



ROCK COUNTY SHERIFF'S OFFICE



"A Tradition of Service"

VOLUNTEER MANUAL

ROCK COUNTY JAIL

200 EAST U.S. HIGHWAY 14

JANESVILLE, WI 53545

Nicholas Brown – Jail Captain

Main Jail Phone – 608-757-8000 / FAX – 608-757-7997

-Revised 2022-

ROCK COUNTY JAIL MISSION STATEMENT

The Mission of the Rock County Sheriff's Office is to enhance the quality of life in Rock County by working cooperatively with the public to enforce the law, preserve the peace, reduce the fear of crime, and provide for a safe environment. Also, through the effective operations of the Rock County Jail, we must provide a safe, secure, and humane environment for those persons committed to our custody.

PHILOSOPHY

The philosophy of the Rock County Jail Program Office is to develop and schedule programs and services that benefit the inmates, staff, and the community in the Rock County Jail.

The programs and services will be run by volunteers or the program staff. When an inmate's time is occupied constructively, they require less intervention by Jail staff. The available program options provide support and guidance to those inmates possessing a sincere desire to make a change in their lives.

It is the overall goal of the program office to assist inmates in becoming more successful when released and to add to the safety and security of the Rock County Jail and the community.

STAFF AND YOU

The people most important to our success and achievement in the jail are the staff members. In fact, your primary function as a volunteer is to "assist staff in providing services."

In all cases, you as a volunteer must remember that you are a guest in the jail and responsible to the corrections staff. Any proposed plan or idea must be cleared with the Jail Captain or their designee **BEFORE** being introduced to an inmate or a group.

PROCEDURE TO BECOME A VOLUNTEER

Before you can become a volunteer for the Rock County Jail there are established procedures that you have to follow.

APPLICATION PROCESS

As a prospective volunteer, you will be furnished with an application, Security Awareness Agreement, and Volunteer Agreement which are to be completed and returned to the Jail Captain or their designee.

SCREENING PROCESS

1. Upon completion and return of the Application, the Jail Captain or their designee will have a background check completed.
2. All volunteers must be eighteen years of age or older.
3. Prior criminal record shall be a determining factor in an applicant's acceptance: however, each application will be reviewed on its own merits.
4. No person shall be accepted as a volunteer if he/she has been confined in the Rock County Jail or any other *jail or correctional facility* within the preceding *12 months, minimum*. No person shall be accepted as a volunteer if he/she is presently on probation (unless reviewed for approval). Volunteers must have at the minimum, *24 months free and clear of Probation*.
5. Any applicant currently on probation or parole shall provide a letter from his/her probation or parole agent/officer detailing compliance with conditions of probation or parole in order to even be considered as a volunteer. The agent shall mail or personally deliver a written recommendation to the Jail Captain or their designee regarding the application.
6. Relatives or friends of a current inmate shall **NOT** serve as a volunteer during the period of that inmate's confinement.
7. Volunteers will agree to abide by all jail policies, rules and regulations and adhere to the regulations contained in the Volunteer Agreement. Failure to do so shall result in the immediate termination of volunteer status.
8. Volunteers shall follow the instructions of the jail staff at all times.
9. Potential volunteers may be interviewed if the application and background checks are approved.

ORIENTATION PROCESS

Once you have been accepted as a volunteer, you will be set up for an orientation training session. At these sessions, you will review the Volunteer Manual, be advised of jail rules and regulations, complete PREA training, and be given general expectations of volunteers.

RULES OF CONDUCT FOR VOLUNTEERS

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

GENERAL

The rules, regulations and policy statements governing conduct in the jail shall apply to all volunteers. Violation of these rules may result in removal from the jail and termination of your volunteer services. We encourage you to use common sense as your guide as well as, with the following rules:

SPECIFICS

1. Each volunteer shall become familiar with the jail rules and regulations governing this handbook. The orientation meeting will provide you with this information.
2. All volunteers shall immediately report any violation of the jail rules and regulations to the jail staff.
3. Each volunteer is expected to be mentally alert, personally neat and shall render his or her services on an impartial basis. Conduct shall be consistent with the security and operation of the jail.
4. No volunteer shall solicit or accept a gift from an inmate or any person acting on the behalf of an inmate.
5. Volunteers shall not use physical force, except to defend herself/himself.
6. No volunteer shall report for service after consuming or while under the influence of alcohol and/or drugs.
7. Volunteers may be subject to a body search and the inspection of personal property.
8. Volunteers will not provide legal advice to inmates.
9. Volunteers are expected to follow jail staff directives and respond in a respectful manner.
10. Volunteers shall comply with the facility safety regulations. Any injury sustained in the jail shall be reported to jail staff at the time of the injury or as soon as possible thereafter.
11. Volunteers will not have access to inmate's confidential files.
12. Volunteers are encouraged to communicate with the jail staff. Please feel free to discuss any concerns or ask questions, as needed.
13. Volunteers may not bring in or take ANYTHING out of the jail given to you by an inmate. Inmates have regular access to the telephone, so it is not necessary for volunteers to become involved in contacting friends or relatives of inmates, their lawyers, probation agents or judges.
14. You as a volunteer must not give an inmate your full name, address, or telephone number as well as give out any other telephone numbers.
15. In case of an emergency, volunteers should contact the main control center by pressing the silver button located next to the door or pressing the red panic button located on the wall.

16. It is the volunteer's responsibility to inform the Jail Captain if he/she has a new criminal charge filed against them. The volunteer's service to the jail will be suspended during the court proceedings.
17. The Rock County Jail reserves the right - **at all times without prior notification** – to refuse the admittance of any volunteer. All volunteers should understand that a violation of any condition of this handbook might cause your service to the jail to be curtailed, postponed, or discontinued.
18. Cellular telephones and/or any other type of electronic device are not allowed into the jail without prior permission of the Jail Captain or their designee.
19. Stay with the inmate(s) until jail staff takes the inmate(s) from you.

CONFIDENTIALITY

Do not violate the inmates' confidence. Never repeat what has been told to you in confidence to someone else outside this facility. If you need outside help about a problem, relay the facts of the situation without identifying the inmates involved. The exceptions are the following:

1. Violations of jail rules, regulations, and policies
2. Escape plans or attempts
3. Harmful behavior to self or others
4. Criminal matters
5. Inmate progress

INMATE CONTACT/BOUNDARIES

There shall be no hugging between inmates and volunteers. Volunteers and inmates may shake hands and that is all the contact that should be made. There will be no exchange of personal information, letters, pictures (risqué or otherwise), phone numbers, addresses, family information, etc.

HOW VOLUNTEERS GET CONNED

The word “con” can be defined as smooth talk used to extract a violation of regulations. It works. Sometimes, volunteers are tempted to say, “They don’t follow the rules, so why should we?” If you ever find yourself becoming willing to bend a rule to help an inmate, you have just become a prime target for the con game.

The methods used are limited only by the inmate’s imagination. Some of the more common methods are as follows:

1. The inmate engages in long conversations about the volunteer’s likes, dislikes or other personal matters.
2. The inmate suddenly offers favors, does extra work and is excessively nice and complimentary.
3. The inmate begins to ask for materials in excess of what is allowed by policy.
4. The inmate will not take no for an answer.
5. The inmate defies orders and/or breaks minor rules.
6. The inmate tries to turn staff members and/or volunteers against each other.
7. The inmate tries to get his/her way by instilling fear.
8. The inmate pushes the staff or volunteers to the limits of their patience hoping to get his/her way.

Don’t automatically assume that because an inmate is nice that he/she is trying something. Not all inmates are manipulative. Some genuinely desire nothing more than a close working relationship with someone who cares. Non-manipulative inmates will not be offended if they are told, “I’m sorry, but that’s against the rules” or “I’m not sure, let me check with the supervisor.” One of the best ways to keep from being manipulated is to never do or say anything you would not want to be made public.

PLANNING FOR THE UNEXPECTED: BEING HELD CAPTIVE

The following suggestions are for volunteers who may find themselves held captive:

1. Don’t act foolishly; heroics can get you or others hurt.
2. Be cooperative and comply with the captors’ demands.
3. Look for a place to take cover, such as under a desk, in case authorities or inmates attempt to storm your area.
4. Keep a low profile and avoid the appearance of observing crimes rioters commit.
5. Do NOT make threats or attempt to negotiate with captors.
6. Try to act natural and listen if the captors want to talk.
7. Be observant and write down your observations as soon as you are released.
8. Seek counseling when it is over. Some things in life are not meant to be handled alone.

CONTROL OF CONTRABAND

The control of contraband is one of the most important areas of jail security. As a broad definition, contraband can be defined as “anything in possession of a person that is contrary to the rules and regulations of the institution.” **IF YOU DON’T NEED IT, DON’T BRING IT!**

To define it more specifically:

No person shall introduce any of the following into the facility:

- a. Any intoxicating beverage;
- b. Any prescription or non-prescription drugs;
- c. Any food OR drink unless approved by the Jail Captain or their designee;
- d. Any chewing tobacco or chewing gum;
- e. Any instrument that may be used as an aid in attempting to escape;
- f. Any firearm or instrument customarily used as or intended to be a weapon;
- g. Any other article(s), instrument(s) or substance(s) specifically prohibited by the jail;
- h. Do not give any literature, Bibles, New Testaments, or music to the inmates unless cleared in advance by the Jail Captain or their designee. **NO HARD-COVERED BOOKS.**
- i. Items that are adhesive (tape, glue, glue sticks, stickers, etc.), metallic (staples, paper clips, spiral notebooks, pins, etc.), pencils, food, personal phones, clothing designated for a specific inmate, permanent markers, glitter, or glitter pens, etc.
- j. Generally, anything *not* distributed by jail staff is considered contraband.

Reminder: The best practice is to not bring anything with you into the Jail to give to the inmates without getting prior approval from the Jail Captain or their designee.

DRESS CODE

All volunteers are to dress appropriately. The following guidelines should be adhered to for your safety:

- a. No shorts, cut-off jeans, or jeans with holes in them;
- b. No perfume or cologne is preferred. Limit amount worn if absolutely necessary;
- c. Keep jewelry to a minimum and necklaces should be tucked inside of shirt;
- d. Leave purses and other personal items in your vehicle or in lockers located in the lobby;
- e. Clothing should be comfortably fitted - tight clothes will not be permitted;
- f. General rule of thumb: appropriate skin cover is imperative! (necklines are not to be worn low, no midriff exposure front or back);
- g. No open-toed sandals/shoes;
- h. No tank tops;
- i. No graphic apparel.

PROCEDURE TO ENTER JAIL AND CONDUCT OF PROGRAM

1. When you arrive at the jail for your program, state your name and why you are here. For security reasons, the jail staff may request to see a picture ID and check to make sure that you are on the approved volunteer list. Only those registered with the Rock County Jail will be on the approved list.
2. Since we cannot assume responsibility for personal items, we prefer all purses, briefcases, etc. be left in your vehicle. Lockers are available in the jail lobby to secure other personal items.
3. Once you enter the jail lobby you will be asked to sign the Professional Visitor Book; put your name and indicate the purpose of your visit/program you are with. You will then be asked if you have any sharp objects or keys in your possession. These items will be given to Central Control and will be given back when you leave the facility. You will also need to walk through the Metal Detector for security purposes.
4. You will be given a volunteer or visitor badge. Please attach it to your clothing in a manner that will be easily identified by staff.
5. Jail staff will notify you of which room the program is to be held. Once you are in the designated room, the inmate(s) will be sent to the room. There are intercom buttons on the wall next to the door to connect you with Master Control. Please limit communication to significant information. Always inform Master Control when any of the following occur:
 - a. Inmate requests to leave the program early;
 - b. Inmate is asked to leave by the instructor due to behavioral problems;
 - c. When the program is completed and the inmates are ready to return to their Housing Unit;
 - d. Emergencies
6. Please notify jail staff of any inappropriate behavior on the part of any inmate during your program. Our programs are incentive-based and are for those on good behavior only. You have the authority to ask any inmate to leave your program based on disruptive behavior.
7. Meetings are to stick to the theme of the specified group. Inmates are not authorized to use meetings for individual grievances or other soapbox orations.
8. Inmates are to be seated in an appropriate manner that suits the group. The facilitator of the group determines what type of classroom is needed for the group.
9. Avoid personal testimonies that give details of your past. Some testimonies can become boastful which can divert focus from the topic you're teaching.
10. When finished with a program, have the inmates clean up the room and put things back the way it was prior to the group meeting, e.g., chairs pushed in, table straightened, etc. Push the intercom to let staff know that you are done with the group.
11. Stay with the inmates until jail staff comes to escort them back to the housing unit.

12. Make sure that you are leaving with everything you came in with. Check the room so that nothing is accidentally left in the room.
13. When leaving the building, return the volunteer badge to either Central Control or the front receptionist located in the main lobby.

EMERGENCY PROCEDURES

In case of an emergency, volunteers should contact Master Control via the intercom button or the nearest jail staff as soon as possible.

MATERIALS

When it is necessary to bring in materials, you should contact the Jail Captain or their designee to determine if the items are permissible in the jail. The Rock County Jail will provide pens and paper for those groups that request it in advance. No outside pens or pencils will be allowed into the facility.

PROMPTNESS

Please report as scheduled and leave within the allotted time. The jail operates on a regimented schedule and one of the facility's needs is to be able to count on volunteers to not cause a disruption of normal schedules.

CANCELLATIONS

If you need to cancel an activity, please notify the jail as soon as possible. Rock County Jail number is 608-757-8000 during normal business hours. If you are unable to reach someone, call 608-757-7961 or 608-757-7959 to speak with the on-duty supervisor during any shift to notify us of the change. Please try to assure that you speak to someone if it is at all possible so that we can notify staff and the inmates as soon as possible.

GENERAL INFORMATION

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

Do not visit inmates' families or friends outside the jail without permission from the Jail Captain or their designee. We strongly urge that you consult with Jail Staff before pursuing any actions outside the Jail concerning inmates. Keep in mind, while working outside this facility, you are NOT acting on behalf of the Rock County Jail and are not considered a staff member.

Do not expect instant results. Working with inmates is slow, difficult, and often exasperating work. Many inmates have spent a lifetime in irresponsible and antisocial behavior patterns. Do not expect them to turn into model citizens after a few visits. Remember your main motivation for entering the jail is to be *helpful and hopeful*. Expect progress to be slow.

Do not over-identify. Remember to keep your **boundaries**. Do not sympathize with an inmate so much that you lose objectivity. Remember that offenders' problems are uniquely theirs. Be supportive but if you feel yourself beginning to over-identify with an inmate's situation, talk it over with jail staff. We will help you regain your objectivity.

SUMMARY

Ensuring the safety and security of the Rock County Jail is not a part-time venture. The uniformed men and women of Rock County Jail must be in total control of this facility's operation. It needs to be stressed to each and every one of the volunteers how important it is to maintain a good working relationship with correctional staff.

The staff and administration of the Rock County Jail will make every effort to ensure the safety of our volunteers, volunteers shall be aware of the nature of this institution and take due caution while performing their duties.

Thank you for your willingness to share your time to help make a difference in the lives of our inmates and our community.

ROCK COUNTY JAIL VOLUNTEER AGREEMENT

This is to acknowledge that I have received a copy of the Rock County Jail Volunteer Manual. I have read and understand the rules and agree to abide by them. I understand that any violation of the rules may result in the suspension and/or termination of the privilege of entering the Rock County Jail. I am aware of the nature of this institution and will take due caution the performance of my duties and will not hold the institution responsible for circumstances beyond its control. Visitors providing or receiving any contraband to or from an inmate may be subject to arrest under **Wisconsin State Statute 302.095** "Delivering articles to an inmate."

302.095(2) – Any officer or other person who delivers or procures to be delivered or has in his or her possession with intent to deliver to any inmate confined in a jail or state prison, or who deposits or conceals in or about a jail or prison, or the precincts of a jail or prison, or in any vehicle going into the premises belonging to a jail or prison, any article or thing whatever, with intent that any inmate confined in the jail or prison shall obtain or receive the same, or who receives from any inmate any article or thing whatever with intent to convey the same out of a jail or prison, contrary to the rules or regulations and without the knowledge or permission of the sheriff or other keeper of the jail, in the case of a jail, or the warden or superintendent of the prison, in the case of a prison, is guilty of a Class I felony.

I have had an opportunity to ask questions about the volunteer manual and training obligations. All my questions have been answered satisfactorily.

Volunteer Signature _____ Date _____

Printed Name _____

Witness _____

(Note: This sheet must be signed and returned prior to the start of your volunteer services)

Return to:

Nicholas Brown
Jail Captain
Rock County Jail
200 East U.S. Highway 14
Janesville, WI 53545

**ROCK COUNTY CORRECTIONAL FACILITY
VOLUNTEER APPLICATION**

Position: _____ (Purpose for entering the jail – AA, NA, Chaplain, etc)

Contact Information:

Name: Last: _____ First: _____ Middle: _____

Address: _____ City: _____ ST: ____ Zip: _____

Primary Contact Phone #: _____ Secondary Contact Phone #: _____

Personal Identifying Information:

DOB: _____ Race: _____ Sex: _____ SSN: _____ - _____ - _____

States Held Driver's License / ID (with dates): _____

Birth City: _____ Birth State: _____ Country of Birth: _____

Additional Names Used (maiden, etc): _____

Social Media:

E-Mail: _____

Facebook: _____ Other Social Media: _____

Past cities lived in during adulthood (since turning 18, use back if necessary):

City: _____ State: _____ From: _____ To: _____

City: _____ State: _____ From: _____ To: _____

City: _____ State: _____ From: _____ To: _____

City: _____ State: _____ From: _____ To: _____

City: _____ State: _____ From: _____ To: _____

City: _____ State: _____ From: _____ To: _____

Police Contacts:

Agency: _____ State: _____ Reason: _____

Agency: _____ State: _____ Reason: _____

Agency: _____ State: _____ Reason: _____

Agency: _____ State: _____ Reason: _____

Known past contacts with current / former inmates of the Rock County Jail (Includes Social Media):

Name: _____ Relation: _____ Name: _____ Relation: _____

Name: _____ Relation: _____ Name: _____ Relation: _____

Name: _____ Relation: _____ Name: _____ Relation: _____

Emergency Contact

Name: _____

Relationship: _____

Phone Number: _____

Criminal Record/Treatment History:

This information requested is essential in order to conduct the record check. You are not legally required to provide this information. However, if you choose to withhold this information, a final decision on your application cannot be made.

Racial Identity: _____

List any other name(s) by which you are known or have ever been known: _____

No person shall be accepted as a volunteer if he/she has been confined in the Rock County Jail or any other jail or correctional facility within the preceding 12 months minimum. No person shall be accepted as a volunteer if he/she is presently on Probation. Volunteers must have at the minimum, 24 months free and clear of Probation

Have you ever been convicted of a law violation other than a minor traffic offense? ___Yes ___No

If yes, please describe: _____

Date of Conviction: _____

Date of Probation/Parole discharge or jurisdiction expiration: _____

Do you have any relatives or friends confined in the Rock County Jail? ___Yes ___No

If yes, please list name(s) and relationship(s): _____

Have you experienced drug/alcohol or mental health problems and/or received counseling or treatment for any of these problems?
___Yes ___No (*You may wait to discuss details in a private interview*)

Every person who enters the jail has to potential to, intentionally or unintentionally, introduce contraband. Contraband is anything not specifically allowed in the jail. A key component of keeping everyone in the jail safe is preventing the introduction of contraband. As such, volunteers entering the jail will be limited to the items necessary for their programming and are subject to a security search. It is strongly recommended to read the book "Games Criminals Play" to avoid being manipulated in violating the security of the jail and possibly the law.

I hereby affirm the information provide above is complete and accurate. I understand by signing below I am authorizing the Rock County Sheriff's Office to perform a background check of me with the information provided to determine my suitability to enter the jail.

Applicant Signature: _____ Date: _____