	DEPARTMENT OF CORRECTIONS Non-Employee Service Providers	
Title:	**Non-Employee Service Provider (Carded and Noncarded)**	**Policy: 100.1.1**
Effective:	**10/13/25**	**Supersedes: 12/6/23**
Applicability:	**All Department Staff and Non-Employee Service Providers**	
Directives Cross-Reference: **DOC policy 40.1.13 Prison Rape Elimination Act**		
Attachments: **Form – Facility Orientation Training Checklist (CD1688)**		

I. PURPOSE

To establish guidelines needed for the creation and maintenance of consistent processes, procedures, and standards for all non-employee service providers (NSPs) to ensure quality of service and safety for non-employee service providers and the department. This policy does not apply to Community Corrections.

II. DEFINITIONS

A. Adult in Custody (AIC): Any person under the supervision of the Department of Corrections (DOC) who is not on parole, probation, or post-prison supervision status.

B. Criminal Justice Partners: Employees of the Department of Justice, State Police, Department of Public Safety Standards and Training (DPSST), Oregon Youth Authority (OYA), community corrections agencies, and the Commission on Public Safety who have an integrated mission with the Department of Corrections. This includes parole officers.

C. Education Partner: An Education Partner must be the Director or coordinator of a Senate Bill 269 Advisory Committee-approved Higher Education in Prison (HEP) program or a delegate of the HEP Director or coordinator (such as, an education partner support person). Each Education Partner must be individually approved by the Education and Training Administrator.

D. Event Visitors: A type of visitation authorized by the Department of Corrections in its correctional facilities in which a person from the community is authorized to attend a special adult in custody event or function designed to increase and enhance pro-social interaction.

   1. Authorization is required for each individual event.

   2. The person may or may not be on the adult in custody's approved visiting list.

   3. The person may also be a non-employee service provider who provides connections to the community through civic and vocational involvement.

E. Government Agency Partners: Employees of any state, local, or federal government agency not included in the definition of criminal justice partners.

F. Mentor: An experienced volunteer who provides guidance, advice, feedback and support for adults in custody to assist them in their personal growth journey. Mentors model pro-social behaviors and maintain appropriate and secure boundaries as they teach and assist.

G. Non-Employee Service Provider (NSP): An individual who provides services or programs to the department or to adults in custody, including an individual who provides services or programs remotely, but not as a paid employee of the department. Examples of non-employee service providers may include contractors, volunteers, mentors, criminal justice partners, and government agency partners.

H. Other Agency Partners: Individuals under contract with a criminal justice or other state, local, or federal government to provide services to the Department of Corrections or Oregon Corrections Enterprises. This includes, but is not limited to, paid reentry mentors contracted through community corrections and nonprofit employees paid through grants.

I. Program Services Manager: A Programs and Services unit employee assigned to supervise and manage the volunteer and contractor program for the department. Whenever the term program manager is used in this policy it will be understood to mean program manager or designee.

III. POLICY:

It is the policy of the Department of Corrections to utilize non-employee service providers with appropriate training, guidance, and supervision to enhance programs and further the mission of the department. The department proactively collaborates with other agencies and community resources to increase the likelihood of adult in custody success in the community upon release.

A. Volunteer and Contractor Services is responsible for the establishment, administration, overall structure, and operation of the department's Volunteer and Contractor Program for Non-Employee Service Providers working virtually or inside department facilities.

B. The Program Services Manager is responsible for the oversight, administration, and review of training and facility access requirements for non-employee service providers. This responsibility includes interpretation and application of policies that relate to non-employee service provider training, facility access, and identification card processes.

C. Each department supervisor is responsible for the recruitment, program-specific training, coordination, and retention of non-employee service providers supporting their programs.

D. Individual programs using non-employee service providers are responsible for requirements specific for their programs.

E. Background checks completed as part of the initial request for a non-employee service provider identification card granting access to multiple institutions or non-institution locations will be reviewed by the Program Services Manager for compliance with criteria established in the department's rule on Volunteer Services/Student Interns (291-015-0120).

F. Periodic background checks will be completed on all non-employee service providers to ensure continued compliance with the department's policy on Prison Rape Elimination Act (DOC Policy 40.1.13) and other eligibility requirements.

G. Non-Employee Service Provider Information System Management

1. The Program Services Manager is responsible for the oversight of the non-employee service provider information system. This information system will be used to record, manage, and track non-employee service provider identification cards from application through issuance, updates, and recovery.

2. The Program Services Manager will establish and maintain processes and procedures associated with the non-employee service provider information system.

3. Virtual non-employee service providers will not be issued an identification card or processed for facility access requirements.

   a. Background checks, which are completed as part of the initial request for a non-employee service provider identification card, will be noted in the non-employee service provider information system.

   b. Completion of required facility orientation training will be noted in the non-employee service provider information system.

4. Access and use of the non-employee service provider information system will require approval of the Program Services Manager. User authorization profiles will be established using role-based authority.

5. Volunteer and Contractor Services is responsible for developing and maintaining user training curriculum related to the non-employee service provider information system and ensuring all authorized users have completed training required for their user profile.

6. All changes in the status of a non-employee service provider must be entered into the non-employee service provider information system to ensure proper management and accountability of identification cards.

7. Additional information will be tracked within the non-employee service provider information system as needed, including completion of background checks, training, and facility orientation.

H. Non-Employee Service Provider ID Cards and Card Categories:

1. The ID card shall be issued to each non-employee service provider as defined by this policy and ID card procedures.

2. The ID card is the property of the department. The card shall be surrendered upon request of the unit manager or designee, or upon suspension or termination of contract, assignment, or services with the department.

3. Persons issued a department non-employee service provider ID card are required to have the card with them when acting in any official capacity or when entering any grounds or facilities owned or operated by the department. Cardholders are required to display the card for identification upon request by a department employee.

4. Department ID cards are restricted in use to the performance of official duties or approved services, in accordance with the Department of Corrections Policies 20.1.2 Code of Ethics and 20.1.3 Code of Conduct. No ID cardholder is to use the ID card to solicit or receive special favor or consideration. Misuse of the ID card may result in suspension of the card or termination of service.

5. Each person issued a department non-employee service provider ID card is responsible to protect the card from damage and prevent its theft or misuse. Applicable charges for replacement of an ID card may be assessed if the card is lost or is damaged due to neglect.

6. Card Categories

   a. All ID cards will have a Department of Corrections shield watermark.
   b. All ID cards will be valid for 3 years.
   c. Categories:
      A. Contractor ID card: Blue
      B. Volunteer ID card: Yellow
      C. Education Partner ID Card: Orange
      D. Other Agency Partner ID Card: Green

IV. IMPLEMENTATION

This policy will be adopted immediately without further modification.

Certified: _____signature on file_____
Julie Vaughn, Rules Coordinator

Approved: _____signature on file_____
Michael Reese, Director

Facility Orientation Training Checklist

	Check when section completed	
Facility Orientation Training Topics **NOTE** - This form is not required for Criminal Justice Partners and AFSCME Reps.	Non-Employee Service Provider	Contractor, Education Partner, OAP & Secondary Institutions
Who, What, When and Where • Organizational Structures • Lines of Authority • Location of Key Staff • Who to Contact with Issues/Questions • Schedules • Count Procedures • Line Movements • Call Outs	☐	
Institution Access Procedures • Entering Prison 101 • Signing in and out • Metal Detectors • Ways to Simplify Process • Items allowed to bring in/Religious Property Policy • When it is OK to be here; when not to come in	☐	

Tools, Keys and Radio
 	
• To Whom are these issued?
• How to Use
• Radio Protocol
 	
• Keys
  − Keep on person/How to pull and use
  − Sticky doors
	☐	

Required Documentation
 	
• Prohibited AIC Conduct
  − Progressive Discipline
  − Conduct Orders
  − Local Standard for Level of Discipline
• Report Writing - Expectation of OIC
  − How and When to Write a DR
  − Writing Supporting Memoranda
  − Expectation to Prepare Reports/Memoranda
 	
• M-17: Work & Programs
  − Required paperwork
    • Completion of attendance rosters
    • M-17 compliance issues/tracking
    • Recreational activities vs. required activities
    • Daily Fails & Program Fails
  − M-17 Coordinator
	☐	

Adult in Custody Count Procedures (Policy 40.1.3)
 	
• Processes
• Local Count Times
• Local Tolerance for Out Counts
 	
• Count Slips
  − How to Fill Out
  − Who Picks Up
  − Practice/"How To"
	☐	

Emergency Procedures • Evacuation Routes • Assembly Areas • Fire Extinguishers/ AEDs • Expectations and Responsibilities during an Emergency • How to Communicate an emergency - Including your own Medical Emergency • Expectations of Being a Hostage • When to Use Radio/Body Alarm/Phone	☐	
Peer Support • Services offered to Non-Employee Service Provider if involved in a critical incident at the facility • Confidentiality during a debrief/defusing	☐	

Facility Orientation Training Checklist

Code of Ethics • Recoverable incidents, standards to adhere to • Confidentiality • PREA	• OSHA (asbestos) • What can/cannot say • AIC Relationship/Conflicts	☐
Facility Tour • How to Move Around Facility • Emergency Exits • Staff Areas	• AIC Only Areas • Bathroom Locations • Local Institution Emergency Information	☐
Abbreviated Facility Orientation – *for Contractors & Other Agency Partners (OAPs) needing access to more than one institution* • Key and Radio training • PREA (anything unique to facility – e.g., opposite gender staff going onto a unit; etc.) • Facility Tour		☐

The facility orientation was completed or waived at   on

If the institution has a Minimum and Medium facility, mark if orientation was completed at both facilities ☐

By signing you acknowledge you were provided the above facility information and completed the orientation on the specified date.

Non-Employee Service Provider (name only if waived)

Name: *Signature:*

By signing you verify that the above training has been completed and meets the requirements of DOC Policy 100.1.2 and the Functional Unit Manager.

Facility Orientation Training Provider (not needed if waived)

Name: *Signature:*

<u>Facility Orientation Waiver</u>

To be signed by Institution Superintendent only. By signing below you approve of the above Non-Employee Service Provider's waiver of Facility Orientation

Name: *Signature:*

Date: