and/or prosecuted if the abuse is reported.

**Understanding the Investigation Process:** Once the misconduct is reported, the DOC and/or the appropriate law enforcement agency will conduct an investigation. The purpose of the investigation is to determine the nature and extent of the misconduct. You may be asked to give a statement during the investigation. If criminal charges are brought you may be asked to testify during the criminal proceedings.

If allegations of misconduct are made against staff, an investigation will be initiated. If you have made allegations you may be moved to a different unit or facility to protect the integrity of the investigation. Separation from general population and staff may be necessary to prevent interference with the investigation.

**Counseling Programs for Victims of Sexual Assault:** Most people need help to recover from the emotional effects of sexual assault. If you have been the victim of an assault by offenders or staff, counseling and/or advice from a psychologist, social worker or chaplain will be provided. Crisis counseling, coping skills, suicide prevention and mental health counseling are also available to you from outside agencies.

These services are also provided if you have been the victim of sexual assault in the past. Contact a staff member for a listing.

**Prevention:** If you feel that your right to be free from sexual misconduct is being violated, staff are available to help you deal with this problem. You should feel free to discuss your concerns about sexual misconduct with any staff member. Some staff, like psychologists, are specially trained to help you deal with problems in this area. If you are in an emergency situation, approach any staff member. It is part of their job to ensure your safety. Even if you have not been assaulted or abused, but are in fear for your safety, you should report your concern to staff. You do not have to name other offenders to receive assistance, but specific information may make it easier for staff to help you.

### **Protect yourself against sexual assault:**

- Carry yourself in a confident manner at all times. Do not permit your emotions (fear/anxiety) to be obvious to others.
- Do not accept gifts or favors from others. Most gifts or favors come with strings attached to them.
- Do not accept an offer from another offender to be your protector.
- Talk to a staff member with whom you feel comfortable discussing your fears and concerns.
- Be alert! Do not use contraband substances such as drugs or alcohol. These can weaken your ability to stay alert and make good judgments.

- Be direct and firm if others ask you to do something you don't want to do. Do not give mixed messages to other offenders or staff regarding your wishes for sexual activity.
- Stay in well-lit areas of the institution.
- Choose your associates wisely. Look for people who are involved in positive activities like educational programs, psychology groups, or religious services. Get involved in these activities.
- Trust your instincts. If you sense that a situation may be dangerous, it probably is. If you fear for your safety, report your concerns to staff.

### **REMEMBER:**

**Sexual assault is a serious crime.** The DOC will investigate all reported incidents of sexual assault. If you are a victim of such an assault, **REPORT IT IMMEDIATELY. DOC STAFF WILL PROTECT YOU** from the assailant.

Any sexual act between offenders and staff (even when no objection is raised) is **ALWAYS prohibited and is a violation of law.** It is inappropriate and against DOC regulations for an offender in an institution or on field supervision to approach a staff person for the purpose of sexual activity.

### **What happens to staff if I agree to the sexual activity?**

Although you may agree to the sexual activity, Wisconsin law and the DOC specifically forbid sexual activity between offenders and staff, contractors or volunteers. Staff are subject to discipline and prosecution regardless of whether you consent to such activity.

**There are no exceptions.**

## APPENDIX

The following are citations to, or sections from, the Wisconsin Administrative Code and Wisconsin criminal statutes relating to sexual assault/abuse/misconduct. Other state and federal statutes may also prohibit this conduct.

**Prohibited Acts:** Offenders who engage in sexual behavior, or direct it at others, can be charged with the following Prohibited Acts under DOC 303.

### DOC Codes

DOC 303.13	Sexual assault – intercourse
DOC 303.14	Sexual assault – contact
DOC 303.15	Sexual conduct
DOC 303.26	Soliciting Staff
DOC 303.27	Lying - Any offender who makes a false written or oral statement which may affect the integrity, safety or security of the institution is guilty of an offense.
DOC 303.271	Lying about staff - Any offender who makes false written or oral statement about a staff member which may affect the integrity, safety or security of the institution or staff, and makes that false statement outside the complaint review system is guilty of an offense.

## Wisconsin State Statutes 2003 Wisconsin Act 51

**An Act to amend** 940.225 (4)(intro); and **to create** 940.225 (2)(h), 940.225 (2)(i), 940.225 (5)(ab) and 940.225 (5)(ad) of the statutes; **relating to:** sexual activity involving a person working at a jail or prison or a community corrections staff member and an offender or a person otherwise in the custody or under the supervision of the Department of Corrections and providing a penalty.

***The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:***

**Section 1.** 940.225 (2)(h) of the statutes is created to read:  
940.225 (2)(h) Has sexual contact or sexual intercourse with an individual who is confined in a correctional institution if the actor is a correctional staff member. This paragraph does not apply if the individual with whom the actor has sexual contact or sexual intercourse is subject to prosecution for the sexual contact or sexual intercourse under this section.

**Section 2.** 940.225 (2)(i) of the statutes is created to read:  
940.225 (2)(i) Has sexual contact or sexual intercourse with an individual who is on probation, parole, or extended supervision if the actor is a probation, parole, or extended supervision agent who supervises the individual, either directly or through a subordinate, in his or her capacity as a probation, parole, or extended supervision agent or who has influenced or has attempted to influence another probation, parole, or extended supervision agent's supervision of the individual. This paragraph does not apply if the individual with whom the actor has sexual contact or sexual intercourse is subject to prosecution for the sexual contact or sexual intercourse under this section.

**Section 3.** 940.225 (4)(intro.) of the statutes is amended to read:  
940.225 (4) Consent. (intro.) "Consent", as used in this section, means words or overt actions by a person who is competent to give informed consent indicating a freely given agreement to have sexual intercourse or sexual contact. Consent is not an issue in alleged violations of sub. (2)(c), (cm), (d), (g), (h) and (i). The following persons are presumed incapable of consent but the presumption may be rebutted by competent evidence, subject to the provisions of s. 972.11 (2):

**Section 4.** 940.225 (5)(ab) of the statutes is created to read:  
940.225 (5)(ab) "Correctional institution" means a jail or correctional facility, as defined in s. 961.01 (12m), a secured correctional facility, as defined in s. 938.02 (15m), or a secure detention facility, as defined in s. 938.02 (16).

**Section 5.** 940.225 (5)(ad) of the statutes is created to read:  
940.225 (5)(ad) "Correctional staff member" means an individual who works at a correctional institution, including a volunteer.

**940.225 Sexual assault:**

1. First Degree Sexual Assault

Whoever does any of the following is guilty of a Class B felony:

- a) Has sexual contact or sexual intercourse with another person without consent of that person and causes pregnancy or great bodily harm to that person.
- b) Has sexual contact or sexual intercourse with another person without consent of that person by use or threat of use of a dangerous weapon or any article used or fashioned in a manner to lead the victim reasonably to believe it to be a dangerous weapon.

- c) Is aided or abetted by one or more other persons and has sexual contact or sexual intercourse with another person without consent of that person by use or threat of force or violence.

2. Second Degree Sexual Assault:

Whoever does any of the following is guilty of a Class C felony:

- a) Has sexual contact or sexual intercourse with another person without consent of that person by use or threat of force or violence.
- b) Has sexual contact or sexual intercourse with another person without consent of that person and causes injury, illness, disease or impairment of a sexual or reproductive organ, or mental anguish requiring psychiatric care for the victim.
- c) Has sexual contact or sexual intercourse with a person who suffers from a mental illness or deficiency which renders that person temporarily or permanently incapable of appraising the person's conduct, and the defendant knows of such condition.
  - cm) Has sexual contact or sexual intercourse with a person who is under the influence of an intoxicant to a degree which renders that person incapable of appraising the person's conduct, and the defendant knows of such condition.
- d) Has sexual contact or sexual intercourse with a person who the defendant knows is unconscious.
- e) Is aided or abetted by one or more other persons and has sexual contact or sexual intercourse with another person without the consent of that person.
- f) Is an employee of a facility or program under s. 940.295(2)(b), (c), (h) or (k) and has sexual contact or sexual intercourse with a person who is a patient or resident of the facility or program.

### 3. Third Degree Sexual Assault:

Whoever has sexual intercourse with a person without the consent of that person is guilty of a Class G felony.

Whoever has sexual contact in the manner described in sub. (5)(b) 2. with a person without the consent of that person is guilty of a Class G felony.

### 4. Fourth Degree Sexual Assault:

Except as provided in sub. (3), whoever has sexual contact with a person without the consent of that person is guilty of a Class A misdemeanor.

## DEFINITIONS

For purposes of this handbook:

- A. "Offender" means any person who under the supervision of the Department of Corrections, including juveniles, **inmates**, probationers, parolees, or persons on extended supervision.
- B. "Sexual assault" means any sexual contact or sexual intercourse as defined by Wis. Stats. §§940.225(5)(b) and (c), and 939.22(36) as follows:
  - 1. Sexual Contact:
    - a) Intentional touching by the complainant or defendant, either directly or through clothing by the use of any body part or object, of the complainant's or defendant's intimate parts if that intentional touching is either for the purpose of sexually degrading; or for the purpose of sexually humiliating the complainant or sexually arousing or gratifying the defendant or if the touching contains the elements of actual or attempted battery.
    - b) Intentional penile ejaculation or intentional emission of urine or feces by the defendant upon any part of the body clothed or unclothed of the complainant if that ejaculation or emission is either for the purpose of sexually degrading or sexually humiliating the complainant or for the purpose of sexually arousing or gratifying the defendant.

2. Sexual Intercourse:

Sexual intercourse requires only vulvar penetration and does not require emission. Sexual intercourse also includes cunnilingus, fellatio or anal intercourse between two persons or any other intrusion, however slight, of any part of a person's body or of any object into the genital or anal opening either by the defendant or upon the defendant's instruction. The emission of semen is not required.

C. "Staff member" means:

1. Any individual who works at a correctional institution, including volunteers; or
2. Any probation, parole or extended supervision agent who supervises the offender, either directly or through a subordinate in his or her capacity as a probation, parole or extended supervision agent, or who has influence or has attempted to influence another probation, parole or extended supervision agent's supervision of the offender.

**Reference**  
**Sexual Abuse/Assault Prevention and Intervention**  
**An Overview for Offenders**  
**created by the**  
**U.S. Department of Justice**  
  
**Federal Bureau of Prisons**

The Department of Corrections has created this document based on the Federal Bureau of Prisons Program on Sexual Abuse/Assault Prevention and Intervention (1998), and the tenets of PREA (2003).

## A Special Note to Persons in Positions of Authority

Department of Corrections Executive Directive 16A and Wisconsin State law prohibits employees from engaging in sexual conduct of any kind with adult or juvenile offenders, including but not limited to:

- Having sexual contact or sexual intercourse with an adult or juvenile offender.
- Engaging in acts of sexual misconduct with an adult or juvenile offender.

Sexual misconduct is any behavior or act of a sexual nature directed toward an offender by an employee. This includes, but is not limited to:

- Acts or attempts to commit acts of sexual assault, sexual abuse, sexual harassment, sexual contact, conduct of a sexual nature or sexual gratification of any party.
- Sexual conduct also includes conversations or correspondence with an offender which suggests a romantic or sexual relationship.

Staff includes any person employed by the Department of Corrections, including permanent, project, and limited term employees, students, volunteers, and contractors with DOC.

Because of the difference in authority between offenders and staff, there can never be a consensual relationship between the two.

As the person in authority, it is the staff's responsibility to discourage/refuse such overtures and to maintain professional boundaries **at all times!**

### **Boundaries in relationships can be difficult.**

If you question your professional boundaries with an offender, or feel uncomfortable with their actions or advances made towards you, talk to another person you respect or bring the matter to the attention of your supervisor before it becomes problematic.

### STATE OF WISCONSIN Department of Corrections

SCOTT WALKER - *Governor*

EDWARD F. WALL - *Secretary*

DEIRDRE MORGAN - *Deputy Secretary*

CATHY JESS - *DAI Administrator*

DENISE SYMDON - *DCC Administrator*

CARI TAYLOR - *DJC Administrator*

STACEY ROLSTON - *DMS Administrator*

### **All allegations of sexual assault of offenders will be treated seriously.**

- Any statement by an offender, DOC staff member, or others, alleging sexual contact or sexual intercourse by a DOC staff member shall be reported to supervisory staff who will notify the Warden, Regional Chief or Superintendent. That individual will notify local law enforcement of the allegations and the known facts.

### **GOALS**

- Protection of victims from future sexual assault, retaliation or intimidation.
- Preservation of the integrity of both criminal and personnel investigations.
- Protection of staff against false accusations of sexual assault of offenders.
- Support for victims, so that reporting of sexual assault is not deterred.
- A fair and just resolution of allegations

POC-54 (Rev. 10/2012)

# PREVENTING SEXUAL MISCONDUCT AND HARASSMENT



## A GUIDE FOR

## CORRECTIONAL STAFF, CONTRACTORS AND VOLUNTEERS

Wisconsin Department of Corrections (DOC) policy specifically forbids any activity associated with or that promotes acts of sexual conduct, including sexual harassment, between offenders and DOC staff. In this definition, "staff" includes any person employed by DOC, including permanent, project and limited term employees, students, volunteers, and contractors with the Department.

Sexual misconduct occurs when a person who is in a position of trust or authority engages in behavior of a sexual nature with an offender. It is a breach of the professional relationship that exists between a correctional staff member and an offender.

Sexual misconduct also occurs when a staff member seeks or attempts to engage in a sexual act with an offender. This includes the intentional touching of the offender's genitalia, anus, groin, breast, inner thigh, or buttocks with the intent to abuse, humiliate, harass, degrade, arouse, or gratify the sexual desire of the staff member and/or offender.

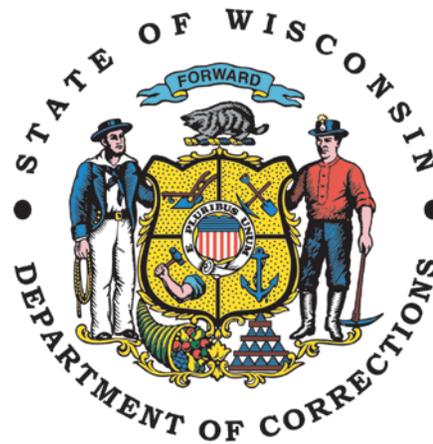
**This behavior violates State law and Department of Corrections Policy. Wisconsin Statute 940.225(2) (h) makes it a criminal offense for correctional staff members to have sexual intercourse or sexual contact with an individual confined in a correctional institution. Staff members who engage in such conduct will be terminated from employment and those criminally convicted of this offense may be fined up to \$100,000 and imprisoned up to 40 years.**

Within the Department of Corrections, sexual misconduct, including sexual harassment, is considered a serious offense. Depending on the nature of the incident, disciplinary action may result in dismissal and criminal charges may be pursued. In addition, persons accused of sexual harassment in civil or criminal proceedings may be held personally liable for damages to the person harassed. Sexual harassment can take many forms, including but not limited to:

- Demeaning references to one's gender.
- Comments about one's body or clothing.
- Repeated staring, comments, or propositions of a sexual nature.

- Jokes about sex or gender-specific traits.
- Conversations filled with sexually suggestive innuendoes or double meanings.
- Display or transmittal of sexually suggestive posters, objects or messages.
- Demands for acts of an intimate nature.
- Touching or attention of a sexual nature.
- Physical assault.
- Request for sex in exchange for favors.

Sexual harassment is any sexual or gender-based behavior that adversely affects an offender's environment as it pertains to their responsibilities during incarceration or supervision. Sexual misconduct and/or sexual harassment are an abuse of authority and violate Wisconsin State law and DOC Policy.



**Please refer to Executive Directive 16 and 16A, and Wisconsin State Statute 940.225 for additional information.**

**Wisconsin State Statute 302.095 (Delivering articles to inmate) provides information about the unlawful introduction of contraband into prisons by staff or other persons, and the penalties for those violations.**

## To Our Staff

As a Wisconsin Department of Corrections employee, your job assignments place you in a position of authority over the offenders with whom you interact on a regular basis in a professional capacity.

**It is against the law and Department of Corrections Policy to have sexual contact with offenders.**

Wisconsin Department of Corrections Executive Directive 16 clearly prohibits certain relationships and conduct between its employees and adult and juvenile offenders.

Employees may not have relationships with adult or juvenile offenders or the spouse of an adult or juvenile offender. Prohibited relationships include:

- Having personal contact with or being in a social or physical relationship with an offender.
- Living in the same household with an adult or juvenile offender.
- Working for an adult or juvenile offender.
- Employing an adult or juvenile offender.
- Extending, promising, or offering any special consideration or treatment to an adult or juvenile offender, the spouse of an adult or juvenile offender, or the children of adult or juvenile offender. This provision also includes giving special preference outside of normal work practices.
- Providing or receiving goods or services to or from an adult or juvenile offender, or the spouse or child of adult or juvenile offender.

Exemptions to this policy may be requested in accordance with Executive Directive 16.



## **Department of Corrections - Work Rules**

The Department of Corrections has established Work Rules which govern employee conduct so that the Department can carry out its mission and ensure the public's confidence in our ability to do so. When a work rule is violated, disciplinary action, up to and including discharge, may be taken. Work rules apply to on-duty conduct and off-duty conduct which adversely affects the ability of the Department to carry out its mission or adversely affects the ability of an employee to perform his or her duties and responsibilities.

1. Insubordination, disobedience, or refusal to carry out oral or written directives or assignments.
2. Failure to comply with written policies or procedures including but not limited to Executive Directives and Administrative Directives.
3. Inattentiveness while on duty, including sleeping.
4. Negligence in the performance of assigned duties or failure to exercise good judgment in dealing with employees, juveniles, offenders or the public.
5. Unauthorized access, disclosure, or use of confidential information or records including health care or personal information.
6. Falsification of records, knowingly giving false information, or knowingly permitting, encouraging or directing others to do so. Failing to provide truthful, accurate and complete information when required.
7. Making false, inaccurate, or knowingly malicious statements about employees, inmates, offenders, juveniles, or the Department.
8. Falsification of employment applications or records, or omission of facts.
9. Failure to comply with health, safety, or sanitation rules, regulations, or practices.
10. Violating a criminal statute, ordinance, or other regulation or rule having the force and effect of law.
11. Threatening, attempting, or inflicting bodily harm on another employee, an inmate, juvenile, offender or the public.
12. Verbally threatening, intimidating, demeaning, interfering with another employee, an inmate, juvenile, offender, the public or an investigation; or using profane or abusive language with another employee, an inmate, juvenile, offender or the public.
13. Harassment, including but not limited to harassment based on protected status (race, gender, religion, etc.), towards employees, the public, inmates, juveniles or offenders.
14. Horseplay, practical jokes, or other disruptive or unsafe behavior.
15. Unauthorized possession, misuse or mishandling of weapons or ammunition.
16. Unauthorized posting, changing, defacing or removal of notices or signs; or unauthorized distribution of written or electronic material.
17. Engaging in unauthorized activities while on duty, including but not limited to gambling, operating a personal business, soliciting or playing games.
18. Failure to submit to the inspection of items taken from or into work premises.
19. Driving a state vehicle without a valid driver's license or when disqualified under the DOA Fleet Policy.
20. Failure to comply with or violating any rule, regulation or order of a professional licensing agency when the license is related to the employee's position.
21. Requesting, accepting, retaining, or failing to report the offer of a bribe or gratuity.
22. Inappropriate dress, grooming, or personal hygiene including, but not limited to, the improper use of a uniform, badge, or other article of clothing or identification.
23. Failure to report a crime committed by a DOC employee in his or her capacity as a DOC employee.
24. Unauthorized or improper use of state or private property, services or authorizations, including but not limited to vehicles, telephones, electronic communications, mail service, credit cards, computers, software, keys, passes, security codes, or identification while in the course of one's employment; or to knowingly permit, encourage or direct others to do so.
25. Theft or unauthorized possession of state or private property, equipment or materials, including the unapproved salvaging of waste or discarded items or food.
26. Manifesting signs of having consumed alcohol or illegal drugs; or reporting to work or working in an impaired condition so as to be unsafe to the employee, others, or physical property.
27. Unauthorized entry into state property, including unauthorized entry outside of assigned work hours or unauthorized entry into restricted areas.
28. Interfering with, misleading or obstructing the Employer in the performance of official functions of the department, including investigations and audits.
29. Failure to report for work at the scheduled start time or leaving before the scheduled end time.
30. Failure to notify the proper authority of an absence or tardiness in a timely manner.
31. Unexcused absence or excessive absenteeism.
32. Failure to observe time limits for meal, rest break, or wash up periods.
33. Using sick leave when not permitted by statute, administrative rule, State of Wisconsin Compensation Plan or DOC policy.

These work rules do not constitute the entire list of violations which governs the conduct of employees, contractors, unpaid Interns, and volunteers. Other rules may be provided by statute, Administrative Code, and by administrative procedures established by management. Violations of these rules may also result in appropriate disciplinary action. Additional work rules may be established by management to meet special requirements of work units or as circumstances require.