

California Department of Corrections and Rehabilitation

Contractor Handbook



Prepared by the Office of Policy Standardization,
Division of Adult Institutions

Revised February 2020

Important Notice

All contractors must read and familiarize themselves with the contents of this handbook upon receipt. As proof of practice, contractors shall return the Self-Certification form located on the last page of the handbook.

California Department of Corrections and Rehabilitation

Vision

We enhance public safety and promote successful community reintegration through education, treatment and active participation in rehabilitative and restorative justice programs.

Mission

To facilitate the successful reintegration of the individuals in our care back to their communities equipped with the tools to be drug-free, healthy, and employable members of society by providing education, treatment, rehabilitative, and restorative justice programs, all in a safe and humane environment.

Values

Service:

We serve and are responsible to the public. We value their trust and invite their involvement

Leadership:

We serve as positive role models and foster an environment which supports a balance between professional development, professional job performance, and personal wellness.

Integrity:

We conduct ourselves professionally through fair, honest, and ethical behavior. We have the courage to do what is right, even in the face of adversity.

Accountability:

We accept responsibility for our actions and decisions as well as their consequences.

Respect:

We respect each other's differences and treat others with courtesy, dignity, and consideration.

Trust:

We are people of character. We keep our word and honor our commitments.

Collaboration:

We work with our stakeholders as partners to support mutual understanding of ideas and open exploration of our differences.

Goals

Organizational Goals

Workforce Excellence:

Ensure a well-trained, quality workforce.

Technology:

Develop an information technology strategy and implement systems capable of managing both current needs and anticipated growth.

Risk Management/Organizational Effectiveness:

Achieve organizational excellence in our operations and systems.

Legal Compliance:

Develop preventive strategies to preclude class action suits and remedy identified violations.

Programmatic Goals

Crime Prevention and Safety:

Develop a comprehensive crime prevention program and establish evidence-based research to determine the impact of offender programs within the institutions and community to reduce criminality and victimization.

Outreach, Partnerships and Transparency:

Seek out partnerships and develop meaningful programs and processes to promote shared responsibility for community safety.

Health Care Delivery:

Ensure an organization design and accompanying systems to provide efficient delivery of quality health care.

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The History of the California Department of Corrections and Rehabilitation

In 1851, California activated its first state-run institution. This institution was a 268-ton wooden ship named "The Waban," which was anchored in the San Francisco Bay. The prison ship housed 30 inmates who subsequently constructed the San Quentin State Prison. San Quentin opened in 1852 with approximately 68 inmates. In 1880, Folsom State Prison became California's second correctional facility.

The state established an agency in 1912, the California Detentions Bureau, renamed in 1951 as the California Department of Corrections. In 2005, then Governor, Arnold Schwarzenegger initiated a reorganization plan in an effort to focus on reducing recidivism and promoting offender reintegration into the community. This plan consolidated the operations of the various departments such as the former California Youth Authority and the California Department of Corrections and Rehabilitation (CDCR) institutions. Each institution has an individual mission assigned within the Department to support the needs of the population such as:

Reception Centers Mission (RC)

Evaluates incoming inmate criminal records, life history, medical and psychological histories, and criminogenic needs to identify the appropriate placement. This mission also provides oversight to the fire camps within California.

High Security Mission (HS)

Houses the most violent and dangerous male offenders while providing opportunities for successful transition to lower levels of custody through rehabilitative programming and services.

General Population Males Mission (GP)

Provides safe and secure housing for minimum to medium custody male inmates while maximizing opportunities for rehabilitation through participation in work, vocational and academic programs, substance abuse treatment, and self-help programs.

Female Offender Programs and Services/Special Housing Mission (FOPS)

Provides opportunities for rehabilitation while offering gender-responsive programming and medical and psychological needs through the medical facilities. This mission also provides oversight to the community correctional facilities (Contract Beds Unit) in California.

*The History of the California
Department of Corrections and Rehabilitation
(Cont.)*

Being one of the largest state departments in the United States, CDCR operates the prison, parole, and rehabilitation systems in the state of California. The Department employs over 63,000 correctional officers and non-custody staff which oversees 35 institutions, 44 fire camps, seven community correctional facilities, and three juvenile facilities; and is responsible for the safety and security of more than 123,000 inmates. The 35 institutions each have unique histories and areas of interest.

**For more information, please visit the CDCR website at
www.cdcr.ca.gov/prisons.**



Appropriate Attire

There are restrictions on what can be worn in a prison. Appropriate attire is clothing that does not present a safety hazard to employees or contractors while performing their duties, and clothing that is suitable in the presence of inmates. Clothing must be neat, conservative and consistent with the type of work being performed, and the setting in which work is conducted. In general, there are three rules to remember:

- 1. Do not wear clothing that resembles the clothing worn by inmates**
 - a. No blue denim pants, shorts, shirts, or jackets
 - b. No blue chambray shirts, jackets, or pants
 - c. No blue sweatshirts
 - d. No orange pants, shirts, jumpsuits, or shorts
 - e. No yellow raincoats, or rain pants
 - f. No light gray, white, or off-white
 - g. No fabric made to resemble blue denim material, or state issued inmate clothing
 - h. Dresses that resemble prison muumuu (female institutions only)
- 2. Do not wear clothing that resembles custodial staff uniforms**
 - a. Forest green pants
 - b. Tan shirts
 - c. Camouflage
- 3. Dress conservatively and modestly**
 - a. No tank tops, tube tops, spaghetti straps, strapless, off the shoulder, or bare midriff clothing
 - b. No transparent clothing
 - c. No open-toed shoes, or shoes without backs or a heel strap
 - d. Tights are an acceptable alternative to hosiery for wearing under dresses or skirts; however, tights and spandex type materials will not be worn in lieu of slacks; Skirts may be worn, but shall not be more than three inches above the knee.
 - e. No sweatpants or sweat suits.
 - f. No apparel containing images or inscriptions of alcohol, drugs, gang content or any other non-professional attire.
 - g. Commercial lettering on clothing is acceptable; however, wording or prints depicting offensive, sexual, racial, or derogatory remarks will not be permitted.

For additional information regarding dress code, please contact the local Public Information Officer (PIO), as certain institutions may have additional restrictions.



Working in a Prison - Security Awareness

Use good judgment and follow these guidelines:

Do not assume, ask

There are safety and security issues in prisons that are foreign to most individuals, for example:

- ◆ It is illegal to exchange any type of gift with inmates. Even a soda, snack, or a breath mint is considered a gift
- ◆ Chewing gum is prohibited
- ◆ Pocketknives, regardless of size, are prohibited
- ◆ Cell phones, pagers, and personal digital assistants are prohibited on prison grounds
- ◆ Do not run while on prison grounds
- ◆ Inappropriate displays of affection, such as hugging or kissing an inmate, are prohibited
Shaking hands is considered acceptable.
- ◆ Never share personal addresses or phone numbers with an inmate

In a prison

- ◆ The inmates are convicted felons, with many serving life sentences for their crimes
- ◆ There are incidents of violence
- ◆ Correctional staff members are responsible for monitoring and regulating offenders
- ◆ Contractors must follow the directions from uniformed custody staff
- ◆ Contractors must not interfere with the correctional staff's responsibilities or the institution's rules, regulations, or routines
- ◆ Always carry a whistle while on grounds
- ◆ Contractors must know and clearly understand what service they are providing. Staff must know and clearly understand the types of service contractors are performing.



Security Awareness (cont.)

CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, non-employees and employees shall be made aware of this. For further information, please contact your PIO. You may also refer to Penal Code Sections 5054 and 5058, and California Code of Regulations, Title 15, Section 3304.

When in doubt, don't

Consult with your supervisor if there is a question or doubt as to the appropriate course of action. If the matter is urgent, consult a correctional staff member in the area.

Personal Possessions

Contractors are only required to present photo identification (i.e. state driver's license and/or state-issued identification card) for prison access. Unless necessary, leave all other personal possessions in a locked vehicle out of sight (i.e. trunk). If items are brought inside the prison, contractors must maintain control over them at all times, especially keys, purses, lunches, wallets, and briefcases. In the event of a lost personal or state-issued item, the contractor's supervisor, or nearest custody staff member, shall be notified immediately. These items may be searched upon entry. Valuables and large sums of money are best left at home, or in a locked car in the parking lot. Obtain permission before bringing medications on grounds. Display medications openly. Limit the amount to what is needed while inside the prison.

Parking

Park in designated marked spots only. Failure to properly park may result in losing the privilege of parking on institutional grounds.

Contraband

Contraband is anything not approved by the institution for inmates to have in their possession. Some items are obvious, like guns, alcohol, knives, etc., while others are not as obvious such as, magazines, pointed end umbrellas, glass containers, electronic devices, personal tools, duffle bags, and wheeled suitcases. If in doubt, it is recommended that contractors seek the guidance of a supervisor, the PIO, or any uniformed custody supervisor. Materials specific to the job must be cleared by the Warden, or designee, in advance of scheduled work.



Security Awareness (cont.)

Gates and Security

Officers assigned gates are responsible for identifying and clearing all persons passing through their area. Additionally, these officers are also responsible for searching and clearing all vehicles, packages, and purses that move through their respective security area. When an officer at the gate is processing a line of inmates through the gate, do not distract or otherwise interrupt him/her during the performance of vital security functions.

Keys

Keys are very important in an institutional setting. Inmates are never to handle your keys. A lost key is considered a very serious breach of security, and you are to report it immediately to a Custody supervisor. Please check with your institution for more information on policies for tool and key control.

Sign-in/Sign-out Policy

CONTRACTORS MUST SIGN IN AND SIGN OUT UPON ENTRY AND EXIT OF THE FACILITY. Signing in and out is a critical safety component of ensuring staff accountability. At the end of each shift, the list of contractors is checked to account for all individuals who have entered the institution. Failure to sign out may result in an unnecessary missing persons search.

Emergencies

Contractors are required to obey any order, command, direction, or instruction given by a uniformed custody officer. This is for the contractor's protection, the protection of others, and the security of the institution. Upon the sounding of an alarm, all inmates will be directed to "GET DOWN" over the Public Address (PA) System and/or upon the arrival of Custody staff, orders will be given to the inmates to "GET DOWN." You are to remain standing, and to be as still as possible, which is done so Custody can quickly determine who the inmate combatants are, and their location. You should quickly position yourself in a safe location, out of the way (do not run) to allow the custody staff to quell the disturbance. If you are inside and near a hallway, or interior wall, outside and near an exterior building wall, move toward and stand next to the wall. Always follow all instructions given to you by the Custody staff during the emergency. A whistle is an alternative method for summoning assistance in an emergency. Custody staff will respond to the sound of a whistle. You are required to have a whistle with you at all times while you are on institutional grounds. Do not blow your whistle unless your personal safety is threatened, or you see inmates involved in physical violence. Do not lose your whistle.



**PRIMARY LAWS, RULES, AND REGULATIONS REGARDING
CONDUCT AND ASSOCIATION WITH STATE PRISON INMATES
CDCR 181 (Rev.10/14)**

Individuals who are not employees of the California Department of Corrections and Rehabilitation (CDCR), but who are working in and around inmates who are incarcerated within California's institutions/facilities or camps, are to be apprised of the laws, rules and regulations governing conduct in associating with prison inmates, Title 15, Section 3285. The following is a summation of pertinent information when individuals not employed by the department (volunteers, media, contractors and their employees and dignitaries) come in contact with prison inmates.

1. Persons who are not employed by CDCR, but are engaged in work at any institution/facility or camp must observe and abide by all laws, rules and regulations governing the conduct of their behavior in associating with prison inmates. Failure to comply with these guidelines may lead to expulsion from CDCR institutions/facilities or camps.
SOURCE: California Penal Code (PC) Sections 5054 and 5058; California Code of Regulations (CCR), Title 15, Sections 3283, 3285, 3289, 3292 and 3415
2. CDCR does not recognize hostages for bargaining purposes. CDCR has a "NO HOSTAGE" policy and all prison inmates, visitors, non-employees and employees shall be made aware of this.
SOURCE: PC Sections 5054 and 5058; CCR, Title 15, Section 3304
3. All persons entering onto institution/facility or campgrounds consent to a search of their person, property or vehicle at any time. Refusal by individuals to submit to a search of their person, property or vehicle may be cause for denial of access to the premises or restrictions to visiting or facility access.
SOURCE: PC Sections 2601, 5054 and 5058; CCR, Title 15, Sections 3173, 3267, 3288, 3289, and 3292.
4. Persons normally permitted to enter an institution/facility or camp may be barred, for cause, by the CDCR Secretary, Director of Division of Adult Institutions (DAI), Warden, Regional Parole Administrator and /or their designees.
SOURCE: PC Sections 2086, 5054 and 5058; CCR, Title 15, Sections 3283 and 3289
5. It is illegal for an individual who has been previously convicted of a felony offense to enter into CDCR institutions/facilities or camps without the prior approval of the Warden. It is also illegal for an individual to enter onto these premises for unauthorized purposes or to refuse to leave said premises when requested to do so. Failure to comply with this provision could lead to prosecution.
SOURCE: PC Sections 602, 4570.5 and 4571; CCR, Title 15, Sections 3173, 3283 and 3289
6. Encouraging and/or assisting prison inmates to escape is a crime. It is illegal to bring firearms, deadly weapons, explosives, tear gas, drugs or drug paraphernalia on CDCR institutions/facilities or camp premises. It is illegal to give prison inmates firearms, explosives, alcoholic beverages, wireless communication devices or components thereof, tobacco products, narcotics, or any drug or drug paraphernalia, including cocaine or marijuana.
SOURCE: PC Sections 2772, 2790, 4535, 4550, 4573, 4573.5, 4573.6, 4574, 4576 and 5030.1; CCR, Title 15, Sections, 3172.1, 3188 and 3292
7. It is illegal to give or take letters from prison inmates without the authorization of the Warden. It is also illegal to give or receive any type of gift and/or gratuities from prison inmates.
SOURCE: PC Sections 2540, 2541 and 4570; CCR, Title 15, Sections 3010, 3399, 3401, 3424 and 3425
8. In an emergency situation the visiting program and other inmate program activities may be suspended by the Warden or designee.
SOURCE: PC Sections 2086 and 2601; CCR, Title 15, Section 3383
9. For security reasons, volunteers, media, contractors, dignitaries and guests must not wear clothing that in any way resembles state issued prison inmate clothing (blue denim shirts, blue denim pants).
SOURCE: CCR, Title 15, Sections 3174 and 3349.2.3(g) (3) (B)
10. Interviews with SPECIFIC INMATES are not permitted. Conspiring with an inmate to circumvent policy and/or regulations constitutes a rule violation that may result in appropriate legal action.
SOURCE: CCR, Title 15, Section 3261.5

I HEREBY CERTIFY AND ACKNOWLEDGE I HAVE READ THE ABOVE AND FULLY UNDERSTAND THE IMPLICATIONS REGARDING MY CONDUCT AND ASSOCIATION WITH CDCR INMATES. I ALSO UNDERSTAND VIOLATION OF ANY OF THE ABOVE COULD RESULT IN EXPULSION FROM A CDCR INSTITUTION/FACILITY OR CAMP WITH THE POSSIBILITY OF CRIMINAL PROSECUTION.

VOLUNTEER/MEDIA/CONTRACTOR/GUEST NAME AND TITLE (Print)	SIGNATURE	DATE SIGNED
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DISTRIBUTION: Original -Warden, Parole Administrator *and/or designee*

Information Security Awareness

Introduction

All employees and contractors accessing or using CDCR computers are required to annually participate in information security awareness training. Please refer to the Information Security Awareness Training booklet for more information and further details in regard to this policy. This booklet also covers the policy of the following topics:

- Electronic mail
- Passwords
- Internet Usage
- Telephone Usage
- Remote Access
- Anti-virus
- Computer Software
- Computer Hardware

Please ask your designated institutional contact for more information in regards to this policy.

Information Security

CDCR and California Correctional Health Care Services (CCHCS) staff and contractors routinely obtain information that is private and often sensitive. Healthcare staff have ethical, legal, and professional obligations to keep such information confidential. There are specific laws, regulations and policies dealing with confidentiality and privacy.

Information security is a requirement for every CDCR employee and contractor. When working with any form of records or data, it is important that you do everything possible to make sure these information assets are secure.

What is Information Security?

Information security is the protection of information assets from unauthorized access, modification, theft, destruction and disclosure. This includes the strategies, policies, procedures, mechanisms, and technical tools used relating to the protection of information, as well as the systems and equipment that contain and process that information. The practice of information security means to protect the item or information at all times.

Information Security Awareness

Information can come in many forms and is comprised of a collection of facts or data. Listed below are some examples of the different forms of information you might see at work:

- Computer screen displays
- Word processing documents
- Spreadsheets
- Graphics and drawings
- Presentations
- Computer hard drives and records
- Conversations both on and off the phone
- Computer printouts
- Letters, memos and reports
- FAX documents
- Diskettes, CDs and USB portable drives
- Electronic mail and schedules
- Voice mail messages

Appropriate Use of CDCR Information Assets

Information assets belonging to CDCR are made available to all authorized users that require information technology resources. Before you use any of the CDCR information assets, you must understand the appropriate usage of those assets, and your responsibility for their use. Information assets must only be used for CDCR-related business activities. As a CDCR contractor, you are expected to follow federal and state laws, regulations, and policies outlined in the Information Security Awareness Training.

Classify and Protect Information Assets

Information assets fall into different categories. It is important that you become familiar with the information assets you routinely use or access in order to learn how to correctly manage and protect these resources.

More information can be found in the Information Security Awareness Training.

Information Security Awareness

Information Security Incidents

An essential part of your individual information security responsibilities is to report known or suspected security incidents that may place CDCR information assets at risk.

Acknowledgment

All employees, contractors, vendors, consultants, students, and other workers with access and privileges to CDCR/CCHCS equipment and information, are required to comply with CDCR's Information Security Policy as stated in DOM Section 49020.10.1. In addition, they must take the Information Security Awareness training, and sign a CDCR ISO-3025. Contractors must also sign a CDCR ISO-1900.

Security Awareness Self-Certification and Confidentiality

CDCR ISO-3025 (09/06)

Annual information security awareness training is required for all CDCR employees, including vendors, consultants, students, and other workers at CDCR with access privileges to Department of Corrections and Rehabilitation's information and information systems. CDCR employees shall certify their compliance with the CDCR's Information Security Policy. See DOM, Section 49020.10.1.

User Name: _____ Division/Affiliation: _____
 Title: _____ E-mail: _____
 Telephone: _____ Fax No.: _____
 Contract/Agreement No. (if applicable): _____
 Annual Security Awareness Training Completed: _____
 (Date)

As a user of CDCR information and information systems, I agree to the following terms and conditions:

- I shall comply with all State policies and laws regarding use and protection of State information resources and State data.
- I shall comply with all CDCR information security policies as defined in CDCR's Department Operations Manual (DOM), Chapter 4, Article 45, Information Security Policy.
- I shall use CDCR information and information systems for authorized purposes only.
- I agree to exercise all precautions necessary for protecting confidential, sensitive, and personal information.
- I agree to use care to physically secure information system equipment from unauthorized access, theft, or misuse.
- I agree to not share my user ID or reveal my passwords to anyone.
- I shall only access system areas, functions, or files that I am formally authorized to use.
- I shall access CDCR systems and networks using only my assigned user IDs and passwords.
- I shall not perform any act that interferes with the normal operation of computers, terminals, peripherals, or networks at CDCR.
- I agree to use only CDCR approved hardware and software.
- I shall comply with all applicable copyright laws.
- I have read CDCR's Information Security Awareness Training Booklet, and understand my responsibilities as described in that material.
- I understand that illegal use of CDCR information and information systems may be a public offense punishable under Section 502 of the California Penal Code.

USER SIGNATURE	USER NAME (Print)	DATE
LOCATION ADDRESS	WORK AREA	TELEPHONE
SUPERVISOR/MANAGER SIGNATURE	NAME AND TITLE (Print)	DATE

Filing Instructions:

Provide a copy of this signed statement to the user. The signed original is to be filed with the local Information Security Coordinator (ISC) and available for review by the Information Security Office.

INFORMATION ACCESS AND SECURITY AGREEMENT

The State Administrative Manual (SAM) Section 5310 requires that State agencies acquire written agreements with non-State entities (for example, vendors, consultants, researchers, federal and local government entities, or other state entities) before agencies allow access to State data. This agreement fulfills the requirement for read only access requests from all non-CDCR entities, including non-State entities. Alternate agreements are required for all other access requests, including requests to transmit and store CDCR data. Refer to Department Operations Manual (DOM), §§ 49020.9 and 49020.10.

New Request Renewal Request

Requestor: _____ Company/Affiliation: _____
Title: _____ E-mail: _____
Telephone: _____ Fax No.: _____
Contract/Agreement No. (if applicable): _____

I agree to the following terms and conditions:

- I shall comply with all State policies and laws regarding use of State information resources and data.
- I agree not to store, distribute, or share information obtained through this agreement and access authorization in any way without prior written approval from California Department of Corrections and Rehabilitation (CDCR) and shall hold this information in strict confidence.
- I agree to use CDCR information and information access for authorized purposes only.
- I agree to exercise all precautions necessary to assure the protection of CDCR information in my care from unauthorized disclosure, access, modification, and destruction.
- I agree to use my user ID and password to access this system only while completing my assigned duties. I understand that my user ID and password may not be shared with or used by any other person.
- I agree to notify CDCR promptly if information obtained through this agreement is compromised, lost, or stolen. This includes unauthorized use of the CDCR-provided user ID and password.
- I understand that unauthorized access or disclosure of information provided to me by CDCR may be a public offense punishable under Section 502 of the California Penal Code.
- I understand that CDCR may monitor my access at any time, with or without notice, for the purpose of ensuring compliance with agreement.
- I also understand that this agreement must be renewed annually each year that I am provided access to CDCR information. I further acknowledge that I have received and reviewed a copy of the attached CDCR Information Security Policies.

(Requestor's Signature)

(Date)

(Supervisor's Signature)

(Date)

For CDCR Use Only

SYSTEM ACCESS AUTHORIZED BY: _____

SYSTEM TO BE ACCESSED: _____

ASSIGNED USER ID: _____

ACCESS ACCOUNT _____

The data to be accessed contains confidential, sensitive, or personal information:

Yes No

DISTRIBUTION: Original-File / Copy-Requestor

Equal Opportunity and Sexual Harassment Policy

CDCR has a zero-tolerance policy non-compliance with Equal Employment Opportunity (EEO) and Sexual Harassment (SH) regulations. The policies are based on state and federal laws. The entire CDCR EEO/SH policy is available online at www.cdcr.ca.gov, under “About CDCR” Regulations tab. The actual policy is in DOM, Chapter 3, Article 1, Section 31010.1.

CDCR/CCHCS is dedicated to ensuring the fulfillment of this policy with respect to all aspects of employment including, recruiting, hiring, placement, promotion, transfer, adverse action, demotion, termination, pay and other forms of compensation, training, and general treatment during employment. Because all forms of harassment and discrimination are unprofessional and disrespectful and may damage an individual’s career and well-being, CDCR will strictly enforce this policy.

The EEO and SH policies apply to all employees and non-CDCR employees including, but not limited to, volunteers, interns, applicants for employment, contractors and other third parties, whether full time or part time. To the extent that non-CDCR employees exhibit behavior in violation of policy, CDCR will apply the principles of this policy. In addition, CDCR will take whatever action is necessary to implement consequences for violations of this policy by non-CDCR employees.

EEO Policy

CDCR is committed to providing a workplace in which all individuals are treated with respect and professionalism. Consistent with this commitment, it is the policy to provide EEO for all employees, contractors and applicants for employment. Under this policy, employees and contractors are prohibited from:

- Discriminating against, or harassing anyone on the basis of race, color, national origin, ancestry, sex (i.e., gender), religion, marital status, age, disability, medical condition, pregnancy, childbirth and related medical conditions, sexual orientation, veteran status, political affiliation, or any other basis protected by state or federal law or local ordinance. This includes a perception that the person has any of these characteristics, or the person is associated with a person who has, or is, perceived to have any of these characteristics.
- Engaging in any act of retaliation or reprisal against individuals who have opposed any practices forbidden in this policy, or because the person has filed a complaint, testified, or assisted in any discrimination investigation or proceeding.
- Conduct that may not rise to the level of unlawful discrimination, harassment or retaliation in violation of Title VII of the Civil Rights Act of 1964, or the California Fair Employment and Housing Act, but constitutes discourteous, disrespectful, or inappropriate behavior.

Equal Opportunity and Sexual Harassment Policy

All CDCR and CCHCS employees and contractors are protected from un-remedied violations of EEO policy by fitting into one or more of the following protected groups:

- Age
- Ancestry
- Color
- Disability (physical or mental)
- Genetic Information
- Marital Status
- Medical Condition (cancer or genetic characteristics)
- National Origin
- Political Affiliation (includes opinion or activities)
- Race
- Religion/Religious Creed
- Sex/Gender (including sexual harassment, pregnancy, gender identity, and gender expression)
- Sexual Orientation
- Veteran Status/Military Service
- Nepotism/Fraternization
- Appointment/Assignments
- Favoritism (isolated versus widespread)
- Blackmail
- Non-Management Employee Liability Harassment

SH Policy

CDCR is committed to providing a workplace in which all individuals are treated with respect and professionalism. Consistent with this commitment, it is the policy of CDCR to provide a workplace that is free from all forms of discrimination and harassment, including SH. Under this SH policy, CDCR employees and contractors are prohibited from engaging in sexual behavior that:

- Rises to the level of SH in violation of Title VII of the Civil Rights Act of 1964 and the Fair Employment and Housing Act.
- Is unprofessional and disrespectful; and, while not unlawful, may contribute to a hostile work environment.
- This SH policy applies to conduct that occurs in any location that is operated by CDCR or considered a workplace of any CDCR or CCHCS employee, as well as any location that can reasonably be regarded as an extension of the workplace, such as at any off-site social or business function, or any other non-CDCR facility where CDCR business is being conducted. Further, this policy applies to all work-related conduct, including conduct occurring off-duty, if such conduct may negatively affect the work environment.

Equal Opportunity and Sexual Harassment Policy

SH generally is defined under state and federal law as unsolicited and unwelcome sexual advances, requests for sexual favors, and other verbal, physical, or visual conduct of a sexual nature that interferes with work performance by creating an intimidating, hostile, or offensive work environment. Such conduct may constitute SH if:

- Submission to the conduct or communication is made either explicitly or implicitly a term or condition of employment.
- Submission to, or rejection of the conduct or communication is used as a basis for employment or service decisions affecting the individual.
- The conduct or communication has the potential to affect an individual's work performance negatively and/or create an intimidating, hostile, or offensive work environment.
- Examples of conduct that violates this policy include, but are not limited to:
 - Unwelcome sexual advances or sexual pressure
 - Demands for sexual favors in exchange for employment benefits, whether express or implied
 - Making or threatening reprisals after a negative response to sexual advances
 - Verbal conduct of a sexual nature, such as derogatory or demeaning comments, slurs, sexually explicit jokes, comments about an individual's body or physical appearance, suggestive or obscene remarks, or practical jokes
 - Physical conduct such as leering, sexual gestures, impeding or blocking movements, pinching, grabbing, patting, intentionally brushing up against another individual, rape, or assault
 - Visual conduct of a sexual nature, such as displaying sexually- suggestive objects, cartoons, pictures, or posters

Discrimination, Harassment, and Retaliation is costly

A lack of understanding or compliance with EEO or SH will allow inappropriate or illegal behaviors to continue in the workplace. In addition, it may cost individually as litigation is not only applied to the department as a whole, but individuals can also be held personally liable for harassment.

Consequences of Violation

Some identified consequences of EEO and/or SH violations, including violations that do not explicitly violate State or Federal Law are:

- Appropriate corrective and/or disciplinary action (i.e. demotion, loss of pay, suspension, letter of instruction).
- Up to and including termination from state service or cancellation of contract.

Equal Opportunity and Sexual Harassment Policy

Criteria for EEO / SH violation

EEO and/or SH policy violations are usually comprised of three elements which complete a causal connection or “nexus”

- Protected group (as basis for harm).
- Qualifying harm (issue).
- Nexus. This is the causal connection between the qualifying harm and protected group.

If any of these elements do not exist, a complaint does not meet the prima facie (first face) criteria for EEO and/or SH. In other words, the “nexus” should be self-evident.

Everyone has an individual role to play with respect to CDCR EEO and/or SH policy. All employees and contractors must:

- Adhere to and enforce EEO and/or SH policies and procedures.
- Report any violations by filing a complaint.
- Cooperate with any investigation regarding a violation of EEO and/or SH policies.
- Attend training as mandated.

Any employee or contractor who witnesses any inappropriate behavior that violates the Departments EEO and/or SH policy can file a complaint. A complaint can be made to:

- Any CDCR or CCHCS Manager
- EEO Counselor / Coordinator
- CDCR OCR
- United States Equal Employment Opportunity Commission, Department of Fair Employment and Housing and/or State Personnel Board

Ethics and Professionalism

Ethical decision making, or even just making a good decision, begins with getting the facts straight, then carefully considering the relevant, ethical values, and weighing the consequences of the alternative actions.

Based on Departmental policy, how is it determined if an act is right or wrong? If confronted by a situation that is not covered by the law or departmental policy, a contractor should be guided by the Department's organizational values. A simple method for making an ethical decision is the "Get the FACT's" method:

- **Facts** - What are the facts?
- **Alternatives** - What options are there to resolve the issue?
- **Consequences** - What will be the result of the misconduct?
- **Tell** - Involve a supervisor or manager.

When making tough decisions, volunteers must be aware of rationalization and not be distracted by it. Rationalization occurs when a person chooses one value over another, or when situations are ignored altogether. People tend to rationalize to make themselves feel better when they have deviated from what is right.



Ethics and Professionalism

Here are some of the common rationalizations:

It doesn't hurt anyone

This is used to excuse misconduct based on the false assumption that one can violate ethical principles so long as there is no clear and immediate harm to others. It treats ethical principles simply as factors to be considered in decision making rather than as a base line.

I've got it coming

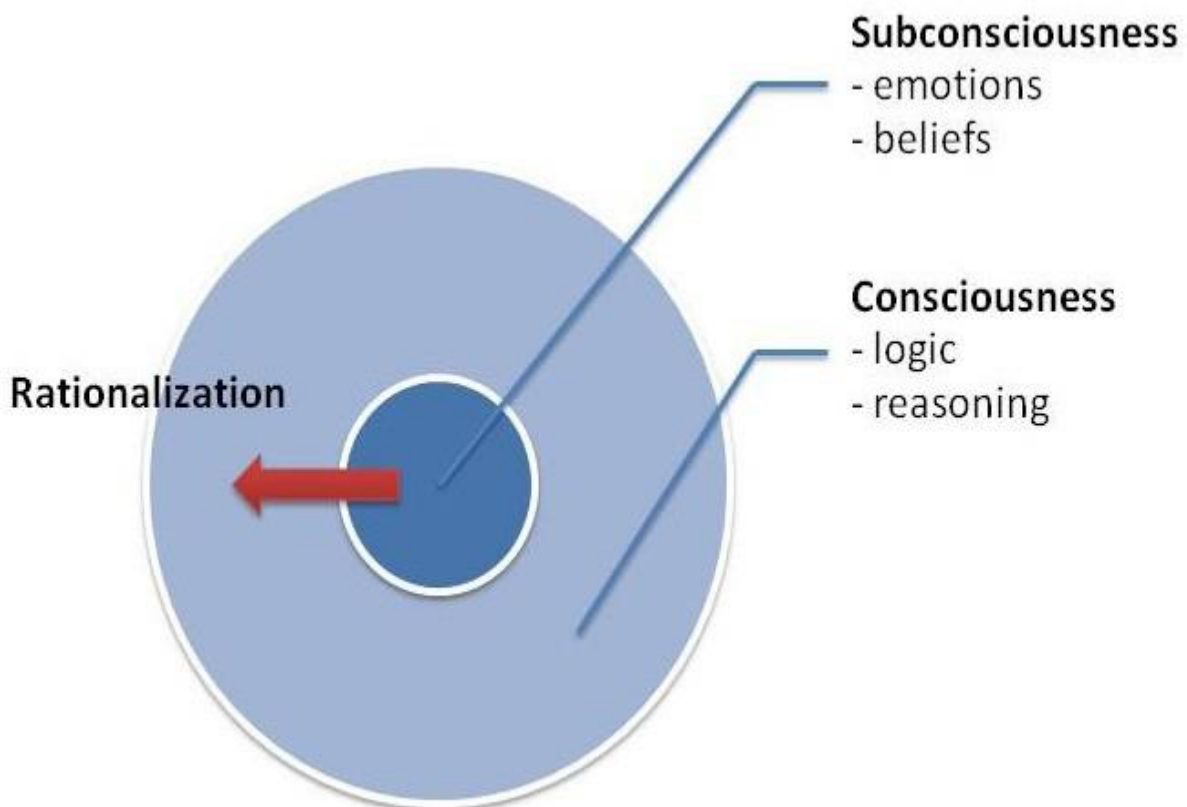
People who feel they are overworked or underpaid rationalize that minor 'perks' (acceptance of favors, discounts, or gratuities) are nothing more than fair compensation for services rendered.

Everyone's doing it

Safety in numbers is a false rationale fed by the tendency to adopt cultural, organizational, or occupational behavior systems (ethical or not) just because they are the norm.

I'm just fighting fire with fire

This is based on the false assumption that promise breaking, lying, and deceit are justified if those people routinely deals with and engages in deceit.



Keys to Success

Mean What You Say

Express yourself genuinely. Do not make a promise unless you have thought it through first and can carry it out. Inmates will test you, call your bluff, and see if you follow through on your promise.

Ask Staff

Inmates may ask you to perform tasks or inquiry about unfamiliar matters. If you are unsure on what to do, or what is the right answer, it is best practice to say, "Let me look into that," and ask a staff member for guidance.

Appropriate Relationships

Be honest, objective, and disapproving when warranted. Be friendly, but not overly familiar. Be personable but private. Never give out your home address, telephone number, or other personal contact information to an inmate. It is also inappropriate to perform or receive personal favors from an inmate, as well as giving or receive gifts. Do not discuss personal matters with inmates, or in the presence of inmates. Be consistent and fair. Enforcing rules for some and relaxing them for other inmates is inconsistent and unfair. It is also a form of overfamiliarity. If an inmate engages in inappropriate behavior, professionally tell the inmate to stop and notify your supervisor.

Respect

You must respect the inmate's individuality and basic rights. Avoid prejudices and feelings of superiority. Categorizing an inmate is unfair and dehumanizing.

Don't Pry

Let the inmate tell you on his own about his commitment offense, his family, or any other guilt-associated matters.



Keys to Success

Earn Respect

Make it clear that you will not be manipulated. If a situation arises that you consider “borderline,” consult your supervisor or uniformed staff before acting.

Handling Hostility

An inmate may confront you with hostility. At such times, do not force conversation upon him and do not respond in a hostile, sarcastic, or anxious manner. Keep your composure and ignore the hostility or withdraw for a while. Chances are that the inmate will regain his composure. Report any incidents to your supervisor or uniformed staff.

Don't Over-Identify

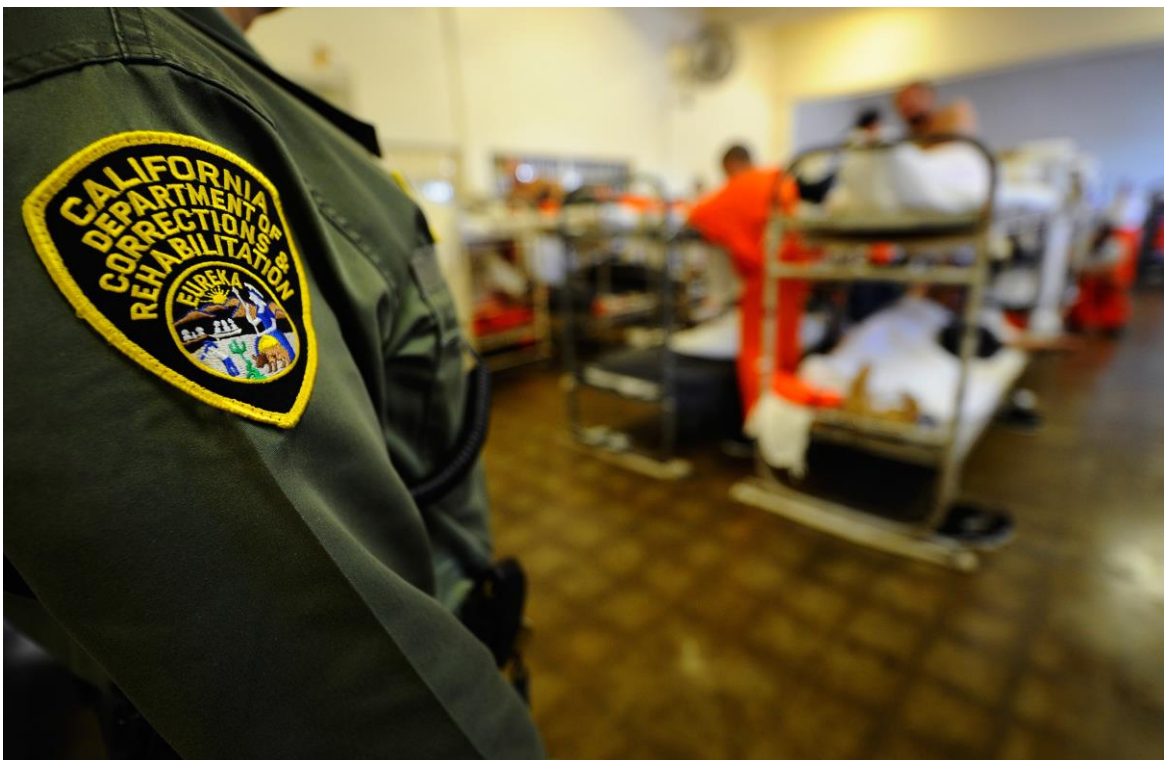
An inmate's problems are not your problems. Over-identifying with the inmate can bring about the “we/they” syndrome.

Don't Expect Thanks

You may not receive thanks or any show of gratitude from inmates. They may feel it, but they may not know how to express it. They may not appreciate your work until they leave the program. Do not take it personally.

Inappropriate Conduct

If an inmate makes an improper advance, handle it appropriately. Report the matter to your supervisor or nearest uniformed staff member immediately.



Workplace Violence Prevention Program

CDCR workplace violence policy was established February 17, 1999 by memorandum issued by the Director.

Departmental Discipline Policies and Practices

- Performance standards causes for adverse action and disciplinary matrix penalty levels, among other matters, are set forth in DOM Chapter 3 Article 22, pertaining to employee discipline.
- Alleged misconduct is investigated in accordance with staff responsibilities and guidelines contained in DOM Chapter 3 Article 14, pertaining to employee misconduct.

CDCR/CCHCS Code of Conduct

Employees, appointees and contractors of CDCR and/or CCHCS, are expected to perform duties at all times as follows:

- Demonstrate professionalism, honesty and integrity;
- Accept responsibility for your actions and their consequences;
- Appreciate differences in people, their ideas and opinions;
- Treat fellow employees, inmates and wards, families of inmates and wards, parolees, and the public with dignity and fairness;
- Respect the rights of others and treat others fairly regardless of race, color, national origin, ancestry, gender, religion, marital status, age, disability, medical condition, pregnancy, sexual orientation, veteran status, or political affiliation;
- Comply with all applicable laws and regulations;
- Report misconduct or any unethical or illegal activity and cooperate fully with any investigation.

Injury and Illness Prevention Program

The Federal Government through Cal OSHA and Fed OSHA and the CCR, Title 8, Section 3203 requires that every employer have an Injury and Illness Prevention Program (IIPP) plan in writing and address:

- Assignment of responsibility
- Identification of Workplace Hazards
- Communication
- Correction of Hazards
- Investigating Injuries and illnesses
- Health and Safety Training
- Ensuring compliance with the law

The IIPP consists of information on equipment, workplace violence, respiratory protection, ergonomics, tuberculosis training and testing, bloodborne pathogen training, hazard communication, reporting and investigating workplace injuries and illnesses and supervisory investigations along with training of all employees in health and safety training.

All employees and contractors are responsible for complying with all safety regulations and policies. It is your responsibility to follow safe work practices and immediately report any unsafe work conditions or workplace injuries to your designated institutional contact. Each employee and contractor have a responsibility to report workplace hazards and understands that there are no reprisals for reporting unsafe conditions.

Risk to staff and contractors

- **Workplace Violence**
Workplace violence is not tolerated. If you are experiencing or have knowledge of a situation that you think might be construed as workplace violence, let your designated institutional contact or any CDCR or CCHCS manager know as soon as possible.
- **Ergonomics**
Worksite ergonomics is also a part of preventing injuries. Knowledge of appropriate computer or other equipment set ups and proper training will reduce repetitive motion injuries.
- **Fire Safety**
Basic Fire Safety is very important. Remember that if a fire occurs, the fire department must be notified immediately. Never attempt to put out a fire when you are alone and never use a fire extinguisher if the fire is larger than a trash can. If there is a fire in one area of a room, back away to the exit, keeping your eye on the fire at all times. If you are in a building where a fire is located, before going into any room, place the back of your hand against the door. If it is cool to the touch, it is likely safe to enter. If warm or hot, do not open the door. There is likely a fire behind the door and opening it could cause a flash over fire and cost you your life.

Injury and Illness Prevention Program

- **Fire Extinguishers**
Most fire extinguishers used are type A, B, C (chemical based) which means they will put out most types of fires such as those caused by common paper, wood and combustibles. If you elect to use a fire extinguisher, remember the acronym PASS
 - Pull the pin
 - Aim the hose at the base of the fire
 - Squeeze the handle or trigger
 - Sweep from side to side
- **Safe Lifting**
Back injuries are one of the most common reasons for workplace injuries. Remember to use your legs when you lift. Place your feet shoulder width apart and squat down keeping your back straight. Have the object well balanced between your hands and close to you when you lift. Never twist or bend. If the object has to be moved, turn your entire body and walk to the new placement. Squat down to place the object where it now goes. Push rather than pull items on carts and if it is easier, put a heavy object on a cart to move it.

Safety Data Sheet

The Safety Data Sheet (SDS) provides information on potential hazards in your workplace. Common SDSs are for cleaning supplies, bleach and copier toner. Each work location should have a binder of SDSs.

The SDS provides staff and emergency personnel the proper procedures for handling or working with a particular substance. SDSs include information such as physical data, toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment and spill/leak procedures. These are of particular use if a spill or other accident occurs. SDSs are not meant for consumers. A SDS reflects the hazards of working with the material in an occupational fashion. SDSs are for:

- Employees or contractors who may be occupationally exposed to a hazard at work
- Employers who need to know the proper methods for storage, etc.
- Emergency responders such as fire fighters, hazardous material crews, emergency medical technicians, and emergency room personnel.

**PREA POLICY INFORMATION
FOR VOLUNTEERS AND CONTRACTORS**
CDCR 2301 (11/17)

Page 1 of 2

The Prison Rape Elimination Policy for the California Department of Corrections and Rehabilitation (CDCR) is explained on this informational sheet. As a volunteer or private contractor who has contact with CDCR offenders, it is your responsibility to do what you can, within the parameters of your current assignment, to reduce incidents of sexual violence, staff sexual misconduct, and sexual harassment and to report information appropriately when they are reported to you or when you observe such an incident.

Historical Information

Both the Congress and State Legislature passed laws, the Federal Prison Rape Elimination Act (PREA) of 2003, the Sexual Abuse in Detention Elimination Act, Chapter 303, Statutes of 2005, and most recently the United States, Department of Justice Final Rule; National Standards of 2012 to help prevent, detect and respond to sexual violence, staff sexual misconduct and sexual harassment behind bars. It is important that we, as professionals, understand all aspects of these laws and our responsibilities to help prevent, detect, and respond to instances by offenders and staff.

The CDCR policy is found in Department Operations Manual (DOM), Chapter 5, Article 44. PREA addresses five types of sexual offenses. Sexual violence committed by offenders will encompass: Abusive Sexual Contact, Nonconsensual Sex Acts, or Sexual Harassment by an Offender (towards an offender). The two remaining types of sexual offenses covered by PREA are Staff Sexual Misconduct and Staff Sexual Harassment (towards an offender).

CDCR's policy provides for the following:

- CDCR is committed to continuing to provide a safe, humane, secure environment, free from offender on offender sexual violence, staff sexual misconduct, and sexual harassment.
- CDCR maintains zero tolerance for sexual violence, staff sexual misconduct, and sexual harassment in its institutions, community correctional facilities, conservation camps, and for all offenders under its jurisdiction.
- All sexual violence, staff sexual misconduct, and sexual harassment is strictly prohibited.
- This policy applies to all offenders and persons employed by the CDCR, including volunteers and independent contractors assigned to an institution, community correctional facility, conservation camp, or parole.

Retaliatory measures against employees or offenders who report incidents of sexual violence, staff sexual misconduct, or sexual harassment as well as retaliatory measures taken against those who cooperate with investigations shall not be tolerated and shall result in disciplinary action and/or criminal prosecution.

Retaliatory measures include, but are not limited to:

- Coercion.
- Threats of punishment.
- Any other activities intended to discourage or prevent staff or offenders from reporting incident(s).

Professional Behavior

Staff, including volunteers and private contractors are expected to act in a professional manner while on the grounds of a CDCR institution and while interacting with other staff and offenders. Key elements of professional behavior include:

- Treating everyone, staff and offenders alike, with respect
- Speaking without judging, blaming, or being demeaning
- Listening to others with an objective ear and trying to understand their point of view
- Avoiding gossip, name calling, and what may be perceived as offensive or "off-color" humor
- Taking responsibility for your own behavior

**PREA POLICY INFORMATION
FOR VOLUNTEERS AND CONTRACTORS**
CDCR 2301 (11/17)

Preventative Measures

You can help reduce sexual violence, staff sexual misconduct, and sexual harassment by taking various actions during the performance of your duties as a volunteer or private contractor.

The following are ways in which you can help:

- Know and enforce the rules regarding the sexual conduct of offenders.
- Be professional at all times.
- Make it clear that sexual activity is not acceptable.
- Treat any suggestion or allegation of sexual violence, staff sexual misconduct, and sexual harassment as serious.
- Follow appropriate reporting procedures and assure that the alleged victim is separated from the alleged predator.
- Never advise an offender to use force to repel sexual advances.

Detection

All staff, including volunteers and private contractors, is responsible for reporting immediately and confidentially to the appropriate supervisor any information that indicates an offender is being, or has been, the victim of sexual violence, staff sexual misconduct, or sexual harassment.

After immediately reporting to the appropriate supervisor, you are required to document the information you reported. You will be instructed by the supervisor regarding the appropriate form to be used for documentation.

You will take necessary action (i.e., give direction or press your alarm) to prevent further harm to the victim. Staff, including volunteers and private contractors, will make every effort to ensure the victim does not: 1) Shower; 2) Remove clothing without custody supervision; 3) Use the restroom facilities; and/or 4) Consume any liquids.

I have read the information above and understand my responsibility to immediately report any information that indicates an offender is being, or has been, the victim of sexual violence, staff sexual misconduct, or sexual harassment.

Volunteer/Contractor Name (Printed)

Date Signed

Signature of Volunteer/Contractor

Current Assignment within Institution

Contact Telephone Number

Supervisor in Current Assignment

Public Information Officer Contact Information

Avenal State Prison	(559) 386-0587 ext. 5028	1 Kings Way, Avenal, CA. 93204
California City Correctional Facility	(760) 246-7600 ext. 7015	22844 Virginia Blvd., California City, CA. 93505
Calipatria State Prison	(760) 348-6002	7018 Blair Road, Calipatria, CA. 92233
California Correctional Center	(530) 257-2181 ext. 4110	711-045 Center Road, Susanville, CA. 96127
California Correctional Institution	(661) 822-4402 ext. 3021	24900 End of Highway 202, Tehachapi, CA. 93581
Central California Women's Facility	(559) 665-6002	23370 Road 22, Chowchilla, CA. 93610
Centinela State Prison	(760) 337-7601	2302 Brown Road, Imperial, CA. 92251
California Health Care Facility	(209) 467-2512	7707 Austin Road, Stockton, CA 95215
California Institution for Men	(909) 606-7068	14901 Central Avenue, Chino, CA. 91710
California Institution for Women	(909) 606-4921	16756 Chino-Corona Road, Corona, CA. 92880
California Men's Colony	(805) 547-7948	Highway 1, San Luis Obispo, CA. 93409
California Medical Facility	(707) 449-6059	1600 California Drive, Vacaville, CA. 95696
California State Prison-Corcoran	(559) 992-6104	4001 King Avenue, Corcoran, CA. 93212
California Rehabilitation Center	(951) 273-2920	5th Street and Western, Norco, CA. 92860
Correctional Training Facility	(831) 678- 5952	Highway 101 North, Soledad CA 93960
Chuckawalla Valley State Prison	(760) 922-9710	19025 Wiley's Well Road, Blythe, CA. 92225
Deuel Vocational Institution	(209) 835-4141 ext. 3851	23500 Kasson Road, Tracy, CA. 95376
Folsom State Prison/Folsom Women's Facility	(916) 351-3016	300 Prison Road, Represa, CA. 95671
High Desert State Prison	(530) 251-5100 ext. 5501	475-750 Rice Canyon Road, Susanville, CA. 96127
Ironwood State Prison	(760) 921-4382	19005 Wiley's Well Road, Blythe, CA. 92225
Kern Valley State Prison	(661) 721-6314	300 W. Cecil Avenue, Delano, CA. 93216
California State Prison-Los Angeles County	(661) 729-6912	44750 60th Street West, Lancaster, CA. 93536
Mule Creek State Prison	(209) 274-5080	4001 Highway 104, Lone, CA. 95640
North Kern State Prison	(661) 721-2345 ext. 5006	2737 W. Cecil Avenue, Delano, CA. 93215
Pelican Bay State Prison	(707) 465-9040	5905 Lake Earl Drive, Crescent City, CA. 95531
Pleasant Valley State Prison	(559) 935-4972	24863 W. Jayne Avenue, Coalinga, CA. 93210
R. J. Donovan Correctional Facility	(619) 661-7802	480 Alta Road, San Diego, CA. 92179
California State Prison-Sacramento	(916) 294-3012	100 Prison Road, Represa, CA. 95671
Salinas Valley State Prison	(831) 678-5554	31625 U.S. 101, Soledad, CA 93960
Sierra Conservation Center	(209) 984-5291 ext. 5499	5100 O'Byrnes Ferry Road, Jamestown, CA. 95327
San Quentin State Prison	(415) 455-5008	1 Main Street, San Quentin, CA. 94964
California State Prison-Solano	(707) 454-3257	2100 Peabody Road, Vacaville, CA. 95696
California Substance Abuse Treatment Facility	(559) 992-7154	900 Quebec Avenue, Corcoran, CA. 93212
Valley State Prison	(559) 665-6100 ext. 5509	21633 Avenue 24, Chowchilla, CA. 93610
Wasco State Prison	(661) 758-8400 ext. 5013	701 Scofield Avenue, Wasco, CA. 93280



Map of California's Correctional and Rehabilitation Institutions



Self-Certification Form

As a contractor for the California Department of Corrections and Rehabilitation (CDCR), California Correctional Health Care Services (CCHCS), and/or California Prison Industries Authority (CalPIA). I acknowledge I am required to follow Federal and State Laws and Regulations, as well as Departmental Policies and Procedures in the same manner as an employee of CDCR, CCHCS, or CalPIA.

The documentation provided in this handbook may refer to “employee” or “staff” however, as a contractor for CDCR, CCHCS, and/or CalPIA I am aware this information may also be applicable to me.

By signing below, I am acknowledging I have received and read a copy of the *CDCR/CCHCS/CalPIA Contractor Handbook* which includes the following subject matter:

- Dress Code
- Security Awareness
- CDCR Form 181- Primary Laws, Rules and Regulations (Digest of Laws)
- Information Security Awareness
- Equal Employment Opportunity and Sexual Harassment
- Ethics and Professionalism
- Keys to Success
- Workplace Violence Prevention Program
- Injury and Illness Prevention Program
- Prison Rape Elimination Act Policy Information for Volunteers and Contractors

Contractor’s Business Name: _____

Current Contract number: _____

Contractor’s Printed Name: _____

Contractor’s Signature: _____