



Belknap County
Department of Corrections

Handbook for Teachers, Counselors,
Vendors & Program Volunteer Personnel
Updated 10/1/2019



We appreciate your dedication and desire to help inmates with the rehabilitation process. We have developed this handbook to outline some of the policies of BCDOC that apply to volunteers, teachers and staff that present programs at the facility.

Working in a correctional setting can be very demanding and stressful. It is a difficult environment for the inmates and for the staff. However, a jail setting can be the catalyst for change in a person, and with the guidance of educational, correctional and program staff significant rehabilitation and change can occur.

Please be advised that some of the guidelines presented here may change. We will do our best to keep all program staff updated as to changes in facility operations. This will require ongoing mandatory training for all volunteer and vendor staff.

Please review and sign the acknowledgement form provided with the class materials after you have received, reviewed and read through this handbook.

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A. BCDOC Building and Procedural Definitions

Belknap County Community Corrections Center (CCC): The new facility that houses minimum-security inmates and inmates in the CORE program.

Belknap County Jail: The existing facility that houses medium and maximum-security inmates.

Security Levels: Minimum (blue), Medium (green) and Maximum (orange).

Housing Units: This is the area where inmates live. The housing units in the Jail are the Pods: A7, B9, D6, and the Annex: J1, J7, J12, H5 & S50. The housing units in the Community Corrections Center (CCC) are the Treatment units (for those in CORE) and the Flex units (for those not in CORE). Programs are available to all inmates, in both the CCC and the Jail, except for those in maximum-security and those in Disciplinary Segregation.

Master Control Room: This is the room located off the main lobby in the CCC. The Correctional Officers assigned to this post monitor all activity in the CCC and the Jail and control all doors, locks and intercoms.

Male CCC Program Room: The main program room for the minimum-security males located on the male wing in the CCC

Female CCC Program Room: The main program room for the minimum-security females located on the female wing in the CCC

Multipurpose Room: This is the large room in the CCC used for indoor recreation during the winter months, and as a classroom for the CCC.

Jail Classroom/S-20: The only classroom in the Jail for medium security inmates.

Jail Visiting Rooms (S4 & S5): These two visiting rooms are used as individual meeting spaces with medium security inmates for the Jail Chaplains, Priest/Rabbi/Pastor, the HiSET teachers, Veterans representatives, CASA volunteers, and for individual counseling and case management.

Gym (Jail): The gym is for indoor recreation during the winter months for medium security inmates and can be used as classroom space if needed.

Intercom Button: This is a steel covered speaker and button located in each program/meeting room. If you need to have that door opened, press the button and the control room operator will acknowledge when they are able. If you need an officer for any reason press the intercom button for assistance.

Lockdown: The Jail and the CCC are on lockdown between 2:30-3:15 every day of the week. During this time there is to be no inmate movement. All classes in the Jail must end by 2:20 to allow enough time for inmates to return to their units. **No programming will be conducted between 2:30-3:15 in the Jail. Programming is allowed in the CCC during lockdown. However, program volunteers must arrive by 2:20 and be in the classroom by 2:25 for a 2:30 program start. Programming during lockdown in the CCC must not end before 3:15.**

B. Check In

- Program volunteers should plan to arrive early to allow for check in before the start of their program.
- Please park in the designated visitor parking area, either in front of the CCC or in the lower parking lot. Lock your vehicle. Never leave any valuable items or items with your name and address visible in plain view in your vehicle.
- When you arrive at the CCC the building will be locked. Press the intercom buzzer, located to the right of the doors to the building. You will identify who you are and then you will be “buzzed” through two locked doors into the main lobby for the CCC and the Jail.
- Upon arrival at the main lobby, check in with Correctional Officer in Master Control.
- The Correctional Officer will ask for a valid photo ID. **You will not be allowed into the facility without a valid photo ID.**
- The Correctional Officer will store your photo ID in a secure box until the end of your program.
- Once you hand in your photo ID, you will be provided with a volunteer ID lanyard, which you will be required to wear.
- On the back of the lanyard there will be a key, this key will unlock the locker you are to use for your personal belongings. Before entering the secure facility to begin your program, store **all** your personal belongings in the locker and secure the lock.
- Once your program is complete, you must checkout at Master Control. Upon checkout, you will receive your ID card and you will return your volunteer ID. Remember to remove all your belongings from the locker before you return you lanyard.

C. Conducting Programs in the CCC and Jail Classrooms

Conducting a program in the S20 Jail Classroom:

- After you have completed the check-in process at Master Control, you will be escorted over to the jail side of the facility. (If staff are not available, the program volunteer will walk over to the jail side after their check-in process is complete.)
- If the door to the S20 Jail classroom is locked, you will need to ask a Correctional Officer to unlock the door for you.
- If you need the closet unlocked, please let a Correctional Officer know. (AA & NA books, Yoga mats, blocks & straps, Bibles, white board markers, white board erasers and the remote control for the TV are all kept in that closet). Please return all materials to the closet at the end of class and close the closet door before you leave.
- Inmates are not allowed into the Jail classroom closet for any reason.
- If a program staff is conducting a yoga class, please count the yoga straps at the beginning of the class and at the end of the class to make sure all the straps are accounted for and have been returned. If, at the end of class a strap is missing, let the inmates know that a strap is missing and ask them to return the strap. If a strap is not returned, press the intercom button and ask for a correctional officer. Do not let the inmates leave the classroom if a yoga strap is missing.
- The Correctional officers will have a list of students for your class and after you arrive, the inmates will be brought down from their housing units to your class.

- Once the class has ended please press the intercom buzzer and let Master Control know that the program has ended and wait for a Correctional Officer to come to the classroom to bring the inmates back to their housing units. **Please do not let the inmates leave at the end of the class without a correctional officer being present to escort them back to their units.**
- Please be aware of the time. Plan to wear a watch and start winding down the program 5-10 minutes before the class ends. Keep in mind that there may be another program waiting to get into the S20 Jail classroom.
- Please make sure that the room is neat, the white board is erased, and that all program materials have been returned neatly back into the closet.
- Do not let inmates go into the Jail classroom closet
- At the end of class, the program volunteer either will be escorted back to the CCC side of the facility or will walk to the CCC side of the facility themselves if no staff are available. Please remember to sign-out in the volunteer log before you leave the building.

Conducting a program in the Jail Gym:

- After you have completed the check-in process at Master Control, you will be escorted over to the jail side of the facility. (If no staff are available, the program volunteer will walk over to the jail side after their check-in process is complete.)
- Once you arrive to the jail side, a correctional officer will escort you up to the gym. If you need materials (bibles, AA or NA books), out of the classroom closet, please let the officer know and he/she will get those materials for you.
- The Correctional officers will have a list of students for your class and after you arrive, the inmates will be escorted to the gym from their housing units.
- If a program staff is conducting a yoga class up in the gym, the yoga mats, blocks and straps will already be up in the gym on a cart or on a table. Please return all Yoga supplies back to the cart or table at the end of the class. **Please count the yoga straps at the beginning of the class and at the end of the class to make sure all the straps are accounted for and have been returned. If, at the end of class a strap is missing, let the inmates know that a strap is missing and ask them to return the strap. If the strap is not returned, press the intercom button and ask for a correctional officer. Do not let the inmates leave the gym if a yoga strap is missing.**
- Once the class has ended please press the intercom buzzer and let the Correctional Officer know that the program has ended and wait for a Correctional Officer to come to the gym to bring the inmates back to their housing units. **Please do not just let the inmates leave at the end of the class.**
- Please be aware of the time. Plan to wear a watch so that you are winding down the program 5-10 minutes before the end of class.
- At the end of class, the program volunteer either will be escorted back to the CCC side of the facility or will walk to the CCC side of the facility themselves if no staff are available. Please remember to sign-out in the volunteer log before you leave the building.

Conducting a program in the Male or Female Program Room in the CCC:

- After you have completed the check-in process at Master Control, you will be let through the locked door into the CCC. Proceed to the program room in either the male or the female wing and the doors will be unlocked for you.
- If you will be using the TV or DVD player for your program, please let the correctional officer in master control know and they will give you the remote control. Please remember to return the remote control to master control before you leave the facility.
- If you have arranged ahead of time with the Programs Director to have a laptop available for your program, a laptop and charger will be in master control for you. You must indicate upon check-in that there is a laptop for you in master control. Please return the laptop and charger to master control at the end of the class. **Do not leave the laptop in the classroom.**
- If you will need white board markers for your class, please let the correctional officer in master control know and you will be given 1-2 white board markers. Please return the markers to master control at the end of class. Please do not leave the white board markers in the male or female program rooms.
- When the class is finished please press the buzzer to let the officer in master control know that the class is over. The door will be unlocked, and the inmates will be able to walk back to their units without a correctional officer.
- Please remember to sign-out in the volunteer log before you leave the building.

Conducting a program in the Multipurpose Room in the CCC:

- After you have completed the check-in process at Master Control, you will be let through the locked door into the CCC. Proceed to the multipurpose room and the door will be unlocked for you.
- If you will be using the TV or power point projector for your program, please let the correctional officer in master control know and they will give you the remote controls needed for the multipurpose room. Please remember to return the remote control(s) to master control before you leave the facility.
- If you have arranged ahead of time with the Programs Director to have a laptop available for your program, a laptop and charger will be in master control for you. You must indicate upon check-in that there is a laptop for you in master control. Please return the laptop and charger to master control at the end of the class. Do not leave the laptop in the multipurpose room.
- If a program staff is conducting a yoga class, please count the yoga straps at the beginning of the class and at the end of the class to make sure all the straps are accounted for and have been returned. If, at the end of class a strap is missing, let the inmates know that a strap is missing and ask them to return the strap. If a strap is not returned, press the intercom button and ask for a correctional officer. Do not let the inmates leave the classroom if a yoga strap is missing.
- If you will need white board markers for your class, please let the correctional officer in master control know and you will be given 1-2 white board markers. Please return the markers to master control at the end of class. Please do not leave the white board markers in the multipurpose room.
- When the class is finished please press the buzzer to let the officer in master control know that the class is over. Please do not let the inmates leave the multipurpose room until a correctional officer arrives to bring the inmates back to their housing units.

- Please remember to sign-out in the volunteer log before you leave the building.

D. General Information for conducting programs in the CCC and the Jail

- The Correctional officers will have a list of students for your class and after you arrive, the inmates will be brought from their housing units to your class.
- As a rule, different genders and different security levels cannot be in programs together. However, for some programming, even inmates of the same security level cannot be in programming together and must attend programming based on where they are housed. For example, inmates in the Pod units in the Jail (A7, D9 & B6) cannot be in programming with those housed in the Annex (J1, J7, J12 & H5) units. The only exception to this is if it is a Certificate earning class.
- Be prepared to start your class when your students arrive. Disorganized and unstructured classes do not fare well in a correctional setting. Inmates are used to structure and will expect it in your class. Inmates are expected to participate in a meaningful manner in your program. If they do not, please let the Program Director know.
- Any misbehavior in class please let a correctional officer know. If the behavior is unmanageable, is disrupting class and/or that inmate needs to be removed, press the intercom and ask for a correctional officer. Even if the behavior didn't rise to the level of needing a correctional officer, it still needs to be addressed so please let a correctional officer and/or the sergeant on duty know what happened in the class before you leave the facility. Also, please let the program director know, in a timely manner, any behavioral issues that occurred in your class. That behavior will be addressed, and if necessary, the inmate could be removed from your class.
- **Please keep your own attendance list of those in your class and let the Program Director know who attended the class. This is especially important for certificate earning classes where attendance is mandatory.**
- It is not necessary for the AA or NA or religious program volunteers to keep attendance.
- **Inmates are not allowed to leave the classroom once the class has started.** They must use the restroom facilities before the class starts. Classes will usually be 1 hour to 1.5 hours in duration. It is not unreasonable to ask inmates for their undivided attention for that short time.
- Please be aware of the time. Plan on wearing a watch and planning lessons so that you are winding down the program 5-10 minutes before the program ends. Keep in mind that there may be another program waiting to get into the classroom!
- Remember correctional officers are your immediate resource for any security assistance. Their response to any call for assistance will be swift and direct, often resulting in multiple officers. Your safety and the safety of everyone in the building is their primary objective.

E. General Guidelines for volunteering at BCDOC

- **Cellular phones, cameras, pagers and purses are not allowed in the building. Please keep these items locked in your vehicle or locked in your locker.**

- **No personal food or drinks are permitted in the facility.** Bottled water is available for program volunteers if requested.
- **Volunteers are not permitted to bring in food, candy, gum, drinks or snacks of any kind for the inmates.**
- **Any materials that are used for program purposes must be approved in advance. It is your responsibility to get these items approved before they are brought into the facility. If the volunteer has not cleared the materials through the Programs Director, the materials will not be allowed into the facility. When bringing in approved items be sure to present them to the programs director or correctional officer before using those items in class.**
- **At no time is any staff or volunteer to bring in any unauthorized item for an inmate. Bringing in contraband/unapproved items will result in suspension and/or termination of your services at BCDOC and possible criminal prosecution.**
- **Volunteers are not to bring in or take out ANY item for an inmate. This includes mail, written messages and verbal messages. Volunteers are not to communicate with inmates through phone calls, cards, letters or eMessaging.**
- Volunteers are not permitted to make monetary deposits into inmate accounts.
- No materials containing staples, paper clips or other metal fasteners will be allowed into the facility. No pens with metal clips or spring clicks are allowed into the facility. All pens must be of the approved type with black or blue ink only. Notebooks with wire bindings are not allowed.
- Please do not provide inmates with folders, notebooks, pens or pencils. BCDOC provides all those items to the inmates.
- There is a copy machine available for use in the administrative offices in the CCC. If you need to make photocopies for your program, let Master Control know and you will be let into the administrative office.
- Bathrooms are in the lobby and administrative offices in the CCC.
- Please be aware that Belknap County is a **non-smoking facility**. If you smoke, please do not bring any cigarettes, matches or lighters into the facility with you.
- No weapons of any kind are permitted, including pocketknives, scissors, metal nail files or any sharp metal objects. No medications are permitted.
- Belknap County is a “**no – touch facility**”. Do not hug the inmates, touch the inmates or allow them to touch you. People in confinement often misinterpret this type of interaction. If the inmate initiates a handshake with you, you may shake their hand but that is the only physical contact that is permitted in the facility.

- Do not share personal information with the inmates. For example, your address, marital status, children, spouses, family members. Do not inquire about an inmate's charges or personal life.

F. Assistance Needed During a Program

- Most inmates are polite and respectful during programs. However, there is always the potential for an inmate to pose a danger to the program staff or to other inmates in the class. **If you feel threatened or if there is a violent situation or medical emergency in your class, press the silver intercom button and ask for a correctional officer. If medical assistance is needed, please ask for a correctional officer and the nurse on-duty.**
- If there is an incident in your program, you will be required to inform the Program Director and/or the Supervisor on duty. You will also be required to fill out an Incident Report Form. **Statements and reports must be filed for the following: Threatening or disruptive behavior, destruction of county property, if you notice vandalism or graffiti, if you notice broken furnishing or equipment, suspected manipulation and any behaviors you deem to be suspicious.** Incident Reports will be available in Master Control and in the Supervisor's office in the Jail.
- Please **always** inform the Program Director of **anything** that seemed out of the ordinary in your program. Even if there wasn't an incident in your class but something just seemed "off" or "suspicious" to you, please let the Program Director know. If the Program Director is not available, please email her what occurred, **and** let a Correctional Officer know your concerns before you leave the building.

G. Building Emergencies

At times, you may be asked to respond quickly to an officer's directions. Please obey these instructions promptly as they may be for your safety. It is also very important, if there is an emergency (Staff running /alarms /back-up calls) that you stay out of the way of the staff response. Do not block the halls or doorways. If you are in a hallway, stand as close to wall as possible to allow responding officers to pass. If you are in a class, stay where you are unless directed to exit.

Fire Alarm

If you hear the fire alarm, stay where you are, correctional staff will check your area and direct you how to proceed.

Building Lock Down

In the event of a serious incident, no one will be allowed to leave the building until the situation is stabilized and investigated. Programs staff or officers will instruct you how to proceed if this happens.

Hostage Situation

In any correctional setting, there is the possibility, however small, of being held hostage. If you are taken hostage, try to remain calm and do not argue with or challenge your captors. Do not try to negotiate. Try to show yourself as a human, try to resist giving up your clothes or having your head covered. Try not to draw attention to yourself. If there is a hostage situation, jail staff will be taking steps to resolve the situation.

H. Duty to warn – Medical and Legal

- Program volunteers and teachers need to be aware that if an inmate makes a viable threat to harm him/herself or others or discloses plans for an escape attempt, the program volunteer or teacher must report these threats.
- If an inmate discloses this information to you, **immediately** inform the Sergeant on duty, a correctional officer or program administration. You will also be required to fill out an Incident Report before you leave the facility.
- **The best way to avoid this unpleasant situation is to let the appropriate professionals handle inmate mental health and legal needs.** Do not attempt to engage inmates in conversations outside of your program duties. For example, program volunteers should not discuss medical or legal issues with inmates. There is a medical department at BCDOC that handles all medical requests. Discussing medical and legal issues with inmates only distracts from your duties and could put you in a position of liability. If you are not a doctor or a lawyer, do not give medical or legal advice.
- Always refer the inmate back to the appropriate department in the jail that would handle their specific requests or concern. If you are not sure of that department, advise them to fill out a request form to one of the Sergeants or to the Program Director.
- **If an inmate asks you for a letter for court, inform the inmate to submit a request to the Program Director. We will furnish the court with a letter for the inmate from the program department. This is the only document recognized and approved by the court.**

I. Appropriate Boundaries & Anatomy of a Set-up

- As professionals, we must maintain appropriate boundaries with the inmates that we work with. The standard for Corrections is to be **“Fair, Firm and friendly, but not a friend.”** Many inmates will be curious about you and may ask personal questions. In many instances, this is harmless, but some inmates who are criminally sophisticated may use personal data you share with them for “leverage” against you.
- Many inmates will tend to over-identify with counselors and teachers: “You’re the only one who can help me” and “I don’t know if I could make it without you to talk to.”
- Alternatively, in some instances, staff, teachers or volunteers may over-identify with the inmates. “Joe Smith really is going through the same thing I went through - I really want to do anything I can to help him.”
- If a situation or comment by an inmate feels “weird” to you, let us know right away. If you feel that a situation is developing with an inmate, inform the Program Director.
- If you ignore a situation, an inmate can use that against you. Some inmates develop sophisticated “con-games” with you as the target. Some of these games may include the inmate spending many months or maybe even years developing a relationship with you. They will “test you” in subtle ways. When the inmate feels the time is right, they will press you to perform something to benefit them such as sneak in contraband, mail a letter or look the other way when something is “going down.” This is called “Anatomy of a Set-up”.

- **Do not tell inmates about your personal life. Redirect inmate if they ask personal questions. Tell them that the program is “about them, not you” and that you are there to present your program for their benefit. Disclosing personal information is not appropriate and can be very dangerous for you.**
- Be careful of how you address inmates, avoid nicknames or terms of endearment, inmates can get the wrong idea. *“She is really pretty, and she calls me sweetie.”*
- Do not become involved with inmates or their families outside of the facility. If an inmate asks you to contact a family member or to handle some type of business for them on the “outside” let the Program Director know immediately. You can put yourself in a position of great liability and perhaps of criminal responsibility if you involve yourself in a case that is ongoing.
- **At no time is any volunteer or teacher to enter a personal or financial relationship with any inmate or former inmate. If you feel an inmate needs assistance upon release, inform the inmate to submit a request to the program administration. We will provide the inmate with the appropriate resources to contact.**
- BCDOC has case managers that assist inmates upon release. In addition, there are existing social service agencies and charities that can help inmates once they have been released. It is not your position as a volunteer to provide them with financial assistance, transportation, housing, employment or “friendship.” We have seen numerous examples of inmates defrauding well-intentioned groups and individuals who “helped them get on their feet” after their release from jail. Do not be a victim in this respect.
- **If you know an inmate or an inmate’s family from “the outside”, this is considered a conflict of interest and should be reported to the Program Director.**
- **Do not become involved with an inmate’s life on the outside after they have been released.**
**The only exception would be if you volunteer with an organization that assists with an inmate’s re-entry into the community. For example, providing post-release services through AA, NA or belonging to a local church that assists community organizations in providing services to former inmates and their families. As each situation is different, please contact the Program Director if you have any questions.*
- **Volunteers and all BCDOC staff are prohibited from any physical contact with the inmates. At no time is any program staff person to hug or have *any* physical contact with any inmate. In some instances, a handshake may be appropriate, but any other intentional physical contact could result in termination of your services**
- Avoid secrecy with inmates and never make promises to an inmate. Rather, tell them you will speak to someone about their needs or requests.

J. Appropriate Dress & Attire

We ask that program volunteers maintain a professional appearance. Use your judgment as to what you wear, but keep in mind the following regulations:

- No spaghetti straps, tank tops, sundresses, halter-tops, low cut tops or “belly shirts” are allowed at any time.
- No shorts are allowed at any time.

- Hats are not allowed
- Short skirts and sheer or see-through materials are not allowed at any time.
- No sandals, open toed shoes or flip-flops are allowed at any time
- Do not wear excessive amounts of perfume or cologne
- No clothing with any drug or alcohol references

K. Jail Library & Inmate Books

- All books must come from the jail library. Program volunteers are **not** allowed to give inmates books.
- If a specific book is required for a program, please let the program director know. If an inmate is requesting a certain book, they can write a request to the program director.
- If you would like to donate books to the BCDOC library, please let the program director know and a time will be scheduled for you to drop the books off at the CCC. All books must be soft cover, and after the books have been searched, all appropriate books will be placed in the library.

L. Mail

- **NEVER** send out mail for inmates. There are strict regulations for what can and cannot be sent from a correctional institution and all outgoing and incoming mail is read by security staff. Inmates may try to circumvent the system by asking you to mail letters for them. Do Not under any circumstances send out mail for inmates. If an inmate asks you to send mail out for ANY reason notify the program director immediately.
- Never give an inmate your home address!
- If an inmate needs to contact you for program related business after they have been released, instruct them to contact the program director. We will have records of their program participation and can quickly provide them with information they may request.
- **At no time is a program volunteer to send personal letters, cards, or eMessages to inmates**

M. PREA (Prison Rape Elimination Act)

- **WHAT YOU NEED TO KNOW:** Under Federal Law and the Dept. of Corrections policy, an inmate cannot legally consent to sexual contact with anyone while incarcerated.
- PREA is a set of guidelines and standards that require correctional facilities to respond and try to prevent sexual assault and misconduct.
- An inmate can have **NO** sexual contact with another inmate, BCDOC volunteers, teachers, visitors, and/ or contractors.
- It is never appropriate for BCDOC staff, teachers, vendors or volunteers, to make sexual advances or comments, or to engage in sexual contact with an inmate, including those persons under the supervision of community corrections.

- **ZERO TOLERANCE** - It is the goal of the Belknap County Dept. of Corrections to encourage and maintain a healthy environment for visitors, inmates, and staff. In order to achieve this goal, a ZERO TOLERANCE policy has been adopted for addressing all acts of harassment, sexual misconduct, and sexual assault.

Sexual Assault: Sexual conduct where force or threat of force is used, or when the person is unable to consent because of age or incapacitation (mental defect, mental incapacitation, or physical helplessness). Sexual conduct includes: vaginal penetration by the penis; contact between the genitals of a person and the mouth or anus of another person; penetration of the vagina, anus, or penis of another person with any object other than the penis or mouth; touching of the sexual or intimate parts of someone or causing someone to touch the sexual or intimate parts of another for the purpose of sexual gratification.

Sexual Coercion: The use of debt, threats of physical harm, peer pressure, deceit, personal favors, or positional authority to force or cajole sexual favors from a person including sexual fondling, oral sex, and sexual intercourse.

Sexual Solicitation: The solicitation of sexual favors from any person committed to the care and custody of the Belknap County Department of Corrections.

Sexual Misconduct: Any behavior or act of sexual nature directed toward an inmate by an employee, volunteer, visitor, or agency representative. This includes acts or attempts to commit such acts including but not limited to sexual assault, implication, obscenity, and unreasonable invasion of privacy. Sexual misconduct also includes but is not limited to conversations or correspondence, which suggests a romantic or sexual relationship between an inmate and any party.

REPORTING PROCEDURES for PREA:

YOU MUST REPORT if you have knowledge of or have witnessed any prohibited conduct as described in this handbook. If an inmate discloses to you that they have been the victim of a sexual assault or any type of misconduct you must report this to a staff member as soon as possible.

N. Program Scheduling, Weather emergencies & Canceling Programs

- If you need to cancel your program for the day, please call the jail at 527-5480 and the Program Director at 729-1294.
- If you know in advance you will need to cancel your program, please contact the program director as soon as you can so that other arrangements can be made for your program if possible.
- Due to the number of programs being conducted in both facilities, it is very difficult to reschedule your program time. If you do need to cancel and wish to reschedule your class, contact the program director to discuss the possibility of rescheduling.
- The program director is responsible for all program scheduling for the minimum and medium security inmates in both facilities. When scheduling even just one program in the Jail or CCC, several other schedules must be considered, such as the inmate recreation schedule. Please know that your preferred day and time for your program may not be available. If you need a new day or time for your program, please contact the program director. **Do not just show up to provide your program on a day or time when you are not scheduled to be here. If your program is not on the schedule, you will not be let into the facility.**

- Generally, there aren't any programs on holidays. However, some volunteers have specifically wanted to hold their program if it falls on a holiday. If you wish to hold your program on a holiday, please contact the program director.
- Use your judgement during periods of bad weather. We do not formally cancel programs. It is your discretion whether you come in.
- At times, we may need to cancel programs on a short notice for security reasons. We will make every effort to contact any program staff affected with as much notice as possible.

O. Program Reporting information:

Most program related information should be reported directly to the program director. If the program director is not available or if you have a question that is non-program related you can contact one of the administration or security staff.

Contact Information for BCDOC Administration & Security staff:

Program Director	729-1294	tmcgonagle@belknapcounty.org
1 st Shift Jail Sergeant	729-1293	bdow@belknapcounty.org
2 nd shift Jail Sergeant	729-1293	jbretton@belknapcounty.org
CCC Sergeant	729-1299	poreilly@belknapcounty.org
Captain	729-1292	jlaramie@belknapcounty.org
Superintendent	729-1290	kgray@belknapcounty.org

P. Additional Program Information:

- It is the responsibility of the volunteer to contact the Program Director for any change of address, phone number or new email address.
- If you wish to remain a volunteer at BCDOC, you will need to fill out a new volunteer application and reapply on a yearly basis. This application process includes a background check, as well as attending one of the mandatory volunteer trainings on a yearly basis. These trainings will be offered several times throughout the year and volunteers will be made aware of the upcoming training dates.
- If at any point a program volunteer is no longer is able to volunteer at BCDOC and would like to have their name removed from the volunteer list, it is the responsibility of that program volunteer to contact the Program Director to ask to have their name removed from the volunteer list.

Thank you! Thank you! Thank you!

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

The BCDOC staff and administration wish to extend out most sincere appreciation for your invaluable time, effort and service! Thank you!



**BELKNAP COUNTY
DEPARTMENT OF CORRECTIONS**

76 COUNTY DRIVE
LACONIA, NEW HAMPSHIRE 03246-2922

www.belknapcounty.org

TELEPHONE: 603.527.5480

FAX: 603.524.2574

KEITH C. GRAY
Superintendent

CAPTAIN JAMIE S. LARAMIE
Deputy Superintendent

**Acknowledgement of receiving, reading and understanding the
“Handbook for Teachers, Counselors, Vendors & Program
Volunteer Personnel”**

Name: _____ (please print)

By signing below, I acknowledge that I have received and read everything contained in the handbook listed above. I further acknowledge that I understand and agree to follow all the guidelines and rules as addressed and outlined in this handbook.

Signature: _____

Date: _____