

Cook County Department of Corrections



Volunteer Manual

Sheriff of Cook County, Thomas J. Dart
Executive Director, Dr. Jane Gubser

2700 South California Avenue, Chicago, IL 60608

Jail Main Number

773-674-7100

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About the Cook County Department of Corrections

The Cook County Department of Corrections (CCDOC), expanding 96 acres and eight city blocks, is one of the largest single-site jails in the country.

Mission Statement

The mission of the Cook County Department of Corrections is to ensure the safety of the citizens, correctional staff, and individuals in custody of Cook County. We provide a central location for screening and classification of all defendants and a safe, secure, humane, positive, efficient, and constitutionally operated corrections department with a highly qualified, well-trained, and dedicated staff.

Philosophy

The philosophy of the Cook County Department of Corrections Programs Department is to develop and schedule impactful programs and services that benefit individuals in custody. The available program options provide support and guidance to those inmates processing a sincere desire to make a change in their lives. It is a goal of the program office to add to the safety and security of the Cook County Jail and to the community.

DOC Programs Department

- Coordinating programming for roughly 1000 volunteers every year on over 300 different class offerings.
- Programs include:
 - Anti-Violence
 - Religious Services
 - Restorative Justice
 - Education
 - Vocational/Re-Entry
 - Civic Engagement
 - Voter Registration
 - Behavioral Health
 - Recipe for Change
 - Substance Use Treatment
 - Veteran Services

Definitions and Important Language

- Individual in Custody (IIC) – Formerly “inmate” or “detainee”. A person ordered to the custody of the Department of Corrections while they await trial on a criminal charge or have been sentenced to serve a prison sentence under 365 days in length. [The shift in language and terminology, from inmate to IIC, has taken place across the field of corrections to provide a more humanistic and accurate label to those being held in jails.]
- Volunteer – An individual who for altruistic or other reasons serves within a specific artistic, vocational, religious, or educational opportunity program within the CCDOC and who is credentialed to receive a CCDOC non-employee identification card or authorization letter.
- Volunteer Chaplain/Rabbi/Imam – A volunteer whose main role is to provide religious services to IICs in a specific capacity. Their roles extend to religious change requests, death notifications, and religious material deliveries. These individuals receive additional training and are designated by the Religious Services Department.
- Civilian Staff – Employees of the CCDOC or Cook County who work in programming, including behavioral and mental health initiatives.
- Sworn/Divisional Staff – Employees of the CCDOC that are sworn and state certified officers, sergeants, lieutenants, and superintendents who oversee CCDOC operations and the overall safety and security of CCDOC through rule enforcement and procedural operations.
- Credentials ID – The non-employee identification card issued to certain, approved volunteers.
- Access/Equipment Letter – A letter issued by the Executive Director of the CCDOC allowing approved volunteers access to the CCDOC to provide voluntary services to IICs. The letter lists the specific persons, programs, time frame and other pertinent information relevant to the authorized access into CCDOC.

Volunteer Rules

The CCDOC presents a unique environment for serving in a volunteer capacity. We must adhere to these rules at all times to maintain the highest level of safety and security while engaging in a volunteer program. Along with the rules and procedures acknowledged by you through the Volunteer Application process and required Volunteer training, the following expectations are to be adhered to at all times:

1. Each volunteer shall become familiar with the CCDOC rules and regulations governing this handbook.
2. All volunteers will familiarize themselves with the inmate rules of conduct contained in the CCDOC rules.
3. All volunteers shall immediately report any violation of the CCDOC rules and regulations, or any inappropriate or disruptive behavior to the program coordinator and/or divisional staff/leadership.
4. Each volunteer is expected to be mentally alert, personally neat and shall render their services on an impartial basis. Conduct shall be consistent with the security and operation of the CCDOC.
5. No volunteer shall solicit or accept a gift from an IIC or any person acting on behalf of an IIC.
6. Volunteers shall not have any type of sexual relationship with an IIC. If caught doing so their volunteer status shall be terminated and they may face potential criminal charges according to appropriate state statute. Please refer to your PREA Acknowledgement Form for further information.
7. Volunteers shall not use physical force while engaged in programming.
8. No volunteer shall report for services after consuming, or while under the influence of alcohol and/or drugs.
9. Volunteers may be subject to a body search and the inspection of personal property. Refusal to undergo search will result in being denied admission and may result in termination of volunteer status.
10. Volunteers will not provide legal or medical advice to IICs.
11. Volunteers are expected to follow all divisional staff directives.
12. Any injury sustained in the CCDOC shall be reported to the program coordinator and/or divisional staff/leadership at the time of the injury or as soon as possible thereafter.
13. Volunteers will not have access to IICs' confidential records.
14. Volunteers are encouraged to communicate with program coordinator and divisional staff. Please feel free to discuss any concerns or ask questions, as needed.
15. Volunteers may not carry or transport anything into or out of the CCDOC on behalf or at the direction of an IIC. IICs have regular access to the telephone, and it is prohibited for volunteers to contact friends and relatives of IICs, their lawyers, probation officers or judges.
16. You as a volunteer must not give any IIC your full name, address, telephone number, place of employment or any other personal information.

17. In case of emergency, volunteers should contact the CCDOC central control office by pressing the silver intercom button on the call box next to the door.
18. It is the volunteer's responsibility to inform the program coordinator if he/she has a new criminal charge filed against him/her. The volunteer's services to the CCDOC will be suspended during the court proceedings.
19. Volunteers who have a family member, friend, former boyfriend, girlfriend, spouse, etc., that is in CCDOC custody should inform the program coordinator immediately. The volunteer may not be allowed to work at the CCDOC while the person is incarcerated.
20. The CCDOC reserves the right at all times, and without prior notification, to refuse the admittance of any volunteer.
21. All volunteers should understand that a violation of any condition of this handbook may cause your services to the CCDOC to be postponed or discontinued.

Revocation Criteria

Identification cards or authorization access letters may be revoked from the non-employee (volunteer) at any time for any reasons or based on the following criteria:

- Violating the Code of Conduct agreement.
- Violation of an MOU (if applicable) between the CCDOC and a program provider.
- Found in an unauthorized area.
- Use of identification for purposes other than intended.
- Any arrest since issuance.
- Found to have violated any of the non-employee identification standards.
- Failure to report for three consecutive months.
- Termination or disassociation from the organization you are credentialed with is grounds for revocation of your volunteer ID.
- Loitering or deviation from direct routes to and from designated programming or event space
- Inappropriate attire that does not meet the safety, image, and functionality for your role.
- Nondisclosure of affiliation or membership with a known criminal enterprise will prohibit any volunteer, contractor, or employee from access.

Contraband

- Attempts to enter a penal institution with contraband will result in prosecution. Familiarize yourself with the most current list of prohibited items.
 - Contact your DOC program coordinator if you have any questions or are unsure about the tolerance of specific items.
 - Mobile electronics (e.g., cell phones, tablets, smart phones, smart watch) and recording devices (e.g., cameras, digital/tape recorders) are not permitted and are considered contraband unless approved.
- You are responsible for what you bring into the CCDOC. You shall not bring in anything, even items such as letters or legal documents, that was given to you by someone else.
- See the Non-Employee Application and Acknowledge Forms for further information.

Discrimination/Harassment and the Prison Rape Elimination Act of 2003 (PREA)

- The Prison Rape Elimination Act was signed into law in 2003. The law is to prevent, detect, and respond to sexual abuse and sexual harassment. The Cook County Sheriff's Office has a zero-tolerance policy for sexual abuse and sexual harassment and such conduct is strictly prohibited.
- Sexual activity includes any kind of sexual contact, regardless of whether the other party agreed to the contact or not. There is no such thing as consent to sexual activity in a correctional setting.
- This also includes sexual harassment: saying sexual things, saying things about someone's body, talking about who someone likes to date, sexual orientation or identification, or making offensive gestures or comments.
- Defining sexual assault or abuse:
 - Any intentional or knowing touching or fondling either directly or through the clothing, of the sex organs, anus, or breast.
 - Any transfer or transmission of semen by the accused upon any part of the clothed or unclothed body of the victim, for the purpose of sexual gratification or arousal of the victim.
- If you see or suspect an incident of sexual abuse or harassment you must report it immediately by informing a staff member (e.g., officer, sergeant/lieutenant, or your program's volunteer coordinator).
- If an individual in custody wants to tell you something but asks you not repeat what they are going to tell you, let them know about the limits of your confidentiality. Specifically, the fact that, by law, you have to report certain behaviors once you have knowledge or reasonable suspicion that a crime is being or has been committed.
 - If an individual in custody discloses something that suggests an incident of sexual abuse or harassment has occurred, stay calm, listen to what they are saying, take the report seriously, and convey a message of support (e.g., "I'm glad you were strong enough to come to me").
 - Let the individual in custody know you are going to report the incident to DOC staff and that someone will investigate and make sure they are safe. Inform them you will not share their report beyond those who need to know.
- See the PREA Acknowledgement Form for further information.

Programming Guidelines

Arrival/Security Procedure

- Everyone is subject to a thorough physical search upon entry onto the compound.
- All packages, purses, bags, and jackets will be searched and must be placed on the scan-ray/x-ray machine.
 - Please note that a clear bag is required to pass through security.
- Upon arrival at a division, sign in on the visitor log, then proceed to security desk and identify yourself. Wait to be escorted to designated area for programming.

Scheduling & Access

- Volunteers or their organization's sponsor will receive their program's participant list the day before.
 - Programs Dept. staff will attempt to provide the most consistent, up-to-date participant list possible for each day's class. However, due to the fluidity of the population here, these lists are subject to change – sometimes hour by hour.
 - Do not attempt to add IICs who are not listed to the day's class list. Class addition requests can be submitted through your department's program coordinator.
- Volunteers and other credentialed non-employees are only to enter the compound for previously scheduled and approved programs or events in the designated space, unless authorized by the Director of Programs and/or the Executive Director's office.

Curriculum

- Do not use your status or program as a forum to incite individuals in custody to commit wrongful acts against themselves or others or to violate the department's rules and regulations.
- Written or in-person recommendations/testimonies (character letters) for court appearances for participants in your program are not permitted.
- Written correspondence or in person support for court appearances for participants in your program may be permissible with prior approval from CCDOC program leadership.

General Information

- Refer observations and concerns to your DOC liaison.
- Do not attempt to handle issues or concerns on your own.
- If an IIC's actions or requests are questionable, let them know that you will seek advice or permission before taking action.
- If a situation is urgent and please speak with the Shift Commander immediately.
- If you make a mistake, talk to staff. Mistakes corrected early can usually result favorably compared to not saying anything at all.
- Practice humility and respect DOC sworn staff knowledge - they see and experience things that we don't.
- Do not push back or challenge sworn staff members, consult with your program coordinator if there are issues or concerns

Code of Conduct Agreement

No contact or communication outside of the CCDOC including telephone, text, or interaction with individuals in custody [IICs] or their family or friends unless specifically authorized by the Executive Director of the CCDOC. You are prohibited from trading, bartering, lending or otherwise engaging in any personal transactions with any IIC. You may not deposit money into any IIC's trust account. You will not share or disclose any personal, occupational, or familial information to those in custody.

You are subject to a search upon entrance and at any time while on the premises. All items, packages, purses, and bags must be placed on the x-ray machine for inspection and may be searched. There are no exceptions to the search procedures. Search and/or questioning by CCDOC sworn members may occur at any time. Failure to cooperate may be grounds for revocation of your access to the facility

Attempts to enter a penal institution with contraband will result in prosecution. Contraband includes illegal items such as unlawful drugs, saturated or unapproved paper, drug paraphernalia, and firearms as well as legally possessed prohibited items such as medication, knives, blades, and ammunition. Items secured as contraband are not returnable after seizure. The contraband list is subject to change. I have received and read the most up-to-date list of prohibited items.

Mobile communication devices (e.g., cell phones, tablets, smart phones, smart watch) and recording devices (e.g., cameras, digital/tape recorders) are not permitted and are considered contraband unless approved. Written authorization, issued by the CCDOC, shall be carried on your person at all times.

You are required to immediately notify your sponsor of any involvement with law enforcement as an arrestee, witness, victim, a party in a civil action or any involvement that may jeopardize volunteer status with the CCDOC.

Termination from your employer or disassociation from your organization is grounds for immediate and automatic revocation of your non-employee identification card. You shall not attempt to use your identification card after being terminated from your employer. Expired IDs or those of terminated volunteers must be returned to CCSO Credentials Unit.

The CCDOC reserves the right to deny and/or revoke access into any of its facilities. Violation of any agreed stipulations may result in revocation of privileges as well as criminal prosecution.

No loitering or deviation from direct routes to and from authorized destinations is permitted. Attempts to access unauthorized areas will result in revocation of access.

Display your non-employee identification card at all times, if applicable. Access is limited to a division or area for which authorization is received and only for the purpose, time, and space authorized.

Discrimination, harassment, and sexual harassment directed towards staff, volunteers/contractors, or individuals in custody are strictly prohibited and are grounds for revocation of access and may result in criminal prosecution.

Wear appropriate attire that meets the safety, image, and functionality for the particular role/position. Inappropriate attire includes but is not limited to, shorts, mini-skirts/dresses, sheer pants/tops, gang affiliated or representation of gang clothing, colors, hats, etc. You may be denied entry on the basis of improper attire.

You must notify respective sponsor if a friend or family member is in the custody of the CCDOC or of affiliation with known offenders.

Notify the immediate CCDOC supervisor if a friend/family member in the custody of the CCDOC is present during a program or in your designated work area. Under no circumstances are you to deviate from the program as established through your sponsor at the CCDOC without prior approval and proper notice of your sponsor.

Under the provisions of the Prison Rape Elimination Act (PREA) of 2003 (42 USC 147), any instance of sexual contact towards individuals in custody will result in criminal charges.

Follow all rules regarding tool inventory and control, including keeping your tools and an accurate tool inventory sheet with you at all times. Be aware of your surroundings and be vigilant with any and all tools and materials you have with you in a correctional facility.

I understand that membership in a known criminal organization shall prohibit me from access. By initialing here, I affirm that I am not a member of or associated with a gang or other known criminal organization

I understand that visitation of inmates in custody is prohibited, unless approved by the Executive Director or the authorized designee in accordance with current Department policy and procedure.

In the event of a lost or stolen non-employee identification credentials, I must file a police report in the jurisdiction in which the identification was lost. The report, along with a memorandum, shall be forwarded to the sponsor and the Sheriff's Office along with a certified check or money order payable to the Cook County Sheriff's Office. The current replacement cost is \$20.00.

Contraband List

It is a criminal offense to bring, contraband into a penal institution. Visitors who bring, attempt to bring, or leave an item of contraband in the Cook County Department of Corrections (CCDOC) shall be charged criminally with "Bringing Contraband into a Penal Institution," 720 IL.CS 5/31 A.1. The CCDOC has determined contraband to be but not limited to, the following items:

1. Unnecessary or unapproved paper.
2. Weapons, explosive devices, ammunition, or any item that could cause great bodily harm (*e.g., Tasers, stun guns, firearms, grenades, bombshells*).
3. Knives of any kind.
4. Imitation weapons, explosive devices, or any item construed or shaped as a weapon.
5. Toxic, hazardous materials or chemicals of any type (*e.g., flammable or combustibles liquids, oil*).
6. All tools except those authorized for use by the CCDOC.
7. Insecticide, pesticide, or herbicide.
8. Non-plastic eating utensils.
9. Wire, wire rope, rope, string, or twine.
10. Razors or razor blades.
11. Dental floss.
12. Aerosol cans.
13. Steel, aluminum, aluminum foil, tin, or other metal object.
14. Wax, clay, or any substance that could be used as a "mold".
15. Glass or glass objects (*other than prescription lenses*).
16. Glue, adhesive or masking tape.
17. Intoxicants or alcoholic beverages, ingredients, formulas, or instructions that are used to make intoxicants or alcohol (*e.g., distilled spirits, beer, wine*).
18. Illegal drugs or drug paraphernalia.
19. Hypodermic needles or syringes (*unless accompanied by a prescription*).
20. Plastic or metal instrument modified for use other than its intended purpose.
21. Maps or travel tickets (*e.g., airline, train, bus*).
22. Flowers (*dried or fresh*), weeds or foliage.
23. Nail files or nail clippers.
24. Scissors unless authorized by the CCDOC.
25. Paper clips unless authorized by the CCDOC.
26. Chewing gum.
27. Electronic cigarettes, cigarettes, cigars, or any tobacco product, (*e.g., rolling paper, loose tobacco*).
28. Incendiary devices (*e.g., lighters, matches*).
29. Radios or video recording devices.
30. Recording or pre-recorded audio or video magnetic tapes (*e.g., CDs, DVDs*).
31. Televisions unless authorized by the CCDOC.
32. Pagers unless authorized by the CCDOC.
33. Paint.
34. Gambling devices (*e.g., dice, poker chips*).
35. Mirrors.
36. Electronic devices, including cellular phones and technical manuals unless authorized by the Executive Director.
37. Computers and equipment unless authorized for use by the Executive Director (*e.g., CDs, DVDs, storage drives, flash drives, memory cards, monitors, keyboards, mice, cables, software, manuals*).
38. Cameras and equipment unless authorized by the Executive Director (*e.g., memory cards, cables, software*).
39. Food preparation equipment unless authorized by the Executive Director (*e.g., coffee makers, hot plates*).
40. Books, magazines, newspapers, or pornographic/nude materials, folders, workbooks, printouts, or other documents, unless authorized by the CCDOC.
41. Wearable electronic devices including smart watches.

Cook County Department of Corrections

Volunteer Agreement & Training Acknowledgement

I acknowledge that I have received a copy of the CCDOC Volunteer Handbook and training presentation. I certify that I have read and understand the contents of the Volunteer Handbook and Training. I agree to abide by the rules of conduct for volunteers outlined in these documents.

I understand that any violation of rules set for the conduct of volunteers may result in suspension and/or termination of volunteer status.

I am aware of the nature of the jail as a correctional facility and will take due caution in the performance of my duties and will not hold the facility responsible for areas or events beyond reasonable control.

Volunteer Printed Name

Date

Volunteer Signature