### DEPARTMENT OF CORRECTIONS
### Programs

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<tr>
<th>Title: Volunteer/Student Interns</th>
<th>DOC Policy: 90.2.6</th>
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<td>Effective: 10/16/13</td>
<td>Supersedes: 7/20/11</td>
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<tr>
<td>Applicability: All Department Staff, Volunteers, and Student Interns</td>
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**Directives Cross-Reference:**
- Rule: Volunteer/Student Intern – Div 15
  - Facility Access – Div 16
  - Visiting (Inmate) – Div 127
- Policy: Investigations – 70.1.4
  - School to Work – 20.4.13
  - Volunteers Services/Student Interns (Comm Corr) – 50.1.4
  - Donations – 30.1.7

**Attachments:**
- Attachment A – Volunteer Process / Record and ID Card Process
- Attachment B – Facility Orientation
- Form – Volunteer Application (CD 1363)
- Form – Volunteer/Student Intern Position Description (CD 1362)
- Form – Volunteer Program LEDS Information (CD 1532)
- Form – Volunteer Statement of Professionalism (CD 1590)
- Form – Notice of Volunteer-Inmate Relationship (CD 1614)
- Form – Employee as Volunteer Position Description (CD 1626)

### I. PURPOSE

The purpose of this policy is to define and establish procedures for the volunteer/student intern program for volunteers and student interns working inside DOC facilities or assisting with transition from prison to the community.

### II. DEFINITIONS

A. **Affiliation:** An organization; such as a school, college, university, agency, faith group, spiritual group, 12-step program, non-profit corporation or foundation, or similar type organizations, that has defined structure and recognition as a legitimate organization in the community. Affiliation-sponsored programs belong to the affiliation and not to the volunteers who staff them.

B. **Department Supervisor:** A Department of Corrections employee who is responsible for the activities and programs provided by volunteers while inside the facility.

C. **Endorser:** An official of the volunteer’s affiliation who has the authority to certify that the volunteer is endorsed by their organization to provide services for inmates. If the volunteer is the endorser for the affiliation, another official of the affiliation must provide the endorsement.
D. Facility Volunteer Coordinator: A facility staff person appointed by the facility functional unit manager, who as part of his/her job, assists the volunteer program manager and volunteer program representatives in conducting the volunteer program at a particular facility or functional unit. Functional units may also have volunteer coordinators.

E. Home for Good in Oregon (HGO): A Religious Services’ transition program that connects releasing inmates with spiritual mentors, faith-based organizations and community services in the communities to which they return.

F. LEDS: Law Enforcement Data System.

F. Offender: Any person under supervision who is on parole, post prison supervision, transitional leave, local control and/or probation status.

H. Program Manager: An Inmate Services employee assigned to oversee, manage, and conduct the volunteer program for the department. Whenever the term program manager is used in this policy it will be understood to mean program manager or designee.

I. Student Intern/Practicum: An approved student in a college or university who, as part of an academic program, donates time and effort to enhance the mission, activities, and programs of the department and to further his/her professional development. For purposes of this policy, wherever the term “volunteer” is used, it shall also apply to student interns.

1. This policy does not apply to a student that is receiving pay from or under contract to the department.

2. An intern must receive college credit for his/her service to the department.

3. This policy applies to students who require carded access to department facilities. All other interns are covered under the department’s policy on School to Work, 20.4.13.

J. Volunteer: An approved person who donates time, knowledge, skills, and effort to enhance the mission, activities and programs of the department. A volunteer serves at the pleasure of the department. A volunteer is not paid for their services, however paid ODOC employees may serve as volunteers as provided below. Unless otherwise specified, when the word “volunteer” is used in this rule, it refers to all categories of volunteers. The following are categories of volunteers:

1. Non-carded-volunteer: An individual who:
   • Participates in nonrecurring programs of limited duration
   • Volunteers less than six times a year
   • Is being evaluated for carded-volunteer status
   • Is a guest speaker. This is an individual that does not meet the security clearance of this policy, but is approved by the facility functional unit manager to enter the facility for each event.

2. Carded-volunteer: An individual who has completed volunteer training, an application, facility and functional unit orientation, and who has been approved by a functional unit manager.
3. Home for Good in Oregon (HGO) Volunteer: An individual who has completed the designated training, an application, has been approved by a department chaplain or designee, and is under the supervision of a department employee or agent.
   
a. An HGO volunteer may also be a part of a community based organization and may perform work for that organization that may be contrary to department rules, policies or practices. Such activities will not be grounds for dismissal as a volunteer.

K. Volunteer Information Management System (VIMS): A computerized database used to manage the volunteer program and control access of volunteers to facilities.

L. Volunteer Position Description: Form CD 1362 used to define the duties of a volunteer or student intern.

M. Volunteer Program Representative: An Inmate Services employee who reports to the program manager and assists in program development and management at multiple facilities.

III. POLICY AND PROCEDURES

   It is the policy of the Department of Corrections to utilize volunteers and student interns with appropriate training, guidance, and supervision as a means to enhance programs and further the mission of the department.

A. Program Structure

1. Volunteer Services is responsible for the administration, overall structure, and operation of the department's volunteer program with the exception of Community Corrections volunteers. Community corrections volunteers are covered under policy 50.1.4, Volunteer Services/Student Interns (Community Corrections).

2. The program manager oversees and provides direction for the volunteer program. Responsibilities include administration of the volunteer program, directive development, and interpretation of rules and policies that apply to volunteers.

3. The volunteer program representative assists with recruitment, training, and coordination of volunteers, development of department policies and procedures, and represents the volunteer program in the community.

4. The Volunteer Information Management System (VIMS) is used to monitor and control volunteer access to facilities. It is the repository of information on volunteers.
   
a. All department staff who have a business need may access VIMS, but changes to data may only be made by volunteer program staff or other staff designated by the program manager.

   b. Institution security staff will check all carded-volunteers in and out using VIMS.

5. Each facility shall designate a facility Volunteer Coordinator. The facility volunteer coordinator shall facilitate the volunteer training classes when offered at the
facility, arrange and schedule facility orientation, and arrange for volunteer ID cards and fingerprints. The facility volunteer coordinator will:

a. Arrange for initial LEDS, prepare visitor authorizations, and arrange escorts for non-carded volunteers;

b. Coordinate volunteer appreciation events at the institution;

c. Provide the program manager or program representative a roster of those who have completed facility orientation; and

d. Perform other responsibilities as assigned by agreement between the facility functional unit manager and the program manager.

6. The flow of the volunteer process is detailed in Attachment A.

B. Application

1. A volunteer must complete a volunteer application. A volunteer shall provide their driver’s license number and date of birth on the application for use in background checking. Failure to provide all requested information or sign all forms included in the application will result in volunteer status being denied. The completed application shall be reviewed and approved by the program manager or volunteer program representative to receive volunteer status.

2. A volunteer must disclose on the volunteer application any connection to department inmates such as friends, neighbors, relatives, co-defendants, and victimizers. The program manager will review this information to determine if the applicant should be approved as a volunteer.

3. A volunteer shall sign the Volunteer Program-Statement of Professionalism and Ethics form (CD 1590), attesting to maintaining the highest ideals of professionalism and ethics. Volunteers are expected to be true to the mission and values of the Department of Corrections and protect the safety and welfare of the public.

4. An employee making application to volunteer for the department must disclose their work relationship (past or present) with the department on the Volunteer Program application. Current duties of the employee shall be disclosed. A determination under the FLSA shall be made by the functional unit manager to determine if the volunteer assignment is appropriate and will not create and overtime obligation for the department.

C. Selection

1. Volunteers must have an affiliation that has sufficient knowledge of the volunteer to endorse the volunteer as a good role model who holds pro-social values, beliefs, and ideals. The volunteer must be an active participant of the affiliation’s activities in the community.

a. Affiliations must provide their volunteers with training on the material presented to inmates with the understanding that their materials must be delivered in such a way as to meet the correctional objectives of the department. Under the direction of the volunteer’s supervisor, the affiliation
will set and track goals, assure the integration of evidence-based principles and practices into what is delivered, and if appropriate, provide and use an approved curriculum.

b. The affiliation’s endorser or designee will report on the volunteer’s services to the volunteer’s department supervisor at least twice a year, and meet with their volunteer on a regular basis to assure compliance with this policy.

2. The potential volunteer will be interviewed by the prospective department supervisor. For an HGO volunteer, the interview will be done by a designated staff or agent.

3. Volunteers must be:

a. A USA citizen, legal resident, or in the country on a valid visa.

b. At least 18 years old. The functional unit manager may grant an exception if there will be no interaction between the volunteer and inmates.

4. Security Clearance Process: Volunteers and prospective volunteers must meet the following criteria:

a. LEDS: To clear LEDS, a volunteer must have:

   (1) No outstanding warrants or pending criminal charges.

   (2) No misdemeanor convictions in the past two years. No felony convictions or incarcerations in the past five years. The functional unit manager may, on a case-by-case basis, approve an individual with no felony convictions or incarcerations in the past three years.

   (3) No escape from a correctional facility. In the case of someone who walked away from a work crew, the functional unit manager may approve them to volunteer providing they are otherwise qualified under this policy.

b. LEDS (HGO): To clear LEDS, an HGO volunteer must have:

   (1) No outstanding warrants or pending criminal charges.

   (2) No felony or misdemeanor convictions in the past two years.

   (3) No escape from a correctional facility in the past three years. In the case of someone who walked away from a work crew, the functional unit manager may approve them to volunteer providing they are otherwise qualified under this policy.

c. No convictions for introduction or supplying contraband as defined in ORS 162.185; or possession, control or delivery of an explosive device or substance; or assisting an inmate to escape or unlawful departure from a correctional facility, including attempt or conspiracy of any of the above.
d. May be under supervision but with no parole/probation violations in the past two years, or one year for a HGO volunteer, and approval of his or her parole officer.

e. A prospective volunteer with a prior criminal conviction who performs services inside a correctional facility must have the approval of the facility functional unit manager at each facility where the service will be provided. The approval must be noted on the Volunteer Program LEDS Information form (CD 1532).

5. Driving record: A volunteer may not have been convicted of Driving Under the Influence of Intoxicants (DUII) in the past two years or Driving While Suspended (DWS) in the last year. The number and type of other driving offenses may be considered in determining if a volunteer is a good role model.

6. A volunteer may visit an inmate in accordance with the rule on Visiting (Inmate), OAR 291-127.

a. In the case of an immediate family member, a volunteer may not serve at the facility where the family member is housed.

b. An HGO volunteer may be on an inmate’s visiting list, but cannot work with an inmate through the HGO program nor, as a volunteer, access the facility where the inmate is housed without prior approval of the facility functional unit manager.

7. Additional Criteria:

a. A volunteer may not enter or serve in a facility where a co-defendant is incarcerated.

b. A volunteer who has been the victim of a crime may not volunteer at a facility where the perpetrator is housed.

c. An HGO volunteer may not work with a released offender who was a co-defendant in a criminal act.

d. An HGO volunteer who has been the victim of a crime may not work with the perpetrator.

e. No one shall receive volunteer status that has been determined by the department to have provided a controlled substance, drug related paraphernalia, or tobacco to an inmate or offender.

f. No one shall receive volunteer status that has been determined by the department to have engaged or allowed others to engage in a sexual or other inappropriate relationship with an inmate, or in the case of a HGO volunteer, a released offender.

8. Addictions Recovery/Self-Help Volunteers: Alcoholics Anonymous (AA), Dual Diagnosis Anonymous (DDA), Narcotics Anonymous (NA), Gamblers Anonymous (GA), Al-Anon, and other self-help volunteers must be able to verify that they have
had continuous sobriety/recovery under nonresidential, independent living conditions for the immediate past two years.

a. These volunteers must be actively involved in self-help meetings or similar activities in the community.

b. Self-Help volunteers must be recommended to the department by their Hospital and Institutions Committee (H&I) or Corrections Committee; or by written confirmation of sobriety by the volunteer’s sponsor and written confirmation of regular meeting attendance by those chairing the meetings in the community. Yearly verification of sobriety and meeting attendance is required.

9 Employees, ex-employees not terminated for cause, retired employees, other agency staff and contractors may serve as volunteers. Current employees who serve as volunteers must have the approval of the functional unit manager. The employee’s volunteer activities must be substantially different from his/her paid job responsibilities. As established under the Fair Labor Standards Act (FLSA) and DAS State Policy, 20.005.20, employees shall not be allowed to volunteer to do the same work as that for which the employee is paid. The differentiation must be noted in the Employee as a Volunteer Position Description form (CD 1626).

10 A student intern must be recommended by the appropriate official of the school, training program, mentorship or apprenticeship, or college or university where he/she is enrolled.

D. Training and Orientation

1. After volunteering at least two times and not more than six times, a volunteer must attend training approved by the program manager.

   a. The training must be completed within 60 calendar days. Exceptions may be granted by the program manager.

   b. If the volunteer has not completed the required training or been granted an exception, he/she may not continue to volunteer until training has been completed. Completion of volunteer training is a prerequisite to receiving a department ID card.

2. Facility orientation will be provided within 45 calendar days of receipt of the volunteer application and is also a prerequisite for a department ID card. Orientation will be held at days and times when volunteers are readily available. Minimum requirements for what shall be included in facility orientation are in Attachment B.

3. Key, tool, radio, escort and special housing training will be provided by facility staff when appropriate.

4. Functional unit orientation will be provided by the volunteer’s department supervisor or designee.

5. In-service training and other training may be offered periodically.
6. An HGO volunteer will complete all required HGO training before working individually with inmates or offenders.

E. Volunteer ID Card

1. Within 14 calendar days of completion of facility orientation, the facility volunteer coordinator will arrange for fingerprinting and ID card photograph. The record and ID process is contained in Attachment A.
   a. ID card request forms will be submitted to the program manager or program representative for review and approval. However, the facility functional unit manager may elect to extend non-carded status indefinitely for volunteers with a criminal history or for other justifiable reasons.
   b. In such cases, the volunteer will not be issued an ID card for access to any ODOC facility. It is the responsibility of the facility functional unit manager to notify all other affected facilities and the program manager or program representative of the decision to extend non-carded status. If non-carded status is not extended, an ID Card Request form will be submitted within 90 days of the completion of facility orientation.
   c. An HGO volunteer mentor will not be given an ID card. The HGO volunteer’s name will be added to the approved mentor list so that the volunteer may meet with assigned inmates through the visiting room.
   d. An HGO volunteer may be given a volunteer ID card when frequent access to facilities is a regular part of the service provided and the HGO volunteer has a facility supervisor who requests it. In such cases, the HGO volunteer must meet the clearance requirements and complete the training required of a carded-volunteer.

2. If a carded-volunteer does not enter a department facility to do volunteer work at least three times in a calendar year, a review may be conducted by the volunteer program to determine if the volunteer should be returned to non-carded or inactive status.

3. When a volunteer’s service is ended, the ID card and any key and radio chits in the volunteer’s possession must be returned to the department.

F. Facility Access

1. Access must be in compliance with the department’s rule on Facility Access (OAR 291-016).

2. A volunteer may be approved to access more than one facility. A volunteer assigned to more than one facility must complete a facility orientation at each facility where services are provided. The volunteer will have a department supervisor at each facility where services are provided.

3. For a volunteer with no criminal history who is providing services at more than one facility, approval by one facility functional unit manager is sufficient.
4. It is the responsibility of the facility supervisor to obtain the facility functional unit manager's approval for a volunteer to access the facility. It is the responsibility of the department supervisor to insure that the volunteer has security clearance and all necessary approvals, before access to a facility is allowed.

5. A volunteer may enter a facility only at the scheduled time and may only be in the assigned areas within the facility.

6. A carded volunteer may escort non-carded volunteers. A carded-volunteer may be approved by the facility functional unit manager to supervise other volunteers and to draw keys and/or radios.

7. A non-carded volunteer will be admitted to facilities via a visitor authorization form however, a non-carded-volunteer is not a facility visitor as defined in the department’s rule on Facility Access (OAR 291-016).

8. A guest speaker must be escorted and supervised by staff.

9. A foreign national in the country on a valid visa, but for whom getting a valid LEDS check is not possible, may be admitted when escorted and supervised by staff with the facility functional unit manager’s approval.

G. Utilization

1. Services provided by a volunteer must be listed on the position description. A volunteer who provides different services in more than one facility or functional unit needs a position description for each unit. Position descriptions must be updated prior to any change.

2. No volunteer shall be placed in a position of authority over employees or contractors.

3. A volunteer shall not perform professional services requiring certification or licensing unless the program manager or volunteer program representative verifies that the volunteer has a valid license.

4. A Religious Services volunteer may only represent a single spiritual/religious tradition. The volunteer may teach and lead activities associated with that tradition only, and must be an active participant in that tradition in the community. The program manager may grant exceptions based on the programming needs of inmates and the qualifications of the volunteer.

5. A volunteer may provide services to offenders in the community as well as inmates in DOC facilities provided it is in the volunteer’s approved position description.

6. A volunteer shall be treated with the same respect as staff and recognized as having a unique role that differs from, but is complementary to staff roles.

7. An employee when serving as a volunteer shall not exercise greater authority than is appropriate for a volunteer.
8. Direct physical supervision of a carded-volunteer may not be necessary when other forms of supervision or the use of a radio, body alarm, surveillance cameras or similar device is available.

9. Department supervisors shall visit each program they supervise or conduct review meetings with the volunteers of each program at least semiannually.

10. Unless approved in advanced by the department supervisor, a volunteer may not write to, receive letters from or accept phone calls from inmates, offenders or their families with the exception of immediate family members of the volunteer. Approvals will be noted in the position description.

11. Except as noted elsewhere in this policy, a volunteer may not place money in an inmate’s trust account unless the inmate is an immediate family member of the volunteer.

12. An HGO mentor, HGO community or regional chaplain or liaison, or carded-volunteer who has been approved by Religious Services to do one-on-one counseling may meet with inmates as a professional visitor through the facility visiting room.
   a. Religious Services will provide the institution a list of volunteers who are approved to do professional visits. Visits will be arranged and handled as any other professional visit.
   b. A volunteer may bring books and papers needed for the visit into the visiting room. This applies to both privileged and basic visits for general population and special housing units.
   c. An HGO volunteer that is on the approved mentor list to meet with inmates through the visiting room must additionally meet the requirements of an inmate visitor as defined in the rule on Visiting (Inmate) (OAR 291-127).
   d. Inmates will not have visiting points deducted for these meeting with a mentor.

H. General

1. If a volunteer becomes aware of a connection to an inmate, he or she must immediately notify the program manager and the department supervisor in writing.
   a. The volunteer must complete an Inmate Relationship form (CD 1614).
   b. The Institution Security Manager/designee will review the information and make a determination whether or not the volunteer can safely continue volunteer service.

2. A volunteer may wear a head covering into and within a department facility when it is part of the volunteer’s religious, spiritual or cultural tradition. The volunteer may be asked to remove the head covering for the purpose of identification or a search for contraband. A search should be done in a private room. A staff member of the same sex as the volunteer should conduct the search.
3. If a volunteer’s connection with their affiliation ends, the volunteer’s service to the department shall end immediately.
   a. The volunteer may reapply for active volunteer status after 90 days of active association with a new affiliation, assuming that affiliation has an approved department program. Exceptions may be granted by the program manager.
   b. Failure of the volunteer to notify the program manager or volunteer program representative in writing within 30 days of severing connection with the affiliation will be grounds for ending the volunteer’s services.

4. A volunteer may not give to or receive gifts from inmates or their families and friends unless approved in advance by the functional unit manager and his/her department supervisor.
   a. Any approved gift must be of minimal economic value such as a certificate of appreciation or a simple plaque. However, a volunteer may provide clothing for use on the day of release when other sources cannot be found of clothing in the inmate’s size.
   b. An HGO volunteer may expend money provided by faith community organizations on behalf of released offenders. The volunteer is accountable to those organizations for how the money is used.

5. The only physical contact allowed between a volunteer and an inmate is a handshake.

I. Issuance and Use of Motor Vehicles

1. A volunteer may use a state vehicle in accordance with DOC policy on Vehicle Use and Reporting of Accidents, 20.6.10.

2. When authorized in writing by the functional unit manager or program manager, a volunteer may use a state vehicle while engaged in official state business.

3. When a state vehicle is not available, a volunteer may be approved by the program manager to use their personal vehicles. A completed “Request for Approval to Use a Personal Vehicle” form (CD 1404) along with a copy of the current “Proof of Insurance” form and drivers license must be submitted to and approved by the program manager before the vehicle is used on state business.

J. Fiscal Accountability for Volunteer Services

1. The DOC utilizes volunteers, where feasible, to enhance and expand services and programs, and provide appropriate opportunities for members of the community to have positive involvement with the department.

2. It is the responsibility of the Offender Management and Rehabilitation Division and Volunteer Program Supervisor to establish, develop and manage the overall structure and operation of the volunteer program and to collaborate with other ODOC Divisions when needed.
3. Volunteers who work for the DOC may be able to deduct some out-of-pocket expenses for donating service. The amounts must be:

   a. Unreimbursed

   b. Directly connected with the services (i.e. the costs of buying and cleaning a uniform that must be worn at the location of service, but is not suitable for everyday use)

   c. Expenses incurred only because of the services they gave (i.e. gas and oil directly related to getting to and from the DOC)

   NOTE: Volunteers should seek advice from their own tax advisors as to the deductibility of these expenses.

4. Volunteers cannot deduct the value of their time or services, such as the value of income lost while working as an unpaid volunteer. Volunteers also cannot deduct personal, living, or family expenses.

5. Volunteers who contribute supply items such as notebooks, craft supplies and so forth should be reimbursed for such supplies. If the volunteer chooses to donate the supplies a receipt for the non-cash contributions should be provided per Section (III) (G) of the department’s policy on Donations, 30.1.7.

K. Rule Violations and Unsafe Practices

1. Illegal, Criminal or Anti-Social Behavior:

   a. If a volunteer is arrested or charged with a felony or misdemeanor, has his/her drivers license suspended or if there is a recurrence of alcohol/drug abuse, the volunteer shall immediately report the incident in writing to his/her department supervisor and the program manager. The volunteer’s facility access may be suspended while a review is conducted.

   b. If it is suspected that a volunteer has violated a department rule, policy, procedure, state or federal law, or a volunteer has engaged in an act that endangers the safe and orderly operation of a facility or threatens the rehabilitative nature of the department’s mission, the volunteer’s access may be suspended pending a review.

2. Investigations:

   a. Investigations will be done in accordance with the department policy on Investigations, 70.1.4.

   b. An initial review of all reported violations will be conducted by the Volunteer Program in consultation with appropriate interested functional unit managers and parties. After initial review, if the reported violation warrants an investigation to be completed in accordance with the policy on Investigations, 70.1.4, the program manager will turn the information over to the appropriate unit. The program manager will review the investigation report and if appropriate, consult with other appropriate functional unit
managers and interested parties to determine a course of action. When appropriate, preference will be given to additional training and supervision over the termination of service.

c. When a volunteer is not the subject of an investigation, but will likely be interviewed as part of an ongoing investigation, the investigator shall notify the program manager unless such notification would compromise the integrity of the investigation.

L. Ending of Volunteer Service

1. A volunteer’s service may be ended:
   a. For violation of department rules or policies;
   b. If there is no longer a need for the volunteer’s services;
   c. If the volunteer has not provided services to the department in a year;
   d. If the volunteer requests it;
   e. If the volunteer fails to respond to a department inquiry;
   f. If the volunteer’s supervisor, the program manager, and the functional unit manager deem it in the best interest of the department or the volunteer; or
   g. If the affiliation withdraws its endorsement of the volunteer.

2. The program manager will follow the steps below after the service of a volunteer has ended:
   a. The program manager will confirm in writing to the volunteer that there service has ended with a copy to the volunteer’s affiliation.
   b. The program manager will send a memo to the facility functional unit manager and other interested parties informing them that the volunteer’s service has ended.
   c. The volunteer’s affiliation will be notified when applicable.

3. If convicted of a felony, misdemeanor, or DUII the volunteer’s access may be denied. The superintendent or functional unit manager has the final decision making authority.

M. Reinstatement to Active Volunteer Status

1. Reinstatement to active status:
   a. At the request of the department supervisor and endorser, a volunteer who has been inactive one year or less may be reinstated to active volunteer status and issued an ID card. The volunteer may be required to fill out a new volunteer application.
2. Reinstatement after volunteer service has ended:

a. A volunteer may, with the consent of their endorser, apply for reinstatement after a one year waiting period. The request for reinstatement shall be reviewed by the program manager and the volunteer’s previous department supervisor.

b. If the decision is for reinstatement, the functional unit manager will be consulted. If reinstatement is denied, the volunteer must wait another year before seeking reinstatement.

c. If reinstatement is granted, the individual making the request shall fill out a new volunteer application and complete the training required of a new volunteer.

d. The volunteer’s supervisor will monitor the volunteer’s activities regularly for six months.

e. The reinstatement may be made conditional on other remedial activities.

IV. IMPLEMENTATION

Attachments A and B may be updated by Volunteer Services without revising the policy. Updated attachments will be distributed as necessary.

Certified: ____________________________
Birdie Worley, Rules Coordinator

Approved: ____________________________
Mitch Morrow, Deputy Director
Attachment A

Volunteer Process

The flow of the volunteer process is as follows:

1. A person under consideration will be interviewed by the potential department supervisor;
2. The person will complete a LEDS form and LEDS will be done;
3. The superintendent must be notified of any criminal history and approve anyone with a criminal history for consideration as a volunteer;
4. The person will enter the facility through the visitor authorization process;
5. After three visits, the department supervisor will submit the person’s name and mailing address to the volunteer program for inclusion in volunteer training. If the volunteer is not sent to training, he/she must cease volunteering
   a. Volunteer Program sends training invitation letter to volunteer
   b. Volunteer completes on-line module and sends in post test and exercises
   c. Volunteer attends classroom portion of the training;
6. At training the person is given an application to complete and mail in;
7. The application is processed;
8. The facility volunteer coordinator is notified of the application and schedules facility orientation, fingerprints, and photo;
9. When appropriate, an ID card is issued (see below);
10. Annual LEDS is done by the volunteer program.

The process may be terminated at any point and slight variations may be approved based on program needs by the program manager.

Record and ID Card Process

Following step 7 above:

1. A copy of the pages 1 and 2 of the application is scanned to the facility volunteer coordinator.
2. The facility volunteer coordinator schedules facility orientation including fingerprint and ID photo.
3. The facility volunteer coordinator provides the volunteer program with a dated roster of those attending facility orientation.
4. For a volunteer who has completed facility orientation, the volunteer program updates his/her VIMS record to add the facility where orientation was completed.
5. When appropriate, the facility ID card coordinator scans a copy of the ID Card Request form to the volunteer program.
6. The volunteer program approves ID Card Request forms when the form matches the information in VIMS and scans the form to HR.
7. Steps 1 through 4 must be completed whether or not the volunteer is to be given an ID card.
Attachment B

Facility Orientation

The following topics must be included in a facility orientation. Other topics may be added at the discretion of the facility functional manager or designee.

1. Security Topics:
   a. Facility access/sign-in procedures.
   b. Where a volunteer may and may not go in the facility.
   c. How to summon help.
   d. Specific issues around security threat groups (gangs) and their management.
   e. Contraband.
   f. Counts.
   g. Dos and don’ts.
   h. How to bring equipment, books, etc. into the institution.
   i. Key and tool procedures when needed.
   j. Radio use instructions when needed.
   k. Managing Inmates (boundary setting).
   l. Questions and Answers.

2. Tour:
   a. Location of security personnel.
   b. Location of call boxes and other security devices.
   c. Fire/emergency evacuation routes.
   d. Visit at least one housing unit:
      i. Emphasize the limited storage space available to inmates.
      ii. Emphasize the need to respect the fact that this is the inmates’ home.
   e. Location of staff restrooms.

For the convenience of the volunteer, whenever possible, fingerprints and photographs should be taken as part of the orientation.