



**RELIGIOUS SERVICES VOLUNTEERS
SECURITY TRAINING
HANDBOOK**

(Teachers Copy)

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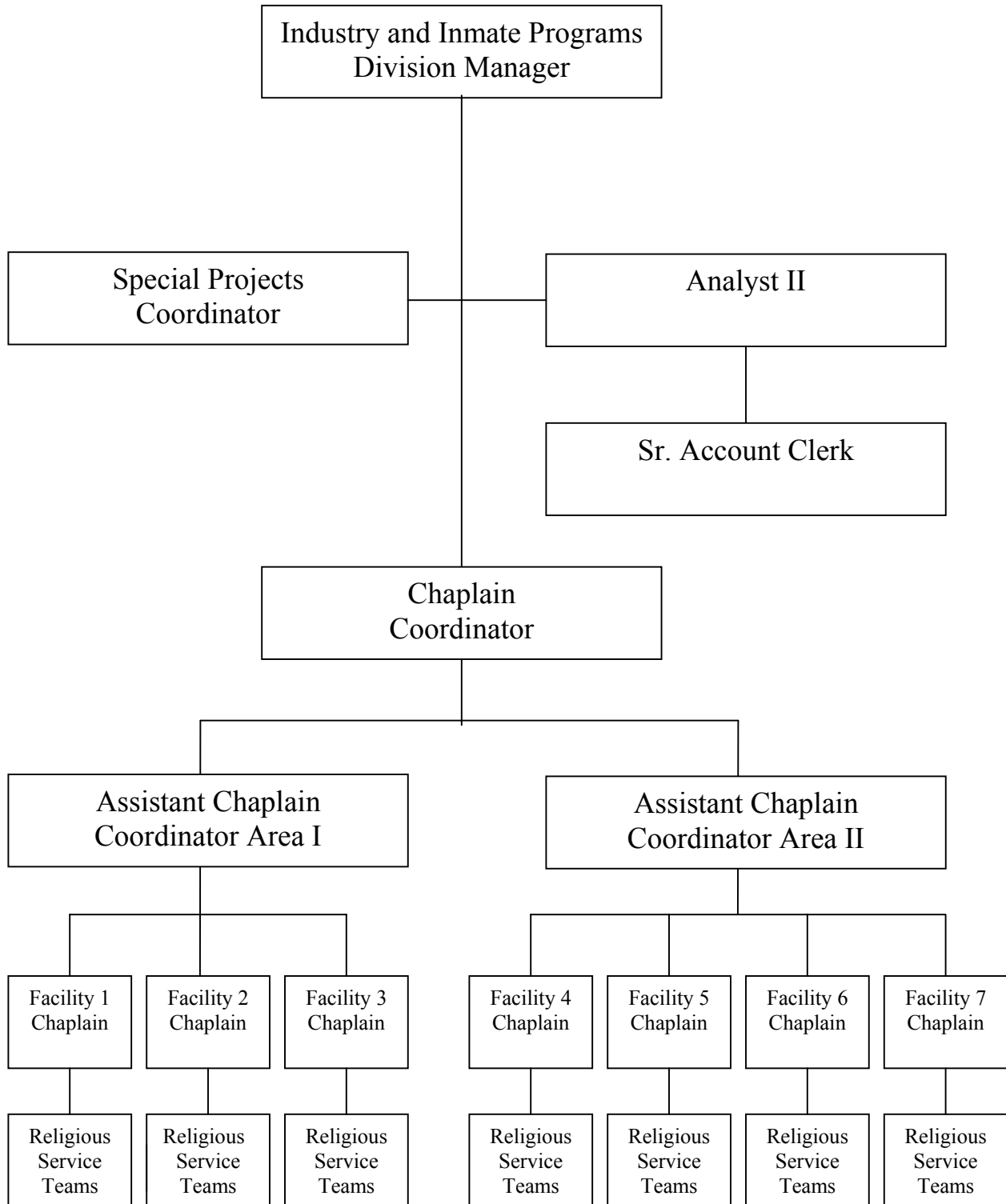
STATEMENT OF PURPOSE AND POLICY

Over the years, (Your Correctional Institution) has provided access to chaplains and religious services volunteers by giving groups a place to meet and allocated scheduled time so that programs can be maintained. That was the extent of the (Your Correctional Institution) staff involvement. We have become aware that the chaplain's staff and religious services volunteers need much more than a place to meet in order to address the challenges of their task in a way that upholds the standards and integrity of the department. So, recently the industry and inmate program manager has focused on providing the necessary components needed to coordinate, train, and manage the chaplains and religious services volunteers. Putting these components in place and maintaining policy as it relates to the provision of inmate religious services is the major focus of this department.

The unique nature of the environment, staff, and inmates perpetuate the need for security in the operations of detention facilities. These operations procedures require an extensive set of rules. In addition, the standards for anyone choosing to work for a correctional institution are high, and to some extent, restrictive. Training is needed so that chaplains and volunteers can learn to work with correctional personnel as part of a team within the unique environment of the institution. As volunteers, it is imperative that you understand that security and safety are the primary concerns of the institution, and that your volunteer work assumes a role of secondary importance. Your goal is to effect positive change in the lives of the inmates with whom you will be working, thus aiding in the reduction of recidivism. At the same time, you will be interfacing with the facility staff to comply with departmental requirements. It is the purpose of this training program to provide a practical guide that will help the chaplain and religious services volunteer obtain the knowledge and skills that will become a foundation to meeting the needs of the inmates within the system.

It is the direct policy of this correctional institution to provide religious services to all inmates who require them, and to do so in a way that assures the constitutional rights of each inmate. These assurances are delineated by legal parameters and restricted only by policies related to the safety and security of other inmates and staff in the normal operation of the specific detention facility. **Commandment 1 (Thou shall uphold security as they number one priority when thou art in the institution)**

**INDUSTRY AND INMATE PROGRAMS DIVISION
RELIGIOUS SERVICES UNIT
ORGANIZATION CHART**



THE CHAPLAINCY

General Chaplains' Duties

1. Coordinate and train volunteers from various religious organizations in the community for worship services.
2. Ensure that all volunteers understand security rules and ministry policies. Commandment # 1
3. Ensure that volunteers enter the facilities on schedule and depart at the proper time. Commandment # 11
4. Ensure that the religious services being provided meet the policies handed out in the volunteer training.
5. Ensure that **ALL** materials used have been pre-approved by the chaplain coordinator. Commandment # 3
6. Keep accurate records on volunteers and monthly schedules. Commandment # 12
7. Provide religious counseling for inmates. Counseling inmates individually takes up the greatest block of time in a chaplain's work schedule. Proper files must be kept on these interviews, allowing other chaplains to maintain continuity in counseling the same inmates.
8. Maintain a good relationship with all personnel in the institution working with them as part of a team effort. Contribute to a peaceful atmosphere while providing good ministry to the inmates. Commandment # 9
9. Attend all scheduled training to expand and update skills in order to provide more effective ministry.
10. Develop the ability to work well interdenominationally. Maintain a resource list approved by chaplain coordinator.
11. Maintain an awareness of personal and facility security. Commandment # 1
12. Safeguard equipment and keys.
13. Report security and safety problems as soon as they are observed.
14. Provide the chaplain coordinator, facility counselor, and institution with a schedule of your hours. If there is any schedule change, or you are unable to report to work, notify your chaplain coordinator. Regularity and dependability are keys to good ministry.

15. Maintain a willingness to LEARN, CHANGE, and SERVE.
16. Summon leaders of other faiths per requests of the inmate; maintain a resource list approved by the chaplain coordinator
17. Provide religious materials as approved by the chaplain coordinator.
18. When the chaplain and the inmate being individually counseled are not of the same gender, a second staff member of the same gender as the inmate must be present.

Application Requirements for Chaplain

1. Have a minimum of one-year experience working within a detention facility, in one of the following categories:
 - a. Worship Team Member.
 - b. Bible Study Teacher.
 - c. Religious Services Volunteer.
2. Able to meet correctional security standards.
3. Able to submit to abstaining from teaching denominational distinctive or arguable doctrines.
4. Graduation from a four-year college or university with a major course work in theology.

Application Requirements for Facility Chaplain

The same requirements as a chaplain, except that facility chaplains should be:

1. Ordained from a religious organization or have a letter from their religious organization stating they are qualified to represent that organization in a leadership role.
2. Have at least two years experience as a chaplain in a detention facility.
3. Have completed one year of theology, seminary, or specialized ministerial training course.

Required Background Investigation

Chaplains and religious services volunteers will be admitted into this correctional system only after successful completion of a training program, warrant, and record check. Applicants must submit a completed application form, along with a copy of their driver's license. Record checks normally require 30 days for processing. Persons who fall within the following criteria will not be admitted:

- Persons with outstanding arrest warrants
- Persons currently on parole or probation
- Persons who have been incarcerated in any facility within the last three years
- Persons who have used an illegal controlled substance within the last three years
- Persons who are currently being treated for psychiatric disorder
- Persons who have ever been convicted of murder
- Persons who have ever been convicted of a weapons law violation
- Persons who have ever been convicted of a sex crime
- Persons who currently have a relative incarcerated in this institution.

GENERAL SECURITY REGULATIONS

Searches

All persons entering a correctional institution are subject to search at any time, without prior notice or warrant. Any article or container taken into any facility may be searched at any time, without prior notice or warrant.

**IT IS A FELONY TO BRING ANY WEAPON,
ILLEGAL DRUG, OR EXPLOSIVE DEVICE
INTO A CORRECTIONAL INSTITUTION.**

Only those items necessary in the performance of regular duties may be taken inside the facility. Any item that can be used as a weapon must not be taken inside the facility.

Key / Control Cards

Religious service volunteers will not be issued keys or control cards to spaces inside security.

Inmate Rules and Regulations

1. Criminal acts committed or attempted while in custody will be prosecuted.
2. Inmates must obey verbal orders and instructions given by Sheriff's Department employees.
3. Do not make or have anything that is contraband or could be used as a weapon.
4. Do not molest, harass, threaten, abuse, or do anything harmful to another inmate, or engage in horseplay.
5. Do not alter, deface, or destroy any property.
6. Smoking and possession of any tobacco product is prohibited.
7. Inmates are permitted to have up to \$200 in cash in their account.
8. Do not use indecent language or make excessive noise.
9. Inmates must show respect for all employees. Employees will be addressed as Mr., Officer, Ma'am.
10. Any form of gambling is prohibited.
11. Money transactions between inmates for any reason are prohibited.

12. Living quarters must be neat and clean at all times. Inmates will be responsible for their own bunk and the area immediately surrounding it.
13. Do not talk or move about during count.
14. Inmates are not allowed to exchange personal belongings with each other at any time.
15. Inmates must be clean and well groomed at all times; however, barber work will not be permitted except in the barbershop.
16. When leaving sleeping area, Inmates must be fully dressed.
17. False claims of illness may result in disciplinary action.
18. Obey all signs and deadlines. Inmates may not enter restricted areas.

Contraband

Many items that are considered harmless and insignificant in the outside community are classified as contraband within a correctional institution. Items that could constitute a security hazard if lost or stolen by inmates shall not be taken inside security. Questionable items must be presented to personnel for inspection prior to entering security. Generally, any items not issued to the inmates or that they are able to purchase from commissary, are considered to be contraband. Candy is contraband.

Physical Contact

Religious services volunteers shall not make physical contact with an inmate, with the exception of a handshake. **Commandment # 5 - (Thou shall have no physical contact with the inmates other than a hand shake)**

Confidentiality Commandment # 6 - (Thou shall not make promises that thou can not keep)

Information from inmates is generally held as confidential, with the following exceptions:

- Any indication that an inmate may be contemplating suicide must be reported to security personnel first and then the chaplain.
- Any indication that an inmate housed in general population is showing signs of instability due to mental illness must be reported to a correctional officer.
- Any indication that an inmate housed in general population is homosexual must be reported to a correctional officer.
- Any indication that an inmate is in imminent danger of assault must be reported to a correctional officer.

- Any indication that an escape or disturbance is being planned or is about to occur must be reported to a correctional officer.
- Any condition or situation threatening the safety or security of facility personnel or inmates must be reported to a correctional officer.
- If any of the above incidents occur, notify the facility chaplain.
- If the chaplain is taking negative news to an inmate that might affect the inmate's behavior, then the security staff must be informed in advance. Examples of this type of news might be a death in the family, notice of illness to someone close, notice of divorce, or child custody settlement, etc.

OPERATIONS

Access Supervision of Religious Services Volunteers

Religious service volunteers must be kept under the supervision of a regular, full time facility chaplain or his/her appointee. The facility chaplain or his/her designee must ensure that all volunteers follow established rules and procedures. Should a chaplain become aware that a volunteer's conduct, activity, message, or sermon is agitating, or could precipitate an inmate disturbance, or violate departmental policies, he/she must immediately intercede and terminate that activity. If any such action is taken, the chaplain coordinator must be notified.

Religious service volunteers must assemble and enter a facility in one group. The chaplain or his/her designee must meet the group at the facility entry control point and escort them into the facility. Late arrivals will not be admitted. The chaplain or his/her designee must escort the group out of the facility at the completion of the service.

Unauthorized entry into a restricted area within any facility may result in loss of entry privilege to all facilities and permanent suspension of participation in any chaplaincy activity with the Sheriff's Department. Chaplains are responsible for all actions of the religious services volunteer. **Commandment # 1**

Chapel Procedures

1. Religious services volunteers who participate in the service must be on the approved entry list and have received the appropriate training.
2. Religious services volunteers and their group leader must arrive at least 30 minutes before they are scheduled to start the service.
3. All services shall have a chaplain or his/her designee present to accompany the group into the chapel and render assistance as needed. Some facilities will require an escort to the chapel area.
4. Religious services volunteers will dress neatly and in good taste.
5. The service must begin on time and end on time. **Commandment # 11(Thou shall always begin and end on time.**
6. There is to be no physical contact (except hand shaking) between the religious services volunteers and the inmates during or after the service. **Commandment # 5**
7. All religious services volunteers are to participate in the service. No observers!
8. Religious services volunteers are not to enter the facility if they have a relative who is an inmate there.
9. The service should have quality preaching, music, and testimonies when

available. Services will be run in a manner that in no way disrupts or disturbs other inmates or staff. **Commandment # 10 (Thou shall not let the inmates run the service)**

10. Religious services volunteers will not preach or teach in a way that would offend other religious groups. **Commandment # 9 (Thou shall treat all persons inside the institutions with respect)**
11. All religious services volunteers must be at least 18 years old to enter the facility.
12. Religious services volunteers are not to give out their home address or phone number. Church addresses may be given out by the chaplain. No proselytizing. **Commandment # 2 (Thou shall not bring anything into the institution nor shall thy take anything out of the institution for the inmates)**
13. Group members must remain with the group at all times. No religious services Volunteer is permitted to leave the chapel area without an escort.
14. Any required reports will be filled out completely by the team leader prior to leaving the facility, and given to the chaplain staff. **Commandment # 12 (Thou shall always turn in thy report before thou leaveth the institution)**
15. Chaplains shall make sure that chapel services end on time, and that the services do not conflict with lockdown. The chapel must be cleared of inmates fifteen minutes before any scheduled lockdown. **Commandment # 11**
16. The religious services volunteer must work together in a cooperative manner with those correctional staff in charge of custody. A good rapport with facility staff should be maintained. **Commandment # 9**
17. All materials must be pre-approved by the facility chaplain before they can be used. **Commandment # 3 (Thou shall always get approval from the Chaplain before giving inmates any religious material.**
18. Any direction from facility deputies is final, whether the religious services Volunteer agrees or not. **Commandment # 1**

Items Provided to Inmates

Religious services volunteers shall not give anything to inmates, other than religious materials approved by the chaplain. Approved, soft-covered Bibles will be given to the inmate upon written request to the chaplain. Inmates may receive soft-covered materials mailed directly from the publishing source.

Chaplains, not religious services volunteers, may distribute application forms for after-care and social services programs. All materials must be approved by the facility chaplain. **Commandment # 3**

Religious services volunteers shall not pass on any item obtained from friends or family of inmates, whether the item is religious or non-religious in nature. **Commandment # 2**

Religious services volunteers shall not give any item to an inmate that is not available generally to all inmates. Items that are unique, special, personal, valuable, or are intended for the personal possession of one particular inmate, shall not be provided. All items to be given to the inmates must be cleared with the facility chaplain.

Commandment # 2 & 3

All religious materials are subject to security inspection and approval by the Religious Services Unit. Any item that may be agitating or controversial to any portion of the inmate population will be excluded. Any item that may present a security hazard will be excluded.

Family or friends attempting to provide religious materials from the outside shall be advised that sufficient religious materials of all faiths are available free of charge to the inmate.

Religious services volunteers shall not accept any personal item to be passed on to an inmate. This exclusion also applies to health care items such as eyeglasses, false teeth, hearing aids, prescription drugs, etc. Referral for such items would be the chaplain. **Commandment # 2**

Indigent Inmate Supplies

The issuance of indigent inmate health care items including stamps, pencils, paper, and envelopes, is the responsibility of security staff. These items are intended for inmates without funds. Requests for these items will be referred to the correctional counselor.

Items Accepted from Inmates

Chaplains shall not accept any non-religious item from any inmate.

Inmates attempting to pass on items or send mail shall be directed to contact a correctional officer regarding proper procedures. The chaplain will inform security staff of such a request. **Commandment # 2**

Monetary Transactions

Chaplains shall not enter into any monetary transaction with an inmate. Chaplains shall not add or remove funds from an inmate's account for any reason. Inmates may be referred to the outside organizations for assistance in financial matters.

Inmate Personal Property

Religious services volunteers shall not remove or deposit any item into an inmate's property for any reason. Religious material, which has the name and booking number of the inmate, will be considered personal property of the inmate.

Legal Matters

Religious services volunteers shall not assist inmates in legal matters. Religious services volunteers shall not act as legal runners or provide legal research.

Fraternization

Religious services volunteers shall maintain a professional, spiritual, business relationship with inmates and their families.

Demeanor and Appearance

Religious services volunteers shall maintain proper demeanor with all inmates in custody and shall perform their duties in a mature, professional manner.

Religious services volunteers are expected to show tolerance and respect for the beliefs and practices of religions other than their own. **Commandment # 9**

Religious services volunteers are expected to maintain professional appearing dress and grooming standards. **Commandment # 4 (Thou shall always dress modestly and professionally)**

Criticism

Religious services volunteers shall not, in the presence of any inmate, criticize the Sheriff's Department or actions of any member of the department. **Commandment # 7 (Thou shall never take sides with the inmates against the authority over them)**

Inmate Complaints

Religious services volunteers shall not accept or mediate inmate complaints. Inmates having complaints as to conditions of confinement shall be advised to contact a correctional officer regarding the complaint.

Smoking Prohibition

Smoking is prohibited inside all custody facilities. Cigarettes, matches, and all tobacco products are contraband. Cigarettes and matches shall not be brought into the facility.

15 Minute Break

Solicitation of Funds

Religious services volunteers shall not request or require a pledge of funds, donation, or tithe.

Inmate Marriages (I personally discourage inmate marriages)

Religious services volunteers receiving questions about inmate marriages will instruct the inmate to send an inmate request to the chaplain.

Emergency Procedures

Each facility maintains site specific emergency procedures for situations such as riots, fires, escapes, natural disasters, etc. Facility chaplains shall obtain site-specific instructions as to emergency procedures from their facility watch commander. The telephone number for the facility main control must be memorized or kept immediately available.

The following security procedures apply in all facilities:

- All emergency situations must be reported to the facility main control immediately upon being discovered. Do not assume that someone else has already reported the emergency.
- All fires must be reported immediately, including those that appear small or have been put out.
- Upon becoming aware of a lock down or evacuation of personnel, when no correctional personnel are immediately present, check in with the nearest officer control station, or the facility's main control. Do not move from your present location unless you are directed to do so.
- Chaplains supervising civilian volunteers during an emergency must assemble the group, keep them together, and follow the instructions of security staff.
- The Sheriff's Department will not allow an inmate to escape or gain an advantage as a result of taking anyone hostage.
- Normal activities and scheduling of activities are generally suspended during emergencies. Facility access may be temporarily denied.

Teaching

1. Teach a message that is practical and pertains to life situations. Inmates don't need heavy theology.
2. During religious study times, it is a good practice to ask questions and listen closely to the inmates' answers. Do not let the inmates take over the class. You are the teacher. **Commandment # 10**

1. Do not allow inmates to talk when you are teaching. You must control the meeting. Some inmates use the religious studies and worship services as times to get together with their friends from other areas of the facility. If they want to talk, ask them to leave. If necessary, ask for assistance from a correctional officer.

Commandment # 10

Procedures for Special Events

1. Before making plans for any special program, the religious services volunteer will check with the staff personnel and chaplain to see if he/she thinks it would be proper and in accordance with institution policies. **Commandment # 8 (Thou shall always go through established channels)**
2. Once the event has been approved, the chaplain coordinator will make the necessary arrangements
3. All who enter the facility must receive a security clearance. The information necessary to process a security clearance is as follows:
 - a. Full name
 - b. Social Security number
 - c. Date of birth
 - d. Copy of CA driver's license.
4. This procedure shall not be used to circumvent the existing procedures for listing approved entry applicants.

Situations of Discernment **Commandment # 6 (Thou shall not make any promises that thou can not keepeth)**

1. Homosexual inmates need to know that their lifestyle is kept confidential. If you know that a homosexual inmate is mixed in with the regular population, it is important to inform the security staff immediately. This situation could cause fights in the modules among the inmates.
2. If during a conversation you are told that an inmate has been exposed as a child molester, you *must* make sure that the security staff is notified immediately, as that inmate's life may be in danger. This must be kept confidential.
3. If inmates tell you that they have AIDS, you are to keep this information confidential. If they ask for services related to the condition, the proper referrals will be made to the facility correctional counselor.

4. If inmates tell you that they fear for their lives, or are thinking of trying to escape or commit suicide, you must notify the security staff immediately.
5. When an inmate tells you about a potential riot, you need to keep the inmate's name confidential (except from security staff) and notify the security staff immediately.
6. There are many situations that may arise for which there are no written directions. If you are not sure what to do, ask your chaplain. You should never take decisions lightly that could adversely affect your ministry and the department.

Lines of Responsibility

1. Please remember that as volunteers, we are to obey all rules, regulations, and security procedures. Any orders given by any sworn correctional officer in the Your Correctional Institution must be obeyed. **Commandment # 1**
2. All religious services volunteers are to coordinate their ministries through the facility chaplains, chaplains, and chaplain staff. **Commandment # 8**
3. All chaplains and chaplain staff are to coordinate their ministries through the facility chaplain.
4. All facility chaplains are to coordinate their ministries through the chaplain coordinator.
5. The facility chaplain of each facility is to coordinate the religious volunteer services in his/her facility for time and space that is available for ministry with the correctional counselor.

Emergency Release

If you are informed that an inmate's relative has died or is very ill, and that inmate wants to attend the funeral, etc., you must refer the inmate to the chaplain.

INFORMATION ABOUT INMATES

1. These inmates are here because they are unable to maintain boundaries that are placed on them by society. As preachers, teachers, and counselors, it is important that you recognize that this is an underlying issue in everything they do. In view of this, your efforts should be focused on teaching them the value of living within the boundaries placed on them, and how to live within those boundaries whether or not doing so meets their immediate needs. Allowing inmates to go outside the boundaries placed on them in your dealings with them is unacceptable.
2. Understand the basic inmate profile. They will frequently have many of the following qualities:
 - a. Usually not well educated (average sixth grade level).
 - b. Come from an impoverished background.
 - c. Have had many failed relationships.
 - d. Usually have an anger problem.
 - e. Have low self-esteem.
 - f. Feel they have sunk too low, that they are unredeemable.
 - g. Have wrong ideas about God (are harsh, angry, etc.).
 - h. Their main focus is on selfish needs.
3. Because of the rapid turnover in the jail system, the religious services volunteer should understand that:
 - a. This may be the only time that the inmates will be seen.
 - b. They may have waited a long time for this service.
4. Facts about those inmates who succeed on the outside
 - a. They had a lot of help.
 - b. They found a religious organization connection that gave them support.
 - i. The support was both spiritual and material.
 - ii. The help was freely given for as long as it was needed.

- c. They used a lot of self-discipline and patience in turning themselves around and it was not easy.
5. Facts about those inmates who do not succeed on the outside.
- a. They fail to become involved with a religious organization.
 - b. They fall away from the healthy devotional habits they developed in jail.
 - c. They do not avoid situations that would lead them into trouble.
 - d. They have no job or trade.
 - e. They resume using drugs, alcohol and other antisocial behaviors.
 - f. They have no one to talk to; no friends, family, or community.
 - g. They do not believe in themselves. They have no self-confidence.
 - h. They return to their previous destructive life patterns.
6. Religious organization: It is very important for people who have made a commitment to have an ongoing connection with a religious organization of their choice on the outside. These people need to find a Big Brother or Big Sister who is mature and can help the ex-inmates keep on the straight and narrow path. The ex-inmates will be responsible to their Big Brother/Sister for the way they use their time and what is going on in their lives. They must interact with the Big Brother/Sister on a regular basis.
7. Decision Making
- a. The longer people have been incarcerated, the harder it becomes to make decisions on their own. For years, someone has been telling them when to get up, when to eat, what kind of work they will do, etc.
 - b. The inmates imagine that they will easily land high-paying jobs when they get out of jail.
 - c. The inmates imagine that their families will readily accept them back into the fold and that they will be able to pick up where they left off. (In truth, they must earn their way back in.)
 - d. Ex-inmates must realize that it is very easy to return to jail.

ADMINISTRATION

Staff Relationships

When starting to work in a facility, the religious services volunteer should get to know the chaplain and correctional staff at the facility.

Reports

1. Reports are required identifying team members, hours in the facility, and the number of inmates participating in the service or study. A form will be provided.
2. We need this information properly filled out and turned in to the office of the chaplain before you leave the facility. **Commandment # 12**
3. This information will help the Sheriff's Department to see the impact we are having in the detention facilities. It will also help us evaluate our ministry.

Dress Code **Commandment # 4**

1. Appropriate clothing is required. Religious services volunteers are expected to dress in a professional manner. Basically, men should wear slacks and a dress shirt. Women should wear appropriate, modest dresses or dress slacks.
2. If you can show the inmates that you care about them and that they are important to you even in your appearance, and if you are the best ambassadors that you can be, then perhaps you will be successful in helping these inmates to turn their lives around

Time Commitment

This commitment should not be taken lightly. We ask you not to commit to this ministry unless you fully expect to be able to fulfill your commitment on a consistent basis. We know there will be emergencies, etc., but consistency is a necessity. Be on time.

Commandment # 10

Training Programs

Facility chaplains should have meetings at least twice a year with their volunteers to deal with their individual facilities, each having unique procedures and problems.

Public Relations

Any request of any religious services volunteer for an interview or statement to the media must be referred to the inmate services manager's office.

RELIGIOUS SERVICES VOLUNTEER WAIVER

I _____ defend, indemnify, and hold harmless the Your Correctional Institution against any claim, demand, damage, or action arising out of my performing religious services volunteer duties.

The signing of this consent shall acknowledge my reading and understanding of the "Religious Services Volunteer Training Handbook" number _____. By my signing this consent, I receive this document as my personnel property.

I agree and consent to abide by the requirements of the "Religious Services Volunteer Training Handbook."

Dated this _____ day of _____ 200__

Signed _____

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