

CIC MINISTRIES GENERAL VOLUNTEER MANUAL

A Guidebook for All Chaplaincy Volunteers

**CORRECTIONAL INSTITUTIONS CHAPLAINCY
OF SANTA CLARA COUNTY, INC.**

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INTRODUCTION

The purpose of this manual is two-fold. First, it is written to provide information and guidelines to assist the men and women who work as volunteers in the correctional facilities of this county as part of CIC Ministries. Secondly, it should be an aid to those who are exploring their calling to serve in this ministry. This manual is not the work of one person. It is a combination of all the previous Chaplain's Manuals, as well as the current direction of each of our staff chaplains:

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We hope that this manual will answer some of your questions about your place in the ministry that is carried out daily in various parts of the correctional facilities.

CIC RELIGIOUS PROGRAM

Correctional Institutions Chaplaincy, Inc. of Santa Clara County offers a ministry of love to adults and juveniles in our county correctional facilities. This is our purpose and mission. We are a non-profit religious agency, which has been providing the religious programs of prayer, study, worship, and spiritual counseling in our many correctional facilities since 1962. CIC is governed by a Board of Directors, which is composed of people who are dedicated to providing ministry to those incarcerated. In addition, we receive broad-based support from hundreds of congregations in the county, representing the wide spectrum of faiths.

CIC currently employs four clinically trained chaplains, who all hold Masters of Divinity degrees. They minister to over 4,000 men and juveniles in 5 various county facilities. A “parish” this large is not possible without the prayers, time and dedication of hundreds of volunteers.

BECOMING A CIC VOLUNTEER

The purpose of having volunteers is to assist the staff chaplains in reaching the goals of the ministry within each detention setting. A volunteer is an invited guest of the staff chaplain working in cooperation with the institutional staff.

A volunteer serves as witness to the love of GOD in action. We are the hands and hearts of the Lord. We do not witness well by putting down other religions and beliefs. We are there to support, respect and nurture the individual as they are and not to cause them more confusion or distress.

QUALIFICATIONS FOR VOLUNTEERING

In CIC, we need people who desire to help people. Beyond desire and a sense of call to this ministry, our experience shows and the county requires that we have basic requirements to be in this ministry. These requirements are:

1. You must be 21 years old.
2. A past misdemeanor or felony conviction may disqualify you for service. Please see the staff chaplain.
3. You must pass a security check run by the county, including finger printing.
4. You must demonstrate a commitment to your faith in the way you live your life.
5. You need to be able to express your faith to others. You should be able to discuss your Scriptures with some expertise.
6. You need to be in active service in your congregation for at least one year. You must have written reference from your pastor or the leader in the congregation.
7. You must be in good health, be agile enough to move quickly in an emergency, (no assisting devices- i.e. canes, walkers etc).
8. You must be able to be fully aware of your surroundings with good vision and hearing.
9. You must have enough fluency in English so as to take directions from officers and make yourself understood to officers, staff and inmates.
10. It is your responsibility to keep CIC Ministries updated with your most current address, contact numbers, email address and emergency contact numbers.

HOW TO VOLUNTEER: THE PROCESS

Here are the steps toward becoming a CIC Volunteer:

1. Check to see if your qualifications are what we need.
2. Pray about /consider your sense of call to this ministry.
3. Read this volunteer manual and commit to following the rules.

4. Set up an interview with the Chaplain for specific training in the facility where you work.
5. Complete and submit a volunteer application, security forms.
6. Your county security forms will be submitted for approval.
5. CIC has volunteer meetings to foster communication and community between our volunteers, and to offer information and training in dealing with our clientele.

WORKING AS A VOLUNTEER INSIDE

Security Rules and Regulations

If we are to be effective in a governmental and criminal justice system, we must know the facilities, the security procedures, and our ministry in this setting. The Sheriff / Department of Corrections, and the Probation Department invite us to do ministry. As invited guests, we need to work harmoniously with the staff and follow all the rules and regulations. There are some hard and fast rules that absolutely must be followed without exceptions by all volunteers.

1. You will be cleared for time/place/function. You may only be in the facility during your authorized time, in your authorized area and only conduct ministry that has been coordinated with the chaplain.
2. Your security clearance cannot be used to visit family members or friends. If you have a family member in custody, notify the facility chaplain.
3. Comply with all orders from staff. There is an element of danger in any correctional facility and most requests from staff are for your own safety.
4. You will receive a numbered, colored badge to wear while you are in the facility. It must be worn around your neck on the outside of your clothing or adhered to your outside clothing at chest level at all times. Do not take it off until you leave the facility.
5. NEVER carry anything unauthorized in or out of the facility. Even the most innocent request to carry an item in or out for an inmate may involve you and our ministry in the commission of a crime.
6. Clear ALL items you bring in or out through the chaplain. All printed handouts must be approved. This includes videos and audio programs.
7. Do not provide food, sharp objects, pens, pins, pencils, money or any other products to the inmates. No staples or hardback books.
8. NEVER pass anything from one inmate to another -- including verbal greetings. Again, what seems innocent may not be so innocent.
9. Do not make telephone calls for inmates.
10. Do not give legal, medical or psychological advice.
11. Do not take favors or gifts from inmates.
12. Do not coordinate or give rides/ or housing to released inmates.
13. Bring official identification to be checked against the computer list at the entry point.
14. Never bring an uncleared visitor with you.

15. Please leave purses and pagers outside.
16. NO CELL PHONES. It is a misdemeanor to bring one into the facility.
17. Do not bring anything inside that can be used as a weapon.
18. Do not bring cameras into the facility. Do not do any tape recording inside the facilities.
19. Do not take names, addresses or telephone numbers with you outside. To divulge an inmate's name and facility is to forfeit their confidentiality. You must not divulge the name or any information about a juvenile in custody to anyone other than the facility chaplain. To do so is a violation of the law.
20. Do not give out your personal address or telephone number. If an inmate indicates an interest in contacting you on the outside, give them the chaplain's number.
21. If an inmate tells you something that is disturbing to you personally, or talks about harming himself/herself or others, you are responsible to immediately contact the facility chaplain.

VOLUNTEER PROTOCOL

As religious volunteers, we need to learn about the pressures and problems that the staff faces. Most volunteers are only in the facility a few hours a week. The staffs, on the other hand, are there all the time. Please be aware of current concerns in facility. Talk with the staff, ask them how things are going in their area, Courtesy and sensitivity in the following ways will provide a positive reception to your presence and Ministry.

1. Always greet the staff people in each area as soon as you arrive there. Be sensitive to their job requirements and express appreciation for their work
2. If a staff person denies your request, do not argue about that decision. Be sensitive to what is happening in that area and adjust yourself accordingly.
3. If you observe inappropriate behavior on the part of the staff or are treated disrespectfully, please document later in writing and inform the chaplain immediately.
4. Do not ask the staff for any religious program changes such as a different time or place for your service. If changes need to be made, talk to the facility chaplain.
5. Be courteous and friendly toward all staff members. At times, they may seem abrupt, but the nature of their job may not always engender politeness.
6. Do not criticize the justice system or staff in the inmates presence this means maintaining neutrality if the inmate complains of injustice Ask the chaplain later if you think there is some basis or concern.
7. Keep your promises. If you say, "I'll see you next week." Be there! If your plans are uncertain, make that clear.
8. There is racial and sexual distrust by staff and inmates alike. Be aware of your own prejudices in your language and behavior. These issues cause great dissention inside.

9. Do not offer an inmate placement in your home or give out your personal address or telephone number. You must go through the chaplain and probation officer for contact on the outside.
10. As a general courtesy, if you see an inmate on the outside, allow them to make the first advance of recognition. Try not to greet them first.
11. Do not leave an inmate or group alone. Always keep a door open if you are alone with an inmate.
12. Avoid doing-or saying anything that could cause your character to be brought under suspicion.
13. Avoid physical contact with inmates and wards. Physical contact, other than a hand shake is prohibited and can be misconstrued.
14. Do not condemn any other religion or suggest yours is the only true faith.
15. Noncompliance with the above may result in your removal as a volunteer.

THE RELIGIOUS PROGRAM INSIDE

The religious program is integrated into the overall programs of each county department. CIC Ministries is to provide religious services, counseling and consultation to all staff and inmates who request such services. The staff chaplain coordinates all chaplaincy services in each facility. The staff chaplain must provide services to all denominations and faiths.

COUNSELING ONE-ON-ONE

Visiting Clergy. An outside clergy person may, upon request of the inmate, minor or parents visit the individual. This will be a window visit with no contact. Visits are arranged through the staff chaplain in accordance with the facility rules. Ongoing contact with their spiritual leader is encouraged as a primary support connection when they are released.

Pastoral Counseling inside

Our counseling is geared toward spiritual concerns and the things that led these individuals to seek religious counseling. It is not our business to pry into family, alleged crimes, sexuality, past moral decisions, etc. However, we are dealing with the whole person and their relationship to GOD, and, an individual may reveal or "confess" that which is troubling them. You may or may not be a "mandated" reporter for any information you receive. However, you may be held accountable for what you know and when. You may even be subpoenaed to testify, and clergy confidentiality does not cover you. Thus, it is necessary to set guidelines and boundaries for both them and you.

1. You must report immediately to a responsible staff person, suicidal or homicidal behavior or intentions. Be sensitive! This is a judgment call on your part and puts the inmate under surveillance. Also, report any reporting to the staff chaplain immediately.
2. Any knowledge of abuse --- sexual or physical - must be reported to the staff chaplain immediately. This is per PREA mandates – You are accountable to contact a chaplain if you hear of sexual or physical abuse in the jails. Inquire carefully about whether this information has been reported to the proper authorities.

3. Any conversation dealing with abortion or pro - life must be directed to the staff chaplain and cannot be handled by the volunteers. Do not advise against an abortion on religious grounds. Each denomination has different understandings. The stability of the inmate is of utmost concern and your clearance will can be terminated for engaging in such discussions.
4. Any conversation dealing with sexual preference or orientation must be referred to the staff chaplain. Again, do not counsel on religious grounds- denominations do differ. Remember the stability of the individual.
5. No proselytizing in any form is permissible! This means trying to convert a person from one religion or faith to another or to change churches.

MEDICAL CONCERNS

Be aware many inmates carry infectious diseases, i.e. hepatitis, tuberculosis, etc. If you are sick or your immune system becomes compromised, please do not come into the facilities. Please talk to your doctor to see if you need any immunizations or if you are in good enough health to be in the facilities. If your vision, hearing or your physical mobility becomes impaired, you may not be allowed to enter the facilities. This is due to the need to be aware of emergency situations and directions as well as to quickly evacuate if necessary.

VISITATION

Your security clearance cannot be used to visit family or friends. You may be in the facilities only during your authorized time, in your assigned area and may only conduct business that has been coordinated with the chaplain. If you have family or friends who are incarcerated, please notify the chaplain. Do not visit prisoners or the youth during community visitation times unless you have discussed this with the facility chaplain. If one of the people in your services has been moved to another area or facility you may not see them without chaplain's authorization. Remember your clearance is only good for specific time, place and function. If you violate this, your clearance will be terminated. If your Pastor or anyone else asks you to visit someone, you cannot do this. Contact the Chaplain.

LOCKDOWNS

Lockdowns occur in security facilities fairly often. In the event of a power outage, a fire alarm, a fire drill, a fight or an earthquake, the staff officers and counselors will issue a lockdown. This may be an announcement over loudspeaker, or it may be an officer coming into the unit to announce it. Stop whatever you are doing, gather your belongings and exit the facility immediately.

If you are in a separate room away from officers and counselors and there is an inmate fight (see "VIOLENCE" below), a power outage, a fire alarm, or you experience an earthquake, *no matter how small*, send someone to check with the staff to see what action must be taken on your part. Do not leave inmates alone in the room.

VIOLENCE

Jails and juvenile halls/ranches are emergency crisis facilities where violence and fights sometimes erupt. If a fight starts, get out of the way. Do not intervene, but find a correctional officer/ juvenile hall counselor. You must follow the instructions of the Officer. If you are told to stop what you are doing and or hear the call “Lock down” or “Phase” in the juvenile units, you must immediately leave the facilities. The Officers may also lock you into a room out of the way until the situation is resolved. Remember also the facilities are “No Hostage” zones. The facility will not negotiate for your release and release the prisoner.

VIOLENCE PROTOCOL FOR CIC VOLUNTEERS

Before violence starts:

- Listen to your intuition.
- Pay attention to the body language of the youth or adults (clenched fists, nervous behavior, constantly looking at a certain person in the room, facial expressions, agitation, etc.).
- If you sense increasing tension among the residents, let a staff member know or end the session immediately.

If a fight breaks out and *no staff member is present*:

- Get out as quickly as possible and notify the staff immediately.
- DO NOT try to break up the fight.
- Do not watch.
- Do not go back in.
- Notify the Chaplain immediately.

If a fight breaks out and *a staff member is present*:

- DO NOT attempt to help break up the fight.
- Get as far away from the fight as possible and stay there until all is clear.
- Do exactly as a staff member instructs you.
- Notify the Chaplain immediately.

CONCLUSION

Try to remember that regardless of where these youth and adults are or what they have done; they are people....Children of GOD. Try to walk a bit in their shoes. If you find yourself particularly offended by or “turned off” by an inmate, see the chaplain. We are here to help and not to add to an inmate’s problems.

Ministry in a correctional setting is not easy. The rewards are not immediate. The disappointments are many. But GOD has great needs in these places and some are called to be there. If an inmate tells you something that is disturbing to you personally, please contact the staff chaplain in your area. We are here to help you minister compassionately and grow in sharing your faith.

Thank you for your interest. We hope this presentation of the ministry will assist you in your discernment of your calling to serve these special children of GOD. You have a uniqueness that is particularly yours. If you hear the call to the tough and challenging ministry inside jail wall, please come and help us. Your time and talents can be used to reach troubled, hurting and broken people with the loving, life changing and liberating message of GOD.