

# Volunteer Handbook



*“The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others.”*

*- DeAnn Hollis*



*The Community Partnerships Unit provides support for the California Department of Corrections and Rehabilitation Community Resources Managers and Chaplains, and assists with their efforts to provide community resources, volunteers and programs to inmates.*



# California Department of Corrections and Rehabilitation

## *Vision*

A safer California through correctional excellence.

## *Mission*

We protect the public by safely and securely supervising adult and juvenile offenders, providing effective rehabilitation and treatment, and integrating offenders successfully into the community.

## *Values*

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

- ◆ **Integrity** -We conduct ourselves professionally, achieving the highest ethical standards.
- ◆ **Accountability** -We take responsibility for our actions and the consequences.
- ◆ **Justice** -Everyone receives equitable process and fair outcomes.
- ◆ **Collaboration** -Everyone supports mutual understanding of ideas, open exploration of our differences, and works constructively and cooperatively with our stakeholders.
- ◆ **Employee Well Being** -We foster an environment that supports professional development and personal health.

## *Goals*

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

### **Organizational Goals**

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

### **Programmatic Goals**

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

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## *Welcome!*

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

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

### **Who are volunteers?**

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

### **Objectives of Volunteer Programs and Services:**

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

### **Training Requirements for Volunteers**

- Once approved for volunteer service, volunteers will be provided with information regarding the training requirements and processes.
- All volunteers must complete an orientation at the onset of service as a volunteer and annual training.
- Volunteers will meet with the Community Resources Manager (CRM) or designee at each institution of service to review local policies and procedures at onset of service and annually as determined by the CRM.
- Volunteers will receive a tour of the facility, provided prior to the first scheduled program.

### **Volunteers with Disabilities:**

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

## *The History of the California Department of Corrections and Rehabilitation*

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

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

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

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

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

**Female Offender Programs and Services/Special Housing & Contract Beds (FOPS)** - Provides opportunities for rehabilitation while offering gender-responsive programming and medical/psychological needs via the medical facilities. This mission also provides oversight to the community correctional facilities in California and to inmates housed out of state.

## *The History of the California Department of Corrections and Rehabilitation (cont.)*

Being one of the largest state departments in the United States, CDCR operates the prison, parole, and rehabilitation systems in the state of California. The Department employs over 66,000 correctional officers and non-custody staff to oversee 35 institutions, 44 fire camps, seven community correctional facilities, and three juvenile facilities; and is responsible for the safety and security of more than 135,000 inmates including those housed in out-of-state facilities. The 35 institutions each have unique histories and areas of interest.

**For more information, please visit the CDCR website at [www.cdcr.ca.gov/prisons](http://www.cdcr.ca.gov/prisons).**



## *The Application Process*

Prospective volunteers can request an application packet from their service organization coordinator (if applicable) or the CRM at any CDCR institution.

The entire package must be completed by each volunteer and returned to the CRM for review of the request. The application package includes:

CDCR Form 966 Volunteer Application and Service Agreement  
CDCR Form 181 Primary Rules and Regulations  
CDCR Form 894 Emergency Notification Information  
STD 910 Essential Functions Health Questionnaire  
CDCR Form 7354 Tuberculosis Infectious Free Staff Certification  
CDCR Form 1049 Certification of Volunteer Participation  
CDCR Form 2301 PREA Policy Information for Volunteers and Contractors  
CDCR Form 1887 Parent Consent for Participation, (If the Volunteer is under the age of 18)

Volunteers are required to obtain a tuberculosis screening annually, at no cost to the Department, and must submit the CDCR Form 7354 with their application.

The CRM of your selected institution determines if there is a need for the services you offer. He or she will also contact the coordinator of your service organization, if applicable, to discuss your service request. All potential volunteers are subject to a background check. Your volunteer status will determine the utilized method of clearance. You may be subject to a background check via CLETS and or the Live Scan process.

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

Ex-felons, parolees, and those on probation must submit additional information with the volunteer application and are subject to Warden approval to enter the institution. The following is required for the application process:

- Written approval of the Regional Parole Administrator or designee if volunteer is on parole.
- A verified period of at least one year free of any illegal activity if volunteer is an ex-felon.
- Documentation of current employment, participation in the community, or academic status.
- Evidence of discharge from parole (if applicable).

Volunteers are encouraged to communicate with the Department and report concerns or comments in order to ensure CDCR rehabilitative programs are running efficiently.



**OFFICE OF THE SECRETARY**P.O. Box 942883  
Sacramento, CA 94283-0001

July 5, 2016

To all Volunteers and Program Providers:

I want to thank each of you for the work you do every day in providing programs to the men and women incarcerated in the California Department of Corrections and Rehabilitation (CDCR). The value of volunteer programs in our prisons is widely recognized. The programs you provide are invaluable not only to the men and women who participate in them, but are also of significant benefit to the operation of our prisons.

Whether you have recently become a volunteer or have been providing programs in CDCR for many years, I am certain you are aware that operating a prison is a complex and oftentimes challenging business. With prison operations and programs functioning day and night, seven days a week, lapses in communication can and do occur. With this in mind, I am requesting your assistance in ensuring that information about your programs is regularly provided to local prison administrators.

Specifically, I ask that Volunteers and Program Providers send periodic emails to the Warden, Community Resources Manager, and Self-Help Sponsor (if applicable) to provide a brief update of the program's activities. I am hopeful that comments include positive feedback regarding staff encounters or program successes as well as any challenges encountered that appear to be ongoing or impacting delivery of programming. Two examples of these emails are enclosed to assist you with this request.

It is my request this simple method of communication will allow local prison administration to have direct knowledge about the programs provided, and will greatly enhance your overall experience in offering those programs. I appreciate your participation, dedication, commitment and encourage your continued collaboration in providing programs and working to transform the criminal justice system.

If you have any questions about this process, please contact Natalie Fransham, Chief, Office of Policy Standardization, at (916) 323-4104.

Sincerely,



SCOTT KERNAN  
Secretary

Enclosure

## Volunteer Feedback Email Examples

### Example 1

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

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

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

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

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

Thanks,  
(your name)

### Example 2

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

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

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

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

(your name)

# Memorandum

Date : July 5, 2016

To : CDCR Employees Statewide

Subject: **VOLUNTEERS IN CALIFORNIA PRISONS**

The California Department of Corrections and Rehabilitation (CDCR) continues to provide rehabilitative programs to the men, women, and youth incarcerated in our prisons. CDCR has approximately 10,000 dedicated volunteers and 900 voluntary programs statewide to assist with rehabilitative self-help programs. The top priority is to provide rehabilitative programming and skills to inmates and parolees in an effort to reduce their likelihood of reoffending.

Volunteers are a powerful force and their efforts make the most of limited resources. The Governor's initiative on public safety only enhances CDCR's mission to maximize the utilization of volunteers statewide.

It is the expectation of the Department that all employees welcome and treat volunteers as they would staff. Without our faithful volunteers, CDCR would not be able to provide vital rehabilitative programming for the inmate and parolee population. Nationally accredited studies have demonstrated that rehabilitative and religious programming reduces violence in prisons and recidivism overall.

Staff and volunteers are expected to obtain necessary training to promote safe, respectful and effective practices when conversing and planning inmate movements, accessing, entering, and exiting our prisons. Good relations between institutional staff and volunteers are extremely important to ensure safety and security to all and to meet the mission of CDCR. I have asked volunteers and program providers to regularly report to executive staff on their experiences and encounters within our institutions to include positive feedback, challenges or barriers.

CDCR's public safety mission is achieved by protecting the public and rehabilitating the inmate population while preparing them to successfully reenter society. Each volunteer's dedication and passion empower CDCR to meet this mission.

I want to thank each of you for the commitment and dedication you continue to bring to the Department. Your contributions to public safety and working to transform the criminal justice system are appreciated. If you have any questions please contact Natalie Fransham, Chief, Office of Policy Standardization, at (916) 323-4104 or [natalie.fransham@cdcr.ca.gov](mailto:natalie.fransham@cdcr.ca.gov).



SCOTT KERNAN  
Secretary

## *Required Training for Volunteers*

Volunteers are required to receive training in the following areas:

- An Introduction to CDCR and Department Policies
- Communicable Disease Prevention
- Emergency Procedures
- Equal Employment Opportunity and Sexual Harassment Prevention
- Ethics
- Fire Prevention and Life Safety
- Information Practices Act
- Inmate/Staff Relations
- Prison Rape Elimination Act (PREA)

This training is required once per year and copies of the certificates of completion will be submitted by the volunteer at each institution of service.

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

For further information regarding training for volunteers, please contact the local CRM.



## *Volunteer Status*

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

## *Rules, Policies, and Regulations*

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

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

Included in this handbook are copies of the CDCR Form 181 Primary Rules and Regulations, and expectations for volunteering in an institution.



*It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself*  
- Ralph Waldo Emerson

## *Dress Code*

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

1. **Do not wear clothing that resembles the clothing worn by inmates:**
  - a. Blue denim pants
  - b. Blue chambray shirts
  - c. Orange jumpsuits or orange tops with orange bottoms
  - d. Yellow raincoats
  - e. Dresses that resemble prison muumuu (female institutions only)
2. **Do not wear clothing that resembles custodial staff uniforms:**
  - a. Forest green pants
  - b. Tan shirts
  - c. Camouflage
3. **Dress conservatively and modestly**
  - a. No tank tops, tube tops, spaghetti straps, strapless or off the shoulder clothing.
  - b. No open-toed shoes or shoes with out backs or a heel strap

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



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

## *Working in a Prison - Security Awareness*

Use good judgment and follow these guidelines:

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

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

### **In a prison:**

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



## *Security Awareness (cont.)*

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

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

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

**Parking.** Park in designated marked spots only. Failure to properly park may result in losing the privilege of parking on institutional grounds.

**Contraband.** Contraband is anything not approved by the institution for inmates to have in their possession. Some items are obvious, like guns, alcohol, knives, etc., while others are not as obvious, like chewing gum. It is recommended that volunteers seek the guidance of a supervisor, the CRM, program sponsor, or any uniformed custody supervisor if in doubt. Materials specific to the program must be cleared by the CRM in advance of the meeting.



## *Security Awareness (cont.)*

**Gates and Security.** Officers assigned gates are responsible for identifying and clearing all persons passing through their area. Additionally, these officers are also responsible for searching and clearing all vehicles, packages, and purses that move through their respective security area. When an officer at the gate is processing a line of inmates through the gate, do not distract or otherwise interrupt him/her during the performance of vital security functions.

**Sign-in/Sign-out Policy.** VOLUNTEERS MUST SIGN IN AND SIGN OUT FOR EVERY SERVICE/PROGRAM. At the end of each shift, the list of volunteers is checked to account for all individuals who have entered the institution. Failure to sign out may result in an unnecessary missing persons search.

**Emergencies.** Volunteers are required to obey any order, command, direction, or instruction given by a uniformed custody officer. This is for the volunteer's protection, the protection of others, and the security of the institution. If volunteers can't help during an emergency, they are to get out of the way. The inmates may be ordered to "GET DOWN." This does not apply to staff or volunteers. Step to the side and allow uniformed staff to respond to the emergency. Volunteers shall have a whistle in possession at all times while at the prison. Blowing a whistle will bring an instant response for necessary assistance from all staff who hear it.



*“ No act of kindness, no matter how small, is ever wasted.” - Aesop*

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

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

1. Persons who are not employed by CDCR, but are engaged in work at any institution/facility or camp must observe and abide by all laws, rules and regulations governing the conduct of their behavior in associating with prison inmates. Failure to comply with these guidelines may lead to expulsion from CDCR institutions/facilities or camps.  
SOURCE: California Penal Code (PC) Sections 5054 and 5058; California Code of Regulations (CCR), Title 15, Sections 3283, 3285, 3289, 3292 and 3415
2. CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, non-employees and employees shall be made aware of this.  
SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3304
3. All persons entering onto institution/facility or camp grounds consent to a search of their person, property or vehicle at any time. Refusal by individuals to submit to a search of their person, property or vehicle may be cause for denial of access to the premises or restrictions to visiting or facility access.  
SOURCE: PC Sections 2601, 5054 and 5058; CCR, Title 15, Sections 3173, 3267, 3288, 3289, and 3292.
4. Persons normally permitted to enter an institution/facility or camp may be barred, for cause, by the CDCR Secretary, Director of Division of Adult Institutions (DAI), Warden, Regional Parole Administrator and /or their designees.  
SOURCE: PC Sections 2086, 5054 and 5058; CCR, Title 15, Sections 3283 and 3289
5. It is illegal for an individual who has been previously convicted of a felony offense to enter into CDCR institutions/facilities or camps without the prior approval of the Warden. It is also illegal for an individual to enter onto these premises for unauthorized purposes or to refuse to leave said premises when requested to do so. Failure to comply with this provision could lead to prosecution.  
SOURCE: PC Sections 602, 4570.5 and 4571; CCR, Title 15, Sections 3173, 3283 and 3289
6. Encouraging and/or assisting prison inmates to escape is a crime. It is illegal to bring firearms, deadly weapons, explosives, tear gas, drugs or drug paraphernalia on CDCR institutions/facilities or camp premises. It is illegal to give prison inmates firearms, explosives, alcoholic beverages, wireless communication devices or components thereof, tobacco products, narcotics, or any drug or drug paraphernalia, including cocaine or marijuana.  
SOURCE: PC Sections 2772, 2790, 4535, 4550, 4573, 4573.5, 4573.6, 4574, 4576 and 5030.1; CCR, Title 15, Sections, 3172.1, 3188 and 3292
7. It is illegal to give or take letters from prison inmates without the authorization of the Warden. It is also illegal to give or receive any type of gift and/or gratuities from prison inmates.  
SOURCE: PC Sections 2540, 2541 and 4570; CCR, Title 15, Sections 3010, 3399, 3401, 3424 and 3425
8. In an emergency situation the visiting program and other inmate program activities may be suspended by the Warden or designee.  
SOURCE: PC Sections 2086 and 2601; CCR, Title 15, Section 3383
9. For security reasons, volunteers, media, contractors, dignitaries and guests must not wear clothing that in any way resembles state issued prison inmate clothing (blue denim shirts, blue denim pants).  
SOURCE: CCR, Title 15, Sections 3174 and 3349.2.3(g) (3) (B)
10. Interviews with SPECIFIC INMATES are not permitted. Conspiring with an inmate to circumvent policy and/or regulations constitutes a rule violation that may result in appropriate legal action.  
SOURCE: CCR, Title 15, Section 3261.5

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

VOLUNTEER/MEDIA/CONTRACTOR/GUEST	SIGNATURE	DATE SIGNED
NAME AND TITLE (Print)		

**DISTRIBUTION:** Original – Warden, Parole Administrator *and/or designee*

## *Ethics & Professionalism*

### *Avoiding Misconduct*

Ethical decision making, or even just making a good decision, begins with getting the facts straight, then carefully considering the relevant, ethical values, and weighing the consequences of the alternative actions.

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

**Facts** - What are the facts?

**Alternatives** - What options are there to resolve the issue?

**Consequences** - What will be the result of the misconduct?

**Tell** - Involve a supervisor or manager.

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



*“Man becomes great exactly in the degree in which he works for the welfare of his fellow man.”*

*- Mahatma Gandhi*

## *Ethics & Professionalism*

### *Avoiding Misconduct*

Here are some of the common rationalizations:

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

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

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

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



*Helping is its own reward. It's surprising how it just feels right. - Paul Newman*

## *Keys to Success*

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

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

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

Don't Pry - Let the inmate tell you on his own about his commitment offense, his family, or any other guilt-associated matters.



## *Keys to Success*

Earn Respect - Make it clear that you will not be manipulated. If a situation arises that you consider “borderline,” consult your supervisor, CRM, or uniformed staff before acting.

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

Don't Over-Identify - An inmate's problems are not your problems. Over-identifying with the inmate can bring about the we/they syndrome.

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

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



## *Community Resources Manager Contact Information*

Avenal State Prison	(559) 386-0587 ext. 5998	1 Kings Way, Avenal, CA. 93204
California City Correctional Facility	(760) 246-7600 ext. 7014	22844 Virginia Blvd., California City, CA. 93505
Calipatria State Prison	(760) 348-6085	7018 Blair Road, Calipatria, CA. 92233
California Correctional Center	(530) 257-2181 ext. 4020	711-045 Center Road, Susanville, CA. 96127
California Correctional Institution	(661) 822-4402 ext. 4628	24900 End of Highway 202, Tehachapi, CA. 93581
Central California Women's Facility	(559) 665-5531 ext. 5104	23370 Road 22, Chowchilla, CA. 93610
Centinela State Prison	(760) 337-7640	2302 Brown Road, Imperial, CA. 92251
California Health Care Facility	(209) 467-2518	7707 Austin Road, Stockton, CA 95215
California Institution for Men	(909) 606-7152	14901 Central Avenue, Chino, CA. 91710
California Institution for Women	(909) 597-1771 ext. 6536	16756 Chino-Corona Road, Corona, CA. 92880
California Men's Colony	(805) 547-7687	Highway 1, San Luis Obispo, CA. 93409
California Medical Facility	(707) 469-6059	1600 California Drive, Vacaville, CA. 95696
California State Prison-Corcoran	(559) 992-6103	4001 King Avenue, Corcoran, CA. 93212
California Rehabilitation Center	(951) 273-2976	5th Street and Western, Norco, CA. 92860
Correctional Training Facility	(831) 678- 7204	Highway 101 North, Soledad CA 93960
Chuckawalla Valley State Prison	(760) 922-5300 ext. 5265	19025 Wiley's Well Road, Blythe, CA. 92225
Deuel Vocational Institution	(209) 830-3891	23500 Kasson Road, Tracy, CA. 95376
Folsom State Prison/Folsom Women's Facility	(916) 985-2561 ext. 3101	300 Prison Road, Represa, CA. 95671
High Desert State Prison	(530) 251-5100 ext. 5524	475-750 Rice Canyon Road, Susanville, CA. 96127
Ironwood State Prison	(760) 921-7557	19005 Wiley's Well Road, Blythe, CA. 92225
Kern Valley State Prison	(661) 720-4912	300 W. Cecil Avenue, Delano, CA. 93216
California State Prison-Los Angeles County	(661) 729-2000 ext. 7778	44750 60th Street West, Lancaster, CA. 93536
Mule Creek State Prison	(209) 274-5019	4001 Highway 104, Ione, CA. 95640
North Kern State Prison	(661) 721-2345 ext. 7081	2737 W. Cecil Avenue, Delano, CA. 93215
Pelican Bay State Prison	(707) 465-9013	5905 Lake Earl Drive, Crescent City, CA. 95531
Pleasant Valley State Prison	(559) 935-7801	24863 W. Jayne Avenue, Coalinga, CA. 93210
R. J. Donovan Correctional Facility	(619) 661-8654	480 Alta Road, San Diego, CA. 92179
California State Prison-Sacramento	(916) 985-8610 ext. 6410	100 Prison Road, Represa, CA. 95671
Salinas Valley State Prison	(831) 678-5540	31625 U.S. 101, Soledad, CA 93960
Sierra Conservation Center	(209) 984-5291 ext. 5557	5100 O'Byrnes Ferry Road, Jamestown, CA. 95327
San Quentin State Prison	(415) 454-1460 ext. 5400	1 Main Street, San Quentin, CA. 94964
California State Prison-Solano	(707) 454-3491	2100 Peabody Road, Vacaville, CA. 95696
California Substance Abuse Treatment Facility	(559) 992-7100 ext. 5504	900 Quebec Avenue, Corcoran, CA. 93212
Valley State Prison	(559) 665-6100 ext. 5474	21633 Avenue 24, Chowchilla, CA. 93610
Wasco State Prison	(661) 758-8400 ext. 5117	701 Scofield Avenue, Wasco, CA. 93280



# Map of California's Correctional and Rehabilitation Institutions



# *Timeline of Institution Activation*

## **San Quentin State Prison (RC)**

1852



The Waban, a 268-ton wooden ship, arrived off shore in 1852 with 40 to 50 convicts and was the first prison in California. Convicts housed aboard the ship where the builders of the first prison on land, San Quentin State Prison. The area the prison sits on was originally named, “Puente de Quentin” after the Native American Chief Quentin (“Kaynteen”), the actual spelling and pronunciation has been obscured in history. Since local folklore has it that the Waban arrived on what is known as “Bastille Day” (July 14th), San Quentin has been known as the “Bastille by the Bay”.

## **Folsom State Prison (FOPS)**

1880



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

## California Institution for Men (RC)

1941



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

## Correctional Training Facility (GP)

1946



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

## California Institution for Women (FOPS)

1952



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

## Deuel Vocational Institution (RC)

1953



The Deuel Vocational Institution (DVI) was named for the late Senator Charles D. Deuel, who sponsored legislation establishing the institution. The California Prison Industry Authority operates a full dairy and farm operations on DVI grounds, consisting of approximately 1,400 head of cattle with 600 being milked on any given day (producing approximately 162,000 gallons of milk per month).

## California Correctional Institution (HS)

1954



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

## California Men's Colony (RC)

1954



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

## California Medical Facility (FOPS)

1955



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

## California Rehabilitation Center (RC)

1962



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

## California Correctional Center (RC)

1963



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

## Sierra Conservation Center (RC)

1965



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

## California State Prison - Solano (GP)

1984



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

## California State Prison - Sacramento (HS)

1986



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

## Avenal State Prison (GP)

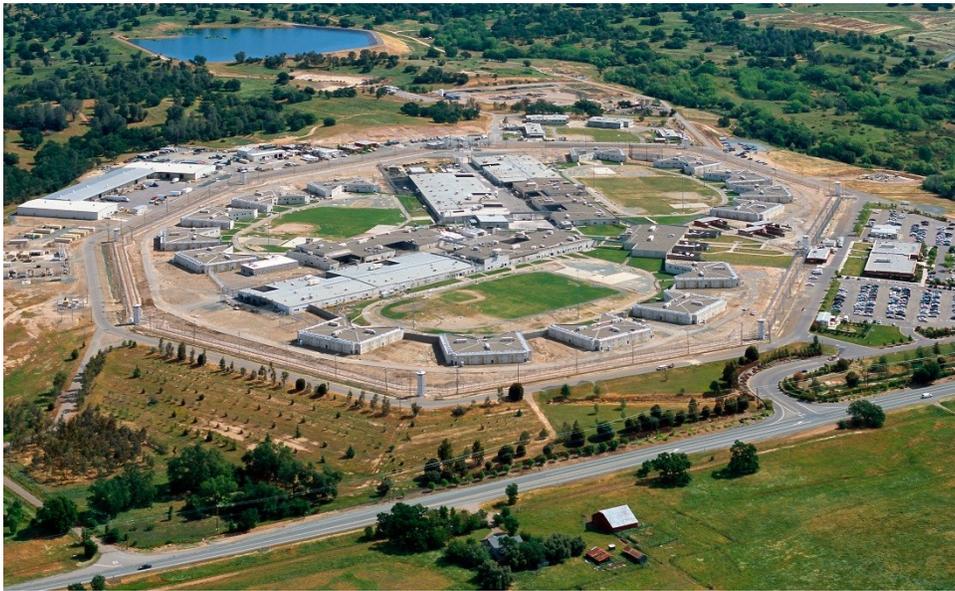
1987



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

## Mule Creek State Prison (GP)

1987



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

## **Richard J. Donovan Correctional Facility at Rock Mountain (RC)**

1987



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

## **California State Prison - Corcoran (HS)**

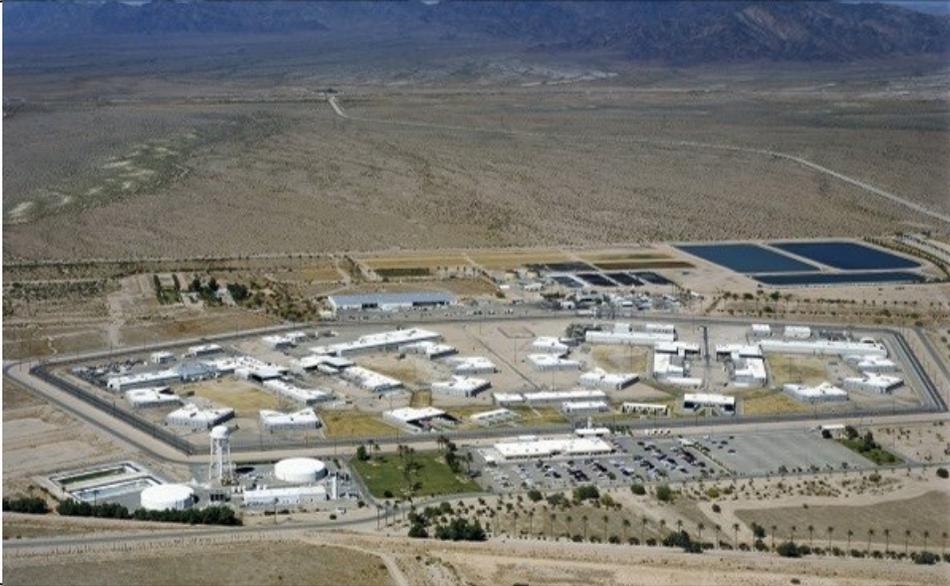
1988



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

## Chuckawalla Valley State Prison (GP)

1988



Chuckawalla Valley State Prison is one of two prisons in the Sonoran Desert in Southern California. Inmates at this institution are offered vocational training in such areas as: Air Conditioning and Refrigeration, Repair, Auto Mechanics, Building Maintenance, Electrical Works, Electronics, Masonry, Plumbing, and Welding.

## Pelican Bay State Prison (HS)

1989



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

## Central California Women's Facility (FOPS)

1990



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

## Wasco State Prison (RC)

1991



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

## Calipatria State Prison (GP)

1992



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

## Centinela State Prison (GP)

1993



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

## High Desert State Prison (HS)

1993



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

## California State Prison - Los Angeles County (HS)

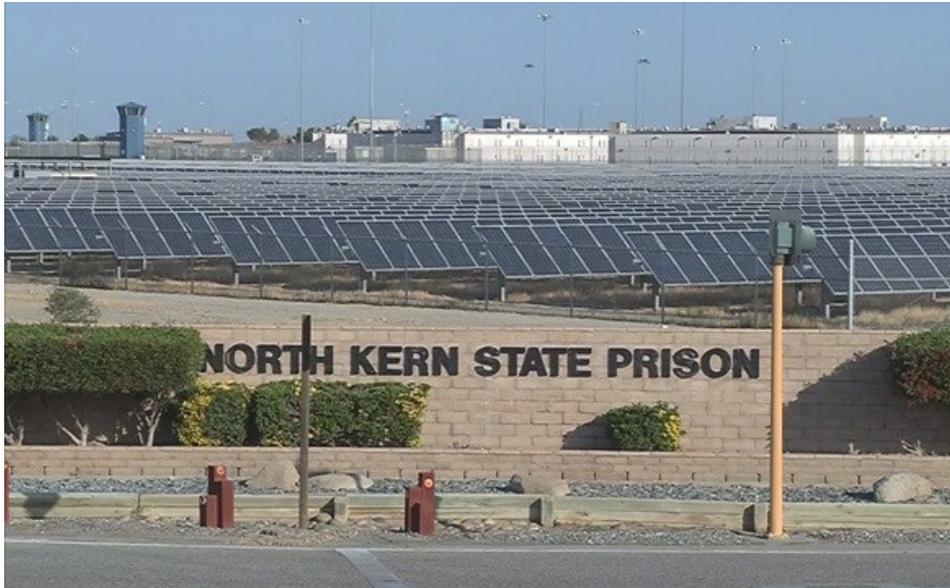
1993



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

## North Kern State Prison ((RC))

1993



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

## Ironwood State Prison (GP)

1994



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

## Pleasant Valley State Prison (GP)

1994



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

## Valley State Prison (GP)

1995  
(women)  
2013  
(males)



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

## Salinas Valley State Prison (HS)

1996



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

## California Substance Abuse Treatment Facility (HS)

1997



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

# Kern Valley State Prison (HS)

2005



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

# California Health Care Facility (FOPS)

2013



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

## **Folsom Women's Facility (FOPS)**

2013



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

## **California City Correctional Facility (HS)**

2014



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

## COMMON ACRONYMS IN CDCR

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

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

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

**ASU-** Administrative Segregation Unit

**BPH-** Board of Parole Hearings (formerly Board of Prison Terms)

**CAC-** Citizens Advisory Council

**CCHCS-** California Correctional Health Care System

**CDCR-** California Department of Corrections and Rehabilitation

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

**CLETS-** California Law Enforcement Telecommunications System

**COMPSTAT-** Computer/Comparative Statistics

**CRM-** Community Resources Manager

**DAI-** Division of Adult Institutions

**DRP-** Division of Rehabilitative Programs

**DOM-** Department Operations Manual

**ERMS-** Electronic Records Management System

**EOP-** Emergency Operations Plan

**FOPS-** Female Offender Programs and Services/Special Housing and Contract Beds

**FLS-** Family Liaison Services

**FLSS-** Family Liaison Services Specialist

**HQ-** Headquarters

**IAC-** Inmate Advisory Council

**IFC-** Inmate Family Council

**IAGs-** Inmate Activity Groups

**IPO-** Institutional Personnel Officer

**IST-** In-Service Training

**ISU-** Investigative Services Unit

**IWF-** Inmate Welfare Fund

**JACKET-** Inmate Central File

**JKDP -**Jewish Kosher Diet Program

**K-9-** Canine

## **COMMON ACRONYMS IN CDCR (cont.)**

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

**LOP-** Local Operating Procedure

**LTOP-** Long Term Offender Program

**NCR-** Notice of Change to Regulations

**NLETS-** National Law Enforcement Telecommunications System

**OPEC-** Office of Public and Employees Communication

**OPS-HQ-** Office of Policy Standardization

**OVSRS&S-** Office of Victim and Survivors Rights and Services

**RRC-** Religious Review Committee

**RPPM-** Religious Personal Property Matrix - List of allowed personal religious items for inmates to purchase and retain in their personal property

**RVR-** Rules Violation Report

**SAP-** Substance Abuse Program

**SHS-** Self-Help Sponsor

**SHU-** Security Housing Unit

**SNY-** Sensitive Needs Yard

**SOMS-** Strategic Offender Management System (*Automated Information System*)

**SRRC-** Statewide Religious Review Committee

**STG-** Security Threat Group

**TB-** Tuberculosis

**TITLE 15-** California Code of Regulations, Title 15

**TWO-** Trust Withdrawal Order

**VA-** Veteran Affairs

**VAC-** Volunteer Advisory Committee

**VATF-** Volunteer Advisory Task Force

**VTRACK-** Volunteer Tracking System

**WC-** Watch Commander/Watch Captain

**WAG-** Wardens' Advisory Group

**WO-** Warden's Office

**WOIS-** Watch Office Information System

**WOTS-** Watch Office Tracking System

**WS-** Work Schedule

