

Chapter 2

• 2-02-300 Responsibilities/Functions of Civilian Personnel and Support Services

PURPOSE OF ORDER:

To establish the responsibilities of civilian staff. This order shall also provide a list of support services available at the Twin Towers Correctional Facility.

SCOPE OF ORDER:

This order shall apply to all personnel assigned to Twin Towers Correctional Facility.

ORDER:

The primary responsibilities of civilian personnel are to perform their specific job tasks and to immediately advise sworn security personnel on matters concerning safety, security or disciplinary infractions. Security regulations applicable to sworn personnel also apply to civilian personnel.

Civilian employees shall perform all assigned job tasks within the scope of their employment and are responsible to the Personnel Sergeant, Department Director, or designee (e.g., Custody Division, Medical Services, Food Services, Education Department, Inmate Services).

Support services personnel are made up of professionals employed by the Sheriff's Department to provide services and care for inmates in the custody of the Department. Their positions are required to provide the support services necessary to the operation of the TTCF. These positions include clerical, technical, supervisory and managerial assignments. Services that are provided include, but are not limited to: medical and mental health care, religious, commissary, culinary, and counseling.

Support services personnel have a professional responsibility to view all inmates as patients or customers and at the same time be cognizant of, and responsive to, the

security needs of the facility. All personnel (sworn and non-sworn) must work together to maintain quality care and services along with prudent security practices.

Significant points of conflict between custody and support services personnel shall be communicated to the Watch Commander and/or the Lieutenant in charge of that support service. It shall be the responsibility of the respective Lieutenant to coordinate the security function with the support staff.

Custody staff and support services personnel shall conduct themselves professionally in a spirit of mutual cooperation. The goal of all TTCF personnel shall be the smooth and effective operation of this facility.

Support services shall be provided by the following:

Medical/Mental Health Services

Shall provide trained medical/mental health staff members to administer emergency and basic health care, as needed, within the facility. The Medical Liaison Lieutenant and the LCMC Lieutenant shall act as liaisons with Medical/Mental Health Services staff.

Food Services

Shall provide trained culinary staff members to prepare and serve meals within the facility. The Facility Lieutenant shall act as a liaison with the Food Services staff and contract workers.

Sheriff's Facility Maintenance

Shall provide trained maintenance and mechanical personnel to maintain and service the facility. The Facility Lieutenant shall act as a liaison with the Sheriff's Facility Maintenance staff.

The following services shall be coordinated by Custody Division's Inmate Services Unit:

Educational Services

Inmate Services Unit shall coordinate educational programs for the inmates with the

Hacienda La Puente School District. Health/Science classes shall be offered in conjunction with regular academic achievement classes.

Religious Services

Services provided by Chaplains are: inmate counseling for spiritual, personal or family related problems, religious reading material, worship services, bible studies, death notifications, and family counseling. Chaplains shall not provide legal, bail bond, medical, psychiatric, marriages, money draw, personal care items, or inmate classification services.

Volunteer Organizations

Organized volunteer groups from the community shall, with the approval of the Division Chief, be permitted to visit inmates within the facility. The purpose of such visits shall include, but not be limited to, drug/alcohol rehabilitation, religious and educational programs for inmates.

Jail Stores/Commissary

Jail Stores provides necessary access to personal hygiene items along with writing, reading and other material for the inmates.

The Facility Lieutenant shall act as a liaison with the Inmate Services Unit.

• 2-03-300 Volunteer Organizations

PURPOSE OF ORDER:

To establish areas of responsibility for volunteer civilian personnel rendering educational and rehabilitation programs within the Twin Towers Correctional Facility (TTCF).

SCOPE OF ORDER:

This order shall apply to all personnel assigned to TTCF.

ORDER:

Organized volunteer groups from the community shall, with the approval of the, Office of Religious and Volunteer Services (RVS) be permitted to visit the TTCF. The purpose of such visits shall include, but not be limited to rehabilitation and educational programs for inmates.

Alcoholics/Narcotics Anonymous

Alcoholics/Narcotics Anonymous meetings are conducted by members of the Central Hospital and Institutional Committee, under the supervision of a panel leader. The panel leader shall be appointed by the Committee, and must be acceptable to the facility that is being served. No member shall be admitted to the facility unless they have been approved RVS.

No committee member of A.A./N.A. on parole or probation shall be allowed to attend an A.A./N.A. meeting in any correctional facility without advance clearance by the Facility Commander or Division Chief.

Printed instructions compiled and edited to meet the specific requirements of each separate institution shall be furnished by the Central Hospital and Institutional Committee to all authorized panel leaders.

Alcoholics/Narcotics Anonymous case histories, life stories, and/or A.A./N.A. general information are the main topics of any A.A./N.A. meeting conducted within all institutions.

Inmates requesting "sponsorship upon release" or other A.A./N.A. personal contact should be referred to the telephone numbers of the Los Angeles A.A./N.A. Central Office, which has a "Sponsorship Upon Release" list and contact procedure available.

A.A./N.A. personnel may provide individual counseling or group meetings through closed circuit television under the supervision of the TTCF Inmate Programs staff.

Friends Outside

Friends outside is an organization which acts as a liaison between the facility and the families of inmates housed at TTCF. When the group is contacted by a disabled or infirm family member of an inmate, they work to set visiting appointments for the family member. Additionally, they provide transportation and escort for the family member to, from, and within the facility. Members of Friends Outside shall be allowed to escort family to the visiting area and shall be allowed to remain for the duration of the visit. These individuals do not count as one of the two visitors allowed to see the inmate.

Appropriate security checks shall be made, prior to admittance, of all individuals participating in such volunteer programs.

Access to Inmates

Volunteers providing these services shall be granted access to the inmates absent emergent or justifiable circumstances, which shall be approved by the floor sergeant. When any circumstances arise that prevent volunteers from seeing inmates, the following shall be adhered to:

1. Advise the floor sergeant of the circumstances in an effort to re-direct the volunteer.
 2. Make a notation as to why the meeting/service could not be conducted and who was notified in the e-UDAL.
 3. When accommodations cannot be made, the floor sergeant shall notify the watch commander. The watch commander shall make a notation in the watch commander's log to indicate the reason why the meeting/service had to be canceled.
-