

# ***Contractor / Volunteer Rules and Regulations Handbook***

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***Carroll County Department of Corrections***

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Carroll County Complex is **Smoke and Tobacco-Free.**

## Mission Statement—

*As a member of the law enforcement community, it is the mission of the Carroll County Department of Corrections to provide a safe, secure, and humane environment for the staff, and detainees in accordance with all applicable federal and state laws, current correctional standards and practices, and to ensure the safety and welfare of the community.*

*It is further the mission of the Carroll County Department of Corrections to offer an environment that promotes and fosters personal growth, and models pro-social behavior.*



## Introduction

Thank you for your interest in volunteering at the CCDOC! We appreciate your desire to help offenders with the rehabilitation process.

Working in a correctional setting can be very demanding and stressful. It is a difficult environment for the offenders and for the staff. However, a jail setting can be the catalyst for change in a person and with the guidance of educators, correctional, program staff and volunteers.

All persons, volunteers and contract service providers must be 21 years of age or older and may be required to attend the Volunteer Orientation Program to include a background investigation and criminal record check.

You will be asked to complete a Criminal History Record Information (background check) form and an Involvement policy / PREA form – ***note these forms must be signed.*** You are also required to fill out a personal information sheet and a Security Information sign off sheet which states that you understand all of the Rules and Regulations.

Should you have any questions regarding the Carroll County Department of Corrections Rules and Regulations or would like to get specific approval for any item to be brought into the facility or approval for any guest speaker, please feel free to contact the Lieutenant at the number listed below.

**Carroll County Department of Corrections  
50 County Farm Rd.  
PO Box 688  
Ossipee, NH 03864**

Lieutenant Brian King  
Chief of Safety and Security  
603-539-2282 ext 2017  
[bking@cchoc.org](mailto:bking@cchoc.org)

## Upon Arrival / Check in—

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1. Lock your vehicle. Completely close all windows and secure all doors.
2. Remove personal belongings from view in the vehicle, place in trunk or glove box, or leave at home.
3. Cell Phone, Pager, Money, Wallet / Purse, Cosmetics/Grooming supplies, Debit / Credit Cards are **NOT** allowed in the building.
4. No personal Food, Gum and Beverages are permitted.
5. Pets are not permitted and cannot be left in vehicles.
6. Empty your pockets, remove items inappropriate for jail.
7. Communications, Imaging, Photographic & Recording devices are **prohibited**.
8. Cigarettes, lighters, matches and/or other tobacco or smoking-related products are **prohibited**.
9. Weapons of any kind are **prohibited**.
10. **Bring only –Your Photo ID and keys for your vehicle.**
11. Use of, or being under the influence of alcohol or drugs is **prohibited**.
12. Possession of **Contraband** is **prohibited** and subject to criminal prosecution.

When you arrive at the CCDOC, the building will be locked. Press the intercom buzzer, located to the left of the doors to the building. Once you identify who you are and your purpose, you will be “buzzed” through to the main lobby. Upon arrival at the main lobby, proceed to the inside window to sign in. There is a bathroom located in the foyer of the lobby.

A Correctional Officer will greet you and bring you to the classroom. If you have been waiting for several minutes, please pick up the lobby telephone, which is located on the vending machine wall, to connect to an officer. You will not be allowed into the facility without a valid photo ID.

## Appropriate Attire

We ask that program volunteers maintain a professional appearance. Please keep in mind the following regulations regarding appropriate attire:

- No spaghetti straps, tank tops (sleeveless shirts), sundresses, halter-tops, low cut tops (anything below the collar bone) or “belly shirts” are allowed at any time
- No belts
- Hats are not allowed
- No dresses, skirts or shorts above the knee and sheer or see-through materials are not allowed at any time
- No sandals, open toed shoes or flip-flops are allowed at any time
- Do not wear excessive amounts of perfume or cologne
- No clothing with any drug or alcohol reference
- No jewelry or watches (exceptions, wedding/engagement ring, religious and medical alert).
- No hooded sweatshirts
- No jackets
- No loose or baggy clothing

## Conducting Programs in the Jail

- Please utilize one of the attendance sheets for each class. These are located in the classroom in a folder on the side table. Please leave the sheet in the folder after each class. When your class is over, please use the phone to inform an officer.
- Volunteers are not permitted to bring in food, candy, gum, drinks or snacks of any kind for the inmates.
- Any materials that are used for program purposes must be approved in advance. It is your responsibility to get these items approved before they are brought into the facility.
- At no time is any staff or volunteer to bring in any unauthorized item for an inmate.
- Bringing in contraband/unapproved items will result in suspension and/or termination of your services at CCDOC and possible criminal prosecution.
- Volunteers are not to bring in or take out ANY item for an inmate. This includes mail, written messages and verbal messages.
- Volunteers are not to communicate with inmates through phone calls, cards, letters or eMessaging.
- Volunteers are not permitted to make monetary deposits into inmate accounts.
- No materials containing staples, paper clips or other metal fasteners will be allowed into the facility.
- No pens with metal clips or spring clicks are allowed into the facility. All pens must be of the approved type with black or blue ink only. Notebooks with wire bindings are not allowed.
- Please do not provide resident with folders, notebooks, pens or pencils. CCDOC provides all those items to the residents.

## Volunteer Guidelines – Boundaries

You are here in a professional instructor capacity. Please remember to:

- Use appropriate language.
- Keep your focus on class materials.
- Be aware of your surroundings.
- Maintain a professional distance; no physical contact is permitted.
- Address all residents by their last name (example: Mr. Jones or Ms. Dow).
- **Give Nothing** to a Resident.
- **Take Nothing** from a Resident.
- **Do not discuss** your social life, political affiliation or activities, home and family life, your work, religion (unless as your authorized voluntary service), school or neighborhood nor your outside identity.
- Seek answers only from the supervisor or corrections staff.
- Inform the Shift Supervisor if you are a relative, or acquainted with, any resident.
- Report resident pressure, threats, excessive or unusual requests.
- Report concerns concerning resident welfare as soon as possible.
- Cooperate immediately with any Officer request.
- Be aware of Con Games – Do not bend any rules. Offenders can be very manipulative and may try to trap or blackmail you.
- Respect Offender Privacy, Confidentiality of Records and Privileged Information (DOC and Residents).
- Accept that volunteers cannot substantiate offender conversation.
- Maintain a Positive Attitude.
- Suicide Prevention – Speak to the Shift Supervisor before you leave.

## Program Scheduling, Weather Emergencies & Canceling Programs

If you need to cancel your program for the day, please call the jail at 603-539-2282 along with sending an email and/or phone call to your contact—Lt. King, case manager, programs department. If you do need to cancel and wish to reschedule your class, contact the programs department to discuss the possibility of rescheduling.

Volunteer programs will **not** be held on holidays. If you wish to hold your program on a holiday, please contact the programs department.

Use your judgment during periods of bad weather. We do not formally cancel programs. It is your discretion whether you come in. At times, we may need to cancel programs on a short notice for security reasons. We will make every effort to contact any program staff affected with as much notice as possible.

## Program-related Contact Information

Lt. Brian King, Chief of Safety & Security: [bking@cchoc.org](mailto:bking@cchoc.org)

Case Manager: [casemanagement@cchoc.org](mailto:casemanagement@cchoc.org)

Programs Department: [programs@cchoc.org](mailto:programs@cchoc.org)

It is the responsibility of the volunteer to contact the Chief of Safety and Security for any change of address, phone number or new email address. If at any point a program volunteer is no longer able to volunteer at CCDOC and would like to have their name removed from the volunteer list, it is the responsibility of that program volunteer to contact the Chief of Safety and Security to ask to have their name removed from the volunteer list.

The programs that volunteers provide not only improve the quality of life for the residents while they are incarcerated here, but also create a positive ripple effect for the residents, their families and their communities after they have been released.

The CCDOC staff and administration wish to extend our sincerest appreciation for your invaluable time, effort and service!

Thank you!