

ONTARIO COUNTY CORRECTIONAL FACILITY  
INMATE PROGRAMS DIVISION

**HANDBOOK**  
**FOR SERVICE PROVIDERS**



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The Ontario County Correctional Facility is a Bureau of the Ontario County Sheriff's Office  
3045 County Complex Drive, Canandaigua, NY 14424

# Handbook for Service Providers

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**1.7 million**  
 children currently have parents in the  
 United States prison system.



**30%** of them will follow  
 in their parents'  
 footsteps.

## **TEAMWORK IN CORRECTIONS**

With the ever increasing population of today's correctional facilities, teamwork is essential to operate a well organized and disciplined institution. It is important for inmate service providers and security personnel to work together.

**RESPECT** - There are several components to teamwork. The first is respect. Mutual respect for other fellow co-workers is so very important because it puts all of the team members on the same level to allow for constructive criticism. This type of criticism should not be viewed as a negative action when coming from fellow service providers or officers. Of course, one shouldn't yell or embarrass a fellow team member, so criticize in a quiet and tactful manner.

Mutual respect should also come from the inmates as well. If an inmate disrespects you by abusive conflict or language; you should have the inmate's conduct corrected by security personnel by following the proper chain of command. Otherwise, the inmates might think that you condone such behavior. Again, respect for members of the same team will ensure tight security and the safety of all within the confines of the Ontario County Correctional Facility.

**COMMUNICATION** - Good communication is essential to a team. It is important to inform security personnel of any misconduct you observe on the part of inmates. If you do not inform them of this, your life and the lives of everyone in the facility could be at jeopardy.

**CONSISTENCY** - One of the best attributes of a good team is consistency. Consistent actions among all team members will leave little room for error or for the possibility of a security threat. Consistency involves treating all inmates in the same manner as well as other service providers and security personnel. An internal conflict within a team will surely bring down the level of the team unit. A good, solid, cohesive unit will reduce the risk of security threats and make the workplace more enjoyable for everyone.

### **MISSION STATEMENT**

The Ontario County Correctional Facility, as a unit of the Office of the Sheriff, supports and is supported by the mission of the Department. The Jail is part of the Community. The Community is part of the Jail. The Correction staff, support staff, and service providers are committed to meet the standards of the community in a combined effort to promote safety, security, and opportunities for rehabilitation. Our values include respect, responsibility, honesty, and caring for others and ourselves. This mission is enhanced by the design and philosophy of Direct Supervision, our operational model.

**The mission of the Ontario County Correctional Facility is to provide public safety, promote positive change in offender behavior, reintegrate offenders into society, and assist victims of crime.**

## **SERVICE PROVIDER PHILOSOPHY**

Our philosophy is to optimize the use of Service Providers across divisional lines within the Ontario County Correctional Facility to enhance agency efforts by promoting positive social change for offenders, to increase public safety, and to reduce recidivism.

The objectives of this handbook are to state the mission of the Ontario County Correctional Facility; provide an overview of the Service Provider program; provide an understanding of facility policy regarding the Service Provider program; and to promote an understanding of the dynamics involved with Service Providers in the correctional facility.

## **OVERVIEW**

The Ontario County Correctional Facility has enjoyed a long history of Service Provider participation. Program areas in which a Service Provider can participate include, but are not limited to:

- Literacy
- Life skills
- Job skills
- Parenting classes
- Drug and alcohol rehabilitation programs
- Support groups
- Arts and crafts
- Faith based / religious classes and programs
- Internship programs
- Restorative justice programs
- Other programs designed to assist in the transition between confinement and society and to reduce the incidence of recidivism.

The Corrections Bureau will recruit and partner with Service Provider groups who:

- come from culturally and socio-economically diverse backgrounds and geographic areas of the state;
- have a positive and continuing influence on the behaviors of offenders, which promote public safety and reduce recidivism;
- share experiences and strengths, provide direction and guidance in assisting offenders to meet their goals and treatment needs, employment opportunities, abstinence from drugs and alcohol, and to reconnect with family and community;
- Will help promote community awareness and involvement while benefiting departments in need of additional resources and assistance.

## **USEFUL DEFINITIONS:**

**Approved Service Provider** - A person who has been approved through an application process, completed Service Provider training and orientation, and participates in a program or service or participates in Service Provider activities on a regular basis.

**Sentenced Inmate** - Any person convicted and sentenced for any crime, excluding traffic violations, and is currently incarcerated, on community supervision, deferred adjudication, parole, or mandatory supervision.

**Student Intern** - A student who is enrolled in a university or community college who desires to volunteer for limited periods of time, and is taking course work which requires “internship” experience for course credit, pre-professional training, or work experience.

**Programs Lieutenant** – An employee with supervisory rank, who is responsible for oversight of Jail Programs Division, contracted support staff, Service Provider(s) and Service Provider activities.

**Program Officer** - An employee of a facility who has been designated by the Chief Correction Officer to coordinate with Service Provider(s), Service Provider activities, and to schedule activities appropriately.

**Provider** – An individual, either contracted or civilian Service Provider who provides services or skilled programs to the inmate population.

### **LEGAL ISSUES:**

Legal issues are among the most complex and significant components dictating operations in the field of corrections. A variety of standards, rules, and legal statutes regulate the operations of the law enforcement profession. There are a number of reasons that legal issues have such a strong hold in corrections. These include:

- **Reducing Liability** – To reduce personal liability, providers should be familiar with the laws that govern one’s area of responsibility (ie: provider/court).
- **Learning New Trends** – To keep one’s education current, civilian service providers must continue to become proficient professionals in their fields.
- **Learning Skills Useful in Court** – Since the environment in which civilian service providers will be working is dictated largely by change (change that can affect the atmosphere in a negative manner); they may be called upon to testify at an in-house disciplinary hearing or even in a court of law. Providers must be aware that if they are working with non-sentenced inmates, they are not to become engaged in any discussions about their alleged crime(s) or their present charge(s). Providers leave themselves open to the possibility of being summoned into court to testify for or against their student/clients.
- **Confidentiality Laws** – Breaches in confidentiality could result in institutional, criminal and civil sanctions against the violator. For example, in the health area, NY State Law specifically prohibits revealing a person’s HIV status. Civilian service providers should closely review the facility’s confidentiality policy to ensure full compliance. (NYS PHL 27-F)

### **INMATE RIGHTS**

All inmates are afforded the rights guaranteed them by the Constitution of the United States and those that are mandated by the New York State Commission of Correction’s Minimum Standards.

Rights which are granted to an inmate include, but are not limited to, the following:

- The right to be informed of the rules, procedures and standards of their conduct and required services.
- The right to freedom of religious affiliation and voluntary religious worship thereof.
- The right to health care, including nutritious meals, proper bedding, clean laundry, the opportunity to shower, and toiletries.
- The right to present their views to the public through the media in accordance with the policies and procedures of this facility.
- The right to visit and correspond with their family and friends.

NOTE: Any of the above rights may be restricted if they become disruptive to the safety, security and good order of the facility.

### **INMATE PRIVILEGES**

A privilege is an opportunity which may be extended and which may be abridged or revoked at any time. No employee, at any time, may grant an inmate special privileges or advantages. Privileges which are granted to an inmate include, but are not limited to the following:

- The privilege to order commissary, other than personal hygiene items.
- The privilege to watch television.
- Additional hours of exercise.
- Additional services and programs not mandated by NYS Minimum Standards.

### **LEGAL SERVICES**

**Pre-Trial Release** – These services are available to any inmate housed in the Ontario County Correctional Facility.

**Attorney-Conference Visits** – An attorney may visit an inmate during the hours of 8:00am through 9:00pm, with the exception of security lock downs, meals, and facility counts which are covered on Page 13 of this Manual.

**Notary Public** – If an inmate wishes or needs to have their legal papers notarized, they must complete the Legal Request Form located in their housing unit. The housing unit officer will then notify the licensed notaries in the facility. Notaries must be provided within one business day of the request.

**Law Library** – A Law Library is maintained on the televisit machines located in each inmate housing unit for inmates to use while incarcerated. If they wish to utilize the Law Library for legal research, they must complete the Legal Request Form located in their housing unit. Law Library must be provided within three business days of the request.

### **PROGRAMS FOR INMATES UNDER 21**

If an inmate is under 21 years of age, does not yet have a high school diploma, and is likely to be incarcerated for more than ten days, they are required by law to attend an education program to help them receive their diploma. They are to attend this program while they are incarcerated in a County Jail.

Wayne Finger Lakes BOCES provides the following educational programs:

**High School Equivalency (HSE/GED)** – Students are prepared for the State exam to obtain a NYS High School Equivalency Diploma. The instruction covers five test areas: Reading, Math, Science, English and Social Studies.

While they are incarcerated, they will be in class three hours per day on days when regular school outside of the facility is held. If they misbehave during class, they may be removed from the program.

**OSHA Certification** – Students may participate in the 10-hour class which is intended for entry level workers. Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights, and contribute to our nation's productivity. The 30-hour class is more appropriate for supervisors or workers with some safety responsibility.

**Hospitality Certification** – Students will participate in a self study program with the assistance of a BOCES educator and receive training on the following units of education and receive a nationally recognized certificate for each unit completed: Guest Services, Maintenance, and Housekeeping.

**Computer Class** – Geared more towards individuals with little to no knowledge of how to operate a computer, students will learn basic computer functions including printing, creating and saving documents. All inmates will prepare a functional resume to assist in finding employment upon release.

**TABE Testing** – Inmates wishing to participate in ANY of the above mentioned programs must complete a written Test Assessing Basic Educational needs (TABE) to determine where the inmate's level of learning is measured at.

If inmates have any questions regarding the programs offered, they should consult with their housing unit officer. Additional programs and activities may be offered to them. All they need to do is check the bulletin board in their housing unit for additional program opportunities. While some, if not most programs are mandated, inmates may also volunteer to attend certain programs not requiring a strict regimen.

### **SUBSTANCE ABUSE COUNSELING**

Substance abuse counseling services and counselors are available both on an individual and group basis. Finger Lakes Addiction Counseling Referral Agency (FLACRA) is on site Monday through Friday to assist inmates with addiction needs and treatments. There is also AA and NA groups that meet regularly.

### **MENTAL HEALTH COUNSELING**

Mental health counseling is available to any inmate at the Ontario County Correctional Facility. This evaluation is on a private and professional level to aid inmates in effectively coping with emotional and/or personal problems which affect mental health. If they wish to avail themselves of these services, they need to complete the Triage Form on the televisit machine located in each housing unit.

### **EXTERNAL ASSISTANCE AGENCIES**

For any inmate wishing to avail themselves of services provided outside of the facility, they will need to contact jail clergy. They must make contact through postal correspondence or regular visiting procedures. They may submit a written request to the Lieutenant asking that he contact the agency and ask that a representative come to see them.

## **INMATE DISCIPLINARY PROCESS/PROCEDURES**

It should be noted that any violation(s) of the New York State Penal Law are subject to criminal prosecution as well as facility disciplinary procedures.

If a staff member has reasonable grounds to believe that an inmate has committed; or attempted to commit an act which violates facility rules and regulations he/she may be charged with and written up for an infraction of these rules. Disciplinary action will be taken in such time, manner and degree which are deemed necessary in order to regulate their behavior. Disciplinary action against an inmate will be applied in a completely impersonal, impartial and consistent manner with policy and procedure.

Inmates will receive a written copy of all in-house charges placed against them. The disciplinary hearing will take place no sooner than 24 hours and no later than 15 business days after the inmate has received written notification of the charges placed against him/her. Inmates may be charged a hearing surcharge fee not to exceed \$25.00 per infraction report. All disciplinary hearings will be held before a disciplinary officer and will be fair and impartial. At this hearing, the inmate will be allowed to present information to aid in his/her defense and he/she may be allowed to call witnesses, if it is not considered disruptive to the facility. The officer will then render a decision based upon the evidence presented at the hearing. All such decisions are subject to the review of the Chief Correction Officer or designee. If the inmate is found guilty of any of the charges against him/her, the hearing officer may impose one or more of the following sanctions:

- Verbal Reprimand
- Privileges suspended – Loss of one or more specific privileges for a period not to exceed 30 days for each charge.
- Disciplinary Segregation – Punitive-Commonly called “Lock In’ or “Keep Lock.” Confinement will either be in the general population housing unit or in the Special Housing Unit-SHU for a specified period of time.
- Restitution – Being held financially accountable for payment of damages to property.
- Loss of Good Time – If the inmate is serving a sentence in the Ontario County Correctional Facility, one or more days of good time may be taken away, but not to exceed 1/3 of his/her sentence as a disciplinary measure

## **INMATE GRIEVANCE PROCEDURE**

It is the policy of the Ontario County Correctional Facility to treat inmates in a fair and impartial manner without giving special privileges to anyone. Inmates must follow the procedures listed below if they feel they have a legitimate grievance against the facility.

1. Attempt to get the issue resolved with the officer.
2. If a resolution cannot be found, the inmate may request a grievance form from an officer. The officer will forward the grievance to the Grievance Officer.
3. The grievance will be investigated and the inmate will receive a written determination from the Grievance Officer within 5 business days.

4. If the inmate is not satisfied with the Grievance Officer's decision, he/she may appeal the determination to the Chief Correction Officer within 2 business days.
5. The inmate will receive a written response from the Chief Correction Officer within 2 business days.
6. If the inmate is still not satisfied with the determination, he/she may appeal and their grievance will be sent to the New York State Commission of Correction.
7. The inmate will receive a written response from the New York State Commission of Correction within 45 days of their receipt of the grievance.

NOTE: Penalties and sanctions resulting from disciplinary hearings and administrative segregation housing decisions cannot be grieved. Inmates must use the disciplinary appeals process.

### **CONDITIONAL RELEASE PROGRAM**

An inmate serving a definite sentence in a local correctional facility can be released before serving the full sentence. This is called a conditional release. A conditional release is under the legal custody of the local Conditional Release Commission and supervised in the community by the local Probation Department. The Conditional Release Commission is responsible for determining who may be conditionally released, and when and under what conditions.

### **RE-ENTRY AND INTERGRATION PROGRAM**

The Re-entry Coordinator aids offenders in their return to the community by providing assistance in those errors commonly serving as barriers to successful reentry, including:

- Obtaining proper identification
- Housing
- Employment and education
- Health care
- Substance Abuse
- Transportation
- Clothing, Food and Amenities
- Financial Resources
- Support Services, and
- Other assistance or support as determined to aid in the transition between confinement and society in an attempt to reduce recidivism.

Service Providers may transport released inmates to assist them in searching for work or housing, going to appointments, church or other places consistent with successful reentry. These services may not be connected within the scope of your program service duties. Service Providers shall only transport releases of the same sex. ***A good rule of thumb is to ask yourself if the activity is within the mission of your duty as a Service Provider. If you have any questions do not hesitate to contact Service Provider Services.***

### **HOW TO BECOME A SERVICE PROVIDER**

Individuals who want to participate in the Ontario County Correctional Facility Service Provider Program shall complete an application. The online Service Provider application can be found at [www.co.ontario.ny.us](http://www.co.ontario.ny.us) → under the Corrections link → Jail Service Provider Packet. Once the application has been processed, the applicant will be sent a letter/email to attend an approved Service Provider

training/orientation session. Applicants are not considered approved until they attend a Service Provider training/orientation session.

## **THE IMPORTANCE OF SERVICE PROVIDERS**

Service Providers play a significant role in the criminal justice setting. Because of their first hand experience and/or devoted interest in their field, Service Providers have the ability to gain the attention and respect of offenders.

Service Providers are key players in programs designed for rehabilitation and reentry of offenders into the community. The transition process seeks to produce offenders who are law-abiding citizens with the strengths and skills to successfully manage the problems they will face daily. Service Providers are the role models for this journey and are an invaluable addition to the agency's limited resources.

### ***“What is the role of a Service Provider?”***

- To provide programs and services in an effort to assist with the agency's mission to provide public safety, promote positive change in offender behavior, to reintegrate offenders into society and assist victims of crime.

Placement or facility assignment of Service Providers is based on the needs of the institution, needs of the offender population, space availability, existing program schedules, and the proposed Service Provider activity. Service Providers must not interfere with the custodial responsibilities of the Ontario County Correctional Facility.

## **RULES OF CONDUCT FOR SERVICE PROVIDERS**

Service Providers are subject to sanctions for failure to abide by the Ontario County Correctional Facility's rules and regulations or failure to perform responsibilities in accordance with the assignment description or expectations. Being a Service Provider is a privilege. Breaking the rules can end that privilege.

- A. Service Providers shall be respectful of the needs and requirements of each department on the facility. Service Provider activities shall be consistent with sound correctional practices for security and orderly operations. It is important to remember that security always takes precedence. Service Providers should exercise patience when delayed due to security activities. Please remember these procedures are for you, the staff and the offender's safety. When you are in the facility you should remain in the area designated for the program/activity. If you must leave the designated area let a staff member know where you are going and the purpose.
- B. Respect the authority of staff, if you have a disagreement with a staff member discuss this in private, **not in front of offenders**. Be mindful that offenders are observing your actions at all times and monitoring your conversations as well. Additionally, you may speak to a Corrections Supervisor for clarity.
- C. Service Providers shall not form a non-professional, personal or emotional relationship with an offender(s). *Refer to the section titled: **How can you tell if an offender is “getting to you.”***
- D. Service Providers shall not mail correspondence to offenders without written permission from the Chief Correction Officer. This includes, but is not limited to, correspondence between offenders, family members, victims, friends, or enemies.  
***Do not take anything from an offender, or take anything out of the facility without prior permission from the Chief Correction Officer, or designee.***

- E. Service Providers shall not carry/pass messages from offender to offender; the offender's family; their victims or their victim's family in written or verbal form. This includes making or accepting personal calls for or from an offender's family member(s). Service Providers are not allowed to receive telephone calls from offenders.

**Statutes, court orders and Ontario County Correctional Facility policies prohibit offenders from contacting their victim or the victim's family members directly or indirectly.**

- F. No Service Provider shall contact the victim of an offender, including a family member who may be the victim. The offender may state that he wants to reconcile with or make it up to the victim. It is the responsibility of the Service Provider to notify staff if the offender has made such a request, but the Service Provider is not to act on the offender's request. The victim, if and when he or she chooses to meet with his or her offender, can contact Victim Services to initiate a mediation.

**Many offender family members are victims of their crimes. It is a serious violation to contact an offender's family.**

- G. Service Providers are required to acknowledge on their application if a family member, friend, victim, or enemy is incarcerated in the Ontario County Correctional Facility. Service Providers are responsible for reporting immediately to the Chief Correction Officer or designee at 585-396-1800, when a family member, friend, victim, or enemy becomes incarcerated after the Service Provider begins their service.
- H. Service Providers are not allowed to serve in an area where a family member, friend, enemy, or victim is assigned. If, once you arrive on the facility, you discover a family member; friend, enemy, or victim is incarcerated, or is later moved to that facility, you must report it in writing immediately to the Service Provider authority or a unit/department official.
- I. Service Providers shall immediately report an injury to the assigned staff member.
- J. Service Providers shall not be permitted to perform any activity involving the actual receipt or handling of money (either cash or readily negotiable documents such as checks, money orders, state warrants, or stamps) while performing Service Provider services for the Ontario County Correctional Facility.
- K. Service Providers shall not accept any personal gifts from offenders or give personal gifts to offenders. If an offender states he needs a religious text such as a Bible, Torah, Quran or other religious text, encourage the offender to contact the Jail chaplain, **do not give an offender anything without prior approval.** **If you wish to donate religious texts to the agency you may contact the Chief Correction Officer or designee.**
- L. Service Providers shall not place money in an offender's Trust Fund Account or purchase items for offenders.
- M. Service Providers may not visit an offender during normal facility visitation with express permission from the Chief Correction Officer or designee.
- N. Service Providers should not allow a released inmate to reside at their personal place of residence, nor on their personal property. [Exception: Family member or individual with whom a relationship was established prior to incarceration and declared to Service Provider Services.]
- O. Service Providers are encouraged to not have released inmates visit in their home.

- P. Service Providers shall report immediately to the appropriate authority any information revealed by an offender that is criminal in nature or could impact public/facility safety.

## **SECURITY ISSUES**

In a correctional facility, safety and security are the main priority. A correctional facility's purpose is to ensure the safety of the public, staff and inmates and make every effort to rehabilitate offenders, returning a productive citizen to society.

Correction Officers, by law, must successfully complete a series of instructional modules in a recognized corrections academy. Such instruction helps improve their skills in ensuring safety and security. Likewise, civilian service providers receive a security orientation so as not to interfere with the safe and secure operation of the facility.

There are a number of reasons why certain procedures exist in a correctional facility. Too often, events are taken out of context. For example, a civilian service provider may feel that a method or tone that a correction officers uses to deliver and order or request is gruff. However, there may be other circumstances regarding the incident which the civilian service provider is not aware of. Many times, inmates act much differently in a program setting than they do in the housing units.

## **ENTERING THE FACILITY**

Service providers are to use the Jail's main lobby which is located directly in front of the visitor parking lot nearest the flag poles. All personal possessions are to be secured in the lockers or vehicles. When entering the main lobby, all visitors must pass through and clear a metal detector. Some providers may be asked to surrender their Driver's License in exchange for a facility visitor pass which must be prominently displayed at all times while inside the facility. Upon exiting the facility, providers will return the visitor pass and receive their Driver's License in return. While in the facility, providers are to remain in the designated areas of the facility while the services will be provided. Any other areas of the facility are off limits. Failure to comply with these or any other restrictions could result in Service Provider revocation.

There are times when you will not be allowed into the facility and they are as follows:

- Prior to 8:00 am unless you are a contracted provider required to report to work at a scheduled time with your agency.
- 12:00pm and 1:00pm due to inmate meal services
- 3:00pm and 5:00pm for facility population count and inmate meal services
- Between 5:00pm and 8:00am unless otherwise approved (evening programs).
- During any emergency situation.

## **DRESS CODE**

Service Providers shall dress in a conservative and responsible manner that is appropriate for the Service Provider assignment and does not detract from the safety and security of staff, offenders and the public. Service Providers shall adhere to established grooming standards. Any attire which is of extreme design, revealing in nature, and conveys messages of a derogatory or offensive nature through language, logos or symbols is prohibited. This includes signs or symbols of apparent membership in a Security Threat Group or Gang as evidenced by tattoos or other signs or symbols of membership. Any extreme haircuts,

styles or colors are also prohibited.

Items that will not be allowed:

- Jewelry items worn on the facial areas such as earrings/studs in nose, tongue, lips, or eyebrow. Excessive amounts of jewelry will not be allowed into the facility. The facility is not liable for any personal items lost or stolen that may be listed herein while your services are being conducted.
  - any attire, to include slits in skirts, shorter than three (3) inches above the middle of the knee while standing
  - Capri pants shorter than three inches below the knee while standing
  - Shorts of any length
- sweat suits and wind suits unless they are appropriate for the activity being conducted
- any attire that exposes midriff or shoulders or any portion of an undergarment
- slacks and pants worn below the waist
- any attire that is considered to be see-through, low-cut in the front or back or tight-fitting
- white shirt and white pants worn together
- flip-flops or shower shoes (any sandal with the top portion consisting only of a strap that divides the toes)
- open-toe shoes for male and female Service Providers

### **SEXUAL MISCONDUCT**

The Ontario County Correctional Facility has **zero tolerance** for sexual misconduct. Service Providers are prohibited from establishing or continuing in personal relationships with offenders, including engaging in, or attempting to engage in, any form of consensual sexual misconduct with offenders or forcing or attempting to force offenders to participate in non-consensual sexual misconduct. Service Providers who violate this policy shall not be allowed to continue to perform services for the agency and may be subject to criminal prosecution. Acts of sexual misconduct include, but are not limited to:

- having sexual contact or sexual intercourse with an offender;
- requiring or intentionally allowing an offender to engage in sexual contact, sexual intercourse or other sexual conduct for any reason (e.g., the sexual gratification of another employee or other individual);
- masturbating in front of an offender;
- making obscene or sexual advances, gestures or comments toward an offender or being receptive to any such advances, gestures or comments made by an offender toward another employee or other individual;
- touching of self in a sexually provocative way to solicit a response from an offender or while located in any area where offenders might be located (e.g., unit, an office when an offender cleaning crew is present);

- conducting any verbal communication of a sexual nature with or within potential hearing range of an offender;
- providing written communication or photographic items of a sexual nature to an offender; or influencing or making promises in exchange for sexual favors or because an offender refused to submit to a sexual advance. This includes putting money into or promising to put money into an offender's trust fund or bringing in or promising to bring in contraband for an offender in exchange for sexual favors.

It is a felony offense and the Ontario County Correctional Facility is required by law to report to the proper authorities if anyone at inside the facility, including a Service Provider, violates the rights of a person in custody or engages in sexual contact or sexual intercourse with a person in custody. A Service Provider with knowledge of any such misconduct, either by personal detection or being confided in by an offender or who witnesses any such misconduct shall be required to report the misconduct immediately to one or more of the following: facility staff, Corrections Sergeant, Corrections Lieutenant, Chief Correction Officer or Sheriff.

A Service Provider shall not be subject to harassment, retaliation, intimidation or coercion for reporting a personal employee-offender relationship or any incident of sexual misconduct.

**“Sexual Abuse”** is forcing another person, by violence, threats of violence, or coercion, to perform a sexual act (a sexual act is any intentional contact between the genitals of one person and genitals, mouth, anus, or hands of another person), sexual fondling, or sexual assault with an object, without the effective consent of that person. For the purpose of this manual, the term “sexual abuse” shall also include:

- **“Sexual Assault”** is the contact of any person without their consent, or of a person who is unable to consent or refuse.
- **“Sexual Fondling”** is the intentional touching either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or buttocks of any person, or of a person who is unable to either consent or refuse, for the purpose of sexual gratification.
- **“Improper Sexual Activity with a Person in Custody”** is the act constituting improper sexual activity by a public servant with a person in custody as described in the Penal Law. For the purpose of this Manual, definition includes staff sexual misconduct.

**Sexual abuse** does *not* include the following:

- Custodial or medical personnel gathering physical evidence, or engaged in other legitimate medical treatment, in the course of investigating prison rape.
- The use of a health care provider's hands or fingers or the use of medical devices in the course of appropriate medical treatment unrelated to prison rape.
- The use of a health care provider's hands or fingers and the use of instruments to perform body cavity searches in order to maintain security and safety within the prison or detention facility, provided the search is conducted in a manner consistent with constitutional requirements.
- The use of a correctional officer's hands or fingers for the purpose of legitimate searches.

**“Sexual Harassment”** is repeated and unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one offender directed toward another;

- Repeated verbal comments or gestures of a sexual nature to an offender by an employee, contractor, or Service Provider, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

### **GENERAL INFORMATION**

- A. Communication with the media by Service Providers regarding any OCJ business shall be approved by the Sheriff or his designee and coordinated with the Corrections Lieutenant prior to contact and dissemination of any information.
- B. If a Service Provider is required to take a prescription/non-prescription medication while on the facility, it must be taken into the facility in the original container. If the medication causes side effects that may affect the Service Provider’s service, a written statement that includes the name of the prescribed drug, the name of the prescribing physician and possible side effects must be submitted to the appropriate authority.
- C. Service Providers must notify the Program Officer or Lieutenant when there is a change in the Service Provider’s name and/or contact information such as address, phone number(s).
- D. Service Providers must notify the Chief Correction Officer within 48 hours if they have been arrested. Your continued status as a Service Provider will be determined depending on the circumstances of the arrest. Service Provider Services periodically reviews criminal background checks and if you are found to have not disclosed an arrest within 48 hours you will be removed as a Service Provider.
- E. Service Providers shall not proselytize or induce someone to convert to one’s faith or recruit someone to join one’s party, institution, or cause while serving as a Service Provider. Service Providers shall not disparage the faith of any offender, nor deliberately seek to influence a change in any offender’s denomination.
- F. Some professions can be considered a conflict of interest, for example, if you are a lawyer please do not solicit clients or give legal advice while you are serving as a Service Provider. To maximize your effectiveness as a Service Provider, please keep your personal interests separate from your Service Provider service.

### **CHAIN OF COMMAND**

The Office of Sheriff is a para-military organization with a command structure which is strictly followed. All inmate service providers are to follow the same form of command as security personnel.

If you have concerns or issues that need to be addressed, you are to contact the appropriate representative at the Ontario County Correctional Facility. Your representative will either be the Program Officer or Corrections Sergeant. This person will then contact the Lieutenant who will address your concerns.

### **CONTRABAND**

Contraband is defined as any item not permitted in the secured perimeter of the facility. It is also any item brought into, or taken out of a facility, or in the possession of an offender, visitor or employee as

defined in the New York State Penal Law, or is prohibited by the rules and regulations of the Ontario County Correctional Facility. Contraband includes paper money or coins, alcoholic beverages, cigarettes, cigarette lighters, matches, or any tobacco products, candy or gum, stickers, controlled substances or unauthorized medications, cell phones and any component of a cell phone, pager, or similar personal electronic communication devices, firearms, pocket knives, explosives, escape implements, or dangerous weapons; or correspondence to or from an offender, documents, legal materials and sensitive information not received through authorized channels.

Promoting Prison Contraband 1<sup>st</sup> Degree (Class D Felony): A person is guilty of Promoting Prison Contraband in the 1<sup>st</sup> Degree when:

- He knowingly and unlawfully introduces any **dangerous** contraband into a detention facility; or
- Being a person confined in a detention facility, he knowingly and unlawfully makes, obtains or possesses any **dangerous** contraband.

**Promoting Prison Contraband in the 1<sup>st</sup> Degree is a Class D Felony punishable by up to 7 years in State Prison.**

Promoting Prison Contraband in the 2<sup>nd</sup> Degree (Class A Misdemeanor): A person is guilty of promoting prison contraband in the 2<sup>nd</sup> degree when:

- He or she knowingly and unlawfully introduces **any** contraband into a detention facility; or:
- Being a person confined in a detention facility, he knowingly and unlawfully makes, obtains or possesses **any** contraband.

**Promoting Prison Contraband in the 2<sup>nd</sup> Degree is a Class A Misdemeanor punishable by up to 1 year in County Jail.**

Service Providers may be permitted to bring into the facility or be in possession of: a pair of eyeglasses/sunglasses, a clear purse or bag, feminine hygiene products, a small notepad, as well as items related to the performance of their service, such as binders, workbooks, folders, books and pens and pencils. Additional items or materials may be brought in with the approval of unit administration.

All items or materials the Service Provider will be using during their program/service must be approved and coordinated with the appropriate Program authority before entry into the facility.

Service Providers shall not remove any item from the facility without prior approval. Service Providers shall not take out of any institution either letter, message (written or verbal), or any article or thing for an offender.

Firearms, or other instruments designed/used as a dangerous weapon or having explosive substance, are not allowed on Ontario County property. The exception is for uniformed officers authorized to carry their wapon while on duty. These individuals will also be required to secure their weapon prior to entering the secure portion of the facility.

Service Providers shall report the possession or trading of contraband between offenders, offenders and staff, and offenders and other Service Providers.

Under NO circumstances will Service Providers engage in trading or trafficking with offenders. Service Providers are prohibited from possessing, selling to, buying from, or delivering to ANY offender ANY article or commodity of ANY description except through authorized channels.

Offenders spend a lot of idle time thinking of ways to get their hands on contraband. It is important that you are part of the solution to controlling contraband and not part of the problem.

### **CONSEQUENCES**

If a service provider is caught bringing into the facility contraband of any nature whether it be dangerous or not, the Office of Sheriff has several options to utilize at their discretion.

- Verbal Warning
- Written Warning
- Discontinuation of Facility privileges/service
- Criminal Arrest

### **SERVICE PROVIDER AND PROPERTY SEARCHES**

All Service Providers, their vehicles, and property are subject to search upon entering the Ontario County Correctional Facility grounds. During a search, Service Providers shall:

- Remove all items from their pockets. The searching officer shall examine the contents along with all other items in the individual's possession and then set them aside;
- Place items pertaining to the services being provided on the counter where the Lobby Officer will search through each item to ensure the absence of contraband.

If a Service Provider objects to any portion of a search, the searching officer shall discontinue the search and immediately contact a supervisor.

If anything suspicious is noted during a search, a supervisor shall be called to determine whether further investigation is warranted. If further investigation is necessary, the duty warden shall be summoned to determine whether or not the Service Provider shall be taken to a private area to resolve the issue.

- Any item deemed inappropriate or has the potential to jeopardize the security of the institution shall be confiscated. All seized items classified as contraband of a criminal nature will be immediately turned over to Sergeant or Lieutenant on Duty.
- If suspicious items are not noted during the search, all items shall be returned to the Service Provider/provider.

### **VEHICLE SEARCH**

All vehicles on Ontario County Correctional Facility property are subject to search. All individuals shall ensure all vehicle doors, windows, and trunks are secured and locked. The beds of trucks shall be free of garden tools, clothes, or anything that could be used as a weapon or aide in an escape. All tools in the bed of the truck shall be secured.

Intoxicating beverages or other contraband items shall not be left in any vehicle parked on Ontario County Correctional Facility property.

Tobacco products shall be stored in a locked compartment of a locked vehicle.

## **EMERGENCY SITUATIONS AND SAFETY**

On occasion the use of chemical agents is necessary to contain, or take control of emergency situations. Staff is trained to handle emergency situations. If you are exposed to chemical agents during an emergency situation, you should follow the following decontamination procedures.

### **For exposure to Oleoresin Capsicum (OC) gas:**

*OC* is a natural substance made from the oil and resins of peppers. The effects of OC will usually subside in 45 minutes; however, the following procedures will help minimize the effect.

- Exit the effected area, face into the wind or a fan, breath normally, and try to relax.
- Do not rub eyes or skin. This will force the substance into soft tissue and prolong the effects.
- Flush eyes and exposed skin with large amounts of cool water.
- Remove and discard contact lenses, if applicable.
- Blow your nose if it is irritated.
- Use a wet paper towel, followed by a dry one, and pat the exposed area to lift the resin. Change the paper towel frequently and avoid rubbing the towel over the exposed area. This will only smear the resin to other areas.
- Do not use lotions, salves, or creams on the effected area since this will trap the resin against the skin.
- Do not use commercial eyewashes to flush the eyes. This may cause an adverse chemical reaction with the OC.
- Use soap and shampoo that do not have an oil base to wash the affected area. Start from the head and wash down.
- Once washed, use a cool towel or ice pack on exposed areas to reduce inflammation.
- Avoid direct sunlight and stay in a cool place. An air conditioned room is ideal.
- If major symptoms persist, seek medical attention.

## **HOSTAGE SITUATIONS**

The Ontario County Sheriff's Office policy will not permit offenders, or others, to use hostages (i.e., employees, Service Providers, visitors, or other offenders) to escape from custody or otherwise interfere with orderly institutional operations. Hostages will not be recognized for bargaining purposes.

There are no guarantees in a hostage situation; however, research indicates that the following guidelines have proven very helpful.

- Do not be a hero! Accept your position and be prepared to wait. Be patient. Remain calm.
- The first fifteen to forty-five minutes are the most dangerous. **Follow the instructions of your captor. Do not hesitate!** Be cooperative.
- Do not speak unless spoken to and only then when necessary. Be a good listener.
- Try to rest. As soon as things settle down, try to get as much rest as possible without turning your back on your captor. Try to stay in a group if there is more than one hostage.
- Use your mind to create an emotional safe haven.
- Do not make suggestions, express opinions, moralize, threaten, plant ideas or worry out loud. Do not try to be a negotiator.
- Do not try to escape unless you are absolutely certain that you will be successful, and even then, rethink it. Consider how your escape attempt will affect the treatment of or outcome for the remaining hostages.
- If anyone, including you, needs any special medical attention, inform your captors.
- Be observant. Try to remember everything that you see and hear. Memorize things about

- the captors, their descriptions and conversations.
- Do not be argumentative.
- Treat the captor like royalty. Don't turn your back on your captor unless ordered to do so. Do not stare at your captor, as this may unnerve him.
- Have a positive attitude.
- If you believe a rescue attempt is taking place, or you hear a noise or shooting, hit the floor and stay down. Keep your hands on your head and don't make any fast moves. Assume the fetal position.
- Never doubt that you will be rescued.
- When rescue comes, follow all orders given by security staff. You may be asked to remain on the floor until the offender has been apprehended, secured and removed from the area.

## **SERVICE PROVIDER SAFETY**

Service Providers are a valuable asset to the mission of the Ontario County Correctional Facility. Your safety is important to the agency.

- A. **MOST COMMON ACCIDENT:** Slips, trips and falls are one of the most common sources of injury. Always pay attention to the surface you are walking on and wear low-heeled footwear that is comfortable and in good condition.
- B. **UNSAFE CONDITIONS:** Service Providers should learn to recognize unsafe conditions such as frayed electrical wiring, trip hazards, slippery floors, etc., and report them immediately. Unsafe actions such as leaning back in chairs, improper lifting, or not observing warning signs should be identified and discouraged.
- C. **CHEMICAL HAZARD COMMUNICATION INFORMATION:** You have a right to know if any chemical substances you come in contact with are hazardous to you. If you have questions regarding chemical substances you may be exposed to, contact the unit Service Provider authority.
- D. **BLOOD AND BODY FLUIDS PRECAUTIONS:** Because of the potential hazard of contracting Hepatitis B and/or the Human Immunodeficiency Virus (HIV) that are transmitted by blood or other body fluids, you are asked to please refrain from assisting in any situation which may lead to contact with blood and/or body fluids. Please notify staff in case of emergency.
- E. **FIRE:** Fire escape plans are posted in all areas of the facility. Locate them and become familiar with the escape route(s) and emergency phone numbers.
  - In the event of fire, remove yourself and others from the areas and follow the posted escape route.
  - Pull the fire alarm nearest the emergency, if one is available.
  - Call the emergency phone number.
  - Follow staff orders.

## **INMATE CON GAMES**

Service Providers understandably want to approach their Service Provider service in a positive and optimistic manner. Service Providers must be aware that some offenders will attempt to manipulate the Service Provider for their own benefit. The following are suggestions to help you reduce the chance of being manipulated:

- Realize that some offenders will take advantage of you if you let them.

- Do not do anything you would be ashamed to share with the unit/departmental Service Provider authority.
- Keep everything out in the open. If an offender's actions are questionable, ask for advice and assistance.
- Know the policies and procedures you are required to follow. Ask for help to review and understand these policies and procedures.
- Learn to be assertive and use the word "NO" appropriately.
- Be aware of verbal and non-verbal messages you send out, particularly body language.
- Always report and document any attempt at manipulation or game-playing.
- Confront manipulative behavior and take action as the issues arise. Verify information before you take action.
- Know your personal goals and ethical limitations.
- Understand your value system.
- Understand your strengths and weaknesses.
- Be firm, fair, and consistent.
- Realize that offenders view themselves as the victim.
- Realize that when an offender is told "maybe", they often regard it as a promise.

### **HOW CAN YOU TELL IF AN OFFENDER IS "GETTING" TO YOU?**

- You feel **anger** towards the system and see yourself as an advocate for the offender. You should maintain an emotional detachment.
- You are usually **irritated** at the staff to the exclusion of considering that there may be valid reasons for delays. You presume that a delay is caused by staff, and do not consider that an offender may be responsible for the delay.
- You begin **favoring** an offender, or some offenders, over others and show it by spending more time with them or by **sharing** personal information with some, but not others.
- You begin to **enjoy** hearing stories of how other Service Providers or staff are awful and you are wonderful.
- You feel **good** because offenders like you.
- You begin to think about **bending a rule** for an offender, or you do **bend a rule** for an offender.
- You feel a strong sense of **pity** for offenders, often to the point of wanting to rescue them from the natural consequences of their actions.
- You feel **superior** to other Service Providers and have an inflated view of what impact you can have on an offender.
- You **fail** to report questionable behavior or requests because you do not want to get an offender into trouble.
- You unquestionably **believe** stories about cruel officers and find yourself buying into the "gossip".
- Offenders begin emphasizing **common interests**. For example, an offender may engage you in a long conversation about what you like, dislike or other personal matters. Be

aware of personal probing to see where you stand. There may be an ulterior motive behind this behavior.

- Offenders begin soliciting *empathy* or *sympathy*. Offenders will tell you truthfully and sometimes untruthfully about the many problems that they have, such as a sick child, a dying mother, bankruptcy problems, etc.
- Offenders exhibit the *we/they syndrome*. Offenders will try to pit you and them against the system, especially if they can determine that someone or some organization has treated you unfairly. They will point out a similar thing has happened to them and try to establish a commonality. Try to recognize this so you can make a response that promotes personal accountability.
- Offenders begin testing your *limits*. Offenders will ask for certain things, some of which may be acceptable and others which may be illegal, to see what you will allow them to do. Offenders will break minor rules to see how you react. Report all infractions.
- The offender will suddenly *offer favors*, do extra work, be excessively *nice* and/or overly *complimentary*.
- Offenders offer comments such as, “You’re the only one who understands.” “You’re the best teacher, preacher, counselor, etc. they have ever had.” “You’re the only one who can help.”

***If you begin to identify with ANY of the above examples contact the Program Officer or Corrections Sergeant Immediately for assistance.***

### **BECOME A SKILLED SERVICE PROVIDER**

The following is provided to assist you in becoming an effective and skilled Service Provider.

- ✓ Practice active listening skills when dealing with offenders.
- ✓ Ensure you have time; do not act as if you are in a hurry.
- ✓ Do not act as if you want to help and then provide none. Offenders are good at detecting a lack of sincerity; it is one of their common traits.
- ✓ Know your physical, emotional, and personal boundaries when working with offenders.
- ✓ Set your boundaries. A prevalent downfall of Service Providers is inappropriate relationships with offenders.
- ✓ Have a positive affect on the offenders you are working with. Encourage them to share feelings and become more open. Empower them to have self-direction, independence, autonomy, personal growth, and self-development.
- ✓ Do not take the offender’s side against the agency. They will use manipulation and deceit to try and turn you towards them.
- ✓ Do not undermine staff. If your group gets interrupted for count, sit patiently and wait for the officer to perform their duties. You are there to support staff in the agency’s mission and you are a guest. If offenders see an inappropriate attitude on your part they will use this to further manipulate the situation to their advantage.
- ✓ Do not make plans with offenders before coordinating things with the appropriate Service Provider authority. This will increase your effectiveness by not having to change plans if something you propose is not in accordance with regulations or policies.
- ✓ There is no need to establish a facade or to create some kind of special status for yourself in

- relation to the offender. Express your feelings genuinely. An honest and unmasked expression of feelings is one important way for the Service Provider to show concern.
- ✓ Review what you know of the offender you will meet.
  - ✓ Never make a promise unless you've thought it through first and are prepared to carry it out. The offender will test you, call your bluff, and see if you will deliver. This is an important part of the offender's learning to trust you.
  - ✓ Be honest and objective, disapproving when it is warranted, as well as praising, supporting, and encouraging when it is warranted.
  - ✓ There is a mechanism in place for offenders to receive what they need and are lawfully entitled to. If they ask for something, you can assist within the appropriate mechanism. If no mechanism exists, it is probably illegal.
  - ✓ Be familiar with signs/triggers of the relapse process and who to contact for assistance.
  - ✓ Respect is the keystone. The offender will not be open with you until respect and a rapport is developed. Conversely, you must respect the offender's individuality and basic rights as a human being. There is no room for narrow prejudices or feelings of superiority. Respond to the offender's needs and interests, not to your own.
  - ✓ Let the offender tell you in their own good time about the offense committed, the family left behind or any other deeply held guilt-associated matters. Accept him or her as an individual who is no better or no worse than anyone else. To pigeonhole or categorize a person is, in a way, to dehumanize the person.
  - ✓ Do not expect overnight miracles. When things have been going wrong for years and years with a person, these things cannot be corrected in a few weeks or months. The positive effects of your relationship with the offender may not have a decisive effect until long after you've stopped working with the person.
  - ✓ The offender will never respect you until it is clear that you cannot be conned or manipulated. The offender's manipulations may be expressed in a request for you to influence correctional officers, for a witness, or for you to bring something in or out of the institution. Never give out your home address or phone number. **Never deposit money in an offender's account.** If the offender asks you to do something which you consider "borderline," say that you will check to see if it is all right. Then ask the appropriate official.
  - ✓ There will be a time when the offender, overwhelmed by troubles, will confront you with hostility. At such times, do not force conversation upon the offender and above all, do not respond in a hostile, sarcastic, or anxious manner. Do not act shocked. Retain your composure, ignore the hostility, or withdraw for awhile. Chances are that the offender will regain their composure.
  - ✓ Remember that every contact with an offender has the potential for aggression. Delay, interrupt, stop or terminate the contact if you feel it is necessary.
  - ✓ You cannot take the burden of the other person's problems on yourself. They are the offender's problems, not yours.
  - ✓ You may not receive thanks or any show of gratitude from the offender. They may feel it but may not know how to express it and may actually feel embarrassed by it. You may never hear "thank you" but your effort will be, in the long run, appreciated.
  - ✓ Be familiar with criminal thinking errors and ways to redirect that thinking. It is how we think that determines how we behave. When dealing with the offender population, there are criminal patterns or thinking errors that must be acknowledged and changed before significant, long lasting change can be made.

- ✓ Get offenders to ask questions of themselves such as:
  - Did I do anything to bring about or cause this situation?
  - Did I respond to a situation and make it better or worse?
  - Does blaming someone or something else make the situation better?

## **SERVICE PROVIDER TRAINING**

Service Providers are required to participate in a refresher Service Provider training session every year. It is the responsibility of the Service Provider to maintain this training requirement. Failure to do so could impact your Service Provider status. You may contact any uniformed individual listed in the Chain of Command of this manual to determine if it is time to retrain.

## **CONFIDENTIALITY**

All approved Service Providers shall agree in writing by signing the Service Provider Rules and Regulations form to abide by agency policies relating to security and confidentiality of all records and information, both written and verbal, which pertains to employees, offenders, and releasees. A Service Provider may have access to confidential information on an as needed basis and as approved by the appropriate department and applicable facility administrator or their designee. Approved Service Providers that are granted access to the Ontario County Correctional Facility data will be required to be fingerprinted. Failure of the Service Provider to maintain confidentiality as stated may incur a penalty for disclosure of such information, i.e., criminal prosecution or civil suit.

## **CONTACTS**

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### **Be Aware and Not Complacent!**

Awareness promotes safety.

Complacency promotes trouble.

Stay “tuned in” to your environment.

Subtle changes may alert you to trouble.