Volunteer Services

Subject:

Related Standards and References:

- ORS 420A.105 (Rulemaking authority)
- OAR Chapter 416, Division 450 (Volunteer Services)
- OAR Chapter 416, Division 480 (Religious Practice in Facilities)
- OAR Chapter 416, Division 800 (Criminal Records Checks)
- Performance-based Standards (PbS), Juvenile Correction and Detention Facilities; Programming
- American Correctional Association, Performance-based Standards for Juvenile Correctional Facilities; 4-JCF-6G-09 (Recruiting Volunteers); 4-JCF-4C-55 (Students and Interns); 4-JCF-6G-10 (Termination of Volunteers); 4-JCF-6G-11 (Volunteer Registration); 4-JCF-6G-11 (Volunteer Registration); 4-JCF-6G-12 (Volunteer Training); and 4-JCF-6G-13 (Professional Services by Volunteers)
- OYA policy: I-C-2.0 (Use of State-Owned Vehicles)
  0-2.4 (Conflict of Interest)
  I-D-5.0 (Criminal Records Checks)
  I-E-2.3 (Requests for Offender Records, Reports and Other Materials)
  II-A-3.1 (Facility Offender Transports and Escorted Trips)
  0-2.2 (Relationships with Offenders and Their Families)
  II-F-3.7 (Religious Practice in Facilities [Offender])
- OYA forms: YA 1401 (Volunteer Application Form)
  YA 1402 (Volunteer Criminal Records Check Consent)
  YA 1403 (Conditions of Volunteer Service)
  YA 1404 (Volunteer Monthly Record)
  YA 1405 (Liability and Volunteer Injury Coverage)
  YA 6011 (Onsite Practicum Agreement)
  YA 8131 (Notice of Final Criminal Records Check Fitness Determination)

Related Procedures:

- TS I-D-3.16 Onsite Practicum Agreement

Policy Owner: Human Resources Manager

Approved: Fariborz Pakseresht, Director
I. PURPOSE:

This policy provides guidelines for OYA staff when coordinating volunteer services, applications, orientation, and training.

II. POLICY DEFINITIONS:

Office: Any parole/probation office (field office) or administrative office operated by OYA.

OYA Volunteer Coordinator: An OYA staff member assigned to coordinate the agency's volunteer services program.

Site Volunteer Coordinator: A person assigned to coordinate volunteer services for a specific OYA office or facility.

Volunteers: Persons, who, on a non-paid basis, provide services to OYA, including:
(a) Mentors: Mature, trustworthy and experienced persons who encourage an offender’s personal growth, offer supportive friendships, act as positive role models and promote a constructive attitude and law-abiding behavior.
(b) Work Readiness Coaches: Persons who teach particular skills/tasks related to employment, or provide practical work experience.
(c) Students or Interns: Persons enrolled in a college or university-sanctioned program who earn college credit for their activities.
(d) Tutors: Persons who work with individual offenders to improve the offender's academic performance.
(e) Religious Services Assistants: Persons who assist with religious programming or services.

III. POLICY:

OYA encourages volunteer participation where feasible within its facilities and offices to enhance and expand the services offered to offenders. Volunteers enable increased personal contact with offenders, broadens community resources for programs, increases public awareness of the juvenile corrections system, and develops management skills among staff. Volunteers are recruited to supplement and enrich services for offenders, but not to substitute OYA activities and functions.

The following individuals are not considered volunteers, and are exempt from these policy standards:

- Individuals under OYA contract.
- Individuals on official business, such as an attorney for an offender.
- Individuals who provide services only in the school setting and who are screened, trained, and supervised by school district personnel.
- A guest to a facility or field office on a one-time basis for a special program or event.
IV. **OYA Volunteer Coordinator:**

The OYA Volunteer Coordinator is an OYA staff member assigned to coordinate the agency's volunteer services program. The OYA Volunteer Coordinator must:

A. Maintain an agencywide volunteer database of all OYA volunteers and their service status;

B. Manage an agency volunteer services communication and recruitment plan;

C. Coordinate the volunteer orientation and training program;

D. Oversee retention of inactive volunteer records;

E. Administer a volunteer recognition program; and

F. Coordinate volunteer applicant criminal records checks.

V. **Site Volunteer Coordinators**

A. Each OYA facility superintendent/camp director and Office will appoint a site volunteer coordinator.

B. The site volunteer coordinator must ensure volunteers are screened, approved, oriented, and trained prior to providing service.

C. The site volunteer coordinator must maintain a service file on each volunteer under their purview.

   The file must contain all of the written forms and exceptions associated with the volunteer.

VI. **Volunteer Eligibility Criteria**

A. OYA encourages volunteers from all ethnic, cultural and socioeconomic segments of the community.

B. OYA normally restricts volunteers to age 21 or older. Exceptions to this age restriction must be approved in writing by the facility’s superintendent, camp director, or field supervisor, and the appropriate assistant director.

   1. Written exceptions for the following circumstances are allowable:

      a) Students who are at least 18 years old and required to participate in such experience to gain a college certificate or diploma, or professional licensing.

      b) Persons who are at least 18 years of age and will not have direct contact with offenders out of sight or hearing of staff.
2. The site volunteer coordinator must ensure the written exception is maintained in the volunteer’s file.

VII. Approval Process

A. Site volunteer coordinators must ensure prospective volunteers:

1. Complete an application packet including:
   a) YA 1401 (Volunteer Application);
   b) YA 1402 (Volunteer Criminal Records Check Consent);
   c) YA 1403 (Conditions of Volunteer Service);
   d) YA 1405 (Liability and Volunteer Injury Coverage);
   e) YA 6011 (Onsite Practicum Agreement) for practicum trainees and student interns;
   f) YA 4014 (Facility Access – Level 2) for facility volunteers; and
   g) Proof of current driver’s license, clear driving record, and applicable automobile insurance, if the person will transport offenders.

2. Participate in an interview with staff.

B. The site volunteer coordinator must help process a criminal records check (CRC) that includes a computerized and fingerprint-based check.

1. The OYA Volunteer Coordinator must ensure the CRC is completed according to OYA policy I-D-5.0 (Criminal Records Checks).

2. The OYA Volunteer Coordinator may determine a fingerprint-based check is not required for a volunteer who provides limited services and has minimal, fully-supervised contact with offenders.

3. When a fingerprint-based check is required, the computerized check will be completed first. The fingerprint-based check will be completed as the final phase of the screening process. Once the fingerprint-based check is completed, it is not necessary to conduct an additional fingerprint check.

4. Volunteers may provide limited volunteer services on a preliminary basis after a computerized criminal record review pending a final determination according to OAR 416-800-0040 (Application Process).
C. The site volunteer coordinator must review the completed application and make a recommendation to the designated manager, superintendent, camp director, field supervisor, or assistant director for approval.

D. Offender Relatives, Friends, Staff, Foster Parents, Contractors as Volunteers
   1. Site volunteer coordinators must ensure volunteer applicants who want to serve in a facility in which a relative or family friend is housed have approved written exceptions from the facility’s superintendent/camp director and Facility Services Assistant Director.
   2. Volunteer applications from OYA staff must be reviewed and approved by the Human Resources to ensure a conflict of interest does not exist.
   3. Volunteer applications from OYA certified foster parents, contracted residential treatment providers, or any other person who has an existing relationship with an offender must be authorized by the appropriate assistant director to ensure a conflict of interest does not exist.
   4. The written exception document must be retained in the volunteer’s file.

E. Other Exceptions
   1. If a volunteer wishes to serve at more than one OYA location, the superintendent, camp director, or Office supervisor must make a written exception.
      If an exception is made, the OYA Volunteer Coordinator must monitor the volunteer service.
   2. Only an assistant director may make a written exception to allow a volunteer whose application was denied at an OYA location to serve at another OYA location under their purview.

F. If the application is approved, the site volunteer coordinator must:
   1. Review the need for volunteers and forward a recommendation to staff requesting volunteer support.
   2. Ensure that a service description exists that outlines the volunteer’s specific duties and responsibilities and that the volunteer has signed it (See section IX below).
   3. Arrange for an agency photo identification card to be made for the volunteer.
4. Ensure that the volunteer receives an orientation to the facility or Office as described in section X.

5. Monitor the volunteer during the service period and ensure that an annual service evaluation is completed. As part of this annual evaluation, the site volunteer coordinator will ensure that the volunteer’s computerized CRC is completed and reviewed.

VIII. Application Denial

The site volunteer coordinator must inform the volunteer applicant in writing if the application is denied.

A. OYA’s decision to deny a volunteer application is final.

B. The OYA Volunteer Coordinator must ensure an OYA form YA 8131 (Notice of Final Criminal Records Check Fitness Determination) is sent to volunteer applicants who have been denied to volunteer based solely on the outcome of their criminal records checks.

IX. Description of Duties

Site volunteer coordinators must ensure duties specific to a volunteer assignment are provided in writing to each volunteer in their site area.

A. The facility superintendent/camp director or field supervisor may authorize a trained volunteer who has a valid driver’s license and appropriate vehicle insurance coverage to operate state vehicles to conduct state business.

The superintendent/camp director or field supervisor must ensure the volunteer meets all state rules and OYA standards with regard to driving record and use of state vehicles for business purposes. See OYA policy I-C-2.0 (Use of State-owned Vehicles).

B. The site volunteer coordinator must ensure the Description of Duties do not include the following:

1. Taking supervisory responsibility of an offender in a secure OYA facility.

2. Substitution for the required staff-to-offender ratio necessary for safety and security.

3. Conducting secure transports.


5. Accessing keys necessary to maintain security/safety in a secure OYA facility.
6. Performing professional services that require certification or licensing unless active credentials or certificates are available.

7. Maintaining unauthorized contact with offenders outside their assigned volunteer duties. (See related policy 0-2.2 Relationships with Offenders and Their Families.)

X. Volunteer Orientation

The site volunteer coordinator must ensure the volunteer's orientation includes, at a minimum:

A. Safety and security procedures;

B. Fire safety, emergency, and infection control plan;

C. Responsibilities during any emergency;

D. Name of the person responsible for working with the volunteer and monitoring the volunteer’s duties, and the line of authority in the facility or office;

E. List of primary rules, policies and protocols associated with the services provided. At a minimum, staff will ensure that volunteers have a clear and documented understanding of the agency mission and rules, policies and procedures relating to confidentiality, offender rights, and appropriate relationship boundaries;

F. Expectations if the volunteer becomes aware of actual, suspected, or alleged abuse of or by an offender;

G. Time and place to report for duty and who to contact when unable to report for duty;

H. Tour of relevant areas of the facility, office, or community where the volunteer will serve; and

I. Adherence to OYA procedure TS I-D-3.16 (Onsite Practicum Agreement) if the volunteer is working toward a professional certification, licensure, or college degree.

XI. Volunteer Termination

A. The superintendent/camp director, field supervisor, or assistant director may discontinue the services of a volunteer for reasons including but not limited to:

1. Breach of confidentiality;

2. Unlawful conduct or breach of facility protocols, OYA policy or rules;
3. Inability or unwillingness to cooperate with staff;

4. Activities which threaten the order or security of the facility or the safety of the volunteer;

5. Erratic, unreliable attendance;

6. Unsatisfactory service;

7. Decreased need for service;

8. If the volunteer has not provided services for a year;

9. If the volunteer’s affiliation withdraws its endorsement of the volunteer; or

10. Upon the volunteer’s request.

B. The OYA Volunteer Coordinator will work within the local management structure to initiate termination. The decision of OYA to terminate volunteer service is final.

XII. LOCAL OPERATING PROTOCOL REQUIRED: NO