

WEST VIRGINIA

DIVISION

OF

CORRECTIONS

MANUAL OF PROCEDURES

ADMINISTRATIVE

ADMINISTRATIVE MANUAL OF PROCEDURES

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ADMINISTRATIVE

INTRODUCTION

I. PROBATION AND PAROLE ADMINISTRATION/OPERATIONS

Director of Parole Services

Has prime responsibility for the administration and implementation of Division policies for Parole Services.

Duties include:

1. Administering the Division's operational functions and programs as they relate to Parole Services.
2. Implementing the policies and procedures as outlined in the Manual of Procedures.
3. Reviewing the activities of all offices to monitor activities and provide technical assistance.

District Supervisor

Responsible to the Director of Parole Services.

Administers operational functions, as outlined by the Division, which includes the responsibility for probation and parole activities relating to the Division within a geographic region.

Duties include:

1. Developing and maintaining investigation and supervision functions and providing quality investigations and supervision services which are consistent with established standards.
2. Administering the timely submission of probation and parole officers' investigations and monitoring on a regular basis to ensure that policies and procedures identified in the Manual of Procedures are followed.

3. Administering the operations of the District Office and other Parole Offices within the District.
4. Regularly monitoring activities of offices within the District. Providing needed technical assistance and ensuring implementation of Division policies and procedures.

District Secretary

Responsible to the District Supervisors.

Performs advanced level, responsible and complex tasks of a complicated nature involving interpretation and application of policies and procedures. Interprets office procedures, rules and regulations. Functions as a lead worker for clerical staff positions.

Regional Director

Responsible to the District Supervisor.

Administers operational functions, as outlined by the Division, which includes the responsibility for probation and parole activities relating to the Division within a geographic region.

Duties include:

1. Developing and maintaining investigation and supervision functions and providing quality investigations and supervision services which are consistent with established standards.
2. Administering the timely submission of probation and parole officers' investigations and monitoring on a regular basis to ensure that policies and procedures identified in the Manual of Procedures are followed.
3. Administering the operations of the Regional Office and other Parole Offices within the Region.
4. Regularly monitoring activities of offices within the Region. Providing needed technical assistance and ensuring implementation of Division policies and procedures.

5. Supervising a caseload of probationers and parolees and carrying out the duties of a probation and parole officer as given below.

Office Assistant

Responsible to the Regional Directors.

Under general supervision, performs tasks requiring interpretation and adaptation of office procedures as the predominant portion of the job. Tasks may include posting information to logs or ledgers, and checking for completeness, typing a variety of documents, and calculating benefits. May use a standard set of commands, screens, or menus to enter, access and update or manipulate data. Day-to-day tasks are routine, but initiative and established procedures are used to solve unusual problems. Work is reviewed by the supervisor in process, randomly or upon completion.

Probation and Parole Officer

Responsible to the Regional Director.

Provides protection for the community through investigation, control, and supervision of offenders. This is accomplished through surveillance of offenders in the community and by enforcing West Virginia Codes. Surveillance of the offender entails investigation of the offender while he is under the jurisdiction of the Division of Corrections. Such surveillance and investigation frequently involves regular visits to high crime areas to contact offenders and others.

Duties include:

1. Conducting investigations as required by the Division of Corrections, the Parole Board and other States and U.S. Possessions.
2. Attending court sessions and parole hearings and representing the Division in cases under the jurisdiction of the Division of Corrections.

3. Requesting probation or parole warrants and giving testimony at violation hearings.
4. Requesting early termination of probation or parole terms as appropriate.
5. Counseling and guiding the offender in channeling energies and skills toward constructive, socially acceptable activities.
6. Making referrals to appropriate community resources for rehabilitation programs and services.
7. Providing public education and clarification of Division of Corrections' goals to the general public, the court, victims, law enforcement and other agencies who deal with offenders.
8. Maintaining confidentiality of records and reports concerning offenders.

Interstate Compact Administrator

The Compact Administrator, or designee, is responsible for supervising, coordinating, developing and monitoring matters relating to the Interstate Compact Program statewide.

Enhanced Parole Supervision Officer

These officers will provide for enhanced supervision of offenders during normal work hours and after regular work hours to include evenings, weekends and holidays. These officers will supervise a caseload of high-risk offenders referred in a three or four county "home" area that they will be primarily responsible for. They will be required to provide assistance to probation and parole officers, law enforcement, social service agencies and others in their "home" counties as their primary duty, as well as to those agencies and officers outside of their "home" counties as time permits them to do so. In cases of extended leave time, supervisory responsibility for the enhanced caseload offenders will rest with the original supervising officer of the offender or another assigned parole officer. The selection criteria for placement of offenders onto an Enhanced Parole Officer's caseload and the time limits for continued supervision at that level will be the same as for

electronic monitoring, although electronic monitoring does not have to be in place before an offender can be referred for enhanced supervision. All selected enhanced supervision offenders must be approved by the Director of Parole Services with recommendations by Regional Directors and District Supervisors. The designated three-county "home" areas are: (1) Raleigh, Fayette, Mercer (2) Kanawha, Putnam, Cabell (3) Harrison, Marion, Monongalia (4) Morgan, Berkeley, Jefferson. A fourth county may be added or rotated in by Regional Directors or District Supervisors, if needed, and if the workload is manageable for the Enhanced Officer working that area.

Enhanced Supervision Officers will report to a designated supervisor. Field supervision will be the responsibility of the Supervisor and/or Director whose area the Enhanced Parole Officer is working.

Training Coordinator

The Director of Parole Services may designate a parole officer to act as a training coordinator pursuant with Policy Directive 144.00. This coordinator shall serve as a liaison between the Academy Director and Parole Services administrators and staff. The appointed Training Coordinator will work with staff appointed by District and/or Regional Supervisors to facilitate training for Parole Services in line with State, Division and Training Academy requirements. The Training Coordinator will create a training information flow through district and/or regional contacts to make sure all training requirements and opportunities are understood and completed.

Electronic Monitoring Coordinator

This position has responsibilities of implementing, evaluating and supervising the Electronic Monitoring Program for the Division of Corrections. This position may be designated as a parole officer position and require supervision and counseling of offenders placed on electronic monitoring as well as a regular caseload. This position should provide (1) necessary assistance with connection and disconnection of EM equipment at offender homes or provide technical assistance and training to field officers using electronic monitoring. (2) provide a weekly record of EM fees paid by offenders and forwarding of all money collected to the proper state

agency. (3) maintenance of records for electronic monitoring equipment used and their locations of use. (4) maintenance of a file on each offender enrolled in the electronic monitoring program. (5) provide guidance for staff in following Division Policy Directive 700.09, Electronic Monitoring of Parolees/Probationers.

Re-entry Initiative Coordinator

This position reports to District Supervisors and the Director of Parole Services. The RIC will function as a coordinator with authority over Re-entry, Sex Offender Supervision Services, Enhanced Supervision and Electronic Monitoring. In addition, he or she may be asked to supervise a small specialized caseload or assist other officers with supervision. This position, more specifically, will supervise and evaluate Enhanced Supervision Officers, will have responsibility to organize, advise and direct staff in those areas outlined above, has responsibility and oversight for all contractual work needed to implement re-entry, sex offender management, enhanced supervision and electronic monitoring services. Provide record keeping and needed reports for all offenders referred that have mandated or special re-entry needs. Attend all necessary committee assignments. Act as a contact between Institutional case management and operations staff and Parole Services staff. Collaborate with the Director of Programs and the Director of Training to provide understanding of program requirements to Parole Staff. Provide assistance and advice to the WV Parole Board and the Interstate Compact Director as requested. Develop working relationships with law enforcement, probation services and social service agencies throughout the state.

Note: Re-entry will be understood to include offenders returning to society from any in-state or out-of-state prison, jail, confined treatment or transfers from other probation or parole agencies.

II. ADMINISTRATIVE PROCEDURES

Personnel

Work Hours

Pursuant to Policy Directive 129.06, the following procedures are established.

1. Parole Offices should be open for business no later than 8:30 a.m. and should not close prior to 4:30 p.m., Monday through Friday, except for official closings and as otherwise directed by administration.
2. The normal work hours for clerical employees should be 8 hours per day for a total of 40 hours per week.
3. Office hours for clerical employees other than from 8:30 a.m. until closing must have the approval of the Immediate Supervisor.
4. Employees of this agency, particularly probation and parole officers, must be able to utilize flexible work schedules in order to accomplish the tasks assigned to them. This will allow officers to schedule the most efficient use of their work week in order to accomplish assigned tasks without creating undue fiscal burdens on the agency.
5. Parole Services' personnel may be called upon to work Saturdays, Sundays, holidays or any hour of the day or night provided that prior approval has been granted by the immediate supervisor for hours worked in excess of forty during any one week period. You are entitled to over-time pay for all hours worked over 40 in your workweek which begins at 12:01 a.m. on Sunday and ends at 12:00 midnight on the following Saturday. No compensatory time is to be given for overtime worked. The following are guidelines for Parole Services overtime compensation.
 - a. No overtime will be prescheduled or planned in advance by any Parole Services employee without prior approval by the Director of Parole Services.

- b. Overtime will be counted for compensation if approved by a supervisor prior to the work being done or after review by a supervisor if the overtime worked appears justified for public safety reasons.
 - c. Any circumstances requiring overtime work should be reported to one of the following in the order named prior to the work being done if possible, or as soon as practicable during or after the overtime worked: (1) Regional Director (2) District Supervisor (3) Director of Parole Services.
 - d. Overtime shall not be used to do work which should have been done during the normal 40-hour workweek. Overtime must only be used for those unforeseen, emergency, call-out situations that occur from time to time relative to parolees and public safety or as otherwise approved by a supervisor.
 - e. Alternatives to working overtime should be used as long as public safety is not compromised.
 - f. All overtime should be documented on a DOC weekly time sheet, signature approved by an immediate supervisor and sent to the Director of Parole Services. In the absence of the Director of Parole Services, weekly timesheets should be sent to a Deputy Commissioner in Central Office for approval. The Director of Parole Services or Deputy Commissioner will then forward weekly timesheets approved on to payroll.
6. Whenever possible officers should not remain alone in the office beyond 8:00 p.m.
7. For purposes of safety and accountability, officers should inform their secretary or supervisor (if no secretary is in their office) of when they will be working outside the office, providing general information concerning the type of work to be performed that day as well as general information concerning the probable geographic area in which they will be working.

8. Questions by any employee concerning their work schedule are to be referred to their immediate supervisor, who shall have the ability to alter a work schedule, providing:
 - a. The employee and supervisor agree on the schedule.
 - b. The schedule does not violate Fair Labor Standards.
 - c. The schedule for the employee is reasonable.
9. The Director of Parole Services will review any complaints by an employee concerning their work schedule only after being assured that the matter cannot be resolved by the immediate supervisor.

Privileges and Advantages to be Avoided in Use of Positions

No employee is to use their position to secure special privileges or advantages for themselves. They should not use any improper influence to affect the processing of a particular case or the selection of staff. All staff appointments and decisions regarding probation and parole issues will be made solely on the merits of the case.

Employees shall maintain a professional relationship with all persons in the custody of, or under the supervision of the Division, and their immediate family. No personal or improper business relationships are permitted. Pursuant to Policy Directive 129.24, no employee is permitted to have sex with and inmate/parolee.

Credential and Badges

Each probation and parole officer is to be provided with a card identifying them as an employee of the Division of Corrections.

This card is the property of the State of West Virginia, and is to be:

1. Used exclusively by the employee whose name and photograph appear on it.
2. Carried by the employee at all times.
3. Presented on demand of an appropriate authority.

4. Surrendered upon termination of employment or transfer to another state agency.

The authorized use of Parole Officer badges and identifications will be limited to the conducting of official duties.

Use of Division credentials to attempt to gain free admission into establishments for personal reasons or to obtain discounts or personal favors is prohibited.

An employee will never allow anyone to use his credentials for any reason. Credentials and badges are State property and are to be returned upon termination of employment. Only badges and identification issued by the Division are to be used.

Conditions of Employment

1. Drivers License/Car

Probation and Parole officers, as a condition of their employment, are required to maintain a valid West Virginia drivers license and to either own or have continuous access to a motor vehicle in order to be able to conduct work outside the office where files and Division equipment can remain secure.

Approved use of a vehicle will be compensated in accordance with issued policy and procedure at the current mileage rate.

2. Telephone

Probation and parole officers are to maintain an active telephone line (cell or residential). Any change in the telephone number is to be reported within one week, to the immediate supervisor and the Director of Research.

Orientation of New Personnel

Pursuant to Policy Directive 144.00, the following procedure is to be completed with all new employees. Each new employee will undergo a 40 hour orientation that has been approved by the WV Corrections Academy, Director of Training. The training will be based on this manual as well as Division of Corrections Policy Directives. The orientation program will be taught by trainers authorized by the Academy. This orientation program should be

held within the first week of employment or as close as possible to fit the trainer's schedule. The purpose of this procedure is to ensure that all new employees receive a standardized orientation.

Mandatory In-Service Training

Pursuant to Policy Directive 144.00 and West Virginia Corrections Academy Staff Notice Number 0016, Parole Service Personnel are required to complete an in-service training program annual based upon their position, duties, and whether or not they have offender contact.

Administrative Staff are required to obtain 40 hours of annual in-service training each year, Parole Officers are required to obtain 40 hours of annual in-service training each year and support staff are required to obtain 16 hours of in-service training each year.

Parole Officers that carry weapons must also complete weaponry related in-service training each year. Here is the required in-service training curriculum for Parole Officers:

Correctional Integrated Defense System (CIDS) – 8 hours
Weapons Response Tactics (WRT) – 4 hours
Use of Deadly Force (UDF) – 4 hours
First Aid/CPR – 4 hours
Contact Cover – 1 hour
Oleoresin Capsicum (OC) – 2 hours
Taser – 4 hours
Basic Corrections Refresher (Officer Safety, and other Parole Services Refresher Training to include Parole Conferences and District Meetings) – 8 hours
Transportation of Offenders and Use of Mechanical Restraints - 2 hours
Handgun Recertification – 2 hours
Handgun Retention – 3 hours

Interns

The following procedure is to be followed for acquiring an intern.

1. Talk with the professor and request a letter stating the hours the intern can work.
2. The prospective intern should complete the Civil Service (green) Application and submit letters of recommendation.

3. A Regional Director and one or two parole officers should interview the prospective intern.
4. The prospective intern should sign a Personal Inquiry Waiver.
5. A Triple I check should be performed on the prospective intern.
6. References supplied by the prospective intern should be contacted and their comments recorded.
7. The prospective intern should sign a Waiver of Liability.

The above information should be compiled by the parole officer acquiring the intern, then forwarded to the Regional Director approval. The Regional Director will then forward the information to the District Supervisor for approval. The information will then be forwarded to the Director of Parole Services for final approval.

After the internship has been approved at all levels, interns should be given an orientation about anti-social behavior. Interns should be advised not to give out personal information to offenders, such as telephone numbers, addresses, etc.

Interns should be under constant supervision and orientated and educated as to the duties of a parole officer. Interns should not be allowed to be in the parole office by themselves, but should always be with the supervising parole officer. Any field work should be approved by the Regional Director.

The parole officer will maintain a sign in/sign out sheet for interns for hours worked. A file is to be maintained in the parole office containing all information pertaining to individual interns. At the conclusion of the internship certification is to be provided to interns acknowledging the number of hours worked.

Any requested information concerning interns is to be provided to the appropriate college or university.

Communication

Staff Communication

Pursuant to Policy Directive 106.00, the current administration described at the beginning of this section, represents the normal communication channels for officers and should be used for delegating authority, assigning responsibilities, supervising work and coordinating efforts. This structure governs the activities and working relationships of the Division. Communications should follow the chain of command unless an unusual situation exists.

Staff Meetings

Pursuant to Policy Directive 106.00, Supervisors are to conduct regular staff meetings. Information made available to the Director of Parole Services, District Supervisors and Regional Directors should be discussed with staff to keep them informed with respect to issues, goals, procedures, etc. and to secure their input. Minutes should be maintained for each meeting. Clerical staff should be included when appropriate, and as needs arise, staff meetings of exclusively clerical employees should be conducted.

Manual of Procedures: Revisions and Updates

Periodic changes made to the Manual of Procedures will be distributed according to the following procedures:

Updates - These changes will be titled "Manual of Procedures Updates". Complete pages will be sent with changes made. Revision dates and instructions will be included with each manual change.

Distribution - It is the responsibility of the District Supervisor to see that these updated pages are distributed locally to staff.

It is the responsibility of the Regional Director to ensure that each officer has a copy of the Manual of Procedures.

Clerical staff must have access to a Manual of Procedures.

Annual Updating - In order to facilitate the annual updating of all written Policy and Procedure Directives and the Manual of Procedures, the Director of Parole Services will assign staff to review and provide input on any additions, deletions or corrections

recommended by December 31st of each year. Critical changes may be made at any time.

Community Resources Manual

A Community Resource Manual will be made available to each parole office. This manual will contain information on social services that may be used to aid in the treatment and supervision of offenders while on parole. The information provided will be organized according to the region(s) where services are available.

The Community Resources Manual will be updated periodically by Parole Services staff at intervals determined by the Director of Parole Services.

Cooperation with Law Enforcement Agencies

Pursuant to Policy Directive 700.01, Probation and parole officers are to cooperate with law enforcement agencies to assist them in apprehending offenders engaged in criminal activity. Good communication should be developed and maintained by all officers with their local police and sheriff's departments in order to facilitate the sharing of relevant information.

Probation & Parole Officers are required to send a monthly record of their caseload to law enforcement agencies in their area of supervision by the 10th of each month and elsewhere upon request. Using the caseload list form this is to be done preferably by email but may be delivered by regular mail or in person.

Cooperation with Federal, State and Local Agencies

Pursuant to Policy Directive 104.01, Probation and parole officers are to cooperate with federal, state and local legislative and executive bodies by responding promptly to any requests for information concerning programs and other matters.

1. Aliens - If an officer determines an offender is a non-United States citizen, who has been convicted of a felony, the United States Immigration and Naturalization Service are to be promptly notified.

Information to be provided includes the offender's name, date of birth, offense, sentence and date, name and location of the sentencing court.

Staff Participation in Criminal Justice and Allied Professional Associations

Intermingling and sharing of problems and solutions with other segments of the Criminal Justice System is essential to success in probation and parole. All staff are encouraged to participate in professional associations such as the Southern States Correctional Association, American Correctional Association, American Probation and Parole Association and other associations which support and advance the idea of criminal justice professionalism.

Fiscal

Review of Office Equipment Needs

A systematic review of equipment needs and replacements should be conducted on an annual basis by the Regional Directors, with recommendations made through the District Supervisor, to the Director of Parole Services for inclusion in the Division's budget request.

Official Travel

The immediate supervisor is responsible for monitoring the economy of official travel performed by subordinate staff.

Travel should be restricted to the boundaries of a probation and parole officer's assigned area whenever possible. However, if an investigation or supervision contact in another area is needed, the investigating/supervising officer is authorized to make said contact if it appears more practical for him/her to do so.

Normally the field office will be the starting point for all mileage claims. The most economical routes of travel are to be taken. All travel must be in accordance with state travel regulations. [For additional information refer to the Department of Administration's booklet entitled State of West Virginia Travel Regulations and Policy Directive 139.01]

Non-reimbursable Travel Expenses

Persons authorized to drive on official state business cannot be reimbursed for traffic or parking violations.

Legal

Legal Advice

Probation and parole staff will refrain from giving legal advice.

Legal issues surfaced by officers in the course of performing their supervisory and investigative duties should be referred to the immediate supervisor. If not resolved, the issue should be referred to the Director of Parole Services who may request an opinion from the Division's legal counsel.

Any suit filed against an employee in connection with his work is to be immediately forwarded to the Division's Legal Office, with copies to the Regional Director, District Supervisor and Director of Parole Services.

Transportation of Offenders

The Division's Agent will be responsible for transporting parolees apprehended in other jurisdictions.

Transporting officers are to follow these basic rules:

1. It is required practice for two or more officers to accompany one parolee. One of the officers will be of the same sex as the parolee.
2. Transporting officer(s) should have either the original or the detainer copy of the warrant for presentation to the receiving institution.
3. Transporting officers should study available background information about the parolee.
4. Transporting officers should notify their office of their anticipated time of return.
5. Staff transporting parolees will use an automobile supplied by the state. The vehicle should be in good running condition, and have sufficient gas, oil and water. The inside of the vehicle should be checked and any loose items that might be used as a weapon, removed.

6. All parolees being transported are to be considered escape risks. Staff designated to transfer parolees are to always use handcuffs and a restraining belt or chain.
7. Never assume an identity. Always verify the parolee's identity personally.
8. Alleged parole violators are to be searched carefully as soon as they are taken into custody. Some local detention quarters or jails are inadequately staffed and prisoners are able to obtain potential weapons. Staff should therefore not assume that a parolee is free of contraband when released to their custody from detention quarters. They are to carefully check the parolee inside the detention facility and adjust the restraining belt and handcuffs, using the double lock and other restraining equipment if necessary. Restraining equipment is not to be removed until the parolee is received at their destination.
9. The transporting officer is also to examine the parolee's personal property and baggage and remove any potentially dangerous objects. These are to be placed in the automobile trunk. Any money and potentially dangerous objects will be turned over to the proper authorities at the receiving detention facility.
10. It is wise to avoid congested public places and to make use of drive-in restaurants when arranging to feed the parolee. Keep the parolee under restraint and in sight at all times. Prevent locking of rest room doors.
11. Transporting officers should verbally report any exceptional situation or condition immediately to the institutional authorities when the parolee has been delivered to the institution, and to their supervisor immediately thereafter.
12. At the receiving institution the transporting officer is to deliver the parolee, any personal property and a valid copy of the warrant.

General

Assignment Log

Each officer is responsible for maintaining an Assignment Log which involves recording every investigation assigned. The log entry should be updated as investigations are completed.

Caseload Management

The movement of offenders from one supervision classification level to another, and early discharge/termination reviews are to be conducted regularly by the supervising officer in order to reduce the supervision classification of offenders and to ensure that appropriate early termination recommendations are made.

Inmate Management Information System (IMIS)

Parole staff will be responsible for accurately and consistently updating information in IMIS in accordance with the IMIS – Parole User's Guide.

File Security

It is the responsibility of each staff member to maintain office and file security. All available means to secure drawers, file cabinets, doors, etc., should be taken at all times.

During working hours precautions should be taken to insure that unauthorized persons do not have access to either case files or an officer's road book.

During non-working hours when the office is unattended, files and other confidential materials should be placed in either locked cabinets or locked offices to prevent access by unauthorized persons.

Any files missing due to theft, negligence, fire or other damage are to be brought to the attention of the Regional Director, District Supervisor and Director of Parole Services. Efforts should be made to replace missing contents.

Road Books

Officers are responsible for properly maintaining their road books and reviewing them regularly to ensure that all contacts are recorded accurately and legibly. Officers are to make road book entries according to the guidelines provided in the Supervision Section of the Manual of Procedures. Upon termination of a case, the road book sheets are to be placed in the offender's case file.

Case File Content Uniformity

A file folder shall be established for each offender under investigation or supervision and is to be maintained in the following fashion:

Documents should be filed from bottom to top in chronological sequence, from the oldest (on the bottom), to the newest, working forward so that the most recent information is displayed on top.

File fasteners are to be used to secure material in the file and to avoid papers being lost or out of order.

Files should contain the following materials, as appropriate:

All investigations, arrest records, orders of probation or certificates of parole, arrival reports, written monthly reports and progress reports. All violation reports, warrants, revocation orders, modification orders and certificates of discharge or court orders of termination. Also, any confidential legal or medical data, and records of payments of court-ordered monies or supervision fees mandated by state law.

NO case should be closed out unless there is documentation in the file which clearly indicates the case is no longer active, such as an official discharge certificate, revocation order, absconder warrant, correspondence from another jurisdiction accepting supervision of the case, instructions from another state to close interest, or a certificate documenting the death of the offender under supervision.

Closed files should be maintained in such a way that the status of the case is immediately apparent when the file is opened.

Closed Parole Officer Files are to be kept for 2 years. After that time, the DOC files can be stored in Archives and the out of state

cases can be destroyed by burning or shredding or stored in Archives.

Regional Files will be destroyed 3 months after the discharge or closure by shredding or burning.

District Files can be destroyed after 3 years by shredding or burning.

Closed DOC Central Office files can be sent to Archives after 1 year and the out of state cases can be destroyed after 2 years.

For the procedure to be used in storing and retrieving records in archives, contact the Regional Director or District Supervisor, who have been instructed by memorandum dated June 7, 1999 as to the procedures and forms to be used for archival storage and retrieval.

News Media and Public Education

Staff are encouraged to inform and educate the public regarding the role of probation and parole in the criminal justice process in an effort to gain cooperation and participation from the community.

Activities should be directed in this regard, not only to the general public, but also toward labor and management groups, service organizations, allied criminal justice forces, churches, fraternal and other civic organizations.

Requests for information on controversial matters involving the Division will be referred to the Director of Parole Services.

Inquiries from the news media requesting information on matters involving the Division will be referred to the immediate supervisor or the Director of Parole Services.

Confidentiality of Records

Division files are confidential and staff should exercise caution before disclosing any information from a file.

If a staff member receives a subpoena requiring the production of records concerning an offender, they should first notify their immediate supervisor, then consult the Division Attorney for instructions on how to proceed.

Parole Services Staff Relationship with Offender/ Offender's Family

Parole Services staff members will maintain a professional relationship with all persons in the custody of, or under the supervision of the Division and their immediate family members. No personal or improper business relationships are permitted. Marriage between employees and inmates or persons under supervision is not permitted.

Carrying of Firearms by Parole Officers

In order to maximize supervision coverage, all Parole Officers that desire to carry a firearm and who qualify under current Division of Corrections Policy and receive the approval of the Commissioner will be allowed to carry weapons on duty in the performance of assigned duties as outlined in Policy directive 700.01.

There are two categories of armed officers in Parole Services. The first category are Mandatory Armed Officers to include, Enhanced Supervision Officers, Firearm Instructors and Absconder Recovery Team Members and the second category are Optional Carry Officers which are the other officers that desire to carry a firearm pursuant to policy.

The following rules apply:

- Review and understand Policy Directive 313.03
- While at your residence, the weapon will be secured in a safe manner and stored inoperable with the use of a trigger/gunlock.
- If you are on duty your weapon should be either on your person, stored inoperable in approved gun safes if in the office or stored inoperable in your vehicle by being secured to a stationary object such as the spare tire or seat frame using the issued gun lock. If the weapon is carried in the office it must be on your person at all times or must be stored inoperable in approved gun safes. No other locations such as desk drawers or small lock boxes are permitted.

- All Optional Carry Officers will conceal the weapon at all times while out of the office unless assisting with an arrest, participating in an after hours supervision detail, assisting with a search of an offenders residence or participating in a multi-agency warrant round up.
- Alcoholic beverages and a number of drugs (legal and illegal, prescription and non-prescription) impair judgment. Armed officers will report all prescribed medications they are currently taking for evaluation to the District Supervisor. In addition, any new prescriptions must be reported within 24 hours of being prescribed by a doctor so that the medication can be evaluated. If deemed to impair judgment, the weapon will be turned in until the officer is no longer taking the medication. If discovered that an officer is taking medication not reported, then the officer will lose their right to carry a firearm.
- If an employee is on scheduled leave for an extended period of time, the weapon must be stored and secured inoperable at the parole office until the employee returns to work.
- The weapon must be carried in an approved holster at all times; alternative holsters, purses or fanny packs are prohibited.
- For Optional Carry Officers, if the weapon is un-holstered for any reason other than cleaning or training then an incident report is to be prepared within 24 hours and submitted to the District Supervisor. The weapon is for self-defense or the defense of others only.
- Only Division of Corrections GLOCK armorers will be permitted to work on agency handguns. In addition no modifications can be made to any agency issued handguns.
- Any officer carrying a firearm must have a badge visible at all times unless the officer is participating in a task force or other special duty that may require total concealment.

Failure to comply with any of these additional rules could result in disciplinary action pursuant to Policy Directive 129.00 and the officer may lose their right to carry a firearm.

Keep in mind that it is everyone's responsibility to enforce firearm safety and report any problems or issues to supervisors immediately.

Use of Mechanical Restraints

Mechanical restraints may be issued by the Division to parole officers for limited use in situations involving self-protection and to prevent injury to others or property damage.

Only staff who have been properly trained in the use of mechanical restraints are authorized to use such restraints.

Parole officers will be responsible for the care and safety of any mechanical restraints issued to them. Spare keys should be kept in a convenient location and be available to staff. Generally pregnant offenders will be handcuffed with hands in front. Only those posing a public safety risk will be handcuffed with hands in back.

Any parole officer who finds it necessary to use mechanical restraints will submit a written report to their immediate supervisor within 24 hours of any such use. The report will contain information as to date, time persons involved, reason for use and length of time used.

Use of Force

Officers will refrain from using non-lethal weapons, i.e: chemical weapons, unless they have met the necessary training requirements and have been authorized to use same in accordance with Policy Directive 312.02.

Physical force will ONLY be used when dealing with offenders in instances of justifiable self-protection, protection of others, prevention of property damage or prevention of escape, pursuant to Policy Directive 314.00.

Only the minimum amount of force necessary will be employed.

Incidents involving the use of physical force are to be verbally reported at the first opportunity to the immediate supervisor, who is to verbally notify the District Supervisor the same day.

A written report will be submitted by the officer or staff member involved to the immediate supervisor and District Supervisor within five working days of the incident. A copy of the report will be forwarded to the Director of training.

Physical and Verbal Threats or Assaults on Staff

All assaults and threats (physical and verbal) are to be verbally reported at the first opportunity to the immediate supervisor, who will provide the information to the District Supervisor.

Treatment for Injuries - All injuries resulting from accidents or assaults are to be reported to the immediate supervisor at the earliest opportunity and followed up in writing within five working days. The report is to contain the circumstances and nature of the injury.

A written report documenting the incident will be submitted by the officer or staff member involved to the immediate supervisor and District Supervisor within five working days.

The immediate supervisor will verbally inform the District Supervisor of any incidents of a serious nature.

Incident Reports

Pursuant to Policy Directive 303.01, in the event an incident of an unusual, threatening or suspicious nature occurs, during normal business hours, a report shall be made by telephone directly to the immediate supervisor and Commissioner. Should the Commissioner be unavailable, the report shall be made directly to the Deputy Commissioner or the Director of Parole Services. After normal business hours, the report shall be transmitted to the Charleston Work Release Center.

Occurrences of an unusual nature are to be documented. Such incidents include, but are not limited to:

1. Any injuries sustained by an employee in the performance of their duties.
2. Theft or loss of any item from a field office.
3. Theft or loss of a parole officer badge or credentials.
4. Theft or loss of a case file, road book or other material of a confidential nature.

The immediate supervisor will verbally inform the District Supervisor of any incidents of a serious nature.

A written report of the telephonic report to Central Office is to be submitted by the staff member involved to the immediate supervisor and District Supervisor within five working days of the incident.

Compromised Parole Offices

If the security and/or safety of parole staff and/or parole offices are compromised, the following protocol will be followed.

- If a crime has been committed or is imminent, immediately contact a law enforcement agency that has jurisdiction. If a crime is suspected, discuss the need with a supervisor before calling law enforcement.
- Contact Parole Services supervisors to also report the incident.
- Conduct an inventory of equipment to determine if anything is missing.
- Complete a detailed incident report pursuant to DOC Policy Directive 303.01.
- Fully cooperate with any criminal and/or DOC investigations.

Professional Appearance of Office

All Parole Offices are to be neat, clean and reflective of a professional operation and atmosphere. Walls should not be cluttered. Paintings, pictures, plaques, etc. should be displayed in an attractive manner so as to maintain good office appearance. Desks, tables, cabinets and other areas including reception, conference and break rooms should be maintained in an orderly fashion.

Monthly and Weekly Reports (Supervisors and Training Officers Only)

Report & Due Date	Send To
Monthly Parole Statistical By the 12 th of the month	Director of Research
Report of Monthly Activities By the 12 th of each month	Deputy Commissioner for Institutional Operations & Director of Research
Weekly Activity Report By 10:00 a.m. each Monday for the previous week	Commissioner & Director of Parole Services
Monthly Time Sheet By the 5 th each month	Director of Parole Services
Parole Jail List By the 5 th of each month	Director of Parole Services
Training Report By the 5 th of each month (by Parole Services Training Officer)	Training Academy, District Supervisor & Regional Director
Weapons & Chemical Agent Inventory By the 10 th of each month (by Parole Services Training Officer)	Training Academy & Director of Parole Services
Weekly Time Sheet (Overtime) By the end of the pay period or monthly if desired by employee	Director of Parole Services

Copies of all reports shall be sent to respective District Supervisors.

Hepatitis B Vaccination

Each Parole Services employee that has regular contact with probationers and parolees is required to fill out and sign a request for vaccination (attachment A) or waiver form (attachment B) if the employee declines to be vaccinated. Forms should be provided by the Training Coordinator to each new employee with a return to the Training Coordinator within ten working days of receipt. IN addition to training by the Corrections Academy on communicable diseases, the Training Coordinator will supply reading material along with attachments A&B to inform the employee of the risks of the disease if not vaccinated.

It will be the Training Coordinator's responsibility to keep up-to-date records on each Parole Services employee concerning Hepatitis B vaccinations.

HBV VACCINATION CONSENT FORM

_____ Consent
_____ Do Not Consent

I, _____, on the _____ day of _____, 20____ to the HBV Vaccination provided to me at no cost by Pennsylvania Institutional Health Services, Inc. (PIHS).

I further understand that I have the right to accept or refuse the vaccination as it is not mandatory that I accept the HBV vaccination.

I further realize that the vaccination will be given in three (3) injections by PIHS physician or designee as directed by the manufacturer and agree that PIHS is acting only as the Administrator of the vaccination and that the ramifications whatsoever concerning the vaccination or disease shall be the responsibility of the Manufacturer.

INDICATIONS AND USAGE: Vaccination is recommended for personnel who are or will be at increased risk of infection with hepatitis B including nurses, physicians, paramedical personnel, custodial staff, laboratory personnel, etc. This vaccination is effective only for hepatitis B and no other types of hepatitis.

CONTRAINDICATIONS: Hypersensitivity to yeast or any component of the vaccine.

PRECAUTIONS: Personnel who develop symptoms suggestive of hypersensitivity after an injection should not receive further injections of the vaccine. Personnel with any active infection should delay vaccination until recovered. The vaccine will only be given to pregnant or breast feeding personnel on the advice and written instruction of their attending obstetric or pediatric physician.

SIDE EFFECTS: The vaccine is generally well tolerated. No serious adverse reactions attributable to the vaccine have been reported. The most reported reactions have been local injection site reaction (i.e. soreness and related symptoms), headache, fever, fatigue/malaise, nausea, diarrhea, URI, and pharyngitis.

Employee Signature

Date

Adm. Signature

Date

ATTACHMENT B

OSHA APPENDIX A, SECTION 1910.1030 HEPATITIS B VACCINE DECLINATION
(MANDATORY)

I understand that due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring hepatitis b virus (HBV) infection.

I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease.

If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Employee

Date

Employee Awards

Employee awards for recognizing outstanding service to the Division of Corrections will be considered and issued within the guidelines of Division Policy Directive 129.10.

Employee of the Quarter

Any supervising employee of the Division may nominate any other employee for an award as defined in Policy Directive 129.10. Any nomination for Employee of the Quarter along with supporting documentation that justifies the nomination must be forwarded to the Director of Parole Services by the 20th day of the months of March, June, September and December of each year. The Director of Parole Services will be responsible for the selection of the Employee(s) of the Quarter and make his recommendation to the Commissioner of Corrections for approval and issuance of the Certificate of Commendation.

Employee of the Year

Selection for Parole Services Employee of the Year and our representative for the Division of Corrections Employee of the Year Award, will be made by a one-time automatic nomination of the Parole Officer, Support Staff Person or Supervisor with the most years of service to the Division of Corrections on December 1st of each year. Parole Services Employee of the Year will only be awarded once to an individual based on a seniority system. The senior nominated person must be free of any current or past disciplinary action for five years preceding the nomination and must have scored within acceptable limits on annual employee evaluations for five years preceding nomination. Supervisors of the nominated Employee of the Year will assist the employee with a written description and gathering supporting evidence of their time with Corrections. Information such as pictures, prior awards from work or community efforts, written testimonials from friends, family, co-workers and supervisors about accomplishments during his or her time with the Division, the work done inside the Division and outside with the Community would be pertinent. Our nomination and the information gathered will then be forwarded on to the Award Review Board of the Division by February of each year to be considered with Employees of the Year from other DOC facilities.

Other Awards

Other awards as outlined in Policy Directive 129.10 will be handled as directed and within the chain-of-command as described. Please refer to Policy Directive 129.10 and your supervisors for proper application of the many awards offered.

Emergency and Evacuation Procedures

General Rules for Emergency Evacuations

1. It is the responsibility of each employee to know the emergency and evacuation procedures if posted in your specific building or office. Checking procedures before an emergency situation occurs could prevent injury or death.
2. If your office building does not have evacuation plans in place, then you will need to become familiar with the following information in general and specific to your particular office for evacuation and what to do in case your office becomes unusable for temporary or longer periods of time.

Evacuation Information

1. In case of any emergency need to evacuate your building (fire, flood, bomb threat, etc.) call the emergency services phone numbers for the area affected. The immediate supervisor or senior employee at any affected office can make the decision to evacuate in an emergency situation. If time permits, prior notification of Regional, District or State supervisors should be attempted. Post-evacuation notification should always be made to a supervisor. Each staff member should familiarize themselves with evacuation shelters, Red Cross offices and the Salvation Army in your area in case of a national disaster/terrorist attack/war. Instruct family members where to meet you and have cell phone contacts, if possible.
2. Building occupants should take the following action during emergency situations or expected emergency situations unless such action would endanger their lives:
 - a. Close windows during fire or flood. Leave the windows as is during bomb threat evacuations.

- b. Place exposed records in cabinets or desk drawers to protect them against damage.
- c. Place documents not meant for public viewing in locked filing cabinets or in your personal possession.
- d. In the event of fire or flood, close but do not lock the door, when the last person leaves the room. Leave the doors open for bomb threat evacuations.
- e. Employees should leave the building at the nearest exit if possible, or an exit away from the safety threat.
- f. Designate a meeting point for all employees away from the building.
- g. If there are any fire doors, they are to remain closed. Do not prop open and close any that are found to be open.

After Action Plan

1. If evacuated parole offices cannot be used for temporary or extended periods of time, Parole Officers will use other local public buildings such as courthouses, jails, police departments in each county or parole region as contact points for supervised offenders.
2. Office duties can be performed at the nearest accessible parole office, any temporary makeshift offices that are approved for use or at the homes of staff, if approved. Office supplies can be retrieved from the nearest unaffected parole office.
3. Temporary arrangements will be made with the local phone company to forward local phone calls to the Regional or District Parole Offices.
4. Employees will use phone service to communicate and establish scheduled periodic communication with other employees, other agencies and supervised offenders as is needed to adapt to the situation.

Notification & Procedure

Supervisors should attach evacuation plans and after-action plans specific to the parole offices within their areas to this parole manual entry and make staff aware of its contents.

VICTIM SERVICES AND RE-ENTRY

The WV Division of Corrections is committed to providing services to the victims of crime. Through the WV Offender Reentry Initiative, the agency will provide information and services to empower victims from the onset and throughout their offender's incarceration through eventual transition and placement in the community.

- A. Every effort will be made to provide information and notification to the victims of offenders within the Division of Corrections. Two informational packets will be provided to victims throughout the course of their offender's incarceration, along with a letter to victims of offenders who are discharging their sentence.
 1. The first such packet, the Victim Impact Statement Packet, will be forwarded to victims of crimes **by parole officers** as the Post-Sentence Investigation is being conducted. This packet will consist of attachments from Policy Directive 457.06 and are:
 - a. Form cover letter for packet from Parole Officer (Attachment #3)
 - b. Frequently asked questions sheet (Attachment #4)
 - c. Victim impact statement (Attachment #5)
 - d. Notification form (Attachment #6)
 - e. Victim brochure
 - f. VINE brochure
 2. The second packet, the Parole Hearing Notification Packet, will be forwarded to victims of violent crimes (who have previously requested, in writing, notification) **by Institutional Victim Service Representatives** forty-five days prior to the offender's scheduled parole board hearing. This packet will consist of attachments from Policy Directive 457.06 and are:
 - a. Form cover letter for packet from Institutional Victim Service Representative (Attachment #1)
 - b. Vine services brochure
 - c. General parole information sheet
 - d. Frequently asked questions sheet (Attachment #4)
 - e. Safety tips sheet
 3. **Letter for discharges.** The Central Office Records Unit will send correspondence, approximately 30 – 45 days prior to the offender discharging, advising of the discharge date and that they may wish to contact the Victims Services Manager for more information on safety tips and planning.

- B. Appropriate procedures will be followed to provide that victims requesting safety-planning assistance receive such services in a timely, professional, and competent manner.
1. Requests for victim safety planning assistance should be referred to the Victim Services Manager, who will complete Part I of the "***Victim Safety Planning Referral Form***". The VSM will then forward the form to the appropriate DOC staff member trained in victim safety planning.
 2. The Victim Services Manager will further notify the appropriate community-based victim advocate that a victim has requested services.
 3. Upon receiving the referral, the assigned DOC staff member will make initial contact with the community-based victim advocate as well as the victim to schedule a date to conduct the safety planning session. Contact with the advocate and victim should be made within a week of referral.
 4. The assigned DOC staff member will meet with the victim and community-based victim advocate in a timely fashion that will allow for a safety plan to be constructed prior to the offender's release.
 5. Upon completion of the safety plan, the assigned DOC staff member will complete Part II of the "***Victim Safety Planning Referral Form***", and return it to the Victim Services Manager.
 6. The Safety Plan is the Victims decision and document, and a copy is NOT to be retained by DOC.
 7. Only those employees who have been formally trained to conduct victim safety planning will be asked to provide this service.
 8. A victim contact packet form must be completed and returned to the Victim Services Manager by the 3rd of each month.

Evidence and Contraband Management

Pursuant to Policy Directive 700.07 the following guidelines will be followed by Parole Officers when seizing evidence for revocation hearings or contraband that offenders are not permitted to possess under the conditions of supervision, including any item(s) whose possession is forbidden by any Federal, State or local law or any item(s) that can be used as evidence to support the Parole Officer's claim that the offender has possession of a prohibited item(s).

If the item(s) seized is part of an on-going criminal investigation by law enforcement then the item(s) becomes evidence and care, control and custody will remain with the investigating law enforcement agency throughout the investigation.

Contraband is any item(s) seized that an offender is not permitted to possess under the conditions of supervision and in some cases may be returned to the offender after the offender has discharged his or her sentence or the lawful owner of the contraband requests the item(s) be returned. Parole Officers will obtain permission from the Director of Parole Services in writing before any contraband is returned using the Request to Return Form. Once approval is received, the Parole Officer will complete the Property Disposition Report and the receiving party will sign this form before any items will be returned.

Every Parole Officer will have a secure evidence locker and all items seized by a Parole Officer that isn't turned over to law enforcement will be handled in a manner which preserves the chain of custody by the use of evidence bags and evidence tags using separate bags for each item seized. Suspected controlled substances will be turned over to law enforcement for lab analysis if possible. When parole officers confiscate property or money with a value of \$50.00 or more, the appropriate district supervisor is to be notified so that a decision can be made on the best way to have the property or money secured. Large sums of money or valuable property will not be secured in parole offices for significant lengths of time.

Access to Parole Officers' secured evidence lockers will be limited as to preserve the chain of custody and a Evidence Log Sheet will be maintained each time the evidence locker is opened and item(s) are added or removed.

Any item(s) that is no longer needed for evidentiary purposes will be disposed of after (1) review by the Director of Parole Services and (2) Permission obtained by a Circuit Court Judge. A request for disposal will be made in writing on the Request to Destroy Form to the Director of Parole Services. After receiving approval from the Director of Parole Services, the supervising officer will then seek a court order through the local Prosecuting Attorney's Office to destroy the item(s). Once received, the item(s) can be legally destroyed. The Parole Officer

will then complete a Property Disposition Report and the items shall be destroyed in an appropriate manner and witnessed by a least one staff member and documented. Each Parole Officer will maintain a separate file folder for Property Disposition Reports and the Destruction of Property Orders will be attached.

Contraband that isn't claimed by the offender after discharge of sentence or by the lawful owner can be destroyed after 12 months of discharge date using the same procedure as outlined above.

Unclaimed stolen items can be claimed by Parole Services pursuant to the Uniformed Unclaimed Property Act of 1997 administered by the State of West Virginia Treasurer's Office. Parole Officer's must have proof that the items are stolen before trying to claim them through the State of West Virginia Treasurer's Office.