

CONNECTICUT DEPARTMENT OF CORRECTION
Guide for Contractors
in the
Correctional Environment

Correctional contractors, due to the nature of the correctional environment, are expected to adhere to very specific standards of behavior. The work rules listed below are of a most basic nature and it is the Contractor's responsibility to become familiar with them. Violations of any of these rules may subject the Contractor to payment reduction, contract termination and/or criminal charges.

I. Entrance In/Out of a Facility

Contractors should always contact the facility prior to arriving in order to ensure that Operational needs will allow for entrance. Contractors should allow 20-30 minutes for entrance into the facility. All contractors and contractor employees shall be made to pass through a metal detector prior to entrance into a facility. Failure to clear the metal detector may require a physical search. To this end, items conveyed into the facility should be limited. Cell phones, video/audio recording devices, firearms, and tobacco products are strictly forbidden. Additionally, the following rules shall apply:

- A.** Contractors shall not convey any item onto facility premises with the intent of conveyance to an inmate without prior written approval of the Warden or his/her designee.
- B.** Contractors shall not convey any item received from or by an inmate off of facility premises without prior written approval of the Warden or his/her designee.
- C.** Contractors shall not convey mail or correspondence to or from an inmate without prior written approval of the Warden or his/her designee.
- D.** Contractors shall not, at any time, possess a firearm on facility property.
- E.** Contractors shall not possess any item that may be utilized as a weapon or contraband, such as: knives, files, hacksaw blades, metal cutting tools, cutting torches, drugs, narcotics, poisons, hair tonic, acids, shellac, and any liquids with alcoholic content.

If such items are needed to render the services provided under the contract, they shall be authorized by the Warden or his/her designee and stored in places secured against unauthorized access. Only the proper staff shall distribute such materials; quantities entrusted to inmates shall only be sufficient for the immediate purpose to be served and shall be used under careful supervision.

II. Conduct Within a Facility

It is important for contractors to understand that a correctional facility can be a dangerous environment. To that end, contractors should be cognizant of their surroundings at all times and adhere to the following rules:

- A.** Dress appropriately. Pocket books and knotted ties are discouraged, and may be disallowed. Clothing should not be provocative or revealing in any way. Excessive jewelry is discouraged. Shoes should be low heeled with closed toes.

- B. Refrain from using signs of affection as they may be misinterpreted.
- C. Contractors shall not leave their work area, for any reason, without a CTDOC escort.
- D. Contractors shall conduct themselves professionally at all times. Profane, indecent or humiliating language will not be tolerated.
- E. Contractors shall not affix any signs or posters to facility property without prior written approval of the Warden or his/her designee.
- F. Contractors shall not take photographs while on facility premises without prior written approval of the Warden or his/her designee.
- G. Contractors shall not report to the facility while under the influence of drugs or alcohol. Medication containing any narcotic or controlled substance shall not be allowed on facility premises without prior written approval of the Warden or his/her designee.
- H. Contractors shall remain fully attentive to their surroundings while on facility premises.
- I. Contractors shall report sickness, accidents or unusual behavior of inmates to a CTDOC staff member immediately.
- J. Contractors shall report sickness or accident of/by themselves to a CTDOC staff member immediately.
- K. Contractors shall report loss of keys or personal items to a CTDOC staff member immediately.

III. Inmate Contact

Any individual entering a facility will have contact with inmates. Regardless of how limited the interaction, it is imperative for contractors entering the facility to understand certain rules for interaction with inmates.

- A. Do not give or receive any item, gift or loan from an inmate without prior written authorization from the Warden or his/her designee.
- B. Do not engage in any form of business venture with an inmate.
- C. Do not discuss other contractors, inmates or CTDOC staff with any inmate.
- D. Treat inmates in a civil and professional manner at all times. Never show preferential treatment, and remain objective.
- E. Keep your word! Do not make promises you are unable to keep.
- F. Avoid undue familiarity with inmates.

Do not divulge any personal information about yourself, another inmate, or CTDOC staff. While not all inmates are manipulative, possession of such information will make the contractor vulnerable.

Do not become personally involved with any inmates' private or family matters (except for specific professional reasons). Do not accommodate any requests for favors.

Whenever possible, use formal titles such as, Mr., Ms, Sir, Captain, etc. Do not accept excessive compliments from inmates.

- G. Show discernment, some inmates survive on manipulation. Always check the facts.
- H. If an inmate becomes hostile, back off and remain calm. If alone, slowly move to where CTDOC staff can see you.

IV. Miscellaneous Rules

- A. Contractors shall not release information relative to services provided to CTDOC without prior written approval of CTDOC.
- B. Contractors shall notify the Warden or his/her designee immediately, in writing, if next of kin, known relative or personal friend of the Contractor or employee of the Contractor becomes incarcerated at the facility the Contractor is providing services to. Such notification shall be held confidential by CTDOC.
- C. Contractors shall notify the Warden or his/her designee immediately, in writing, if Contractor or employee of the Contractor is arrested. Such notification shall be held confidential by CTDOC. At the discretion of CTDOC, the arrested individual may be barred from entering the facility.
- D. Confidentiality of CTDOC and inmates shall be adhered to at all times.

V. Safety and Security

In the event of an emergency situation, it is important for Contractors to adhere to the following guidelines.

- A. If there is doubt as to a course of action, consult CTDOC staff.
- B. Adhere to the directions of CTDOC staff at all times. In the event of an emergency, the Contractor may be directed to leave the area they are working in. Do so in an orderly and timely fashion.
- C. If there is an incident in the Contractor's immediate area, allow CTDOC staff to follow procedures for reporting such. If CTDOC staff is unable to report the problem, utilize the nearest phone to call the facility control center to report the issue. The facility will notify you of the appropriate number prior to entrance. If it is impractical to utilize the phone, simply knock the receiver off the hook. This will notify the facility control center that there is a problem in your area, and staff will be dispatched appropriately.
- D. If an inmate becomes hostile, back off and remain calm. If alone, slowly move to where CTDOC staff can see you. Do not attempt to be a hero, and do not confront the inmate directly. Doing so may compromise your safety.

It is important to realize that this guide does not address every situation and is not all encompassing. It does represent basic requirements necessary to perform the duties effectively and safely within the correctional setting. Failure to adhere to these standards of performance and personal conduct is unacceptable and will be handled accordingly.

Where conflict between this document and language contained in the body of the contract, the contract language shall apply.