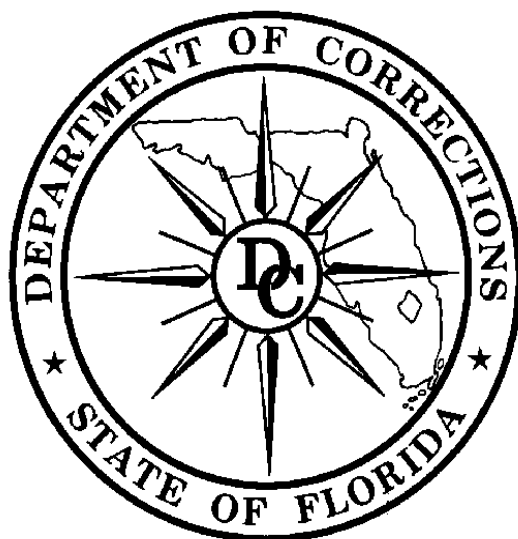


Florida Department of Corrections

New Employee Orientation Contract Staff



Edwin G. Buss, Secretary

New Employee Orientation

The purpose of this training is to familiarize new employees with various aspects of the Florida Department of Corrections.

Florida is one of the largest prison systems in the country. As of July 31, 2010, 102,374¹ felons were in the custody and control of the department and the department supervised over 152,000 offenders on probation.² The department consists of 56 major facilities, including seven private facilities and employs over 28,000 individuals. Three out of four employees are either Correctional Officers or Correctional Probation Officers.³ More information on the Florida Department of Corrections can be accessed through this link: <http://www.dc.state.fl.us/oth/Quickfacts.html>.

This training is forty (40) hours, which includes:

- **Thirty-two (32) hours of online/self-study training, as listed below; and**
- **Eight (8) hours of On-The-Job training; topics to be determined by immediate supervisor and/or their designee. This training is not self-study and will be completed under the direct supervision of the immediate supervisor and/or their designee.**

**The online/self-study portion of New Employee Orientation is proficiency based.
On-The-Job training is mandatory eight (8) clock hours.**

If you have any questions please do not hesitate to ask the local trainer, they are there to assist.

Topics

Legal Overview	3
Health Issues	26
Re-Entry Introduction	37
Information Security and Use of Computers.....	52
Unauthorized Cell Phone and Electronic Device Use	59
Emergency Preparedness.....	63
Inmate Relations.....	83
On-The-Job Training Completion Affidavit.....	99

¹ Trends in Prison Admissions and Population, July 31, 2010.

² Community Supervision Population Summary, Monthly Status Report, July 2010.

³ Florida Department of Corrections Bureau of Research and Data Analysis.

Legal Overview

Learning Objectives:

Upon completion of this block of instruction, you will be able to:

1. Define the terms.
2. Describe the department's Equal Employment Opportunity (EEO) policy and identify who is protected from discrimination.
3. Identify the specific types of discrimination.
4. Identify what does and does not constitute sexual harassment.
5. Identify what management must do once an employee has informed them that sexual harassment has occurred.
6. Explain the purpose of the "Whistle-blower's Act" as noted in Section 112.3187, F.S.
7. Describe "hostile work environment".
8. Identify the department's "Violence in the Workplace Policy Statement".
9. Identify the purpose and major components of the department's "Code of Ethics".
10. Identify the five parts of the department's "Code of Conduct".
11. Explain the purpose of the Health Insurance Portability and Accountability Act (HIPAA).
12. Explain what is and is not Protected Health Information (PHI).
13. State the primary intent of the Prison Rape Elimination Act (PREA), to whom PREA applies, and its purposes.
14. List the three primary objectives of Procedure 108.010, *Prison Rape: Prevention, Elimination and Investigation*.
15. Describe the procedures for reporting incidents and/or allegations of prison rape.
16. Identify who is primarily responsible for processing and responding to public records requests.
17. State whether inmates have unlimited or routine access to information in records of the department.
18. Identify who must comply with the Occupational Safety & Health Administration (OSHA) Standard 1910.1200, *Hazard Communication* and the department's "Hazard Communication Program".
19. Identify what instructions are required regarding toxic substances found in the workplace under the OSHA Standard and the department's program.
20. Identify the penalties for lewd or lascivious behavior exhibited by inmates as noted in Section 800.09, F.S.
21. Identify steps staff should take if they observe lewd or lascivious behavior exhibited by an inmate(s).

1. Define the terms.

Carnal Knowledge: means contact between the penis and the vulva or the penis and the anus, including penetration of any sort, however slight.

Confidential Records: records that are not subject to inspection or copying by the public and may be released only to those persons or entities specifically designated by statute, court order, or written authorization.

Equal Employment Opportunity (EEO): Each employee or applicant for employment has an equal opportunity in agency practices relating to recruitment, examination, appointment, training, promotion, demotion, compensation, retention, discipline, separation, and other employment practices.

Exempt Records: records that are not subject to inspection by the public, but may be disclosed at the discretion of the Florida Department of Corrections.

Exercise of religion: means an act or refusal to act that is substantially motivated by a religious belief, whether or not the religious exercise is compulsory or central to a larger system of religious belief.

Health Insurance Portability and Accountability Act (HIPAA): HIPAA is a federal law that:

- Limits the ability of a new employer plan to exclude coverage for preexisting conditions;
- Provides additional opportunities to enroll in a group health plan if you lose other coverage or experience certain life events;
- Prohibits discrimination against employees and their dependent family members based on any health factors they may have, including prior medical conditions, previous claims experience, and genetic information; and
- Guarantees that certain individuals will have access to, and can renew, individual health insurance policies.

Material Safety Data Sheet (MSDS): is a document containing information about the properties and hazards of a toxic substance. The information will include the chemical identity of the substance, the physical and chemical properties, physical and health hazards, the means by which the chemical may gain access to the body, safe handling and use, emergency and first aid procedures, and control measures.

Oral Sodomy: contact between the mouth and the penis, the mouth and the vulva, or the mouth and the anus.

Prison: where individuals are held after adjudication of a crime where the punishment is incarceration for at least one year.

Prison Rape: the rape of an inmate in the actual or constructive control of prison officials.

Public Records: as defined in Chapter 119, Florida Statutes, are all documents, maps, books, photographs, film, sound recordings, data processing software, or other material, regardless of physical form, characteristics, or means of transmission, made or received in connection with the transaction of official business by the Florida Department of Corrections.

Public Records Requests: a request for any public records in the custody of the Florida Department of Corrections. A request may be submitted as a “Chapter 119 request,” a request under the Government-in-the-Sunshine Law, a request under the Freedom of Information Act, or a request for records maintained by the department. However, it should not be confused with a subpoena for records, which is not a public records request and is to be handled in accordance with “Subpoenas, Discovery Requests and Notices of Taking Deposition,” Procedure 102.003.

Sexual Battery: refers to the “non-consensual” carnal knowledge, oral sodomy, sexual battery with an object, or sexual fondling of a person:

- a. forcibly or against that person’s will; or
- b. not forcibly or against the person’s will where the victim is incapable of giving consent because of her/his youth or her/his temporary, or permanent mental or physical incapacity; or
- c. achieved through the exploitation of the fear or threat of physical violence or bodily injury.

Sexual Assault with an Object: the use of any hand, finger, object, or other instrument to penetrate, however slightly, the genital or anal opening of the body of another person.

Sexual Fondling: means the touching of the private body parts of another person (including the genitalia, anus, groin, breast, inner thigh, or buttocks) for the purpose of sexual gratification.

Sexual Harassment: is a form of sex discrimination in violation of Title VII of the Civil Rights Act of 1964.

Toxic Substance: is any chemical substance or mixture in a gaseous, liquid, or solid state that:

- Is manufactured, produced, used, applied, or stored in the workplace.
- Causes a significant risk to safety and health during or as a result of, any normal handling or use.

Whistle Blowers Act: as stated in section 112.3187, F.S., – an act preventing agencies or independent contractors from taking retaliatory action against an employee who reports to an appropriate agency violations of law on the part of a public employer or independent contractor that create a substantial and specific danger to the public’s health, safety, or welfare, preventing agencies or independent contractors from taking retaliatory action against any person who discloses information to an appropriate agency alleging improper use of governmental office, gross waste of funds, or any other abuse or gross neglect of duty on the part of an agency, public officer, or employee.

2. Describe the department’s Equal Employment Opportunity (EEO) policy and identify who is protected from discrimination.

It is the policy of the Department of Corrections to ensure that each employee or applicant for employment has an equal opportunity in agency practices relating to recruitment, examination, appointment, training, promotion, demotion, compensation, retention, discipline, separation, and other employment practices.

The department is also committed to a balanced, diverse workforce. Therefore, applicants for employment receive the same protection against discrimination as do employees.

All employees and applicants for employment are protected by the department's policy, as well as by Title VII of the Civil Rights Act of 1964 and the Florida Civil Rights Act of 1992, from any form of discrimination based on their race, color, sex, national origin, religion, age, disability, or marital status.

3. Identify the specific types of discrimination.

The following are specific types of discrimination:

- Race and Color Discrimination
- Sex Discrimination
- Discrimination on the basis of pregnancy
- National Origin Discrimination
- Age Discrimination
- Religious Discrimination
- Disability Discrimination
- Marital Status Discrimination

Title VII of the Civil Rights Act of 1964 allows individuals to file complaints of alleged discrimination through the U. S. Equal Employment Opportunity Commission (EEOC) or the U. S. Department of Justice. Intake professionals generally discuss the issues surrounding the complaint with the individual and, based upon the issues presented, may advise the complainant that they do not rise to the level of illegal discrimination. However, the law permits a complainant to file regardless of the potential merits of the allegations. Any charge of alleged discrimination filed through EEOC must be filed within 300 days of the date of the most recent incident of discrimination.

- The Florida Civil Rights Act of 1992 allows individuals to file a charge with the Florida Commission on Human Relations (FCHR). All charges filed through FCHR must be filed within 365 days of the date of the most recent incident of discrimination. This law also allows individuals to file charges based on marital status discrimination.
- The department's internal complaint procedure allows employees to file a charge within 365 days of the date of the most recent incident of alleged discrimination. The department's procedure includes the bases of discrimination of both Title VII and the Florida Civil Rights Act.
- Information regarding the department's internal complaint procedure may be obtained from the employee's servicing personnel office, supervisor or the Employee Relations section in the Bureau of Personnel.
- Employees may also file a complaint through the Florida Commission on Human Relations, 2009 Apalachee Parkway, Suite 100, Tallahassee, Florida 32301, or the U.S. Equal Employment Opportunity Commission, Miami District Office, One Biscayne Tower, Suite 2700, Two South Biscayne Boulevard, Miami, Florida 33131.

It is crucial for department employees to follow proper procedures when addressing issues of alleged discrimination. These procedures are designed to protect any employee making such a complaint and to ensure that his or her issues are handled properly and confidentially. Therefore, an employee must file his or her complaint through the appropriate intake officer in the employee's servicing personnel office or directly with EEOC or FCHR.

Complaints of alleged discrimination must not be addressed by a memorandum or incident report submitted to a supervisor. Additionally, employees cannot complain to coworkers or supervisors regarding alleged discrimination and thus claim they have filed a legitimate charge. Again, recent 11th Circuit case law is very clear on this issue: an employee's failure to use a well-documented and easily available departmental complaint procedure generally results in dismissal of the charge should the employee file a civil suit. **It is equally important that supervisors understand that whenever an employee raises issues of discrimination, they are required to direct the employee immediately to his or her servicing personnel office.**

It is not the supervisor's responsibility to investigate such a complaint, nor is s/he qualified to do so. Intake officers in the servicing personnel offices or with EEOC and FCHR are specifically trained to handle such complaints, and to advise employees of their rights in this regard.

4. Identify what does and does not constitute sexual harassment.

In general, sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of this conduct explicitly or implicitly affects the terms and conditions of an individual's employment, unreasonably interferes with his or her work performance, or creates an intimidating, hostile, or offensive work environment that is severe and pervasive.

Employees must understand not only what constitutes sexual harassment but also what actions do not rise to the level of illegal discrimination based on sex. For example, the occasional remark or joke of a sexual nature, or one or two requests for dates are not sexual harassment, nor do these types of actions constitute a hostile work environment.

Employees must understand that in order to be actionable, sexual harassment must be severe and pervasive enough that a reasonable person would consider the actions to be unwarranted and a detriment to his or her job. Under these circumstances, employees should realize that not every instance or instances of sex-related behavior warrants a formal complaint, nor is it sexual harassment as defined by the law.

5. Identify what management must do once an employee has informed them that sexual harassment has occurred.

Management is **required** to take any complaint of sexual harassment seriously and give it immediate attention.

Once an employee has informed management that sexual harassment has occurred, the manager must **immediately** have the employee report the matter to the appropriate intake officer in the servicing personnel office.

If an employee states s/he does not want to file a complaint, management **must** nevertheless report the matter to the appropriate intake officer in the servicing personnel office.

Management should be alert and sensitive to potential sexual harassment or offensive behavior within the workplace.

6. Explain the purpose of the “Whistle-blower’s Act” as noted in Section 112.3187, F.S.

112.3187 Adverse action against employee for disclosing information of specified nature prohibited; employee remedy and relief.—

(2) LEGISLATIVE INTENT.—It is the intent of the Legislature to prevent agencies or independent contractors from taking retaliatory action against an employee who reports to an appropriate agency violations of law on the part of a public employer or independent contractor that create a substantial and specific danger to the public’s health, safety, or welfare. It is further the intent of the Legislature to prevent agencies or independent contractors from taking retaliatory action against any person who discloses information to an appropriate agency alleging improper use of governmental office, gross waste of funds, or any other abuse or gross neglect of duty on the part of an agency, public officer, or employee.

Under federal law, Title VII prohibits any adverse employment action being taken against an employee who has participated in a statutorily protected activity. These activities include filing a complaint of discrimination, providing testimony with regard to a complaint of discrimination filed by another individual, or who have stated his or her opposition to alleged discriminatory practices.

However, the law does not extend this protection to employees who have filed grievances through the collective bargaining or other grievance procedure, nor to employees who have complained about issues that do not concern illegal discrimination.

Because the issue of retaliation is frequently raised, the courts have found it necessary to interpret the statute in two major ways. First, to prove retaliation, an employee must show that s/he participated in a statutorily protected activity and then, solely because of that activity, suffered an adverse employment action. The courts have agreed that there must be a close connection between the two actions to prove retaliation. In general, however, the anti-discrimination provision of Title VII is interpreted broadly to include employer actions that might have dissuaded a reasonable worker from making or supporting a change of discrimination.

An agency, independent contractor or contract employee shall not:

Dismiss, discipline, or take any other adverse personnel action against an employee for disclosing information pursuant to the provisions of this section.

Take any adverse action that affects the rights or interests of a person in retaliation for the person's disclosure of information under this section.

Any violation or suspected violation of any federal, state, or local law, rule, or regulation committed by an employee or agent of an agency or independent contractor which creates and presents a substantial and specific danger to the public's health, safety, or welfare.

Any act or suspected act of gross mismanagement, malfeasance, misfeasance, gross waste of public funds, suspected or actual Medicaid fraud or abuse, or gross neglect of duty committed by an employee or agent of an agency or independent contractor.

To Whom Information Is Disclosed

Any agency or federal government entity having the authority to investigate, police, manage, or otherwise remedy the violation or act, including, but not limited to:

- Chief Inspector General
- Agency Inspector General or the Employee designated as agency Inspector General
- The Florida Commission on Human Relations
- The Whistle-blower's Hotline

Employees and Persons Protected include those:

- Who disclose information on their own initiative in a written and signed complaint; or
- Who are requested to participate in an investigation, hearing, or other inquiry; or
- Who refuse to participate in any adverse action prohibited by this section; or
- Who file any written complaint to their supervisory officials; or
- Who submit a complaint to the CIG, the Agency Inspector General, Whistle-blower's Hotline or to the Florida Commission on Human Relations.

Any employee of or applicant for employment with any state agency, who is discharged, disciplined, or subjected to other adverse personnel action, or denied employment, because he or she engaged in an activity protected by this section may file a complaint.

7. Describe “hostile work environment”.

Federal and state statutes prohibit harassment based on an individual's protected class status. Under Title VII, employees have the right to a working environment free from any form of harassment. Harassment is actionable when it creates an intimidating, hostile, or offensive working environment that unreasonably interferes with an individual's work performance.

Harassment in this context must be based on or occur because of an individual's race, gender, national origin, religion, age, disability, or marital status. If harassment arises because of any other reason, it is not addressed by the applicable statutes. Employees frequently claim they have been harassed by supervisors or coworkers, but the evidence shows, for example, that the supervisor recommended the employee be disciplined for a rule violation, or coworkers excluded the employee from conversations or lunch engagements. While these actions may seem unfair, they are not illegal.

The same is true for the proliferation of hostile work environment claims, many of which arise because employees have been counseled regarding performance or attendance issues, for example. The employee may therefore perceive that s/he is subjected to a hostile work environment for these reasons but, again, unless s/he can show the hostility arises because of his or her protected class status, the claim fails under Title VII.

8. Identify the department's "Violence in the Workplace Policy Statement".

Department of Corrections Violence in the Workplace Policy Statement

It is the policy of the Department of Corrections to provide all employees with a safe workplace within the boundaries of our agency mission. In keeping with this policy, we use early intervention and awareness strategies in order to avoid or minimize the occurrence and effects of violence in the workplace, and offer assistance to victims and/or discipline perpetrators of acts of violence in accordance with department policy and procedure.

The department will provide workplace violence education and training to staff for the purpose of preventing violence in the workplace. In addition, all prospective employees (including volunteers and contract staff) will undergo pre-employment security screening to include a complete history of arrests and convictions for crimes of violence including domestic violence.

Violence by any individual while in state offices, facilities, work sites, or vehicles, or during the performance of state business will not be tolerated, and will be considered a violation of section 33-208.002(16), F.A.C. This includes any violent, aggressive, or threatening behavior (verbal or physical) that results in physical injury or emotional trauma or otherwise places any person's safety or productivity at risk, and is committed by any person including a supervisor, co-worker, vendor, others engaged in business with the department, or any other individual with whom an employee may come into contact during the course of business.

Any employee who threatens, harasses, assaults or batters someone at the workplace or from the workplace using any state resources - such as state time, workplace phones, fax machines, computers, mail, e-mail, or other means - will be subject to disciplinary action, up to and including dismissal, notification of law enforcement, referral to counseling, or other action as determined by department management.

Employees have an obligation to report incidents of workplace violence. Several channels exist for employees (or other individuals) to report such incidents. Reports (via Incident Report or other written means) may be made via the following:

1. Report to the employee's immediate supervisor or any manager in the chain-of-command; or
2. Report to the employee's servicing personnel office or the Office of the Inspector General, especially if the report is confidential or the employee (or other individual making such a report) wishes to be anonymous.

When a supervisor is informed of a threat or other violent behavior, s/he will immediately report the incident to the next level manager. The supervisor or higher authority shall notify the appropriate security staff, who shall review the report and make recommendations for action.

3. If physical injury occurs or a threat is believed to be imminent, supervisors or office security staff should be notified immediately, so that prompt action is taken to de-escalate the incident (separate individuals, post security staff, contact law enforcement, and/or any other action deemed appropriate or necessary) or the employee should contact a local law enforcement agency directly via 911 if necessary.

Any questions regarding this violence in the workplace policy statement should be directed to your servicing personnel office.

9. Identify the purpose and major components of the department's "Code of Ethics".

All new employees will receive a copy of procedure 102.004, "Ethics" during New Employee Orientation.

The purpose of the "Code of Ethics" is to provide clear and enforceable standards that will guide the employees of the Department of Corrections as they serve the citizens of the State of Florida.

Avoiding the Appearance of Impropriety

- (a) As agents of the people of the State of Florida, all employees must avoid the appearance of impropriety.
- (b) In accordance with section 112.311(2), F.S., all employees shall not be denied the opportunity, available to all other citizens, to acquire and retain private economic interests except when such enterprises conflict with the public responsibilities of such employees (or the perception of such conflict exists) or when such conflicts cannot be avoided.
- (c) All employees shall use the powers and resources of the department to further the public interest and not for any financial or personal benefit other than salaried compensation and employer-provided benefits.
- (d) All employees shall safeguard their ability to make objective, fair, and impartial decisions.
- (e) No employee shall accept benefits of any sort under circumstances in which it could be inferred by a reasonable observer that the benefit was intended to influence a pending or future decision of theirs or to reward a past decision.
- (f) All employees shall avoid any conduct that might undermine the public trust whether that conduct is unethical or lends itself to the appearance of ethical impropriety.

Favoritism:

- (a) Favoritism toward certain employees, persons, or groups shall be avoided.
- (b) Collecting funds from co-workers for the purpose of honoring a co-worker or celebrating events such as a birthday or retirement shall be permissible as long as:
 - 1. the contribution from each co-worker is limited to a reasonable amount,
 - 2. a supervisor or one higher in the chain of command is aware of and approves of the fundraising, and
 - 3. the contributions are made voluntarily.

Fair Access and Equal Opportunity

- (a) All employees shall afford all citizens fair and equal opportunity to express their concerns and ideas regarding state programs and policies without regard to their:
 - 1. political affiliation,
 - 2. sophistication, or
 - 3. affluence.
- (b) Recommendations and decisions made by employees in the performance of their duties shall:
 - 1. be made without bias; and

2. not be improperly influenced by the race, color, national origin, age, sex, disability, or religious creed of the individual(s) affected by or subject to the action.
- (c) In order to protect the rights guaranteed by the Florida Constitution, the department shall remain committed to a policy of open government.

Ethics Officer

- (a) The Secretary hereby designates the general counsel as the department's ethics officer.
- (b) The Secretary hereby designates the following as deputy ethics officers to assist the ethics officer at the local level. These individuals will not serve in an advisory role, however, and all requests for ethics opinions shall be directed to the ethics officer:
 1. the warden at each institution, and
 2. the circuit administrator at each community corrections circuit office.
- (c) The institutional wardens and the circuit administrators may designate a subordinate to serve as the deputy ethics officer for an institution or a community corrections circuit office. However, no further delegations are authorized under this procedure.
- (d) The ethics officer shall make reasonable efforts to ensure that all employees become familiar with this Code of Ethics as well as any additional ethics, public records, or open meeting requirements that may apply.
- (e) The ethics officer shall also serve as the contact person for public records and open government issues and shall make reasonable efforts to ensure that the department provides access to public records and open meetings without undue delay. Access shall remain consistent with the requirements of chapter 119, F.S., and section 945.10, F.S.
- (f) The ethics officer shall conduct regular meetings with the deputy ethics officers to discuss ethics issues and to ensure consistency in application of ethics, public records, and open meeting requirements.

You may request an opinion about how the Code of Ethics applies to your specific situation. The person having the power to hire or fire you also has standing to seek an opinion from the Commission on Ethics about how the Code may apply to you. The Commission can be contacted at (850) 488-7864 (phone), (850) 488-3077 (fax), or www.ethics.state.fl.us.

Solicitation of Gifts

- (a) In accordance with section 112.313(2), F.S., no employee shall solicit anything of value based upon an understanding that the thing of value will influence official action.
- (b) No SMS employee shall solicit anything of value.
- (c) In accordance with sections 112.3148(3) and 112.3149(2), F.S., no reporting individual or procurement employee shall solicit:
 1. any gift, regardless of its value, if the gift is for the personal benefit of her/himself, her/his family, or another employee; or
 2. an honorarium which is related to that employee's official duties.

Acceptance of Gifts

- (a) **All Employees:**
 1. In accordance with section 112.313(2), F.S., no employee shall accept anything of value (e.g., gift, loan, reward, promise of future employment, favor, or service) if the employee knows or with the exercise of reasonable care should know that the gift constitutes an attempt to influence official action.

2. Any gift that could not be received directly may not be received indirectly. For example, a \$300 gift from a lobbyist cannot be accepted by the spouse of an employee for the employee's benefit.
3. All employees have a duty to inquire whether a gift comes from a lobbyist or principal.
4. No employee shall solicit or accept a contribution from a department vendor unless the ethics officer has approved the contribution.
5. All employees may attend events sponsored by the Corrections Foundation.
6. All employees may attend a community event open to all persons.
7. The ethics officer shall provide clarification to employees about acceptance of gifts.

(b) Reporting Individuals and Procurement Employees:

1. Reporting individuals or procurement employees may accept gifts from lobbyists or principals of lobbyists so long as:
 - a. in accordance with section 112.3148(4), F.S., the value of any single gift does not exceed the gift value threshold of \$100; and
 - b. in accordance with section 112.3215(6)(a), F.S., the gift is not an expenditure (i.e., a gift offered for the purpose of lobbying).
2. A reporting individual or a procurement employee may accept, on behalf of a governmental entity or a charitable organization (e.g., the Corrections Foundation), a gift from a lobbyist in excess of \$100, provided the reporting individual or procurement employee does not maintain custody of the gift for any period of time beyond that reasonably necessary to arrange for the transfer of custody and ownership of the gift.

(c) SMS Employees:

1. No SMS employee, even if he or she qualifies as a "reporting individual" or a "procurement employee," shall accept a gift from a lobbyist.
2. No SMS employee may accept a gift from someone who is not a lobbyist unless the gift falls under one of the seven (7) exceptions listed below:
 - a. Gifts received from a relative, unless that relative is a lobbyist or the principal of a lobbyist;
 - b. Gifts (including but not limited to birthday gifts, anniversary gifts, and gifts of hospitality) received from personal friends in the ordinary course of friendship may be accepted, provided the personal friend is not:
 - i. a lobbyist;
 - ii. the partner, firm, member, employer, employee, or principal of a lobbyist;
 - iii. a person having a special financial interest (either individually or through a corporation or organization) in a matter pending before the department or the Governor or Lieutenant Governor;
 - iv. a person who (either individually or through a corporation or organization) provides goods or services to the state under contract or agreement; or
 - v. a person who (either individually or through a corporation or organization) is seeking to provide goods or services to the state;
 - c. On-site consumption of food and refreshment at receptions or other events, provided the SMS employee's attendance at such event is an appropriate exercise of the SMS employee's official duties, unless the food and refreshments at such event are paid for by a lobbyist, principal, or vendor;
 - d. Gifts accepted on behalf of the department or a charitable organization including the Corrections Foundation, or for which a public purpose can be shown, provided the ethics officer has approved the acceptance;

- e. Gifts involving volunteer campaign-related travel, lodging, and/or food or beverage expense, provided the ethics officer has approved the acceptance;
- f. Gifts, in the form of an item or benefit generally available for free or below the customary rate, provided the rate is:
 - 1. a government rate available to all other similarly situated government employees; or
 - 2. a rate available to similarly-situated members of the public by virtue of occupation, affiliation, age, religion, sex, or national origin.
- g. Gifts, in the form of discounted pricing based upon government employment, provided:
 - 1. the discounted price is equally available to all government employees; and
 - 2. the discounted pricing is not intended to benefit only a particular class of employees.
 - 3. In extraordinary cases, an SMS employee may request, from the Ethics Officer, permission to accept a gift otherwise prohibited by this procedure.

Disclosure Requirements With The Commission On Ethics

- (a) Because conflicts of interest may occur when employees are in a position to make decisions that affect their personal financial interest, many employees are required to publicly disclose their financial interests.
- (b) This disclosure process:
 - 1. reminds employees of their obligation to put the public concern above personal considerations, and
 - 2. helps citizens monitor the interests of those who spend their tax dollars and participate in public policy decisions and the administration of government.
- (c) **All Reporting Individuals:**
 - 1. All employees who are required to disclose their financial interests pursuant to section 112.3145, F.S., must file the following forms with the Commission on Ethics within thirty (30) days of appointment and by July 1 of each year thereafter:
 - a. "Statement of Financial Interests," CE Form 1, and
 - b. "Annual Disclosure of Gifts From Governmental Entities and Direct Support Organizations and Honorarium Event Related Expenses," CE Form 10.
 - 2. Employees who are reporting individuals are required to file, on the last day of any calendar quarter following the calendar quarter in which they received a reportable gift, a "Quarterly Gift Disclosure (Gifts Over \$100)," CE Form 9, based on the gift threshold of \$100.
 - 3. Reportable disclosure of such gifts shall include:
 - a. a description of the gift and its approximate value,
 - b. the name and address of the donor (if possible),
 - c. the date of the gift, and
 - d. a copy of any receipt for the gift provided by the donor.

Unauthorized Compensation

In accordance with section 112.313(4), F.S., no employee shall accept, whether directly or indirectly through a spouse or minor child, any compensation, payment, or thing of value that the employee knows, or with the exercise of reasonable care should know, is given to influence the employee's official action.

Use of Public Position

In accordance with section 112.313(6), F.S., no employee shall use or attempt to use her/his official position to obtain a special privilege, benefit, or exemption for her/himself or any other individual.

Disclosure or Use of Certain Information

In accordance with section 112.313(8), F.S., no employee shall disclose or use information not available to the members of the general public and obtained by reason of her/his official position for her/his personal gain or benefit or for the personal gain or benefit of any other person or business entity.

Doing Business with One's Agency

- (a) In accordance with section 112.313(3), F.S., no employee acting in her/his official capacity shall purchase, rent, or lease any realty, goods, or services or directly or indirectly procure contractual services for the department from a business entity in which they, their spouse, or child:
 - 1. own more than a five percent (5%) interest, or
 - 2. serve as an officer or director.
- (b) In accordance with section 112.313(3), F.S., no employee acting in a private capacity shall rent, lease, or sell any realty, goods, or services to the department.

Conflicting Employment or Contractual Relationship

- (a) In accordance with section 112.313(7)(a), F.S., no employee shall have or hold any employment or contract with any business entity or agency regulated by or doing business with the department.
- (b) In accordance with section 112.313(7)(a), F.S., no employee shall have or hold any employment or have a contractual relationship if that employment or relationship would:
 - 1. pose a continuing or frequently recurring conflict between her/his private interests and public duties, or
 - 2. impede the full and faithful discharge of her/his public duties.
- (c) No employee shall be employed by a person, corporation, or other entity holding a contract with the department if the employee:
 - 1. participates in the decision-making process involving a purchase request;
 - 2. influences the content of any specification or procurement standard; or
 - 3. renders advice, investigation, or auditing regarding the department's contract for services.

Employment of Relatives (Nepotism)

In accordance with section 112.3135(2)(a), F.S., no employee shall seek for a relative any appointment, employment, promotion, or advancement in the unit in which s/he is serving or over which s/he exercises jurisdiction or control. "Employment of Relatives," Procedure 208.046, addresses employment of relatives.

10. Identify the five parts of the department's "Code of Conduct".

CODE OF CONDUCT

- I. I will never forget that I am a public official sworn to uphold the Constitutions of the United States and the State of Florida.

- II. I am a professional committed to the public safety, the support, and protection of my fellow officers and co-workers, and the supervision and care of those in my charge. I am prepared to go in harm's way in fulfillment of these missions.
- III. As a professional, I am skilled in the performance of my duties and governed by a code of ethics that demands integrity in word and deed, fidelity to the lawful orders of those appointed over me, and, above all, allegiance to my oath of office and the laws that govern our nation.
- IV. I will seek neither personal favor nor advantage in the performance of my duties. I will treat all with whom I come in contact with civility and respect. I will lead by example and conduct myself in a disciplined manner at all times.
- V. I am proud to selflessly serve my fellow citizens as a member of the Florida Department of Corrections.

11. Explain the purpose of the Health Insurance Portability and Accountability Act (HIPAA).

In 1996, the **Health Insurance Portability and Accountability Act** became law. The scope of the Act was broadened to require the health care industry to adopt uniform codes and forms. This would help streamline processing and use of health data and claims and contribute to better, more accessible health care for Americans.

The Act also was broadened to better protect the privacy of people's health care information, and give them greater access to that information.

Training of all staff in privacy of health information is one of HIPAA's primary requirements.

It is important to respect people's privacy. When people provide us with their private health information, they trust us to use it legally and appropriately.

Consequences if a Department employee does not keep inmate or offender health information confidential:

Disciplinary Action: violators may expect to receive a reprimand, suspension, or even dismissal if health information is not kept confidential. Penalties apply even if the disclosure was unintentional.

There are legal penalties; fines and even jail time: for people who do not follow the HIPAA law. These penalties apply to the Florida Department of Corrections. They also apply to an employee if s/he ignores the law, especially if a staff member deliberately gives someone's private information to another person that is not supposed to see it.

12. Explain what is and is not Protected Health Information (PHI).

Examples of Health Information:

- A prescription
- A medical chart
- Vital signs or medical test results
- Overheard conversations between an offender and health care provider

Examples of Protected Health Information (PHI) that identifies an individual:

- His or her name
- A social security number
- DC number
- Location (i.e. work camp, dorm, bunk number)
- Home address

PHI Examples:

- A medical record that states, “Patient John Doe has the measles.” The record describes John Doe’s health condition and identifies him by name; therefore the record contains PHI.
- A medical pass directing that inmate # AB3455 receive an accommodation, such as being excused from work, a lower bunk assignment, a bland diet, etc.
- A prescription for John Doe, because it has both the name of the individual and the medication prescribed to him. The medication prescribed is health information.
- Protected health information is PHI regardless of where that information is located. Don’t be confused, the Department of Corrections (DC) has health information in records other than the green medical file and in areas outside of Health Services. It is important to know that PHI in other DC documents, such as IG reports, is also confidential and the privacy of that information must be maintained.

NOT PHI Examples:

- A summary report about the drugs prescribed for diabetes. This summary report is **not** PHI because it does not contain any information about the individual. It only contains health information.
- Departmental reports providing statistical information regarding the number of S-3 inmates. This report is not PHI because it does not identify an individual inmate.

Note: Remember, Protected Health Information (PHI) only applies to Individually Identifiable Health Information; both components must be present.

13. State the primary intent of the Prison Rape Elimination Act (PREA), to whom PREA applies, and its purposes.

The Act supports the elimination, reduction and prevention of sexual assault and rape within corrections systems. It does so by mandating national data collection efforts; providing funding for program development and research; and creating a national commission to develop standards and accountability measures. The Act provides for the analysis of the incidence and effects of prison rape in federal, state, and local institutions in order to provide information, resources, and recommendations designed to protect individuals from prison rape.

The Act applies to all federal, state and local prisons, jails, police lock-ups, private facilities and community settings such as residential facilities.

The purposes of this Act are to:

1. establish a zero-tolerance standard for the incidence of prison rape in prisons in the United States;
2. make the prevention of prison rape a top priority in each prison system;
3. develop and implement national standards for the detection, prevention, reduction, and punishment of prison rape;
4. increase the available data and information on the incidence of prison rape, consequently improving the management and administration of correctional facilities;
5. standardize the definitions used for collecting data on the incidence of prison rape;
6. increase the accountability of prison officials who fail to detect, prevent, reduce, and punish prison rape;
7. protect the Eighth Amendment rights of federal, state, and local prisoners;
8. increase the efficiency and effectiveness of federal expenditures through grant programs such as those dealing with health care; mental health care; disease prevention; crime prevention, investigation, and prosecution; prison construction, maintenance, and operation; race relations; poverty; unemployment; and homelessness; and
9. reduce the costs that prison rape imposes on interstate commerce.

14. List the three primary objectives of Procedure 108.010, *Prison Rape: Prevention, Elimination and Investigation*.

1. To establish zero-tolerance standards for sexual assault/battery in institutions and community corrections while protecting the rights of inmates and offenders, regardless of gender, or sexual preference, through accountability of perpetrators and the punishment of those institutional and community correctional officials who fail to detect, prevent, reduce and punish sexual assault/battery/harassment crimes for incarcerated inmates and those offenders under departmental jurisdiction.
2. To establish and provide implementation of standards for the detection, prevention, reduction and punishment of sexual assault/battery by increasing the availability of data, information and training on the incidence of sexual assault/battery consequently improving the management and administration of correctional facilities.
3. To establish guidelines for proper and immediate reporting of such incidents as well as providing appropriate safeguards for victims, the management of evidence, and actions to be taken from reporting an allegation to substantiation of a sexual assault, sexual battery, and/or sexual harassment.

15. Describe the procedures for reporting incidents and/or allegations of prison rape.

The department maintains a zero tolerance philosophy regarding inmate sexual battery/assaults. It is of primary importance that the prevention and the reporting of any allegation or act of inmate sexual assault and/or staff sexual harassment and staff sexual misconduct as outlined throughout the procedure be a priority of all agency staff.

All staff, inclusive of, wardens, circuit administrators, deputy circuit administrators, assistant wardens, chiefs of security, shift supervisors and department/section managers, volunteers and contract employees will ensure that they foster an environment within their facility(ies) that clearly precludes sexual battery. This includes, but may not be limited to:

- 1. taking all reports concerning sexual battery seriously;**
2. initiating immediate reporting of alleged sexual battery, staff sexual misconduct and staff sexual harassment to the Office of the Inspector General;
3. taking immediate steps to ensure preservation of possible crime scenes, inclusive of evidence protection;
4. taking all appropriate measures to ensure the safety of an inmate who may have been sexually battered or of an inmate who may have reported the sexual battery of another;
5. ensuring non-harassment and non-humiliation of alleged victims or informants of sexual battery regardless of sexual preference or transgender status of the inmate(s).
6. Classification and/or housing assignment staff and medical personnel will ensure that, within twenty-four (24) hours of arrival a screening of each inmate is conducted (by an authorized medical/mental health professional).

Any staff member who has reason to believe that an inmate demonstrates a sexually assaultive behavior or poses a risk for sexual victimization, even though an incident may not have occurred, will notify the shift supervisor. If no incident of sexual assault, etc., as described within the procedure has occurred, no PREA number is needed.

Reporting Incidents/Allegations: All incidents or allegations of sexual battery, staff sexual misconduct and staff sexual harassment will be reported in accordance with: “Incident Reports – Institutions,” Procedure 602.008; “Reporting Incidents to the Inspector General and “Management Information Notification System” 108.007; “Incident Reports - Community Corrections,” 302.045; “Emergency Action Center,” 602.012.

In all institutional instances of incidents involving sexual battery, staff sexual misconduct, improper conduct (sexual) or staff sexual harassment, the shift supervisor will ensure that an “Incident Report,” DC6-210, and a “Management Information System Notification” (MINS) report are processed and submitted. Each of these reports will include the PREA identification number issued by the Emergency Action Center (EAC).

In all Community Corrections incidents involving sexual battery, staff sexual misconduct, improper conduct (sexual) or staff sexual harassment, the circuit administrator will ensure that a “Community Corrections Incident Report,” DC3-225 and a MINS report is processed and submitted. Each of these reports will include the PREA identification number issued by the Emergency Action Center (EAC).

The inmate(s) suspected of committing a sexual battery will be managed in accordance with section 33-602.220, F.A.C. (Administrative Confinement) pending a complete and thorough investigation and disciplinary process, inclusive of external charges, if applicable. Inmate(s) who have been found guilty of sexual battery, through the course of either internal or external hearings will be processed in accordance with section 33-602.222, F.A.C (Disciplinary Confinement), unless otherwise ordered through judicial or administrative process.

Each warden will ensure that, the inmate orientation process (at both the reception center and the primary institution) will encourage inmates to immediately report any concern or fear of possible sexual battery to correctional staff.

Any employee who has knowledge of or is receiving information, written or verbal, regarding the fear, coercion or actual sexual battery will immediately notify the shift supervisor, the chief of security or higher authority who will then take immediate steps to evaluate the inmate's concern/allegation. The authority notified will ensure proper medical treatment (if applicable) and the safety of the inmate by means provided in section 33-602.220, F.A.C. (Administrative Confinement) and section 33-602.221, F.A.C. (Protective Management), if applicable.

- a. Any employee who fails to report or take immediate action regarding these incidents, or intentionally inflicts humiliation toward the victim or informant, or trivializes a report of sexual battery will be subject to the appropriate level of discipline. This discipline will possibly include termination of employment, as outlined in section 33-208.003, F.A.C.
- b. Community corrections staff will refer to section (7) (b) and(c) of Procedure 602.008 for reporting instructions.

Inmates/offenders who have been sexually battered, or are aware of a sexual battery, or sexual misconduct of a staff member, will immediately notify the nearest correctional staff member and report the incident. All reasonable measures to secure the safety of the inmate(s) will be implemented by the shift supervisor, the chief of security, the warden and the investigator assigned.

- a. Victims of a sexual battery should try to preserve as much physical evidence of the battery as possible. Prior to reporting a sexual battery, there should be no showering, washing, etc., of the body and/or clothing or bed linen.
- b. Security staff will also ensure the preservation of evidence by securing the site of the battery (if possible). The clothing or any other items of the victim and the perpetrator (which may be pertinent to an investigation) will be preserved also.

Security/community correctional staff will notify the Office of the Inspector General immediately of any allegation of sexual battery, sexual misconduct, improper conduct (sexual), and staff sexual harassment. An investigation will be initiated in accordance with "Investigative Process," Procedure 108.003.

16. Identify who is primarily responsible for processing and responding to public records requests.

The primary responsibility for processing and responding to public records requests rests with the office that serves as the official custodian of the record being requested.

Consult Procedure 102.008, *Public Records Requests* for a list of designated department personnel as well as an explanation of who may qualify as a "records custodian."

17. State whether inmates have unlimited or routine access to information in records of the department.

No inmate or offender under jurisdiction of the Florida Department of Corrections will have unlimited or routine access to the department's records or information contained in the department's records. Section 945.10(3), F.S., authorizes the Florida Department of Corrections to permit limited access to the department's records if the inmate or offender makes a written request in accordance with section 33-601.901, F.A.C., and demonstrates an exceptional need for information contained in the agency's records and the information is otherwise unavailable. Such information will be provided by the Florida Department of Corrections when the inmate or offender has met the above requirements and can demonstrate that the request is being made under exceptional circumstances as set forth in section 945.10(3)(a)-(f), F.S.

- It will be the responsibility of the inmate or offender to maintain copies of documents that have been previously provided to the inmate or offender under other rules of the department. Requests for information that has been previously provided will not be honored unless the inmate or offender can satisfy the criteria set forth in section 945.10(3) (a)-(f), F.S.
- No inmate or offender will have access to any other inmate's or offender's file.

18. Identify who must comply with the Occupational Safety & Health Administration (OSHA) Standard 1910.1200, *Hazard Communication* and the department's "Hazard Communication Program".

Any employer that employs three or more employees, with certain exceptions, is subject to the requirements of the OSHA Standard.

Any employer who produces, uses, or stores any toxic substance in the workplace is required to:

- Inform workers of their rights under these regulations.
- Obtain and maintain for a period of 30 years, the required Material Safety Data Sheet (MSDS) for each toxic substance present.
- Make the MSDS available upon request to an employee.
- Provide instruction to employees within their first 30 days of employment and at least annually thereafter, on the nature and effects of those toxic substances with which they work.
- Advise employees of their right to obtain further information.

Notify the local Fire Department of the location and names of each of the toxic substances regularly present in the workplace.

The regulations provide employees with certain rights, including:

- Knowledge of the toxic substances present in the workplace.
- Access to a copy of the Material Safety Data Sheet for any listed toxic substance present to which they may be exposed.
- Refusal to work under specified circumstances, with a toxic substance, if not provided a copy of the Material Safety Data Sheet for that substance within 5 working days after an employee submits a written request to the employer.

The Environment Health, Safety & Risk Management website is at:
<http://dcweb/co/safety/index.html>.

19. Identify what instructions are required regarding toxic substances found in the workplace under the OSHA Standard and the department's program.

- The chemical and common names of the substance (with certain disclosure limitations for trade secrets).
- The location of the substance in the workplace.
- Proper and safe handling practices.
- First aid treatment and antidotes in case of overexposure.
- The adverse effects of the substance.
- Appropriate emergency procedures.
- Proper procedures for clean up of leaks or spills.
- Potential for flammability, explosion, and reactivity.
- The rights of employees under the OSHA Standard and the department's program.
- Protection against discharge, discipline, or discrimination for having exercised any of these rights.

If there are any questions, or if additional information is needed concerning toxic substances in the workplace, contact the Office of Environmental Health, Safety, and Risk Management, Florida Department of Corrections.

20. Identify the penalties for lewd or lascivious behavior exhibited by inmates as noted in Section 800.09, F.S.

800.09 Lewd or lascivious exhibition in the presence of an employee.—

(1) As used in this section, the term:

(a) "Employee" means any person employed by or performing contractual services for a public or private entity operating a facility or any person employed by or performing contractual services for the corporation operating the prison industry enhancement programs or the correctional work programs under part II of chapter 946. The term also includes any person who is a parole examiner with the Parole Commission.

(b) "Facility" means a state correctional institution as defined in s. 944.02 or a private correctional facility as defined in s. 944.710.

(2)(a) A person who is detained in a facility may not:

1. Intentionally masturbate;
2. Intentionally expose the genitals in a lewd or lascivious manner; or
3. Intentionally commit any other sexual act that does not involve actual physical or sexual contact with the victim, including, but not limited to, sadomasochistic abuse, sexual bestiality, or the simulation of any act involving sexual activity, in the presence of a person he or she knows or reasonably should know is an employee.

(b) A person who violates paragraph (a) commits lewd or lascivious exhibition in the presence of an employee, a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

21. Identify steps staff should take if they observe lewd or lascivious behavior exhibited by an inmate(s).

If a lewd or lascivious behavior is exhibited by an inmate(s) the staff member observing the act should:

1. Immediately notify security staff in charge of the area in which the behavior was exhibited.
2. Write a disciplinary report.
3. Give the disciplinary report to the officer-in-charge (OIC) of the shift on which the incident occurred.

Health Issues

Learning Objectives:

Upon completion of this module, you will be able to:

1. Define the terms associated with health issues.
2. Discuss the most common bacteria affecting the community today.
3. Identify the most common presentation of Methicillin-resistant *Staphylococcus Aureus* (MRSA) and methods to prevent spreading.
4. Identify the most commonly seen blood-borne pathogens in corrections.
5. Identify the three primary modes of occupational transmission of blood-borne pathogens in the correctional setting.
6. Describe how to utilize personal protective equipment appropriately to minimize exposure to blood-borne pathogens.
7. Identify general recommendations to minimize occupational exposure.
8. Identify the post-exposure steps to take as soon as possible after an exposure.
9. Identify some of the behavioral and physical warning signs of someone thinking about suicide.
10. Explain the referral procedures and communication between correctional and health care staff.
11. List the appropriate steps to respond to suicidal and depressed offenders.
12. Identify the purpose of the Department of Corrections' *Employee Assistance Program*, Procedure 208.042.

1. Define the terms associated with health issues.

Attempted Suicide: A self-harm act with conscious intent to die and that could result in death.

Blood-borne Pathogen (BBP): A blood-borne disease that can be spread by contamination by blood. The most common examples are HIV, hepatitis B and C.

Communicable Disease: A disease that may be transmitted from person to person or contact with an object or surface.

Depression: A mental condition that may include an inability to concentrate, insomnia, loss of appetite, feelings of worthlessness, hopelessness, helplessness, and guilt.

Hepatitis A: a virus that causes inflammation of the liver. It is usually found in fecal contaminated water or food, typically in countries where there is minimal sanitation.

Hepatitis B: a virus that causes inflammation of the liver, which leads to acute and/or chronic disease. **It is a blood-borne pathogen** and is found in the blood and other body fluids from infected individuals.

Hepatitis C: is a virus that usually causes chronic liver disease, which can lead to cirrhosis or cancer. It is a blood-borne pathogen.

Human Immunodeficiency Virus (HIV): is the causative agent for Acquired Immune Deficiency Syndrome (AIDS). It is a blood-borne pathogen.

Methicillin-resistant *Staphylococcus Aureus* (MRSA): Methicillin-resistant *Staphylococcus Aureus* (MRSA) is a type of bacteria (*Staphylococcus aureus*) that is resistant to one or more antibiotics. These antibiotics include methicillin and other more common antibiotics such as oxacillin, penicillin and amoxicillin.

Personal Protective Equipment (PPE): gloves, masks, goggles, and other protective clothing.

Self-Harm: Any act that may cause injury to self or suicide, regardless of intent.

Self-harm Observation Status (SHOS): a clinical status ordered by a physician, clinical associate, or advanced registered nurse practitioner (ARNP) that provides for safe housing and close monitoring of inmates who are determined to be suicidal or at risk for serious self-injurious behavior.

Self-Injurious Behavior: An act of self-harm that is at a level that is so low that it could not cause death. The lethality is low in that it is apparent there is no intention of dying.

Serious Self-injurious Behavior: Refers to an inmate's behavior that has or could have caused serious bodily harm.

Situational Reactions: Reaction to life stressors. Examples of such stressors would be death in the family, pending divorce, an unsuccessful court appeal, pending disciplinary action, or sexual assault.

Standard precautions: an approach to patient care meant to prevent the spread of blood-borne infections.

Suicidal: Refers to an inmate who has been assessed by her/his behavior and actions to be at risk for intentionally taking her/his life.

Suicide: The taking of one's life with conscious intent.

Suicidal Ideation: Having thoughts about killing oneself.

Suicidal Threat: Verbal admission of suicidal intent.

2. Discuss the most common bacteria affecting the community today.

Staphylococcus (Staph) aureus is the most common bacteria affecting the community today and:

- It is found on the skin and in the nose of healthy people.
- It may cause minor skin infections, or serious infections such as blood poisoning (sepsis) or pneumonia.

Methicillin Resistant Staph Aureus (MRSA) is a type of Staph that is resistant certain antibiotics.

3. Identify the most common presentation of Methicillin-resistant Staphylococcus Aureus (MRSA) and methods to prevent spreading.

MRSA that is acquired in the community are usually manifested as skin infections, such as pimples and boils, and occur in otherwise healthy people. Inmates will often complain of spider bites, insect bites, and infected pimples when it is really a MRSA skin infection.

MRSA most often occurs in hospitals and other health care facilities, such as nursing homes and dialysis centers, in individuals who have weakened immune systems.

MRSA is transmitted by contact with an infected or colonized individual. The single most effective way to control the spread of MRSA is thorough and frequent hand washing with soap and water.

Additional recommendations:

- Keep site of infection covered until healed.
- Do not touch site.
- Do not share personal items, such as towels or razors.

4. Identify the most commonly seen blood-borne pathogens (BBP) in corrections.

Blood-borne pathogens can be transmitted to an individual who is exposed to the blood or body fluids of an infected individual.

The three most common BBP in corrections are hepatitis C, hepatitis B and human immunodeficiency virus (HIV).

Hepatitis B (HBV)

Hepatitis B is a contagious liver disease that results from infection with the hepatitis B virus.

Symptoms of Hepatitis B

- Acute Hepatitis B – Not everyone has symptoms with acute HBV, especially young children. Most adults have symptoms appear within 3 months of exposure. Symptoms can last from a few weeks to several months and include fever, fatigue, loss of appetite, nausea, vomiting, abdominal pain, dark colored urine, clay-colored bowel movements, joint pain and jaundice.
- Chronic Hepatitis B – Many people with chronic HBV remain symptom free for up to 30 years, but others experience ongoing symptoms similar to those of acute HBV, which can lead to cirrhosis, liver failure and liver cancer.
- Individuals with chronic Hepatitis B are frequently unable to continue working due to the disabling long-term effects of the disease.
- Some HBV carriers are infectious for life. This means they can transmit the disease to others, while at the same time not experiencing symptoms themselves.

Transmission of Hepatitis B

- Outside of the occupational setting, HBV is transmitted primarily by sexual contact (either heterosexual or homosexual) or by sharing contaminated needles (such as intravenous drug abuse). You can also get HBV from receiving infected blood in a transfusion. Now, all donated blood is tested for HBC, HCV, and HIV; and the risk of infection from a blood transfusion is extremely low.

Prevention of Hepatitis B

A safe and effective vaccine to prevent Hepatitis B has been available since 1982. The series of 3 vaccinations is given over a 6 month period.

Hepatitis C (HCV)

HCV (Hepatitis C) is a contagious liver disease caused by the hepatitis C virus and is the country's most common blood-borne disease, infecting at least 2 out of every 100 persons. There is no cure.

Corrections staff are among those at high risk for infection because their work may put them in contact with blood, blood products, or needles.

Symptoms of Hepatitis C

- Most people who contract Hepatitis C have no recognizable signs or symptoms. You can feel and appear perfectly healthy, yet still be infected with the disease and able to infect others. However, some people do experience flu-like symptoms.

Transmission of Hepatitis C

- HCV is spread when blood from a person infected with the HCV enters the body of someone who is not infected. It can be spread through unsafe sex with multiple partners, although it is not known how frequently this occurs. Intravenous drug users, hemophiliacs or those with tattoos, body piercing or blood transfusion (prior to 1990) and those in close contact with an infected person are at a higher risk of being infected.
- There is no vaccine to prevent Hepatitis C.

Human Immunodeficiency Virus (HIV)

- HIV is a virus that attacks the body's immune system, which eventually makes it unable to fight off diseases. It is spread primarily by sex (heterosexual or homosexual) with an infected

individual, by intravenous (I.V.) drug users who share contaminated needles, from infected mother to unborn child, and from contact (such as, parenteral, needle stick, etc.) with blood, certain body fluids and tissue from an infected individual.

- When an individual is infected with HIV there may be no symptoms initially or a mild flu-like syndrome may be noted. An infected individual may go many years without any obvious symptoms to suggest infection has occurred.

Early symptoms of HIV infection

- Swollen glands (neck, underarm, groin)
- Low-grade fever, recurrent "night sweats"
- General malaise (fatigue)
- Recurrent diarrhea
- Significant weight loss without dieting or increased exercise
- White spots or sores inside the mouth
- Certain skin conditions and rashes

Transmission of HIV

- HIV is primarily spread by:
- Not using a condom when having sex with a person who is infected with the virus. All unprotected sex with someone who has HIV contains some risk. However:
- Unprotected anal sex is riskier than unprotected vaginal sex.
- Having multiple sex partners or the presence of other sexually transmitted diseases (STD) can increase the risk.
- Sharing needles, syringes, rinse water, or other equipment used to prepare illicit drugs for injection.
- Being born to an infected mother, during pregnancy, or breast-feeding.

Prevention of HIV

Abstinence from sexual activity is the only definitive way to prevent contracting the HIV infection.

5. Identify the three primary modes of occupational transmission of blood-borne pathogens in the correctional setting.

- **Puncture wounds:** physical injury caused by contaminated needles or other sharps (such as, knives, shanks, razors, broken glass, etc.)
- **Mucous membrane contact:** this occurs when blood or **Other Potentially Infectious Material** (OPIM) comes into contact with the mucous membranes lining your mouth, nose, eyes, anus or vagina.
- **Non-intact skin contact with blood/OPIM:** BBP such as HBV, HCV and HIV can be transmitted when these fluids come in contact with non-intact skin (such as, injuries, cuts, scrapes, burns, sunburn with blistering, rashes and other skin irritations, chapped hands, psoriasis, damaged skin around fingernails, surgical wounds, etc.).

6. Describe how to utilize personal protective equipment (PPE) appropriately to minimize exposure to blood-borne pathogens.

Standard Precautions are the guidelines recommended by the Centers for Disease Control and Prevention (CDC) for reducing the risk of transmission of blood-borne and other pathogens.

- Treat all blood and body fluids as potentially infectious.
- **Treat all used needles and other sharp objects as if they are contaminated.**

One of the most important aspects of this training is to provide you with information that enables you to recognize situations where your potential exposures in the occupational setting are likely to occur and what types of personal protective equipment (PPE) are indicated to protect you from those exposures.

Gloves

- Usually non-sterile latex or vinyl-sterile gloves are generally utilized only in healthcare or laboratory settings.
- Purpose - are designed to minimize skin contact with blood/OPIM. They should always be worn when there is a reasonable expectation that contact with blood/OPIM may occur.
- Use gloves if you have skin contact with anyone who is bleeding or has open sores, rashes, blisters, burns, or other broken skin conditions.
- Use gloves if you have any open cuts, sores, burns, rashes or other broken skin conditions on your hands when you may come in contact with blood or other materials to which standard precautions apply.
- Use gloves if you are cleaning and decontaminating spills of blood/OPIM.
- Use gloves if you are handling containers (red bags and yellow bags) labeled Biohazards or Biomedical Waste.
- Use gloves if you are handling soiled linen that is contaminated with blood/OPIM.

Resuscitation devices

- Equipment such as respirators, facemasks and other resuscitation devices, such as Ambu-bags that are utilized in cardiopulmonary resuscitation (CPR) are disposable.
- Purpose - Correctional personnel are concerned about the infection risks of blood-borne pathogens while performing CPR. Although there have been no documented cases of HIV transmission through this mechanism, other infectious diseases could possibly be transmitted while performing CPR. The presence of blood or open sores in the mouth increases risk of transmission.
- Resuscitation devices with one-way valves designed to prevent the patient's saliva or vomit from entering the caregiver's mouth are available at Officer Stations in all inmate-housing units.
- Most of the resuscitation devices in the Department of Corrections are disposable
- They are discarded after use. Multi-use devices must be cleaned and disinfected prior to storage and reuse.

Respirators

- Several communicable diseases are transmittable when infected persons cough or sneeze into the air, particularly in relatively confined spaces (e.g., cells, isolations rooms). Transmission is via inhalation of infectious materials suspended upon moisture droplets. Airborne

bacteria—including TB bacilli in droplet nuclei- are very small but may be effectively filtered with a NIOSH-certified HEPA or N95 particulate filter.

- Persons assigned to tasks that require the use of a respirator must be physically and psychologically able to perform the work while using the respirator. The respirator user's medical status must then be reviewed annually.

Face Masks

- Usually paper composite, fiber or cloth disposable.
- Purpose - Facemasks serve as a barrier to prevent blood and OPIM from coming into contact with the linings of the nose and mouth.
- Facemasks should be worn if there is a reasonable expectation that blood/OPIM could spill, splash, or spray into the nose or mouth.
- Facemasks will be available in Officer Stations in all inmate-housing areas.
- In the event of a large blood spill, an employee assigned to clean up the area will need a facemask and other PPE if the potential for splashing exists. Inmates tasked with clean-up of large blood/OPIM spills will likewise need a face mask if splashing potential exists.

Protective eyewear

- Goggles or various types of face shields; usually constructed of shatter-resistant plastics, usually multi-use, will require cleaning and disinfecting when they are contaminated.
- Purpose - Protective eyewear is designed to serve as a barrier between the outer surfaces of the eyes and blood/OPIM. Protective eyewear use is indicated whenever there is reasonable expectation that blood/OPIM could be splashed, sprayed, thrown, or splattered into the eyes. A risk situation requiring protective eyewear would also require face masks.
 - Some face shield designs may provide eye, nose and mouth protection simultaneously.
- Protective eyewear will be available in Officer Stations in all inmate-housing units.
- Officers will utilize eye and facemask protection when there is a reasonable expectation that blood/OPIM could be splashed, sprayed, thrown or splattered into the eyes. Multi-use protective eyewear contaminated with blood/OPIM will be cleaned and disinfected prior to storage and reuse.
- Gloves will be worn while cleaning and handling contaminated protective eyewear.
- Contaminated goggles and multi-use face shields will be cleaned in warm water and detergent to remove visible debris.
- They will then be disinfected with a disinfectant labeled "tuberculocidal".
- Use "dilutions" or a fresh 1:10 solution of bleach (liquid sodium hypochlorite). Follow the specific label instructions of the disinfectant "in-use" at your facility.
- Correctional Officers who utilize the multi-use protective eyewear will be responsible for cleaning, disinfecting and storage of this equipment.

Protective Clothing

- Protective clothing is usually single-use and disposable. This clothing is used when significant contamination of clothing by blood/OPIM is anticipated.
- Purpose - Protective clothing serves as a barrier to prevent clothing and skin contact with blood/OPIM.
- Protective clothing is available at each facility. Appropriate sizes will be available. Correctional Officers will be informed of storage locations and access procedures.
- It is recognized that protective clothing may be necessary in certain situations such as difficult cell extractions involving large amounts of blood, OPIM or body wastes contaminated with

blood/OPIM. However, it is further noted that **most situations and tasks will not routinely require protective clothing.**

7. Identify general recommendations to minimize occupational exposure.

1. Cover any cuts, scrapes, burns, sores or other broken skin conditions on the exposed portions of your face, neck, arms and hands with suitable band-aids or bandages. This may help protect these injuries from blood/ OPIM splashes.
2. Wash your hands routinely during your work shift and always:
 - after removing gloves or other PPE
 - before eating, drinking, smoking, or applying cosmetics
 - after using the restroom
 - after contact with blood/OPIM, and
 - when you leave the facility at the end of your shift
3. Change your clothing as soon as possible after significant contamination with blood/OPIM. Wash thoroughly with soap and water any contaminated skin areas. In situations where significant contamination of clothing and skin has occurred, a shower with soap and warm water is indicated.
4. If you are HIV infected or you are undergoing any medical treatment, which might affect your immune system, contact your personal physician for any additional recommendations to protect your health.

8. Identify the post-exposure steps to take as soon as possible after an exposure.

Follow these steps as soon as it is feasible should any of the exposures occur to you:

- Remove contaminated clothing.
- Flush eyes, mouth with clean, potable water (as necessary).
- Wash injury (as appropriate) with warm soap and water.
- If bitten, wash injury with soap and warm water, "milk" bite by applying pressure to encourage bleeding.
- Report injury to your supervisor and get medical assistance.

As an employee of the Department, you are entitled to other services:

- Testing to determine your past or current HBV and HIV infectious status,
- Post-exposure HBV vaccination even if you had previously refused it,
- Free medical advice concerning infection risks,
- Complete privacy of your medical records and,
- Follow-up treatment including administration of anti-retroviral medications if indicated and medical counseling as necessary.

If you are exposed during an incident you will need specific information:

- Circumstances of the exposure (i.e. time, amount of blood/OPIM, etc.),
- Type of PPE used - if none was utilized, the reasons for non-utilization must be documented.

Form DC4 -798, *Exposure Screening* is utilized to document this information. It is important that this documentation is completed. Medical personnel can assist you in the completion of the form.

9. Identify some of the behavioral and physical warning signs of someone thinking about suicide.

Depression is one of the most common mental disorders associated with suicidal gestures, suicidal attempts and completed suicides. Many individuals suffering from depression have what is commonly known as tunnel vision. They concentrate on one negative aspect of their life and make it the most important thing or thought.

There are many situations that may contribute to possible suicide gestures, attempts or completions. We often do not realize that situational factors can influence suicide to the degree they do. For example, many inmates receive news from home that is disturbing, like a death of a close family member or pending divorce. They may become frustrated and/or distraught over their inability to control the situation.

All staff share responsibility for preventing serious self-injurious behavior and suicide in terms of recognizing and immediately reporting warning signs. Understanding the referral procedures and communication between correctional and health care staff is crucial in effectively managing potential suicide crises.

The follow warning signs of imminent risk should immediately trigger an Emergent Referral for Mental Health Evaluation:

- Inmate or staff declared mental health emergency.
- Intentional self-injurious behavior or attempt.
- Threats or talk of wanting to hurt or kill self.
- Talking or writing about self harm, death, dying or suicide.
- Looking for, making, or attempting to make ways to harm or kill self.
- Statements suggesting lack of hope or not wanting to live.
- Sudden marked change in inmate's behavior pattern for no apparent reason.
- Inmate appears to be confused about who s/he is, time, date or their location.
- Giving away significant personal possessions for no apparent reason.
- Statements that suggest the inmate may be experiencing unusual sensations such as seeing and/or hearing someone telling the inmate to harm his/her self that others around do not perceive.
- Statements that suggest inmate believes he/she has special powers, abilities, claims to be God, is being poisoned, or hunted by spies, etc.
- Inmate is displaying odd behavior such as persistent staring at walls, nonsense speech, persistent crying, persistent inability to sleep, marked forgetfulness, or an apparent inability to respond when spoken to.
- An abrupt change in inmate's weight or hygiene for no apparent reason.
- Any other behavior or statements that lead a staff member to believe that the inmate is in need of emergent mental health care.

10. Explain the referral procedures and communication between correctional and health care staff.

All staff share responsibility for preventing serious self-injurious behavior and suicide in terms of recognizing and immediately reporting warning signs. Understanding the referral procedures and communication between correctional and health care staff is crucial in effectively managing potential suicide crises.

In managing these potential crises, security staff should immediately notify and provide information pertinent to their shift supervisor who, in turn, contacts health services staff and provides information pertinent to the situation. The shift supervisor will ensure the inmate's safety until mental health or medical staff evaluates her/him. Mental health staff will review the health record and initiate evaluation of the inmate.

11. List the appropriate steps to respond to suicidal and depressed offenders.

All correctional staff need to become aware of situations that are often associated with risk of suicide or serious self-injury, so that the inmate(s) involved can be immediately referred to healthcare staff for appropriate assessment. When you think someone may be at risk for suicide or serious self-injury, remember:

- There is no “suicidal type.”
- Take all suicide threats seriously. Most suicides occur during, or immediately after, an acute crisis. Once the person gets through the crisis, the desire to commit suicide may fade. Most suicidal people do not want death, but relief from the terrible pain of feeling that nobody cares and/or that life is not worth living.

PLEASE REMEMBER

There are no magical phrases to use in suicidal encounters, quite the opposite! So, do not feel that you will say the wrong thing. ASK the person to tell you what the problem is and then LISTEN. Your genuine concern will likely result in a real conversation. In addition, these conversations can truly help the person decide not to go through with the suicide or at least delay it. Many people with little or no mental health training have helped many people decide against suicide just by being there and talking it over. Your intervention will help, not hurt, so Talk-Don't Walk! Moreover, of course, remain with the person until the proper procedures have been followed – including notification of supervisory staff and mental health professionals.

12. Identify the purpose Department of Corrections' *Employee Assistance Program (EAP)* Procedure 208.042.

EAP is designed to provide a variety of services that include family counseling, substance abuse treatment, mental health counseling, legal and financial advice and other counseling. For virtually any kind of assistance needed, they can refer you to a local expert. Referrals are made through Horizon Health and their contact number is 1-800-860-2058.

Re-Entry Introduction

Learning Objectives:

Upon completion of the module, you will be able to:

1. Review the historical models of sentencing.
2. Define recidivism.
3. Identify department staff responsible for the success of the reentry mission.
4. Define the philosophy of reentry.
5. Discuss the Risk-Needs-Responsivity Principle.
6. Identify components of effective reentry programming.
7. Recognize the role of partnerships in reentry.
8. Explain how each department office supports reentry.
9. Discuss the benefits of successful reentry.

1. Review the historical models of sentencing.

Sentencing models and forms have changed significantly over the past several decades. During the 19th century, judges had significant discretion in sentencing offenders. During most of the 20th century, parole boards made decisions regarding offenders' readiness for release and were focused upon offender behavior and crime causation. In the past two decades, however, legislatures have taken discretion away from most correctional and court personnel and replaced it with mandatory minimums, three strikes-laws, truth in sentencing and sentencing guidelines. As a result, historically, correctional practices have fluctuated between punishment and rehabilitation.

The system came under attack during the early 1970s, after Robert Martinson and his colleagues attempted to determine what worked in correctional treatment. A review of 231 studies yielded no consistent findings and resulted in an interpretation that "nothing works." This provided opponents, especially public officials, of the rehabilitative ideal with the support they needed to reduce costs and make corrections more punitive. The Martinson study provided statistical support for their argument to return to determinate sentencing.

The return to determinate sentencing became known as the "just deserts" model. In this model, indeterminate sentences would be replaced with fixed sentences based solely on the severity of the crime so in order that the punishment fits the crime. However, this model limited the sentencing judges' discretion to solely considering mitigating and aggravating circumstances that would reduce or increase the presumptive sentence. Such sentences were geared primarily for punishment and incapacitation. The thought was if criminal sanctions couldn't change behavior, at least they could keep people behind bars and out of the communities longer. In response to this paradigm shift, correctional agencies invested heavily in increased bed space capacity and investment in correctional programming decreased proportionally.

Transition from Prison to Community Initiative

In the early part of the 21 century, the United States saw an unprecedented growth in the prison population from the shift from rehabilitation to incapacitation, which resulted in large number of offenders reentering communities across the nation. Two-thirds of these individuals returned to prison within three years as a result of new crime or violation of supervision. During this same period of time, many states and jurisdiction were facing significant budget shortfalls. During 2001 and 2002, the National Institute of Corrections (NIC) convened five workgroups made-up practitioner, researchers, and policy experts in an effort to intervene and break this costly cycle. The workgroups met periodically and debated lessons emerging from the field and promising research that could help reshape practice.

The result of the work groups is Transition from Prison to Community Initiative (TPCI) which comprises a model and implementation strategy. The TPCI model, if fully implemented, represents the best thinking and evidence about how to manage transition and reentry successfully for community safety and reduced victimization. The implementation strategy clearly outlines the sequence of tasks, decisions, and management approach needed to implement the model. Eight states participated in the initial pilot of the model – Georgia, Indiana, Michigan, Missouri, New York, North Dakota, Oregon, and Rhode Island. Later Iowa, Kentucky, Minnesota, Tennessee, Texas, and Wyoming became the second wave of states to implement the TPCI model. In transforming practice in their own jurisdictions, these states

provide significant lessons that encourage and guide other jurisdictions in improving their reentry practices.

The Transition from Prison to Community Initiative contains basic assumptions and elements that distinguish it from other reentry models.

Assumptions

- Correctional, law enforcement, and human services agencies are stakeholders in the transition process. These stakeholders need to articulate and promote common interests, integrate and coordinate policies, and develop mutual ownership of an improved transition process.
- Stakeholders should freely share information about transition both within and among their organizations.
- Transition should be built upon proven reforms and best practices.
- Transition reforms should be affordable, transferable, and adaptable.
- Basic transformation reforms should apply to all imprisoned offenders, including those given discretionary release and those who leave at the end of their prison terms.
- The allocation of resources for programming, supervision, and services should be directly proportional to the level of risk posed by any given group of offenders.

Distinctive Elements

The concept of transition and reentry as a seamless and process with key decision points.

- Reentry begins at reception or sooner. A single dynamic Transition Accountability Plan is developed for each inmate/offender and is modified as the offender moves through the process to reflect both progress and changes in risk and need.

Community safety achieved through offender success.

- Refocuses correctional practices on the goal of public safety through offender success. The TPC model includes traditional risk management, but also incorporates risk reduction as a key interest.

Involvement of non-correctional stakeholders.

- Transitioning offenders have significant deficits and needs for services that are typically funded and/or provided by non-correctional agencies, by community organizations, and by informal networks. Therefore, these stakeholders must be part of developing a reentry strategy if offenders' needs are going to be addressed.
- Non-correctional agencies in particular have mandates – from legislative funders, executive leadership, and from the community – to serve certain populations that overlap significantly with the correctional population. If those agencies are aware of the overlap, they will likely identify which of their interests can be served by coming to the table to plan a collaborative strategy regarding reentry.
- Collaboration means strength in numbers and strength to effect change. The advantages of collaboration can be a powerful incentive, engaging partners in mutually reinforcing efforts.

System and organizational change.

- Recognizing that many of the challenges to successful reentry were inherent in current correctional practices, the architects of the TPC models made system and organizational change and the management of that change key elements in the model.

- Implementation of the TPC Model would involve not simply the addition of resources and the filling of gaps, but basic changes in how correctional agencies and their partners do business.
- It would involve embracing new goals and partners, redefining the roles and responsibilities of staff, developing new skills, and redefining measures of success.

Collaboration as a way to do business.

- To combat the extreme fragmentation inherent in our correctional systems and other public service delivery systems, the TPC model specifically incorporates collaboration as a method for stakeholders involved in the effort.

Collaboration teams and change management.

Evidence-based practice.

Performance measurement.

2. Define recidivism.

Recidivism is the state of relapse that occurs when offenders complete their criminal sanctions and then continue to commit crimes. Approximately one-third of inmates in Florida recidivate.

Current trends estimate that nationally 51.8% of inmates released from prison will return within three years as a result of new felony convictions or post release supervision revocations.

Many states are facing considerable budget shortfalls which leave communities trying to find ways to break the cycle of recidivism and reduce the rising costs of incarceration. This search for solutions has become commonly known as “reentry.” The primary goal of successful reentry is to enhance public safety by reducing new crimes, new victims, and the monetary impact on taxpayers. To provide inmates and offenders with comprehensive programs and services that will assist in the successful re-entry into the community, thereby reducing recidivism while enhancing public safety, and promoting post-release success.

3. Identify department staff responsible for the success of the reentry mission.

The department’s mission statement makes it clear that all department staff serve a role in making reentry successful. Each department employee impacts reentry daily and is expected to contribute to reentry initiatives. Beginning in 2008, every employee evaluation included a measurement of that employee’s contribution to reentry efforts.

It is easy to see the connection between certain employees and reentry, while it is more difficult to see the connection for others. Successful reentry is part of the Department’s mission and all employees work to support the mission. For example:

- **Correctional Officer:** Correctional officers spend more time with the inmates than any other employee and have many opportunities to influence attitudes and reentry outcomes. While correctional officers’ main function is security and safety, they can also support reentry by supporting inmates’ positive choices.

- **Business Office Employee:** The person who works in the business office processing purchase requests supports reentry because those purchases assist with buying transition books, materials, and other items needed to further the Department's reentry efforts.

4. Define the philosophy of reentry.

Reentry is a philosophy, not just a program. It is a commitment that starts with the question: *"What is needed to prepare this offender for successful reentry?"* Reentry calls for a broad system approach to managing offenders returning to the community. It requires the involvement of every phase of the correctional system beginning at sentencing and continuing through imprisonment to release and supervision in the community.

Reentry is a process, not an event. It is the process of leaving prison and returning to society. The process of planning for reentry must begin as soon as possible through assessment and classification. This preparation is called a "transition" phase. Transition services act as a bridge between incarceration and life in the community for newly released offenders. In the absence of meaningful transition services, offenders may return to illegal activities and prison.

There are three phases to reentry which coincide with the Transition from Prison to Community Model.

- **Phase I: Getting Ready.** The institutional phase describes the events and responsibilities which occur during the inmate's imprisonment from admission until the point of the Florida Parole Commission's decision regarding parole, release to supervision or expiration of sentence. Phase one encompasses assessment, classification, and inmate programming.
- **Phase II: Going Home.** The transition to the community or reentry phase begins approximately six-eight months before the inmate's target release date. In this phase, highly specific reentry plans are organized that address housing, employment, and services to address addiction and mental illness. Phase two encompasses inmate release preparation and release decision-making.
- **Phase III: Staying Home.** The community and discharge phase begins when the inmate is released from prison and continues until discharge from community supervision. Phase three encompasses supervision and services, individual case management decision-making, discharge and aftercare.

5. Discuss the Risk-Needs-Responsivity Principle (RNR).

Programs that target offenders who are at a higher risk to recidivate are more effective in reducing recidivism than those that do not. The Risk-Needs-Responsivity Principle (RNR) refers to predicting which inmates have a higher probability of recidivating, and treating the criminogenic needs of those higher risk inmates with appropriate programming and services. Criminogenic needs are those risk factors that are associated with recidivism that can be changed. Offenders are not higher risk because they have a particular risk factor, but, rather, because they have multiple risk factors.

Research in the past twenty years has amply demonstrated that certain types of correctional programs have been shown to be *more* effective in reducing recidivism. In predicting

recidivism, we know that there are a number of “static” factors that are predictive. These are factors such as age, juvenile and adult criminal history, etc. Programming cannot change these static factors, but it can address other predictive factors that influence an offender’s current behavior, values, and attitudes.

Research has shown the following types of needs to be criminogenic risk factors:

- Antisocial personality;
- Antisocial attitudes and values;
- Antisocial associates;
- Family dysfunction;
- Poor self-control, poor problem solving skills;
- Substance abuse; and,
- Lack of employment/employment skills.

and that certain types of programming that have been used extensively in correctional settings are less effective:

- Boot camps;
- Punishment oriented programs;
- Control oriented programs;
- Non-directive psychological interventions; and,
- Self-esteem programs.

6. Identify components of effective reentry programming.

Assessment and Classification

- Development of Intake Procedure

Inmate Behavior and Programming

- Development of Programming Plan
- Physical Health Care
- Mental Health Care
- Substance Abuse Treatment
- Children and Families
- Behaviors and Attitudes
- Academic Training
- Vocational Training
- Work Experience

Inmate Release Preparation

- Housing
- Planning Continuity of Care
- Creation of Employment Opportunities
- Workforce development and the transition plan

- Victims, Families, and Communities
- Identification and Benefits
- Evaluate Current Transition Program

Release Decision Making

- Advising the Releasing Authority
- Parole Release Decision
- Conditional Release Conditions

Supervision and Services

- Design of Individualized Case Management Strategy
- Implementation of an Individualized Case Management Strategy
- Maintaining Continuity of Care
- Job Development and Supportive Employment

Case Management Decision Making

- Range of Appropriate Responses

Discharge and Aftercare

7. Recognize the role of partnerships in reentry.

Reentry requires cooperation within corrections and across traditional boundaries to include human service agencies, community organizations, and citizens. No one agency can do it alone.

Many agencies assist the Department of Corrections in their reentry initiative. Examples include:

Department of Revenue – This agency provides child support services by aiding in establishing paternity and assisting in the development of child support orders.

Department of Children and Families – This agency assists transitioning inmates / offenders in obtaining services they qualify for including food stamps, temporary cash assistance, and Medicaid.

Department of Education – This agency provides valuable support in addressing learning needs including assisting inmates / offenders in obtaining their GED, senior adult education, education for individuals with special needs and/or disabilities, and career education to aid them in their employment upon release.

Department of Health – This agency provides medical services and medical referral services to inmates /offenders in support of their continuity of care

Department of Highway Safety and Motor Vehicles - One of the barriers to reentry is the lack of proper identification upon release from custody. Without a valid state identification card, for example, ex-offenders face many challenges in obtaining employment, housing, applying for public benefits, obtaining medication, opening a bank account, and simply complying with the law and the need for proper identification.

In an effort to address this barrier the Department of Corrections is working with the Department of Health, Office of Vital Statistics, Department of Highway Safety and Motor Vehicles and the Social Security Administration, to assist inmates nearing release to obtain a state issued identification cards. Through this multi-agency partnership and hard work on the part of institutional staff, we have been able to issue inmates an official Florida Identification Card, Birth Certificate and replacement Social Security Card.

In January 2011, we successfully issued 80 identification cards to inmates releasing from Baker and Lowell CI (article attached). In May 2011, another 118 identification cards were issued to inmates releasing from Baker, Columbia and Hamilton CI. In June we are scheduled to provide identification cards at Wakulla Annex (21), Apalachee CI (27) and Lowell CI (100).

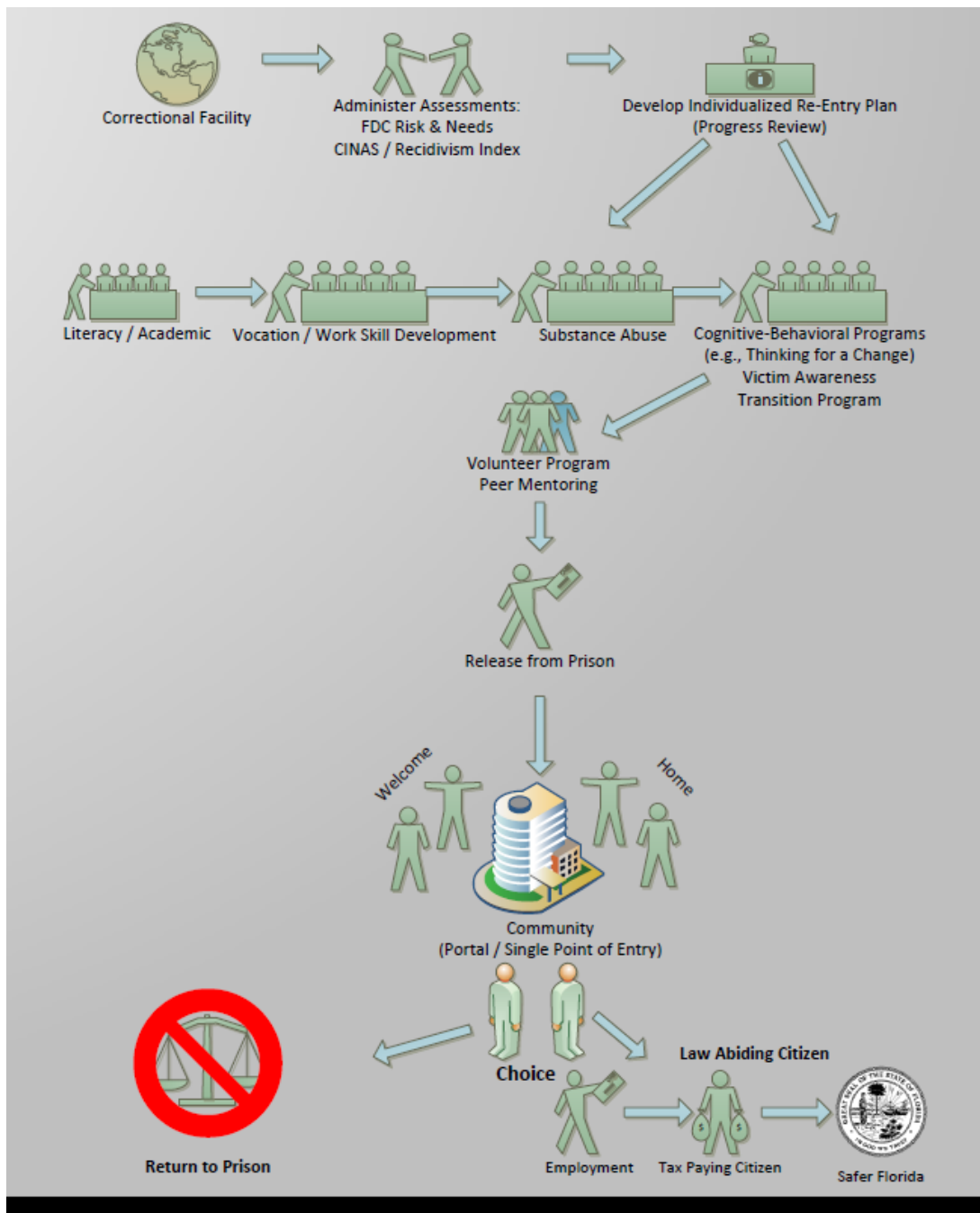
Upcoming events will be scheduled for institutions with releases over 300 annually. Inmates must be Florida-born, have no name change issues, no alias', or sex-related offense. We are working on expanding this project to include inmates born out-of-state.

Social Security – This agency seeks to provide individuals, who have been convicted of serious and violent felonies, the opportunity to become productive citizens after they are released from prison. This is accomplished through education, treatment and continuing access to a network of Federal agencies and support systems focused on reducing recidivism rates and post-release homelessness. Social Security's pre-release procedure allows you to apply for SSI and Food Stamps several months before your anticipated release from an institution so that benefits can begin quickly after your release.

There are many initiatives supported by local governments, faith-based organizations, and citizen volunteers that assist in reentry. Examples include:

Volunteers – There are many volunteers within the agency whose services aid in meeting a variety of spiritual, educational, mental and physical needs.

Portal of Entry – The Department has developed a “continuum of care” framework, in which, pre-release reentry programs and services are available for the inmates housed at a Re-Entry Facility. Through a Portal of Entry, the released inmate and offender then receives coordinated community services to aid the inmate’s transition back into the community. At designated FDC Re-Entry Facilities, pre-release reentry programming may include: Criminal Thinking, Financial Management, Substance Abuse Treatment, Academic (ABE/GED), Vocational Training, Life Skills, Employment Readiness, Domestic Violence / Victim Awareness, Anger Management, Parenting Classes/ Family Support Systems, Faith-Based Initiatives. The Portal of Entry is a designated release site for offenders that are sentenced to local jail, state or federal prison and returning to a specific county upon release. The Portal site connects the ex-offender with the necessary services that have been identified through a thorough needs assessment during the release planning process. Through a partnership agreement that provides *direct transportation* to releasing inmates to the Portal for services. At designated Portal sites, services may include: on-site felony registration, community corrections contact, case management, transition planning, food / meal vouchers, clothing closet, legal aid, job placement/employment, health care, substance abuse/mental health aftercare, housing, mentoring, vocation & academic counseling, debt management, civil rights restoration guidance, life skills training, medical / disability assistance.



Reentry Coalitions – Department partnerships with local law enforcement agencies and various community organizations that provide reentry assistance to inmates and offenders.

Below are three examples:

Small Business Concepts Course – Is an institutional training course that provides information on owning and operating a small business. The program is taught by both inmates and civilian volunteers and provides inmates with the skills necessary to operate their own small business.

Canine Obedience Programs (U.T.O.P.I.A.; Paws In Prison, D.A.W.G.S) – Is a canine obedience training program that partners animal shelter dogs with inmates. The program provides inmates with a marketable skill, fosters personal responsibility, and aids the community by reducing the burden on local animal shelters.

Service Dog Program (B.A.R.K – Beacons Among Rescued K-9) BARK is a program developed by a non-profit agency to save rescued dogs, train them using inmates trainers, and provide the trained dogs to disabled veteran either as service dogs or companion dogs. The St. Lucie Humane Society supplies the dogs and veterinary services to Martin Correctional Institution inmates for training. Training covers nutrition, basic health, obedience, emotional support, and service dog training.

8. Explain how each department office supports reentry.

Office Of Institutions – The Office of Institutions provides a variety of standard operational services in support of reentry, but also has multiple facilities specifically designed to support successful inmate transition. Below are just a few examples:

Baker CI – Located in Sanderson, Florida; is a facility that partners with Duval County in their Portal of Entry program. Inmates returning to the Duval County area are sent to the facility to receive comprehensive programs and services that will assist in the successful reentry into the community and upon release will be transported to the Portal of Entry in Jacksonville.

Columbia-Annex – Located in Lake City, Florida; has a designated dorm that provides comprehensive services to work release ineligible inmates who are within 9-16 months of release. Comprehensive services offered focus on cognitive behavioral models and evidence-based practices with a desired result of reducing recidivism.

Demilly CI – Located in Polk City, Florida; is the first facility in Florida to have a Transitional/Reentry specific focus designed to prepare inmates for successful transition back into society by employing effective reentry strategies. Comprehensive services offered focus on cognitive behavioral models and evidence-based practices with a desired result of reducing recidivism.

Florida State Prison – Located in Raiford, Florida; One of several institutions that house close management inmates (inmates with behavioral issues). Staff work around the various constraints inherent to their complex population to ensure that inmates nearing release receive assistance with their reentry planning and needs.

Polk CI – Located in Polk City, Florida; Inmates returning to Pinellas and Hillsborough counties are transferred to the facility to receive pre-release and post-release services that will assist with their successful reentry into the community.

Sago Palm CI – Located in Pahokee, Florida; Inmates returning Palm Beach County are transferred to the facility to receive pre-release and post-release services that will assist with their successful reentry into the community and will be transported to the Portal of Entry in Palm Beach.

Office of Re-Entry - This office coordinates reentry services for inmates and offenders to ensure successful transition back into their communities.

Bureau of Re-Entry Programs and Education – Provides programs and services to the inmate population that will best prepare them for their return to society as law-abiding citizens. As a part of this mission, the Bureau seeks to develop strong community partnerships with both the private and public sectors for the purpose of more effectively connecting inmates to the communities they are returning to. Services provided include:

Academic Education – Delivers education programs that provide inmates at all educational achievement levels with grade-appropriate instruction in mathematics, reading, language, workforce readiness skills, and the opportunity to secure general educational development (GED) diplomas.

Special Education – Provides program Services in accordance with the provisions of The Individuals with Disabilities Education Act (IDEA) which mandates a free and appropriate public education.

Vocational Education - Provides 84 vocational education courses in 33 distinct vocational trades at 36 DC facilities.

Library Services - Provides access to library programs comparable to public libraries and access to services required to permit inmates access to courts.

100-Hour Transition Training Program – is a statutorily mandated comprehensive transition program provided to all inmates within the 12 month period prior to their release that covers job readiness and life management skills. Each program also includes a resource center that maintains a repository of resource materials and directories, as well as a suggested list of resources available in the community.

Re-Entry Seminars - are seminars conducted throughout the state to provide inmates with valuable information regarding employment opportunities, community resources, social services, housing, food, etc. to insure a smooth transition back to their respective communities. Federal, state and local entities are invited into the prisons to provide inmates with specific information relating to their services. The seminars are offered to all segments of the inmate population.

Faith and Character Based Institutional Program – The Department currently has four dedicated faith and character based institutions and seven dormitories.

Purposeful Living Units Serve (PLUS) Program - PLUS is a faith and character-based re-entry initiative. Purposeful Living Units Serve offers participants alternatives for rehabilitation. Whether participants choose to learn from character-based materials or faith-based materials, the living units are geared towards teaching core fundamental values that challenge and focus on positive reinforcement through learned behavior. The emphasis of this voluntary initiative focuses on strengthening spiritual, moral, and character development as well as life-skills. This is the basis towards re-entry into the community. The Department is seeking to implement PLUS programs throughout Florida correctional institutions.

Volunteer Program – Citizen volunteers are a critical asset to Department operations. On average 1,500 volunteers give approximately 5,000 hours of service per week. Volunteers provide a great service to the department and as prescribed by Florida Statutes, an effort is made annually to recognize and appreciate the volunteers for their services. Florida DOC volunteers are among the best in the nation and the department does benefits immensely from their work.

Veteran Dorms - The Department is in the process implementing veteran dormitories throughout the state to provide services and support to incarcerated veterans. Dormitories will be located at Gulf CI, Lowell CI, Marion CI, Martin CI, Sumter CI, Santa Rosa CI. To be eligible, inmates must be 36 months from release, have verified history of military service, and volunteer to participate. Verifications are made through the DD214. The following program components may be available depending on location: case management, cognitive behavioral training, substance abuse services and support, education, vocation and job readiness training, post traumatic stress disorder information, and intensive reentry planning. Participant will also have access to VA representatives, housing assistance, employment assistance, medical services, mental health services, substance abuse services and post release follow-up through program partners.

Bureau of Substance Abuse Services - is responsible for contract oversight and management for contracted and department operated in-prison screening and substance abuse treatment, community based residential and outpatient substance abuse treatment, outpatient mental health and sex offender treatment and prison diversion programs.

In-Prison - On June 30, 2008, approximately 65% (66,341) of the inmate population (102,232) was identified as being in need of substance abuse treatment services. There are four (4) types of in prison treatment services:

Intensive Outpatient Programming is a 4-6 month substance abuse intensive outpatient program provided to inmates in the institution. The program provides group and individual counseling.

Residential Therapeutic Community is a 9-12 month residential Therapeutic Community (TC) program housed within the institution. All the inmates in this program are housed together in the same dormitory. The TC model emphasizes structure, responsibility, credibility, accountability, discipline, consistency and limit setting with consequences.

Substance Abuse Transitional Re-Entry Program is a 9-18 month residential therapeutic community that offers a continuum of substance abuse services including but not limited to prevention, outpatient, and aftercare services, as well as education and vocational services. It focuses on teaching and practicing reentry skills. Inmates participate in a community based work release component before their reentry into the community.

Re-Entry Facilities/Centers are specifically designed to provide academic, vocational and substance abuse treatment to inmates based on needs assessments. Their primary goal is to reduce recidivism by providing treatment and training to inmates and link them to their communities. The program dorms operate as a cognitive-behavior

therapeutic/reentry community. Intensive Outpatient slots are offered based on need and availability. Prevention and/or transitional reentry classes are also provided to inmates. Aftercare/reentry case management services that provide support and link the inmate with their community of return are provided to inmates releasing from the facility. Educational/Vocational programs are offered and incorporated into the treatment and reentry plans as appropriate.

Community - On June 30, 2010, 55.8% of all offenders on active community supervision were potentially in need of substance abuse treatment. The department contracts with local vendors to provide the following types of substance abuse and other treatment programs for these offenders:

Residential Substance Abuse Programs include long term/secure program (up to eighteen (18) months in length) and short term/nonsecure programs (four (4) to six (6) months in length). Residential programming consists of an intensive treatment component (ITC) which offers counseling, therapeutic and educational activities at the residential facility followed by an employment/reentry component (ERC) with the primary focus on reentry into the community.

Outpatient Programs include treatment for substance abuse, mental health and sex offenders. Offenders are able to maintain residence and employment in the community while participating in treatment. The focus of the outpatient programs is on treatment and ancillary services.

Probation and Restitution Center Programs (PRC) are highly structured community-based residential prison diversion program. Offender/residents participate in group counseling and case management sessions. The social learning environment provides offenders/residents with continuous peer support and challenges in daily living skills. The major learning themes are criminal thinking patterns, life skills, budgeting, personal responsibility and accountability, and employment readiness or skills training. Offender/residents prepare for re-entry into the work environment and transition into the community. The PRC program consists of two (2) phases. Phase I, the Intensive Programming Component Phase (IPC) and Phase II, the Work Component Phase (WCP). The total time in the PRC program shall be based on the individual offender needs and shall not exceed twelve (12) months, unless otherwise stipulated by court order. During the WCP offenders/residents will begin to make payments on their court-ordered financial obligations and pay a daily subsistence fee to the Contractor. programs that offer a sentencing alternative and a resource for supervised offenders who are experiencing difficulty complying with their conditions of supervision, which may include payment of their court-imposed financial obligations to their victims, the Courts and the department. The PRC program has two components: a four (4) to six month residential program phase (Phase I) followed by a three (3) to six (6) month non-residential support and follow-up services phase (Phase II). During participation the offender will have access to a continuum of services to facilitate compliance with the conditions of supervision or release and to promote personal responsibility and public safety.

Post Release Substance Abuse Transitional Housing , are programs that assist released inmates by providing substance abuse reentry and relapse prevention services, transitional housing, and other support services. The program provides

housing, three meals a day, electricity, access to local phone service, job placement assistance, and other transitional services.

Office of Community Corrections - Community Corrections currently provides transitional services to inmates being released from prison to supervision, as well as providing assistance and referrals to the entire supervised population in order to assist the offender in successfully completing supervision and prepare offenders to lead productive, self-sufficient, crime-free lives. Re-Entry initiatives include improving officers' interviewing skills to identify offender needs and community resources that will address these needs; coordinating continuity of programs and services; enlisting volunteers and mentors to provide support, life skills/cognitive behavior training, and coordinating job fairs and support groups.

Office of Health Services - Mental illness and health issues pose a significant challenge to a successful reentry. The Office of Health Services supports reentry by providing prompt and effective care while working with local partners to plan for a seamless transition of care upon release.

Mental Health Aftercare - is planning for inmates with mental illnesses that begins within 180 days of release back into the community to maintain continuity of care.

9. Discuss the benefits of successful reentry.

Benefits of successful reentry:

Increased public safety

- lower number of crimes
- fewer victims

Reduction of offenders

- fewer inmates incarcerated
- fewer offenders under supervision

Cost Savings

- fewer prisons built
- lower costs for inmate care

Stronger Communities

- more individuals working and generating tax revenue
- healthier families

WHEN THEY SUCCEED WE SUCCEED!

Information Security and Use of Computers

Learning Objectives:

Upon completion of this module, you will be able to:

1. Identify important computer or software-related terms in the department's Procedure 206.005, *Software Copyright/Acquisition*.
2. Identify the department's guidelines (contained in Procedure 206.005, *Software Copyright/Acquisition*) for the use, copying, and acquisition of copyrighted software.
3. Identify the department's guidelines (contained in Procedure 206.008, *Email*) for the use of email.
4. Identify the department's guidelines (contained in Procedure 206.007, *User Security For Information Systems*) to maintain computer and data security.

1. Identify important computer or software-related terms in the department's Procedure 206.005, *Software Copyright/Acquisition*.

NOTE: Use this link to access this procedure: <http://dcweb/co/pm/206.005.doc>

Copyright: refers to a set of ownership rights for an original work of authorship. The owner of a copyright has the exclusive rights to reproduce the copyrighted work and to distribute copies of the copyrighted work.

License: where used herein, refers to the authorization granted by the owner of a copyright to another entity to use the copyrighted material. When software is purchased, the purchaser is only buying the license to use the software, not ownership of the software itself. The license lists the conditions under which the software may be used.

Software: where used herein, refers to programs and routines used to employ and control the capabilities of computer hardware such as personal computers including, but not limited to, operating systems such as Microsoft Windows, maintenance routines such as Backup Exec and Diskkeeper, and applications such as Microsoft Word or Excel.

2. Identify the department's guidelines (contained in Procedure 206.005, *Software Copyright/Acquisition*) for the use, copying, and acquisition of copyrighted software.

NOTE: Use this Intranet link to access and review the [Software Copyright/Acquisition](#) procedure.

- The department recognizes and supports the legitimate interests and rights of copyright holders and prohibits its employees from violating those rights.
- License agreements for software often provide only a right to use the software and do not transfer ownership of the software to the user.
- In most cases, license agreements for software prohibit copying of the software, except for archival purposes. Some license agreements also prohibit use of the software on any machine other than the one for which the license was obtained.
- All users of software products licensed to the department are responsible for upholding the terms of the license agreements. Unless the license clearly provides the right to copy the software or to use it on another machine, an employee will assume that it is illegal to do so.
- No employee will duplicate department-licensed software for any purpose not covered under the original license agreement except as part of a backup file.
- No employee will distribute department-licensed software to any third party, including contractors, vendors, consultants, other employees, or private citizens unless the software has been properly licensed and is to be used for official department business.
- An employee is prohibited from copying software, installing software and using employee-owned software on a department owned computer.
- All new employees are required to read Procedure 206.005, *Software Copyright/Acquisition*, and sign a "[Proprietary Software Acknowledgement](#)" (Form DC2-605) during the new employee orientation process.

3. Identify the department's guidelines (contained in Procedure 206.008, *Email*) for the use of email.

E-mail refers to electronic mail, a process whereby a message is composed by a person and "mailed" electronically to others over a computer network using specialized electronic mail software. E-mail refers to all Department of Corrections electronic mail systems' messages, regardless of computer platform or software vendor.

Specific procedures:

- The Department of Corrections uses E-mail in managing its internal affairs and communications on a daily basis.
- With exceptions as provided by law, all E-mail messages generated and received for departmental purposes are subject to public records disclosure and management review.
- All users must complete the E-mail training curriculum made available through the Bureau of Staff Development.

Email Content:

All E-mail users are responsible for the content of the messages they send. Each message will be courteous, professional, businesslike, and written in language and tone acceptable for general public review.

If a signature line is included in an E-mail, the information will be limited to:

1. the employee's name;
2. the employee's official title;
3. the employee's contact information (personal comments, slogans, mottoes, or any non-departmental quotes are not permitted as part of a signature line); and/or
4. an agency related phrase or symbol (i.e., "We Never Walk Alone" or the DC seal).

Protected Health Information:

1. E-mail that includes protected health information will be sent, received, and maintained in accordance with "HIPAA Privacy Policy," Procedure 102.006 and "Information Technology Security Relating to HIPAA," Procedure 206.010.
2. E-mail that contains protected health information must also contain at a minimum the following statement: "CONFIDENTIAL HEALTH RECORD/CARE INFORMATION INTENDED FOR ADDRESSEE(S) ONLY. UNAUTHORIZED RELEASE OR DISCLOSURE MAY VIOLATE STATE AND FEDERAL LAW."
3. When forwarding or copying E-mail containing protected health information, the sender must have assurance that individuals anywhere in the chain of E-mail are authorized to receive and use protected health information.

E-mail messages should not be defamatory, obscene, offensive, or disclose confidential, private, or personally embarrassing information about a person. Messages should never be transmitted that would create an atmosphere of discomfort for another person or that may be perceived as harassment.

Graphics in E-mail will be used only when necessary to conduct official state business. Department staff will not use enhanced backgrounds, stationary, or anything other than text.

Security:

- Users are responsible for the security and maintenance of their local area network/E-mail password.
- In order to maintain security, passwords will be changed in accordance with “User Security for Information Systems,” Procedure 206.007.
- Users will not disclose their passwords to others or record/post their password where it can be seen by others.
- Inmates and offenders under supervision will not be allowed direct physical access to the department’s E-mail systems nor will they be allowed to view the content of E-mail messages.
- Users will follow the guidelines set forth in “Information Technology Security Relating to HIPAA,” Procedure 206.010

Illegal or wrongful purposes:

- (a) Employees may not use E-mail to:
 - 1. misrepresent any position or endorsement by the department or any other state office;
 - 2. infringe the copyright or other intellectual property rights of third parties; or
 - 3. distribute defamatory, fraudulent or harassing messages, or otherwise engage in any illegal or wrongful conduct.
- (b) Use of the E-mail system in violation of department procedure, rule, or law may result in a user’s E-mail ID being removed from the system and/or disciplinary action taken against an employee.

E-Mail Retention:

All E-mail will be archived when it is transmitted. These archives will be retained indefinitely. However, they will remain easily accessible upon request for five (5) years. They will then be transferred to a more permanent source of archival. E-mails may be retrieved from the more permanent archival; however, the retrieval process will take much longer.

Security Risk:

- (a) Employees will be mindful of the possibility of the introduction of a computer virus or other malicious code through E-mail. Therefore, employees must exercise caution when downloading and using attachments to E-mail. Employees will not download attachments from unfamiliar sources.
- (b) Because of the security risk inherent in accessing private E-mail accounts through state resources, employees may not access unauthorized E-mail accounts. This prohibition includes “web mail” such as Hotmail, Yahoo mail, etc.
- (c) Employees will not publish their department E-mail address as a requestor or recipient of inappropriate E-mail, such as contests, jokes, pornography or any other subject not related to department business. This includes but is not limited to Internet websites.

Before opening an email consider these questions:

Do I know the person e-mailing me?

Could this be a phishing scam where someone is attempting to gain my personal information?

Have I received e-mail from this person before?

Does the subject line and attachment relate?

Does the e-mail look suspicious or like it could contain a virus?

4. Identify the department's guidelines (contained in Procedure 206.007, *User Security For Information Systems*) to maintain computer and data security.

Access to departmental resources will be provided:

- Based on the need to know as it relates to each user's job functions.
- To maintain the need-to-know concept, the department will utilize an electronic access request process.
- The minimum access necessary to perform job functions will be granted.
- Only authorized access is intended.

Users who deliberately violate information security procedures will be subject to disciplinary action up to and including termination of employment.

Users will not test, measure, or attempt to compromise department information systems or communication system security.

Use of the department's internet access is strictly for business use.

Users will not connect personal equipment/property such as games, flash drives (thumb drives), speakers, etc. to the department's information systems network without prior management approval.

Securing Computer:

A user will secure her/his LAN and CDC access by leaving the workstation/terminal and sessions being used on the information systems network in a status requiring logging on by:

1. logging off,
2. using a password protected screen saver activated by fifteen (15) minutes of inactivity, or
3. shutting the computer down.

Security Awareness:

The OIT, information security administration section will ensure that security awareness is promoted.

- (a) Each new user will be directed to the DC-Web site for the location of this procedure.
- (b) Each user will review this procedure at the time of password renewal.
- (c) Each new employee will be provided with an "Information Security Awareness," NI1-016, document distributed at new employee orientation.
- (d) The OIT will publish computer security awareness information and will make users aware of security issues by e-mail and DCWEB as the need arises.

Florida Crime Information Center II (FCIC II) Workstations:

Care will be taken to maintain physical security of all FCIC II workstations including personal computers. Users certified to operate FCIC II workstations will comply with FCIC procedures established as part of his/her certification.

Inmate Access/Use of Information Technology: Inmates will, under strict controls, use personal computers (PCs) only to carry out assigned duties, to participate in an inmate related training class, and/or to conduct library or law-library related research.

The following statements will define the parameters and guidelines related to the use of departmental stand-alone PCs and peripheral devices within the secure perimeter:

- a. All stand-alone PCs and peripheral devices placed within the secured perimeter will have prior evaluation and approval of the warden or her/his designee.
- b. Stand-alone systems will be identified in the information technology database maintained by the facility information technology representative.
- c. Key Control: Proper physical security measures will be instituted based on the recommendation of the chief of security.
- d. Color printers, scanners, or multifunction peripheral devices connected to stand-alone PCs will be considered sensitive items, and proper security measures will include, but not be limited to, implementations of access control and inventory.
- e. No stand-alone PC will be connected to the department's operational computing network.
- f. Connectivity devices such as modems, network cards, and/or emulation boards will not be installed or attached to the stand-alone PCs utilized by inmates, except in a training environment, and only if the training environment does not have an operational computing network that is connected to the department's information systems. If the system has manufacturer non-removable connectivity devices installed, the device(s) will be disabled and the connectivity point will be blocked by the facility information technology representative prior to use.

Unauthorized Cell Phone & Electronic/Digital Communication Devices in The Department's Correctional Institutions

Learning Objectives:

Upon completion of this block of instruction, you will be able to:

1. Identify relevant details pertaining to the possession of unauthorized cell phones or communication devices inside any secure area of a correctional institution.
2. State the penalties for possession of unauthorized cell phones and other electronic/digital communication devices within any secure area of a correctional institution.
3. Identify penalties for unauthorized use of personal computers, computer storage devices (CDs, floppy disks, external hard drives, USB flash drives, etc.) and other computer-related peripheral or accessory devices.
4. State the rights of official visitors regarding surrender of communication devices upon entrance to any departmental facility.
5. Describe the rights of an employee with reference to a disciplinary action.

1. Identify relevant details pertaining to the possession of unauthorized cell phones or communication devices inside any secure area of a correctional institution.

Possession of an unauthorized cell phone or any other unauthorized communication device which allows a person to receive and/or send voice/text messages is strictly prohibited inside any secure area of a correctional facility. Secure area includes but is not limited to the following:

- inside the secure perimeter of a department institution
- external security posts
- institutional buildings located outside the secure perimeter where inmates are assigned to work
 - These may include, but are not limited to the following: administration building, maintenance and warehouse buildings, training facility, dog yard, etc.

Unauthorized cell phones in the hands of inmates can pose a threat not only to employees and other inmates, but to persons outside the institutions.

When referencing the term 'cell phone' in this lesson plan, please be aware that we are including other types of unauthorized electronic/digital communication devices as referenced in department procedure 602.016, *Entering and Exiting Department of Corrections Institutions* and/or s. 944.47, F.S.

2. State the penalties for possession of unauthorized cell phones and other electronic/digital communication devices within any secure area of a correctional institution.

If an employee is found to be in possession of an unauthorized cell phone in the following, or similar, situations, **the department will take all reasonable steps to dismiss the employee:**

- Inside the secure perimeter of a correctional facility;
- While on security duty outside the secure perimeter, such as rover duty, or in a tower outside the perimeter fence;

Failure to alert management of your knowledge that another employee or visitor has a cell phone or other prohibited device may also result in dismissal. **Also, a refusal by an employee to submit to a search will cause the department to seek dismissal.**

The individual may have committed a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, F.S. Third degree felonies are punishable up to 5 years in prison and/or \$5,000 fine.

3. **Identify penalties for unauthorized use of personal computers, computer storage devices (CDs, floppy disks, external hard drives, USB flash drives, etc.) and other computer-related peripheral or accessory devices.**

Being found in possession of any one of the listed devices or introducing or connecting an unauthorized device into a department computer, will cause the department to seek dismissal.

The individual may have committed a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084, F.S. Third degree felonies are punishable up to 5 years in prison and/or \$5,000 fine.

Note: Refer to Attachment A, *Notice to All Department of Corrections Employees Regarding Unauthorized Cell Phones in Correctional Institutions* for the Notice to all department employees on unauthorized cell phones and other electronic/digital communication devices inside our correctional facilities.

4. **State the rights of official visitors regarding surrender of communication devices upon entrance to any departmental facility.**

Departmental official visitors will not be required to surrender their state-issued cell phones, PDA device, pagers, cameras or recording devices prior to being allowed entrance into any department facility.

Departmental and non-departmental official visitors will not be allowed to bring personal cell phones, PDA devices, pagers, cameras, or recording devices into a department facility without the warden's approval.

5. **Describe the rights of an employee with reference to a disciplinary action.**

As is the case with any disciplinary action, employees may present evidence during the pre-determination conference which may cause the department to mitigate the level of discipline.

Attachment A

Notice to All Department of Corrections Employees Regarding Unauthorized Cell Phones in Correctional Institutions

This is a reminder to all employees that possession of an unauthorized cell phone, or any other unauthorized communication device which allows a person to receive and/or send voice/text messages, is strictly prohibited inside any secure area of a correctional facility. Unauthorized cell phones in the hands of inmates can pose a threat not only to employees and other inmates, but to persons outside the institutions. When referencing the term 'cell phone' in this notice, please be aware that we are also referencing other types of unauthorized electronic/digital communication devices as referenced in department procedure 602.016, Entering and Exiting Department of Corrections Institutions and/or s. 944.47, F.S.

If an employee is found to be in possession of an unauthorized cell phone in the following, or similar, situations, **the department will take all reasonable steps to dismiss the employee:**

- Inside the secure perimeter of a correctional facility;
- While on security duty outside the secure perimeter, such as rover duty, or in a tower outside the perimeter fence;

Failure to alert management of your knowledge that another employee or visitor has a cell phone or other prohibited device may also result in dismissal. **Also, a refusal by an employee to submit to a search will cause the department to seek dismissal.**

Finally, unauthorized personal computers, computer storage devices (CDs, floppy disks, external hard drives, USB flash drives, etc.), any computer-related peripheral or accessory devices, any electronic device that is intended or designed to store, capture, or record audio, video, photographic, or electronic data of any sort (to include MP-3 players), and software are also prohibited inside an institution. **Being found in possession of any one of the above or introducing or connecting an unauthorized device into a department computer, will cause the department to seek dismissal.**

As is the case with any disciplinary action, employees may present evidence during the pre-determination conference which may cause the department to mitigate the level of discipline.

Emergency Preparedness

Learning Objectives:

Upon completion of this module, you will be able to:

1. Define terms related to emergency preparedness.
2. Identify the department's objectives for emergency preparedness.
3. Describe the tactical priorities when responding to all non-routine incidents and events.
4. Explain the function of an Emergency Preparedness Coordinator.
5. Recall the steps of the Emergency Notification Procedures.
6. Recognize the components of the Emergency Management Structure.
7. Describe the Local Emergency Preparedness Program.
8. Know the three Lockdown Categories for Institutions.
9. Know several details regarding Evacuation Plans.
10. Identify who is responsible for developing, approving and reviewing Office Emergency Preparedness Programs.
11. Know the Procedure which manages computer security incidents.
12. Know what to do during multiple or protracted emergencies.
13. Recognize six public information issues as they relate to emergency situations.
14. Identify Emergency Preparedness Training details.
15. Recognize when it is appropriate to deviate from the procedure.
16. Describe the department's role in providing community assistance.
17. Explain the difference between Institutional and Local Office Emergency Preparedness Programs.
18. Identify the principal parts of a fire extinguisher.
19. Identify classes of fires.
20. Identify types of fire extinguishers.
21. List the sequential steps to follow when operating a fire extinguisher.
22. Identify the purpose and location of the Family Emergency Preparedness Plan.
23. Identify essential staff during an emergency event.

1. Define terms related to emergency preparedness.

See the latest department's "*Emergency Preparedness*" Procedure, 602.009 and its accompanying addendums.

A-level Responders refers to security staff members assigned to posts which can immediately respond to an incident without having to secure inmates, tools, gates, etc. This is a rapid response team designated at the beginning of each shift by the shift commander comprised of individuals assigned to posts determined to be the most readily available. A-team responders may be described as primary and secondary or divided by sectors geographically.

Area Command refers to the command of multiple facilities or offices dealing with a large or protracted emergency. This command level is generally implemented at the regional office level with the regional director assuming the role of area commander.

Blaser Emergency Alert Messaging System (BEAMS) refers to the Blaser Emergency Alert Messaging System used to notify facilities and offices of critical, time sensitive issues and providing clear instructions regarding actions to be taken. The BEAMS system is used to disseminate critical notifications to control rooms and offices throughout the state. When an alert is received, the staff member receiving the alert will assume command when appropriate and indicated by the content of the message and/or otherwise ensure by contact with command staff that the direction provided is immediately followed. The staff member receiving the message will make telephone contact with satellite facilities (i.e. annexes, work camps, etc.) to ensure they have received the message.

Brief Initial Report (BIR) refers to the initial report generally provided via two (2) way radio, which includes the basic information necessary to communicate the incident status/description to on-duty staff and to announce the establishment of incident command.

The Brief Initial Report is broadcast by radio and contains:

- (a) a statement that emergency traffic will follow
- (b) the name, rank and location of the incident
- (c) a brief description of the incident situation, (i.e. location, type of incident, number of staff and inmates).
- (d) obvious conditions (injury, groupings, weapons, hostages)
- (e) brief description of action taken
- (f) any obvious safety concerns
- (g) assumption, identification, and location of Command
- (h) request or release resources as required

Brief Progress Report (BPR) refers to the progress report that is essential to any ongoing incident in that it keeps all concerned parties abreast of a dynamic situation. The first BPR will be transmitted at approximately ten (10) minutes after the BIR and then at intervals deemed appropriate by the incident commander, but in no case should an interval exceed thirty (30) minutes. The BPR will be given by an individual designated by the incident commander as the "voice of command" and will consist of the following information:

- (a) a description of the current situation,
- (b) a description of current tactical objectives,

- (c) the status of resource needs, and
- (d) the anticipated outcome of the incident and approximate time of resolution.

Cleanup and Restoration Task Force refers to designated skilled staff and/or inmates dispatched to a disaster area as a result of the damage assessment task force determination to begin returning the damaged area/facility to operational status. These teams can be internal for restoration of facilities or external for providing assistance in the surrounding communities.

Command Post refers to a location that is separate and secure from the incident. This location is where primary command functions are executed. Depending on the level of response dictated by the incident the command post may be relocated to the emergency operations center (EOC) to facilitate the expansion of the command structure.

Continuity of Operations Plan refers to the plan that ensures the department is able to continue essential operations so as not to adversely impact public safety.

- (a) The continuity of operations plan applies to all staff and facilities of the department.
- (b) In the plan, alternate work sites will be identified within each region as well as the central office in the event any key management location becomes disabled.
- (c) Decisions about where incarcerated inmates may be relocated will not be included in the continuity of operations plan in view of the unique public safety concerns that must be considered and the changing capability of department facilities to receive those inmates.

Critical Incident or Emergency refers to an assault from the outside, bomb threat, employee strike, escape, evacuation, fire, hazardous material/chemical spill, hostage, medical emergency, natural or manmade disaster, pandemic, riot and disorder, or any other significant departure from normal operations.

Damage Assessment Task Force refers to designated department staff dispatched to a disaster area when this can be safely accomplished, to assess the extent of damage so that resources can be immediately marshaled to address those needs.

Emergency Action Center (EAC) refers to the unit located in the central office charged with receiving reports regarding serious incidents from all Department of Corrections' facilities and reporting the information to the proper authorities. This unit also receives requests for criminal histories, warrant confirmations, and offender location requests from law enforcement agencies throughout the United States.

Emergency Operations Center (EOC) refers to a center established by the incident commander to facilitate/accommodate an expanded ICS command structure.

Emergency Preparedness Coordinator refers to the individual designated at the central office, each regional office, and at each institution or office who is responsible for planning, coordinating, and reviewing all aspects of the agency's emergency preparedness system at their respective level.

Emergency Response Teams refers to the institutional emergency response teams as described in accordance with "Special Operations Teams," Procedure 602.022.

Emergency Support Functions (ESF) refers to the functions of the state emergency plan, which has seventeen (17) ESF's. The department provides support to five (5) ESF's and is permanently attached to ESF#16, Law Enforcement and Security. FDLE is the team leader for ESF#16.

Incident Command refers to the command status of a correctional setting during a response plan.

Incident Command System (ICS) refers to a standard operating procedure mandated through the National Incident Management System (NIMS) used to command, control and coordinate an emergency response of all types and complexities in a correctional setting.

Incident Commander refers to the individual assuming and having responsibility for the management of all incident response activities.

Level of Response refers to the appropriate resource commitment, as designated by the incident commander, required to manage a response plan at the institutional level. In addition to the response by staff on the scene of an incident, there are five levels of response activation set forth in Procedure 602.009. These levels are not necessarily progressively applied; for example, a particular incident may require an immediate activation to a level higher than the A or B level.

Lockdown Categories refers to lockdown categories 1 through 3 as directed by the incident commander in response to the incident or event prompting this decision. The lockdown category determination will be based on the scope and/or severity of the incident/event.

Lockdown of Institution refers to the complete or partial lockdown of an institution resulting in limited inmate movement and the restriction of inmates in place or to secure locations such as their assigned housing unit. Lockdown may be instituted due to an escape attempt, riot or serious disturbance, inmate or staff assault, weather events which may affect the secure/safe operation of the institution, and/or any other serious incident/event involving staff and/or inmates.

National Incident Management System (NIMS) refers to a system used to coordinate emergency preparedness and incident management among various federal, state, and local agencies.

Recorder Log (DC6-209) refers to the log of events/actions that occur during an emergency as documented by the recorder.

Staging Area refers to the location where incident personnel and equipment are assembled to be deployed by the incident commander.

Staging Area Manager refers to the staff member responsible for the coordination, support, and distribution of incoming resources at the staging area.

State Emergency Operations Center (SEOC) refers to the physical location maintained by the Division of Emergency Management in Tallahassee, which serves as the communication and command center for reporting emergencies and coordinating state response activities. The director of the Division of Emergency Management acts on behalf of the Governor and directs allocation of all state resources during emergency events.

Strike Team refers to a team of the same discipline, assigned by the incident commander or operations section chief (i.e., classification, security, maintenance, medical etc.) to include, but is not limited to, the strike teams as follows:

- (a) **Security Strike Team** refers the five (5) member team identified by each warden of an institution (with the exception of wardens at reception centers) in preparation to respond anywhere within the state and remain at various staging and/or disaster areas for extended periods of time. Staff assigned to this strike team WILL NOT be members of an emergency response team or a canine tracking team. Members will also be selected based on availability and should not be persons with immediate personal needs such as families, etc. Strike teams will only be activated or deployed by the appropriate area command.
- (b) **Reconnaissance Strike Team** refers to at least two (2) staff members designated by the warden or duty warden who will rove predetermined routes in the local area to assess road conditions or damages to the facility or attached units and provide any other pertinent information related to the emergency event.
- (c) **Community Relations Strike Team** refers to a team of specially trained state employees who are familiar with a disaster affected area. The team enters and surveys the community assisting with an assessment of the conditions impacting the residents of the area and assisting disaster victims in locating appropriate means of relief or aid.

Task Force refers to a group of designated individuals from different resource areas with common communications and a leader who may be pre-established and sent to an incident or determined at the incident location.

2. Identify the department's objectives for emergency preparedness.

- Respond appropriately to all critical events using the ICS;
- Provide an appropriate level of response to contain, control, and successfully resolve incidents that may occur;
- Train staff to provide an appropriate controlled response to incidents using the ICS;
- Return the facility to normal operations through the orderly, safe, and efficient deactivation/demobilization of resources committed to the incident;
- Effectively manage the aftermath of an incident using the ICS.

As directed by the ICS, the incident commander of the affected location will ensure the immediate activation of the level of response most appropriate and likely to allow the emergency response to stay ahead of the potential growth of the emergency situation.

3. Describe the tactical priorities when responding to all non-routine incidents and events:

- the safety, accountability, and welfare of the public, personnel, and inmates (this priority is ongoing throughout the incident);
- stabilizing, isolating, and containing the incident and providing for preservation of life, property, and order;

- removing endangered persons and obtain treatment for the injured;
- conserve expenses and damage to property; and
- resolving the incident and returning the department facility to normal operations.

4. Explain the function of an Emergency Preparedness Coordinator.

- (a) The Secretary, each regional director, each circuit administrator, and each warden will designate an employee at their respective locations to serve as the emergency preparedness coordinator.
- (b) The emergency preparedness coordinator will be responsible for:
 - planning, coordinating, and reviewing all aspects of her/his area/location's emergency preparedness program annually;
 - immediately making and disseminating implemented changes in the emergency preparedness program when events occur that would affect the program; and
 - providing interagency liaison, conducting inspections and compliance checks, and reviewing and updating interagency agreements.
- (c) The regional emergency preparedness coordinator will be responsible for reviewing the emergency preparedness program for each location for which s/he is responsible. These reviews will be conducted annually and/or whenever significant revisions occur.
- (d) The assistant secretary of institutions' designated staff within the Bureau of Security Operations will conduct a review of each institution's emergency preparedness program during the annual operational review or unannounced security audit. Designated staff will, by proxy, sign the "*Emergency Plans Certification*," DC6-263, for the assistant secretary.
- (e) The emergency preparedness coordinator in central office will be responsible for arranging and, when possible, monitoring both specialized and general emergency preparedness training and maintaining the emergency operations center plan for central office.

5. Recall the steps of the Emergency Notification Procedures.

Upon determination that an emergency situation exists at a department facility, the incident commander will ensure that the notification to the warden or duty warden is accomplished. The warden or duty warden will in turn notify the appropriate regional director.

- (a) Upon notification that an emergency situation exists, the warden or duty warden at an institution or the regional director of community corrections will ensure that the emergency action center is notified. The emergency action center will make further notifications per "*Emergency Action Center*," Procedure 602.012.
- (b) The incident commander will ensure that all necessary notifications are made per established procedure and appropriate critical plan.
- (c) The deputy secretary of institutions and re-entry, upon notification of a response plan by EAC, a regional director, or the assistant secretary of institutions, will determine if additional notifications are required for central office staff or outside agency officials. The deputy secretary of institutions and re-entry will also determine the appropriate level of activation for the department EOC.

6. Recognize the components of the Emergency Management Structure.

The organization of all incident responses and events outside normal operations will be structured in accordance with ICS:

- (a) **Central Office:** In the event of a major emergency at any location within the department, the deputy secretary of institutions and re-entry will determine the appropriate level of activation of the EOC to provide support to the area command or incident commander in accordance with ICS.
- (b) **Regional Offices:** In the event of a major emergency at any location within the region, the regional director will determine the appropriate level of activation of the regional EOC to provide support to the incident commander in accordance with ICS.
- (c) **Institutions:** In the event of a major emergency within a facility, the incident commander will determine the appropriate level of activation of the institutional EOC in accordance with ICS.
- (d) **Community Corrections Field Offices:** In the event of a statewide or department-declared disaster, the incident commander will:
 - 1. determine the appropriate level of response;
 - 2. activate the emergency operations center in the circuit office (or backup location if the circuit office is to be evacuated);
 - 3. activate the appropriate response plan;
 - 4. as appropriate, maintain communications with the local county, regional, and department emergency operations centers;
 - 5. keep staff informed of any developing emergency and what steps are being taken to address the event;
 - 6. keep offenders notified should supervision requirements be altered due to the disaster event as circumstances and resources permit;
 - 7. provide a liaison staff member to the local or regional emergency operations center upon request; and
 - 8. ensure the list of trained community relations officers is current, and be prepared to adjust work schedules so that these officers may be released and detailed to assist as members of the state community relations teams immediately following an emergency event.

(f) Levels Of Response:

Post Response: Action by staff on scene that resolves the incident without an A Level Response.

A-level: A-level responders are security staff members assigned to posts from which they can immediately respond to an incident without having to secure inmates, tools, gates, etc. The A-team is a rapid response team designated at the beginning of each shift by the shift commander and comprised of individuals assigned to posts determined to be the most readily available. A-team responders may be described as primary and secondary responders

and may be divided by geographic sectors. A facility's designated A-level response team is deployed to reestablish order and control or to provide assistance. This level can be supplemented with medical, maintenance, or other function specific staff. Upon activation of an A-team response, all on duty institutional staff members should immediately begin to make preparations to respond if necessary should a B-level response be activated.

B-level: B-level response utilizes staff who can respond to a staging area after securing their work area. The incident commander will determine the appropriate resources needed (i.e., medical, security, or other resources). Non-involved staff will be accounted for and a determination made relative to their evacuation from the area by the incident commander. The pre-identified facilities and personnel associated with C-level activation will be immediately notified upon the activation of B-level response and will begin preparing for an expedited response when and if activated.

C-level: This is a locally-reinforced response. Staff *members who are from different institutions or facilities (i.e., work camps, annexes, etc.)* located in close proximity to the incident location will respond to a staging area as designated by the incident commander for deployment. Designated department *special teams members will be contacted* upon the activation of a C level response, with advisement to prepare for expedited response to the facility should a D level response be activated. At her/his discretion, the incident commander may initiate recall of special teams.

D-level: This is an expanded response requiring special teams' deployment as detailed in "Special Operations Teams," Procedure 602.022. This may also include resources and staff from the regional level and/or non-departmental resources as determined by the incident commander. Area command may be initiated at this level. If not actually required at this level, notification of the possible need for assistance will be made to local law enforcement, fire department(s), etc., in connection with E-Level activation should this be necessary.

E-level: This incident response level requires the assistance of non-department resource entities. Assistance from and agreements with local law enforcement, fire departments, etc. are requested and implemented. Statewide or regional and/or non-department and NIMS level designations may be initiated for emergencies such as natural disasters. Area command would likely be initiated at this level.

7. Describe the Local Emergency Preparedness Program.

- (a) Each regional director, warden, program manager, and circuit administrator will ensure that specific emergency preparedness program plans are developed in accordance with Procedure 602.009 and the outline provided in the addenda of the procedure.
- (b) The emergency preparedness program will be made available to all staff and where appropriate to the inmate population.
- (c) The warden, circuit administrator, and program manager will review their emergency preparedness programs annually and submit them for approval to the regional director and appropriate assistant secretary or her/his designee. Copies of the emergency preparedness

program will then be reviewed and approved by the assistant secretary of institutions or by security auditors at the time of an on-site security audit.

- (d) The local emergency preparedness coordinator will be responsible for immediately making and disseminating changes to the emergency preparedness program.
- (e) The emergency preparedness programs will be written with the specific institutional or office mission in mind but will follow the department's overall plan as specified in procedure 602.009; the department's hurricane plan issued by the Office of Institutions; the department's Continuity of Operations Plan, and other related information provided by central office.
- (f) Each will be tailored to a specific institution but will follow the department's overall plan as specified in Addendum 1, Section II, ICS for Corrections Operation Manual, or Addendum 2, of the "Specific Response Plans."
- (g) Each staff member must be accounted for during an emergency. The warden of each institution will develop a system for maintaining accountability for all non-security staff, contract personnel, visitors, volunteers, etc., assigned within the secure perimeter of her/his institution, annex, or work camp. This system will ensure that a complete accounting verification can be accomplished within a thirty (30)-minute time frame. This is a critical element of the department's emergency plan.

8. Know the three Lockdown Categories for Institutions.

Category 1: The immediate total restriction of inmate movement at the incident location. A category 1 lockdown will impact the smallest area possible. It is a short term status used only as long as needed to resolve an incident. All staff and inmates in the incident area will be accounted for immediately. This level may be lifted after review by the shift supervisor or higher authority.

Category 2: The restriction of inmate movement at the facility level. Category 2 lockdown can be implemented by restricting the inmates to their current locations or returning them to a secure area such as their assigned housing units. This category is generally short term, but if extended allows for only escorted inmate movement for mandatory functions required for continued operation of the facility (i.e., food service workers). At the discretion of the incident commander and based on the incident, s/he will determine if all staff and inmates in the institution will be immediately accounted for. This level can be initiated by the incident commander and lifted after review by the duty warden. However, if a response plan has been activated, release from this stage must be approved by the regional director following review and approval by the deputy secretary of institutions and re-entry.

Category 3: The most restrictive lockdown status. It includes the total restriction of all inmate movement at the facility and will be implemented by securing all inmates in their assigned living area/cell. During category 3 lockdown, inmates may only move within the institution due to medical emergencies. If the duration of this lockdown category is extended, the incident commander may authorize limited, escorted inmate movement for mandatory functions required for continued operation of the facility (i.e., food service workers). All staff and inmates in the incident area will be immediately accounted for. This level of lockdown can be lifted after

review by the regional director and the final approval from the deputy secretary of institutions and re-entry.

The deactivation of any lockdown status must be carefully considered and reviewed by the appropriate authority as indicated for each category. A gradual return to normal inmate activities and movement will be based on a phased plan discussed with and approved by the lockdown deactivation authority for each category.

9. Know several details regarding Evacuation Plans.

Each warden and circuit administrator will maintain a detailed response plan for the following, as specified in Addendum 1, Section II, ICS for Corrections Operation Manual, or Addendum 2, “Specific Response Plans” section (e):

- (a) An On-Site Evacuation Plan - The plan must account for on-site evacuation from buildings in the event of a life-threatening situation. The on-site evacuations may be ordered by the incident commander of the affected site where the emergency is observed. A copy of the on-site evacuation plan will be kept in the institutional control room.
- (b) Off-Site Evacuation Plan - Authority to evacuate off-site will come only from the central office EOC incident commander.
- (c) A “defend in place” or “safe harbor” strategy in the event a life-threatening situation takes place and evacuation is not possible;

10. Identify who is responsible for developing, approving and reviewing Office Emergency Preparedness Programs.

Each assistant secretary and office director will be responsible for developing an emergency preparedness program as it relates to her/his function in an emergency.

Such plans must be approved by the deputy secretary for institutions and re-entry and the assistant secretary of institutions and will be reviewed annually thereafter.

11. Know the Procedure which manages computer security incidents.

All computer security incidents will be managed in accordance with Security Incident Response Team (CSIRT),” Procedure 206.009.

12. Know what to do during multiple or protracted emergencies.

- (a) During major institutional emergencies, the deputy secretary of institutions and re-entry or assistant secretary of institutions will ensure emergency response teams of surrounding facilities are evaluated for a state of readiness. Depending on the situation, the decision

may be made to place the teams on alert status, which requires team members to report immediately to designated staging areas.

- (b) Area command as a precautionary measure may place other department institutions on lockdown until the incident has been resolved.
- (c) In a protracted emergency of more than twelve (12) hours duration, all command post or EOC personnel and emergency response personnel will immediately begin rotation on a staggered basis every eight (8) to twelve (12) hours.
- (d) During an emergency command staff will monitor all staff involved and develop a staffing plan. Every effort will be made to ensure that staff who have been on duty for more than sixteen (16) hours are relieved for an appropriate period of rest.
- (e) **Security Strike Teams (Activated by Appropriate Area Command):** With the exception of the reception centers, each institution will identify a five (5)-member strike team consisting of (1) team leader (sergeant) and four (4) security officers (officers or sergeants, or a mix thereof). Equipment will be issued from current institutional inventories. Strike team equipment will be outlined in the "Security Strike Teams," NII-110.
- (f) Strike Teams (i.e., classification maintenance, medical, etc.) will be designated in accordance with the ICS system under the operations section. The required span of control will be maintained as specified in ICS.

13. Recognize six public information issues as they relate to emergency situations.

- (a) Any contact with the media during an emergency situation will be coordinated through the department's public affairs director.
- (b) During an institutional emergency, the public information function will include communicating with the media, local groups and communities, off-duty staff and staff families, inmate families, and other institutions, as well as rumor control.
- (c) Each institution will have a designated public information liaison to assist and take direction from the public affairs director or designee during the emergency.
- (d) During an institutional emergency, the affected institution will use a "one-channel outward" process for public information to the greatest extent possible. All public information will be released by or through the efforts of employees of the Office of Public Affairs and only after approval by the incident commander.
- (e) In an institutional emergency and during its aftermath, staff will be expressly prohibited from providing public information, giving interviews, responding to media, or the like, unless specifically authorized by the incident commander.
 - 1. This provision is required for safety and security considerations, as the unauthorized release of information in an emergency situation may have life and death consequences.
 - 2. Staff members who are approached by media or by other individuals requesting information, opinions, or background will direct those individuals to the public

information liaison, either in person or by phone, and will, if necessary, explain that the procedure prohibits anyone except the secretary, deputy secretary for institutions and re-entry, public affairs director, or designee from releasing information.

- (f) During and after a major emergency, the public affairs director or designee will coordinate the release of public information.
 - 1. Whenever practical, the emergency operations center for central office will be informed in advance of any information release (including, but not limited to, press releases, press conferences, interviews) and will be afforded the opportunity for reaction to such planned release.
 - 2. No information concerning the emergency will be released without the prior approval of the incident commander.

14. Identify Emergency Preparedness Training details.

- (a) The regional emergency preparedness coordinator will ensure that yearly simulated disaster exercises are conducted at each facility.
- (b) The following training will be conducted involving the warden and institutional emergency response team leadership (CERT, RRT, CNT, and canine tracking teams) at each institution on a quarterly basis:
 - i. First (1st) Quarter (January – March): institutional evacuation tabletop exercise, emergency plan review, physical plant walkthrough, and blue print review (four [4] hours).
 - ii. Second (2nd) Quarter (April – June): escape tabletop exercise and escape plan review (four [4] hours).
 - iii. Third (3rd) Quarter (July – September): disturbance control tabletop exercise, facility physical plant walkthrough, emergency plan review, and blue print review (four [4] hours).
 - iv. Fourth (4th) Quarter (October – December): hostage scenario tabletop exercise, Emergency Plan review, and physical plant walkthrough (four [4] hours).
- (c) Each tabletop simulation exercise will be conducted using the emergency management (EM) application for training and familiarization of institutional emergency operations center (EOC) staff.
- (d) Key elements of these tabletop simulation exercises include:
 - i. All activities are simulated; no actual deployment of resources or change in operations will take place for the exercise.
 - ii. Institutional managers and emergency response team leaders/members will be presented with an emergency situation, verbally or in writing and will be expected to work realistically within their resources to set forth a plan of action to address the simulated emergency.
 - iii. Emergency simulation responses should include, but not be limited to addressing issues such as the following:
 - 1. Was ICS followed?
 - 2. Is the local response plan immediately available and up-to-date?

3. Who is included in the recall?
 4. Are recall lists current?
 5. What tasks are required to resolve the emergency?
 6. Who is assigned to accomplish those tasks?
 7. What adjustments in operation are required?
 8. Do those adjustments require outside approval?
 9. What alternative means of communication are available?
 10. What alternative feeding arrangements should be employed?
 11. If there is an extended loss of commercial power, how this is managed?
- iv. Each emergency preparedness coordinator conducting the simulation will debrief the exercise and provide feedback to the staff once the exercise is concluded.
 - v. The simulation scenarios will be varied so as to give staff practice with a range of types of disaster events that may be encountered.
 - vi. The state emergency operations center will conduct one (1) statewide disaster exercise. Exercises will be evaluated by the local emergency preparedness coordinator, and the evaluation results will be submitted to the warden, regional director, assistant secretary for institutions, and the central office emergency preparedness coordinator.

15. Recognize when it is appropriate to deviate from the procedure.

The incident commander will take all appropriate action to ensure public safety or prevent the loss of life. In situations where time and circumstances do not permit her/him to obtain approval from the Secretary, deputy secretary for institutions and re-entry, or regional director prior to deviating from established rule or procedure.

16. Describe the department's role in providing community assistance.

The department and individual institutions may, in a community crisis that does not incapacitate the institution, provide assistance to surrounding communities while operating under unified command. This includes the use of inmates on private property in accordance with section 946.42, F.S.

This assistance will be approved in advance by either the Secretary or deputy secretary for institutions and re-entry.

At no time will operational security and public safety be compromised when responding to an emergency event. Assistance provided may include equipment, services, inmate labor, skilled staff, supplies, shelter, or transportation. However, there may be requests that the department cannot fulfill. For example, there may be the need for a portable generator in the community. In many cases, the department could possibly assist. However, if the portable generator is being used to maintain a vital security operation of a facility, the department would decline to make it available.

In order to avoid the commitment of scarce resources when a greater need may exist elsewhere, any requests for assistance received at the local level will be coordinated in advance with the regional emergency operations center for coordination with the department and state EOC.

17. Explain the difference between Institutional and Local Office Emergency Preparedness Programs.

Institutional:

- Each warden will ensure that emergency preparedness programs are developed and maintained locally in the format provided in Addendum 1, Section II, ICS for Corrections Operation Manual, Addendum 2, “Specific Response Plans,” Addendum 3, “Emergency Post Orders,” and Addendum 4, “Appendices.”
- These plans will be reviewed and approved annually by the warden, the responsible regional director, and designated Office of Institutions staff. This review and approval process applies both when the institutional plans are initially developed and annually thereafter.

Local Offices:

- The regional directors and circuit administrators will ensure that emergency preparedness programs are developed and maintained locally for their local offices.
- This preparedness program must be reviewed locally and by the regional director and their central office assistant secretary or director. This review and approval process applies both when the plans are initially developed and annually thereafter.

18. Identify principal parts of a fire extinguisher.

- **Ring Pin**
- **Lever**
- **Canister**



19. Identify classes of fires.






Class A – ordinary combustibles, such as wood, paper or anything that leaves an ash.

Class B – flammable materials, such as grease, gasoline, oil, etc.

Class C – energized electrical equipment; computers, motors, etc.

Class D – combustible metals, such as magnesium, titanium, etc.

Class K – combustible cooking media use in commercial cooking appliances, such as vegetable and animal oils.

CLASSES OF FIRES	TYPES OF FIRES	PICTURE SYMBOL
A	Wood, paper, cloth, trash & other ordinary materials.	
B	Gasoline, oil, paint and other flammable liquids.	
C	May be used on fires involving live electrical equipment without danger to the operator.	
D	Combustible metals and combustible metal alloys.	
K	Cooking media (Vegetable or Animal Oils and Fats)	

20. Identify types of fire extinguishers.

Dry Chemical - extinguishers are usually rated for multiple purpose use. They contain an extinguishing agent and use a compressed, non-flammable gas as a propellant.

Halon - extinguishers contain a gas that interrupts the chemical reaction that takes place when fuels burn. These types of extinguishers are often used to protect valuable electrical equipment since they leave no residue to clean up. Halon extinguishers have a limited range, usually 4 to 6 feet. The initial application of Halon should be made at the base of the fire, even after the flames have been extinguished.

Water - These extinguishers contain water and compressed gas and should only be used on Class A (ordinary combustibles) fires.

Carbon Dioxide - (CO₂) extinguishers are most effective on Class B and C (liquids and electrical) fires. Since the gas disperses quickly, these extinguishers are only effective from 3 to 8 feet. The carbon dioxide is stored as a compressed liquid in the extinguisher; as it expands,

it cools the surrounding air. The cooling will often cause ice to form around the “horn” where the gas is expelled from the extinguisher. Since the fire could re-ignite, continue to apply the agent even after the fire appears to be out.

Wet Potassium Acetate Based – This type of extinguisher has a greater fire fighting and cooling effect for those much more efficient appliances that heat cooking oils to a much higher temperature and maintain that heat for a longer period than previous appliances and oils. Their range is 10-12 feet and will last for about 40 seconds.

21. List the sequential steps to follow when operating a fire extinguisher.

Pull the pin at the top of the extinguisher that keeps the handle from being accidentally pressed.

Aim the nozzle toward the base of the fire. Stand approximately 8 feet away from the fire.

Squeeze the handle to discharge the extinguisher. If you release the handle, the discharge will stop.

Sweep the nozzle back and forth at the base of the fire. After the fire appears to be out, watch it carefully since it may re-ignite.



22. Identify the purpose and location of the Family Emergency Preparedness Plan.

In 2004, the department was impacted with 4 Major Hurricanes within 44 days, affecting every part of the state. It was realized that there was a need to provide staff with information regarding personal and family preparedness. Every staff member was designated as essential or non-essential for the purposes of responding to emergencies. Consideration was also provided to staff that while they were essential, they had special circumstances that may prevent them from responding as required, such as an elderly relative needing special care living with them. These concerns can be discussed with the supervisor to ensure that the staff member’s family is provided for and that staff are able to work.

The department recognized the need to provide for staffs’ families, as well as, the need to provide adequate staffing for emergencies. The department realized that if an employee had made proper preparations for his/her family during an event they were able to perform without that added worry how their family was faring.

The purpose of the Family Emergency Preparedness Plan is to assist staff in preparing their family for emergency situations. The plan is located at: <http://dcweb/co/StaffD/fepp/index.html>.

The topics included in the plan are:

- Be Prepared: Create a disaster plan that includes:
 - family emergency plan
 - place to go
 - pet plan
 - disaster supply kit
- A Plan for People with Disabilities
- Emergency Situations Defined
 - Terrorism
 - Floods
 - Tornados
 - Hurricanes
 - Nuclear Emergencies
- Evacuation
- Help Children Cope
- Learn More about Services in Your Community

The Deputy Secretary of the department sent a memo to the regional directors and wardens on February 6, 2004, announcing that an electronic form has been created that will assist both the department and each staff member to plan for an emergency situation. Staff is to be advised of their responsibility to the institutions and the department in the event of emergencies. However, special circumstances could occur within a family that may require special planning on their part. This form will aid in determining who has special needs as well as to help them formulate a plan for dealing with them.

The memo is located at: <http://dcweb/announcements/2004/02-05.html> and includes a link to access the form. The form can be completed online or printed, filled out and submitted to your immediate supervisor. Form DC6-2026, "Essential Family Emergency Preparedness Form" is located at: <http://dcweb/co/forms/DC6-2026.PDF> for the printable PDF form or <http://dcweb/co/forms/DC6-2026.doc> for the printable word version.

23. Identify essential staff during an emergency event.

In the event that local government is closed during an emergency event, only essential staff should report to work. If government offices are closed the Emergency Preparedness Coordinator (EPC) or department directors may designate staff occupying specified positions as mandatory for duty in any emergency event.

Essential Staff for Institutions includes:

Institutions - ALL staff assigned to an institution are considered "essential" and shall be required to report for duty. The local warden is authorized to modify work schedules and responsibilities as appropriate to address the needs of the institution in responding to the

emergency events. On a case-by-case basis, the warden is also authorized to release staff from the requirement to work as essential staff in accordance with the specific needs of the institution.

Medical - Contract and State Employees - All medical personnel assigned to an institution are considered "essential" and shall be required to report for duty. The local senior medical administrator, in coordination with the warden, is authorized to modify work schedules and responsibilities as needed to address the needs of the institution in responding to the emergency events. On a case-by-case basis, the warden is also authorized to release staff from the requirement to work as essential staff in accordance with the specific needs of the institution.

Contract Food Service - All contract food service staff are considered "essential" and are expected to report to duty notwithstanding any approaching emergency event.

The Division of Emergency Management has suggested a set of guidelines for determining whether state office buildings in a county will be closed entirely, closed to the public or open as usual.

The determining guidelines are located at: <http://www.dc.state.fl.us/secretary/essentialstaff.html>

Inmate Relations

Learning Objectives:

Upon completion of this module, you will be able to:

1. Define terminology associated with inmate relations.
2. Identify the major steps to undertake in reporting disciplinary infractions.
3. Identify the major steps needed for preparation of the disciplinary report.
4. Identify the general policy on inmate grievances.
5. Identify appropriate interactions between staff and inmates.
6. Identify factors that affect the selection of a staff member as a victim of deception and manipulation.
7. Recognize attempts to be manipulated by inmates.
8. Identify ways to avoid inmate manipulation.
9. Identify principles of conduct that reflect positively on professionalism.
10. State penalties as defined in FS 944.35.
11. State policy of the Department of Corrections on employees who witness or can provide evidence of sexual misconduct as detailed in FS 944.35.
12. State methods to prevent and avoid sexual misconduct.
13. Define contraband as used in the department's Procedure 602.018, "*Contraband and Searches of Inmates*".
14. Identify how the department prohibits contraband.
15. Identify ways to find contraband.
16. Explain the disposition of contraband.
17. Identify the penalties for lewd or lascivious behavior exhibited by inmates as noted Section 800.09, F.S.
18. Identify steps staff should take if they observe a lewd or lascivious behavior exhibited by an inmate(s).

1. Define terminology associated with Inmate Relations.

Classification Officer: any classification officer position, including Senior Classification Officer, and Classification Supervisor who classifies inmates and assigns them appropriate job, housing, and rehabilitation programs.

Contact Card: a written log designed to document abnormal behavior by an inmate, other than an inmate in administrative confinement or close management. The Correctional Officers maintain it in the inmate's assigned dormitory (DC6-256).

Corrective Consultation: a written reprimand for a violation of rules of such a minor nature that no disciplinary report is necessary.

DC: refers to disciplinary confinement.

Department Head: staff person in charge of a work unit at a correctional facility.

Disciplinary Report: a formal method of charging an inmate with a rule violation. The form used is "*Disciplinary Report Worksheet*", DC6-112f.

Emergency Grievance: grievances that, if disposed of according to the regular time frames, would subject an inmate to substantial risk of personal injury or cause other serious and irreparable harm to her/him.

Formal Grievance: a "*Request for Administrative Remedy or Appeal*," DC1-303, which is a statement of complaint filed at the institutional level with the warden, assistant warden, or deputy warden.

Grievance: either an informal or formal written complaint or petition by an inmate concerning an incident, procedure, or condition within an institution, facility, or the Department that affects her/him personally.

Grievance Appeal: a statement of complaint filed with the Secretary of the Department of Corrections for appellate review through the use of the "*Request for Administrative Remedy or Appeal*," DC1-303.

Grievance of Reprisal: a grievance submitted by an inmate alleging that staff has or are threatening to take retaliatory action against the inmate for good faith participation in the inmate grievance procedure or a particular incident.

Institutional Classification Team (ICT): the body responsible for making local classification decisions as defined in rule and procedure. The ICT will be comprised of the Warden or Assistant Warden who will serve as Chairperson, Classification Supervisor, Chief of Security, and other members as necessary when appointed by the Warden or designated by rule.

Informal Grievance: an initial statement of complaint on an "*Inmate Request*," DC6-236, filed with the staff member who is responsible in the particular area of the alleged problem.

Major Violation: any rule violation where the maximum penalty is thirty (30) days in disciplinary confinement (DC) and thirty (30) days loss of gain time (GT) (30 DC + 30 GT) or greater. It's also where the maximum penalty is less than 30 DC + 30 GT and the designating authority has determined that based upon one or more of the criteria listed in Rule 33-601.302(12), F.A.C. it is assigned to the disciplinary team as a major disciplinary report.

Minor Violation: any rule violation maximum penalty that could be imposed is less than 30 disciplinary confinement (DC) or 30 days loss of gain time (GT).

Prison Rape Elimination Act (PREA): The Act provides for analysis of the incidence and effects of prison rape in federal, state and local institutions, and for information, resources, recommendations and funding to protect individuals from prison rape.

Recipient: a person or office receiving an inmate grievance for processing.

Sexual Misconduct: FS 944.35 (3)(b) means the oral, anal, or vaginal penetration by, or union with, the sexual organ of another or the anal or vaginal penetration of another by any other object, but does not include an act done for a bona fide medical purpose or an internal search conducted in the lawful performance of the employee's duty.

Witness: any person having information relevant to facts in dispute of the case.

2. Identify the major steps to undertake in reporting disciplinary infractions.

When any employee or person supervising inmates witnesses an act or has reason to believe that an act has been committed by an inmate which is in violation of the rules or procedures of the department, the following must be considered:

- If the employee determines that the infraction can be properly disposed of without a formal disciplinary report, the employee will take the necessary actions to resolve the matter.
- The employee may decide to reprimand the inmate verbally or in writing.

Use of a verbal counseling:

The staff member observing or discovering the infraction may take one of the following actions after reviewing the inmate's contact card to resolve the matter:

1. Counsel the inmate.
2. Counsel the inmate and document it as a verbal counseling on the inmate's contact card.
3. Counsel the inmate and document it as a "*Corrective Consultation*" (CC), Form DC6-117.

Use of a verbal reprimand:

- A verbal reprimand is considered any staff member's verbal counseling of or verbal intervention to the inmate designed to motivate the inmate to comply with, or clarify the rules of prohibited conduct, departmental rules/procedures or institutional regulations.
- A verbal reprimand will be documented on the inmate's "*Housing Officers Contact Card*," DC6-256.

Use of a written reprimand:

- The employee may decide to reprimand the inmate in writing by issuing her/him a "*Corrective Consultation*," DC6-117.
- If a corrective consultation is the recommended course of action, a copy will be provided to the inmate within twenty-four (24) hours and a copy will be placed in the inmate's institutional file.
- If the employee cannot resolve the matter through a verbal reprimand or corrective consultation, the employee will consult with her/his supervisor (unless the reporting

employee is at the department head or correctional officer lieutenant level or above, where no further approval is required) to determine if a disciplinary report will be prepared.

- The employee, with her/his supervisor's approval, will initiate the preparation of a formal disciplinary report.

3. Identify the major steps needed for preparation of the disciplinary report.

Applying discipline in a firm, fair and consistent manner will contribute to a safer and more orderly environment for inmates and staff. Staff should know the principle types of discipline to be utilized with inmates.

Only one (1) violation will be included in each disciplinary report.

The institution must generate separate disciplinary reports for multiple offenses; not to include issuing multiple disciplinary infractions stimulating from one incident, referred to as "Stacking" disciplinary reports which is not authorized by the department.

The statement of facts will include:

1. A description of the violation (including date, time and place).
2. The specific rule(s) violated.
3. A formal statement of the charge.
4. Any unusual inmate behavior.
5. Any staff witnesses (All witnesses must provide a "*Witness Statement*" Form DC6-112C).
6. Any physical evidence and its disposition.
7. Any immediate action taken (including the use of force).
8. Any other specific facts necessary for an understanding of the charge.

The completed disciplinary report will be submitted to the Shift Supervisor for her/his review and processing within twenty-four (24) hours.

The DR will then be entered in the database and forwarded for investigation.

The investigator will deliver a copy of the statement of facts to the inmate and conduct an impartial investigation within 24 hours of the report being written.

The investigator will provide the disciplinary report packet (completed forms any other evidence gathered during the investigation) to the designating authority for review upon completion of the investigation and forward to the classification designating authority.

The designating authority will review the disciplinary report for compliance with due process. If not in compliance, the Disciplinary Report may be returned to the investigator or rejected outright.

4. Identify the general policy on inmate grievances.

An inmate will be entitled to invoke the inmate grievance procedure regardless of any disciplinary, classification or other administrative action, or legislative decision to which an inmate may be subject.

Each institution will ensure that the inmate grievance mechanism is accessible to impaired and disabled inmates. This may be accomplished by providing assistance through the institution's library if requested.

An inmate will be permitted to seek assistance from another inmate or a staff member in completing the grievance forms as long as the assistance requested does not interfere with the security and order of the institution.

The "*Inmate Request*," DC6-236, will be available at the institutional library, at Classification from classification staff, and at the housing officer of any housing unit. The "*Request for Administrative Remedy or Appeal*," DC1-303, will be available at the institutional library, the Classification Department from classification staff, and the Housing Officer of any housing location.

5. Identify appropriate interactions between staff and inmates.

Appropriate Interaction with Inmates

- Address inmates by "inmate" and/or their correct last name.
- Professionalism; respect your environment, never become unduly familiar with inmates.
- Inmates should address you correctly, by your rank, title and/or last name.
- Never let your personal feelings become part of any conversation.
- Never provide information to an inmate regarding another inmate.
- Never discuss other staff with inmates.
- Never give an inmate authority over another inmate.
- Be aware of what you are discussing when inmates are in earshot.
- Know the rules that inmates must follow
 - Review inmate rules
- Protect yourself; keep a professional separation between you and the inmates.
- Restrict your relationship with inmates to activities and discussions that are a part of your official duties.
- Never engage in undue personal familiarity with inmates.
- Never use abusive language.
- Never provide unauthorized items to inmates.
- Never use or engage in sexual content/activities or overtones with inmates.
- Be aware that there is a high demand for narcotics and cell phones, etc.
- Keep conversations with inmates brief.
- Do not offer food, drinks or tobacco products to inmates.
- Information gathering: this works both ways.
- Know the inmates that work for you and learn their behavior.
- Never ask inmates about their crime.

Crisis judgment: protect yourself; report it, respond appropriately, using the minimum force necessary, communicate it, and document, document, document.

6. Identify factors that affect the selection of a staff member as a victim of deception and manipulation.

Characteristics of a Staff Victim

- New employee
- Overly trusting or naïve
- Overly familiar
- Not confident
- Complacent
- Mentally stressed
- Low self-esteem

Staff should be aware of the following types of susceptibility traits, which may be sought out by inmates:

- Reputation
- Unprofessional appearance
- Lack of experience
- Easily intimidated
- Disgruntled
- Staff experiencing financial difficulty
- Age/Maturity
- Gender

Self-awareness of these traits will enable staff to look for alternative approaches to dealing with inmates. Note that the list is not all-inclusive.

The Manipulation Process

- Watch employees
- Attempt to establish eye contact
- Target employees
- Identify weak link
- “Set up” employees
- Gain confidence
- Give compliments
- “Strike”

Employee Susceptibility Traits:

Are you:

- Easily befriended?
- Naïve to intentions or hidden messages?
- Overly friendly or overly familiar with most people?

Do you:

- Share personal problems?
- Have a trusting nature?
- Have a desire to help the underdog?

Can you:

- Be made to feel obligated?
- Be made to look the other way and pretend not to notice if the rule being violated is “no big thing?”

Would you:

- Go on a first name basis with an inmate?
- Congregate with inmates who praise you?
- Respect inmate requests for total confidentiality?

7. Recognize attempts to be manipulated by inmates.

Manipulation to control or play upon by artful, unfair or subtle means especially to ones own advantage. To change by artful or unfair means so as to serve ones purpose.

Signs of Manipulation:

- Sympathy with staff problems
- Comments aimed at dividing staff
- Become an informant or “snitch” for a particular employee
- Over friendliness, flattery, and stroking the ego
- Excessive praise and compliments
- Excessive dependency
- Use of first names or nicknames
- Inmates asking personal questions
- Touching and sexual references

SCENARIOS:

Read the following scenarios and decide “What would you do if?”

1. An inmate says he has something extremely important to tell you; he mentions that you are the only officer he can trust, and that you must keep the information strictly confidential.
2. An inmate who is not assigned to your work area volunteers to clean up your area.
3. An inmate tells you he has a death in the family. He has no money to buy stamps. He has used up his quota of free letters and wants you to drop a sympathy card into the mailbox near your home.

8. Identify ways to avoid inmate manipulation.

- Be part of the correctional team.
- Be suspicious.
- Follow rules and procedures.
- Monitor remarks, gestures and actions.
- Don’t be afraid to talk.

- Communicate with supervisors/fellow workers when you suspect a problem.
- Know your job and perform it properly.
- Document incidents.
- Learn to say “no” and mean it.
- Never give or take anything from an inmate that is not job related.
- Address inmates by inmate or their last name.
- Never discuss other staff with inmates.
- Never let your personal feeling become part of any conversation.
- Never give an inmate authority over another inmate.
- Be cautious. Do not be manipulated.
- Never discuss personal matters with or in front of inmates.
- Be truthful.
- Be professional.
- Avoid unnecessary inmate contact.

9. Identify principles of conduct that reflect positively on professionalism.

Principles of Conduct

Honesty - Be truthful in all endeavors; be honest and forthright when interacting with fellow employees, inmates, visitors, victims, and the public; challenges unethical behavior.

Integrity - Hold ourselves to the highest standard of moral, personal and professional conduct in an effort to advance the mission of the State, our profession and the Department. Be loyal to the Department’s mission, goals and policies and to consider the mission when developing new systems or issuing directives to others.

Respect - Treat one another with dignity and fairness, appreciating the diversity of our workforce and the uniqueness of each individual with whom we come in contact. Harassment or discrimination is strictly prohibited. Harassment and/or discrimination based on race, color, religion, gender, age, national origin, political affiliation and/or disability is unacceptable and will not be tolerated in our workplace environment.

Trust - Establish credibility with others by being consistent and accountable, delivering on our promises and building a solid track record of reliability; and protect the integrity of private information to which we have access in the course of our official duties.

Responsibility - Be dependable and accountable for actions and to report concerns in the workplace including violations of laws, regulations and policies, and seek clarification whenever there is doubt.

Citizenship - Protect the public trust by upholding and obeying the laws of the United States, and the State of Florida to present a positive image of the department to others; to place the safety and security of the public at the forefront of our activities; and to understand and uphold the rights of victims.

Safety - Uphold the Department’s Commitment to a drug-free, violence-free, safe and healthy working environment, to comply with all applicable environmental, health, and safety regulations; and to report violations of the same without fear of reprisal.

10. State penalties as defined in FS 944.35.

Sexual Misconduct FS 944.35(3)(b)(2): Any employee of the department or a private correctional facility as defined in s. [944.710](#) who engages in sexual misconduct with an inmate or an offender supervised by the department in the community, without committing the crime of sexual battery, commits a felony of the third degree, punishable as provided in s. [775.082](#), s. [775.083](#), or s. [775.084](#).

Sexual Misconduct FS 944.35(3)(b)(3): The consent of the inmate or offender supervised by the department in the community to any act of sexual misconduct may not be raised as a defense to a prosecution under this paragraph.

Sexual Misconduct FS 944.35(3)(c): Notwithstanding prosecution, any violation of the provisions of this subsection, as determined by the Public Employees Relations Commission, shall constitute sufficient cause under s. [110.227](#) for dismissal from employment with the department, and such person shall not again be employed in any capacity in connection with the correctional system.

11. State policy of the Department of Corrections on employees who witness or can provide evidence of sexual misconduct as detailed in FS 944.35.

Sexual Misconduct FS 944.35(3)(d): Each employee who witnesses, or has reasonable cause to suspect, that an inmate or an offender under the supervision of the department in the community has been unlawfully abused or is the subject of sexual misconduct pursuant to this subsection shall immediately prepare, date, and sign an independent report specifically describing the nature of the force used or the nature of the sexual misconduct, the location and time of the incident, and the persons involved. The report shall be delivered to the inspector general of the department with a copy to be delivered to the warden of the institution or the regional administrator. The inspector general shall immediately conduct an appropriate investigation, and, if probable cause is determined that a violation of this subsection has occurred, the respective state attorney in the circuit in which the incident occurred shall be notified.

Sexual Misconduct FS 944.35(4)(a): Any employee required to report pursuant to this section who knowingly or willfully fails to do so, or who knowingly or willfully prevents another person from doing so, commits a misdemeanor of the first degree, punishable as provided in s. [775.082](#) or s. [775.083](#).

Sexual Misconduct FS 944.35(4)(b): Any person who knowingly or willfully submits inaccurate, incomplete, or untruthful information with regard to reports required in this section commits a misdemeanor of the first degree, punishable as provided in s. [775.082](#) or s. [775.083](#).

12. State methods to prevent and avoid sexual misconduct.

- Rotation of Staff
- Awareness of surroundings
- Support mechanisms
- Consistent discipline of violators

- Be familiar with manipulation techniques
- Dress and conduct yourself in a professional manner
- Just say “NO”
- Envision how your family members or supervisor would respond
- Don’t ignore inappropriate behavior based on age or position
- Avoid enabling behaviors
- Know your inmates
- Take action early
- Police each other

13. Define contraband as used in the Department’s Procedure 602.018, “*Contraband and Searches of Inmates*”.

Contraband, refers to any item inside an institution or facility, on facility property, or in the possession of an inmate that meets the following criteria:

1. The item was neither:
 - a. issued
 - b. approved for purchase in the canteen/commissary
 - c. purchased through an approved source with official approval
 - d. authorized and approved for delivery by mail, nor
 - e. authorized and approved to be brought into the institution or facility
2. Any item or article not otherwise contraband will be considered contraband if it is passed from (1) inmate to another without approval.
3. The item has been altered from its original design or is being used for a purpose other than that for which it was designed or authorized.

14. Identify how the Department prohibits contraband.

- (a) No inmate will have in her/his possession or under her/his control any firearm or instrument that can be used or is designed to be used as a dangerous weapon or any explosive substance. Inmates may use tools and implements assigned to them by and under the supervision of authorized personnel.
- (b) No inmate or other person, unless authorized by the warden, assistant warden, facility director, chief of security, or shift supervisor will introduce into or upon the grounds of an institution or contract work release center any of the following articles designated as contraband:
 1. any intoxicating beverage
 2. any narcotic, hypnotic or stimulant drug, or substance prohibited by law
 3. any firearm or any instrument that can be used or is designed to be used as a dangerous weapon, except as authorized in “*Entering and Exiting Department of Corrections Institutions*,” Procedure 602.016

4. an instrument of any nature that may be used as an aid in effecting or attempting to affect an escape
 5. any item showing signs, symbols, or other identifiers of a criminal street gang as defined in section 874.03, F.S., or any other gang, group or organization which has been identified by the department as a threat to the safety and security of the institution
 6. any other article, instrument, or substance prohibited by the procedures and rules of the Department of Corrections or Florida law
- (c) No inmate or other person will take any article from the grounds of any institution or contract work release center without approval from the following:
1. warden
 2. assistant warden
 3. facility director
 4. chief of security
 5. shift supervisor
- (d) No money will be given directly to or received by an inmate assigned to a work release center. The only exception is if approved by the chief of security/facility director or her/his designated representative. On a case-by-case basis, each chief of security/facility director may approve a withdrawal from the inmate's trust account that exceeds the approved amount normally authorized if a specific request is made and a review determines it is warranted. Any money found in the possession of an inmate that has not been drawn from the inmate's trust fund or that exceeds an amount approved in accordance with "*Administration of the Inmate Trust Fund*", Procedure 203.015, will be considered contraband. The money will be confiscated and deposited in the general revenue fund.
- (e) In a facility where inmate identification cards are used to approve and initiate canteen transactions, any cash found in the possession of an inmate will be considered contraband. It will be deposited in the general revenue fund. An inmate identification card is contraband in the possession of anyone other than the inmate it identifies. Additionally, no inmate will be allowed to possess more than one (1) identification card. Additional identification cards found in the possession of an inmate will be treated as contraband.
- (f) No inmate will make or have in her/his possession any alcoholic beverage or any drug such as a narcotic, barbiturate, hallucinogenic drug, central nervous system stimulant, or substance prohibited by law. The only exception to this is when authorized by authorized medical personnel.
- (g) When medication is found in an inmate's possession that is beyond the labeled expiration date, for which the inmate does not have a valid prescription, or that is in quantities indicative of hoarding, the medication will be handled as contraband and turned over to the medical department for further disposition.
- (h) Inmate legal materials and medical records in the possession of an inmate are subject to inspection for contraband. However, due to the sensitive nature of these items, staff will not read the documents. They are allowed to read the signature and letterhead. Staff is reminded that medical documents contain sensitive and confidential information that is

protected under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and will be handled accordingly.

- (i) Inmates are not allowed to be in possession of cell phones, I-Pods or similar PDA device, cameras or recording devices.

15. Identify ways to find contraband.

1. Searches/inspections will be performed to uncover contraband, prevent escapes, maintain sanitary standards, and to eliminate fire and safety hazards.
2. All cells, lockers, dormitories, and other areas of an institution may be searched in a reasonable manner at any time. At a minimum, twenty-five percent (25%) of all inmates' personal property/living areas will be searched on a monthly basis and these searches will be conducted on all shifts. All searches will be documented on the "*Search Log*," DC6-2001. If the inmate is present during the search, s/he will be thoroughly searched prior to beginning the cell and/or locker search and placed under supervision until the cell and/or locker search is completed.
3. During any building search/inspection, special attention will be paid to plumbing facilities, ventilation ducts, window and door areas, storage rooms, floor drains, beds, bedding, tables, chairs, lockers, and inmate property. The officer conducting the search must be alert to the possibility of such things as false bottoms, secret compartments, and hollow legs. All canteen items, books, cans, magazines, photo albums, trash containers, and sanitary supplies will be carefully inspected. This search should include anything that might be used to hide things.
4. In the interest of staff safety and to prevent injury, searches will not be conducted in a "blind" manner. If the area to be searched cannot be seen, a mirror will be used if at all possible. If no mirror is available, the use of a pen or other such item will be used to check the area for the presence of razors, needles, or other homemade sharps. Items or furniture should be moved if possible to provide a complete view of the area to be searched.
5. A cell or any other room or building will be left the way it was found as much as possible and never in disarray.
6. Grounds and buildings outside the inner perimeter of the institution will be included in searches/inspections for contraband. Particular attention will be paid to areas routinely accessed by civilians or visitors. Metal detectors may be used for searching purposes.
7. Searches will be conducted on a routine but irregular basis. Searches will not be conducted at the same time and location each time to avoid predictability and to reduce the possibility of contraband being moved to avoid confiscation.
8. The use of canines to search for narcotics may be approved in accordance with "*Inspector General's Canine Unit*," Procedure 108.004.

16. Explain the disposition of contraband.

A secure area within the institution or facility will be designated as the storage area for all contraband items. A “*Contraband Log*,” DC6-219, will be utilized to document the storage of contraband items. This log will include:

1. the name of the person storing the property,
2. the date and time the item(s) was placed into the storage area,
3. a description of the item(s) being stored,
4. the name and DC number of the inmate from whom the item(s) was confiscated,
5. the final disposition of each item,
6. the date and time the item(s) was removed, and
7. the name of the person removing the contraband item(s) from the storage room.

All property confiscated during a search/inspection will be listed on an “*Inmate Impounded Personal Property List*,” DC6-220.

If no longer needed (e.g., for disciplinary proceedings or outside court case(s) as evidence), confiscated and/or unclaimed contraband will be disposed of, after thirty (30) days, as follows:

1. state property taken from an inmate as contraband will be returned to the institutional supply source if useable (If re-use is not feasible, the item[s] will be disposed of in the normal manner of disposing of surplus state property);
2. contraband currency will be deposited in the department’s general revenue fund; and
3. items containing no monetary value or that cannot be liquidated will be disposed of in one (1) of the following manners:
 - a. given to charity,
 - b. reused by institution, or
 - c. destroyed.

A seized contraband item that results in criminal charges will be stored for six (6) months or until the conclusion of the court proceedings. Confiscated weapons will be stored for six (6) months pending the outcome of disciplinary charges and conclusion of the grievance process or the court proceedings. Staff will obtain the approval of the warden or an assistant warden prior to the item being destroyed or disposed of.

Regardless of whether or not the seized contraband results in a disciplinary report or criminal charges, the inmate may appeal the action to have the property returned. S/he will do this through the grievance process.

17. Identify the penalties for lewd or lascivious behavior exhibited by inmates as noted Section 800.09, F.S.

**Title XLVI
Chapter 800
Section 800.09**

800.09 Lewd or lascivious exhibition in the presence of an employee.—

(1) As used in this section, the term:

(a) “Employee” means any person employed by or performing contractual services for a public or private entity operating a facility or any person employed by or performing contractual services for the corporation operating the prison industry enhancement programs or the correctional work programs under part II of chapter 946. The term also includes any person who is a parole examiner with the Parole Commission.

(b) “Facility” means a state correctional institution as defined in s. 944.02 or a private correctional facility as defined in s. 944.710.

(2)(a) A person who is detained in a facility may not:

1. Intentionally masturbate;
2. Intentionally expose the genitals in a lewd or lascivious manner; or
3. Intentionally commit any other sexual act that does not involve actual physical or sexual contact with the victim, including, but not limited to, sadomasochistic abuse, sexual bestiality, or the simulation of any act involving sexual activity, in the presence of a person he or she knows or reasonably should know is an employee.

(b) A person who violates paragraph (a) commits lewd or lascivious exhibition in the presence of an employee, a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

18. Identify steps staff should take if they observe a lewd or lascivious behavior exhibited by an inmate(s).

If a lewd or lascivious behavior is exhibited by an inmate(s) the staff member observing the act should:

1. Immediately notify security staff in charge of the area the behavior was exhibited in.
2. Write a disciplinary report.
3. Give the disciplinary report to the officer-in-charge (OIC) of the shift the incident occurred on.