



# Virginia Department of Corrections

## Community, Media, and Other Agency Relations

### Operating Procedure 027.1

#### *Volunteer Program and Internships*

#### **Authority:**

Directive 027, *Citizen Involvement*

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### **REVIEW**

The Content Owner will review this operating procedure annually and re-write it no later than three years after the effective date.

*The content owner reviewed this operating procedure in April 2024 and determined that no changes are needed.*

### **COMPLIANCE**

This operating procedure applies to all units operated by the Virginia Department of Corrections (DOC). Practices and procedures must comply with applicable State and Federal laws and regulations, American Correctional Association (ACA) standards, Prison Rape Elimination Act (PREA) standards, and DOC directives and operating procedures.

## Table of Contents

DEFINITIONS .....	3
PURPOSE .....	5
PROCEDURE.....	5
I.    Mission.....	5
II.   Volunteer Programs and Internship Coordinators.....	5
III.  Recruitment and Eligibility .....	7
IV.  Orientation and Training .....	11
V.    Volunteer and Intern Identification .....	13
VI.  Access to DOC Facilities and Offices.....	13
VII.  Interactions with Inmates and Probationers/Parolees.....	14
VIII. Volunteer and Intern Management.....	15
IX.  Volunteer and Intern Benefits .....	16
X.    Complaints and Dismissals .....	17
XI.  Record Keeping.....	18
XII.  Volunteer Program Assessment .....	19
REFERENCES.....	19
ATTACHMENTS .....	20
FORM CITATIONS .....	20



## DEFINITIONS

**Community Corrections Alternative Program (CCAP)** - A system of residential facilities operated by the Department of Corrections to provide evidence-based programming as a diversionary alternative to incarceration in accordance with COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*.

**Department Internship Coordinator** - The DOC headquarters administrative representative who provides oversight for all internships throughout the DOC and is responsible for coordinating intern recruitment, screening, training, and orientation.

**Department of Corrections (DOC) Headquarters** - The building located at 6900 Atmore Drive, Richmond, Virginia that serves as the Central Office and Administrative Headquarters of the Virginia Department of Corrections.

**Ex-inmate or Ex-probationer/parolee** - An individual previously under the control and supervision of the Virginia Department of Corrections or a corrections agency in another state.

**Immediate Family (Inmate and CCAP Probationer/Parolee)** - Inmate or CCAP probationer/parolee parents, stepparents, grandparents, lawful spouse, biological, step or legally adopted children, and biological, half, step, or legally adopted siblings; appeals regarding an individual's status as immediate family will be decided by the Facility Unit Head.

**Inmate** - A person who is incarcerated in a Virginia Department of Corrections facility or who is Virginia Department of Corrections responsible to serve a state sentence.

**Intern** - An individual who is undergoing supervised practical training and is serving an internship to advance their area of study, without compensation from the DOC. Interns receiving compensation from the DOC are considered employees and will be managed in accordance with their employment status.

**News Media** - A media organization whose primary objective is to collect and report a wide range of news-related content for a newspaper, magazine, news website, news service, or radio and television news; to be considered a news organization, the publication's primary purpose and content must not be about a specific inmate/probationer/parolee.

**Non-Sensitive Position** - A designation of a position that indicates a low potential for damage to agency security or the integrity and efficiency of the Department. A non-sensitive position is one where the individual does not have routine access to or supervision and control authority over offenders, client population, or access to restricted information.

**Organizational Unit** - A DOC unit, such as a correctional facility, Regional Office, Probation and Parole Office, Virginia Correctional Enterprises, Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual headquarters units, e.g., Human Resources, Offender Management, Internal Audit.

**Organizational Unit Head** - The person occupying the highest position in a DOC organizational unit, such as a correctional facility, Regional Office, Probation and Parole Office, Virginia Correctional Enterprises, Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual Headquarters units, e.g., Human Resources, Offender Management, Internal Audit.

**Prison Rape Elimination Act (PREA)** - Federal law, 34 U.S.C. Chapter 303, *Prison Rape Elimination*, and regulatory standards, 28 CFR Part 115, *Prison Rape Elimination Act National Standards*, proscribing background checks, training, reporting, and response requirements designed to eliminate sexual abuse and sexual harassment of inmates and CCAP probationers/parolees.

**Probationer/Parolee** - A person who is on community supervision as the result of the commission of a criminal offense and released to the community under the jurisdiction of Courts, paroling authorities, the Virginia Department of Corrections, or other release authority; this includes post release supervision and Community Corrections Alternative Programs.

**Program Visitor** - A citizen volunteer who provides a one-time, on call or single task voluntary service.

**Sensitive Position** - A position designation that indicates a moderate potential for damage to agency security or



the integrity and efficiency of the Department. These positions generally have routine access to or supervision and/or control authority over offenders, client population, or access to restricted information (including but not limited to access to sensitive or restricted employee, offender, security, or medical information).

**Statewide Volunteer** - A volunteer who has been granted volunteer access to all DOC facilities by the Chief of Corrections Operations or designee.

**Statewide Volunteer Coordinator** - The DOC headquarters administrative representative who provides oversight for all volunteer programs throughout the DOC and is responsible for coordinating volunteer recruitment, screening, training, orientation, and supervision of statewide volunteers.

**Unit Internship Coordinator** - The unit representative who is responsible for the management of unit internships; the Internship Coordinator may be a full-time or part-time employee, or the position may be filled by a volunteer or contract person. The selected individual for this position must have or receive appropriate training.

**Unit Volunteer** - A volunteer who has been granted access to a specific Organizational Unit by the Organizational Unit Head.

**Unit Volunteer Coordinator** - The unit representative who is responsible for the management of the unit volunteer program. The Volunteer Coordinator may be a full-time or part-time employee, or the position may be filled by a volunteer or contract person. The selected individual for this position must have or receive appropriate training.

**Volunteer** - Any citizen of the community who, of their own free will, provides goods or services to the DOC without any financial gain.

## PURPOSE

This operating procedure establishes a uniform process to govern the administration and management of the Department of Corrections (DOC) volunteer program and internships and provides guidance for volunteer and intern recruitment, selection, orientation, training, terms of service, termination of service, and defines their tasks, responsibilities, accountability, and authority. (4-ACRS-7D-04; 4-APPFS-1C-04; 2-CO-1G-04)

## PROCEDURE

### I. Mission

- A. An effective volunteer program can enhance communication and understanding between the community and the DOC and offer additional human and material resources needed to provide a wide range of services to all DOC inmates and probationers/parolees; services can include but are not limited to:
  - 1. Conducting research with prior approval of Human Subject Research Review Committee.
  - 2. Participating in events related to re-entry such as job assistance.
  - 3. Co-facilitating groups.
  - 4. Participating in bible study.
  - 5. Performing clerical tasks..
- B. Internships provide educational opportunities, increase public knowledge of DOC operations, attract and groom potential staff, and bring increased energy and innovation to DOC Organizational Units. Examples of internships:
  - 1. Student Internship - A student (intern or extern) participating in a practicum to receive academic credit for a specific educational course generally at no cost to the DOC.
  - 2. Apprenticeship - An individual working with a staff member to gain practical experience to qualify for certification in a skilled trade; may be a paid employee.
  - 3. Fellowship - A student participating in an internship generally related to their course of study; usually longer term than a student intern and may include a stipend paid to the fellow.
  - 4. Personal Interest Internship - An individual, generally possessing the academic qualifications for employment, entering the workplace of their own volition without pay to gain knowledge and experience related to a possible career in the DOC.
- C. All Organizational Unit Heads are authorized and encouraged to accept the services of volunteers and to collaborate with colleges and universities to provide internships, educational opportunities, and research; see Operating Procedure 020.1, *Research Conducted in DOC Units*. (4-APPFS-3D-16)
  - 1. The Organizational Unit Head or designee may involve volunteers and interns in all aspects of the unit's programs to include serving as an advisor, interpreter, or similar direct service role consistent with DOC operating procedures. (2-CO-1G-01)
  - 2. Volunteers and interns will perform professional services only when certified or licensed to do so, or after a thorough check of background and professional education reflects competency to perform the service if certification/licensure is not required. (5-ACI-1G-04; 4-ACRS-7B-03)
  - 3. Service as a volunteer or intern does not guarantee any consideration for employment with the DOC beyond recognition of the knowledge and experience gained through that service.
- D. Interns receiving compensation from the DOC are considered employees and must be managed in accordance with their employment status.

### II. Volunteer Programs and Internship Coordinators (5-ACI-1G-01; 2-CO-1G-03)

- A. The Operations Support Manager or one or more designees will serve as the Statewide Volunteer



Coordinator and Department Internship Coordinator to manage DOC volunteer programs and internships.  
(2-CO-1G-02)

B. Each Organizational Unit Head will designate a staff member to serve as either or both the Unit Volunteer Coordinator and Unit Internship Coordinator to manage the unit volunteer program and unit internships and to report activities to the respective Statewide Volunteer or Department Internship Coordinator.

C. Volunteer Coordinator Responsibilities

1. The Statewide Volunteer Coordinator will:

- a. Develop written procedures outlining the utilization and supervision of volunteers for the DOC.
- b. Coordinate DOC compliance with the *Annual Volunteer Program Needs Assessment*.
- c. Ensure that each Organizational Unit Head designates a Unit Volunteer Coordinator to supervise the management of the unit's volunteer program.
- d. Coordinate statewide volunteer recruitment, screening, training, orientation.
- e. Supervise statewide volunteers.
- f. Ensure all statewide volunteers complete their annual training requirements on the following:
  - i. On-line training *DOC-Commonly Abused Drugs* through handouts or electronic presentation
  - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through the through handouts or electronic presentation
  - iii. *IT Security Awareness Training*, when applicable
- g. Maintain a secure record keeping system for statewide volunteers, review files annually, and discard inactive files after five years.
- h. Ensure a new criminal record (VCIN/NCIC) check is completed for active statewide volunteers every three years.
- i. Ensure statewide volunteers understand their respective responsibilities.
- j. Provide opportunities to encourage staff awareness, education, and support of volunteer programs.
- k. Notify Organizational Unit Heads in writing of statewide volunteer approvals and terminations.
- l. Notify the Information Technology Unit (ITU) to disable computer access for a statewide volunteer, when necessary; see Operating Procedure 310.2, *Information Technology Security*.
- m. Collect the state issued volunteer identification card (ID) and any issued equipment for banned volunteers and volunteers no longer providing volunteer services.

2. The Unit Volunteer Coordinator will:

- a. Develop an Implementation Memorandum to this operating procedure, if needed, outlining management of the unit volunteer program.
- b. Coordinate volunteer recruitment, screening, training, orientation, and supervision of unit volunteers.
- c. Maintain a simple and secure record keeping system for unit volunteers and activities and report requested information to the Statewide Volunteer Coordinator.
  - i. Files should be reviewed annually.
  - ii. Inactive files should be kept for five years and then discarded.
- d. Ensure a new criminal record check (VCIN/ NCIC) is completed for active unit volunteers every three years.
- e. Ensure unit volunteers and staff understand their respective responsibilities and relationship to each other.
- f. Ensure all unit volunteers complete annual training requirements on the following:
  - i. On-line training *DOC-Commonly Abused Drugs* through handouts or electronic presentation
  - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through handouts or electronic presentation



iii. *IT Security Awareness Training*, when applicable

- g. Provide opportunities to encourage unit staff awareness, education, and support of volunteer programs.
- h. Notify ITU to disable computer access for unit volunteers, when necessary; see Operating Procedure 310.2, *Information Technology Security*.
- i. Collect the state issued volunteer ID and any issued equipment for banned unit volunteers and volunteers no longer providing volunteer services.
- j. Facilitate volunteer and program visitor entry into the facility.
- k. Ensure a current schedule of volunteer services is available to all inmates and probationers/parolees and is posted in appropriate areas of the unit. (5-ACI-1G-06)

D. Internship Coordinator Responsibilities

1. The Department Internship Coordinator will:

- a. Coordinate recruitment, screening, training, orientation, and supervision of interns for DOC Headquarters.
- b. Ensure that each Organizational Unit Head designates a Unit Internship Coordinator to supervise the management of the unit's internships.
- c. Maintain a simple and secure recordkeeping system for interns.
- d. Ensure that interns and staff understand their respective responsibilities and relationship to each other.
- e. Provide opportunities to encourage DOC staff awareness, education, and support of internships.

2. The Unit Internship Coordinator should:

- a. Coordinate intern recruitment, screening, training, orientation, and supervision of unit interns.
- b. Maintain a simple and secure record keeping system for unit interns and report requested information to the Department Internship Coordinator.
  - i. Files should be reviewed annually.
  - ii. Inactive files should be kept for five years and then discarded.
- c. Ensure unit interns and staff understand their respective responsibilities and relationship to each other.
- d. Ensure all interns complete annual training requirements on the following:
  - i. On-line training *DOC-Commonly Abused Drugs* through handouts or electronic presentation
  - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through handouts or electronic presentation
  - iii. *IT Security Awareness Training*, when applicable
  - iv. Additional training as required by the Organizational Unit Head
- e. Provide opportunities to encourage unit staff awareness, education, and support of unit internships.
- f. Notify ITU to disable computer access for unit interns, when necessary; see Operating Procedure 310.2, *Information Technology Security*.
- g. Collect the state issued volunteer ID and any issued equipment from unit interns who have completed their internship or are no longer interning.

III. Recruitment and Eligibility

A. Each Organizational Unit Head is expected to recruit volunteers and interns from all cultural and socioeconomic segments of the community. (5-ACI-1G-02; 4-ACRS-7F-08; 4-APPFS-1C-05)

- 1. Volunteers should be recruited through interaction with community service and faith-based organizations, educational facilities, and offender re-entry support groups.
  - a. Volunteers serve more than once per quarter and can work with inmates/probationers/parolees in a



- group setting or individually as approved by the Organizational Unit Head.
- b. Volunteers will be under the supervision of a staff member, or another volunteer designated to supervise volunteers in their service area.
2. Internship Recruitment
    - a. Each Organizational Unit Head or designee should contact and maintain relationships with local high schools, technical schools, colleges, and universities to coordinate internship and apprenticeship opportunities with the DOC.
    - b. DOC Organizational Units should participate in job fairs and career day events to recruit interns and apprentices.
    - c. Internship opportunities may be advertised in *DOC Job Openings* by contacting Human Resources at 804-887-8123 or [recruitment@vadoc.virginia.gov](mailto:recruitment@vadoc.virginia.gov).
  - B. Any individual, aged 18 or older, without regard to race (including traits historically associated with race including hair texture, hair type, and protective hairstyles such as braids, locks, and twists), sex (including sexual harassment, pregnancy, lactation or expression of breastmilk, and marital status), color, national origin, religion, sexual orientation, gender identity or expression, age, political affiliation, veteran status, qualified persons with disabilities, or any other characteristic protected by law is eligible to apply for to volunteer or intern approval.
  - C. Individuals eligible to volunteer and intern include, but are not limited to:
    1. Unpaid student interns without regard to credit hours received
    2. Representatives of religious groups
    3. Representatives of professional/occupational groups
    4. Exempt and non-exempt staff
    5. Individual citizens
    6. Researchers approved by the Human Subject Research Review Committee
    7. Individuals providing re-entry resources
    8. Exempt and non-exempt staff, as defined by the *Fair Labor Standards Act*
      - a. The staff members service must be in a different capacity than their salaried position.
      - b. The employing Organizational Unit Head and Human Resource Officer must approve non-exempt staff.
  - D. Individuals not eligible to volunteer and intern include:
    1. Known relatives of an inmate or probationer/parolee receiving direct services from the Organizational Unit.
    2. Individuals with a close relationship with an inmate or CCAP probationer/parolee housed at that facility.
    3. Have visited an offender incarcerated at any DOC facility within the previous year. The Organizational Unit Head may waive this requirement on a case-by-case basis.
    4. Visitors at a DOC facility; unit staff should check VACORIS when determining if a potential volunteer or intern can be approved to access a facility for a function or activity.
  - E. Ex-inmates and probationers/parolees may apply to volunteer or intern; see derogatory background reports process in this operating procedure.
  - F. Interns, Externs, Fellows
    1. Student interns, externs, and fellows must be currently enrolled in an internship, externship, or fellowship program with their high school, college, or university. (4-APPFS-3D-16)



- a. Student internships, externships, and fellowships are open to students of all majors with a preference to those seeking a degree in the Administration of Justice, a similar Criminal Justice program, or qualification for hard to fill positions.
  - b. All requests for internships, externships, and fellowships must include a letter of recommendation or signed Memorandum of Agreement from the applicant's school faculty advisor setting forth the guidelines for the internship course e.g., hours needed, student progress evaluations, etc.
  - c. The Unit Internship Coordinator, as applicable, will review each request and ensure that the applicant meets all criteria for participation in a student internship.
  - d. The criteria will be developed by the work unit and reviewed by the Department Internship Coordinator prior to establishing an internship, externship, or fellowship.
  - e. The Organizational Unit Head or designee will review the student's written request, faculty recommendation, guidance document, *Application to Volunteer or Intern 027\_F2*, and background investigation for approval.
  - f. Approved interns, externs, and fellows will be assigned a unit staff member to supervise, mentor, and complete all required documentation related to the internship. The unit staff member will:
    - i. Coordinate the intern's application, fingerprinting, and orientation process.
    - ii. Develop a work schedule in conjunction with the intern to satisfy the student's required intern hours.
    - iii. Assign and monitor tasks relevant to the learning experience as needed by the unit.
    - iv. Complete all required assessments and evaluations related to the intern's progress and completion of the program.
2. Supervising unit staff will ensure that any requirements for record keeping and specific credentials or qualifications required are satisfied as needed for apprenticeships and certain student internships, externships, and fellowships.
  3. Prospective interns who apply directly to the Department Internship Coordinator will be assigned to a work unit on a first-come, first-served basis.
  4. Prospective interns will be personally interviewed by unit staff to ensure open lines of communication and appropriate assessment of intern resources.
  5. Personal interest interns are subject to the same application, interview, screening, and background investigation requirements as a student intern.
- G. Screening and Background Investigations
1. Prospective volunteers and interns must agree, in writing, to a background investigation; see Operating Procedure 102.3, *Background Investigation Program*.
  2. The Unit Volunteer Coordinator or Unit Internship Coordinator must ensure a background investigation and drug test for each applicant is conducted prior to the beginning of the volunteer service or internship.
  3. The Organizational Unit Head will approve unit volunteers and interns based on the following minimum criminal background checks. (2-CO-1G-05)
    - a. Volunteers and interns applying for non-sensitive positions will undergo a limited background investigation to include a VCIN and VACORIS Visitor Module check. The Organizational Unit Head or designee must forward the background investigation report to the Background Investigations Unit (BIU); see Operating Procedure 102.3, *Background Investigation Program*.
    - b. Volunteers and interns applying for a sensitive position such as access to ITU resources and VACORIS must have a full background investigation; see Operating Procedure 102.3, *Background Investigation Program*.
    - c. Based on a limited background investigation, the Organizational Unit Head may grant preliminary approval for volunteers and interns to serve in sensitive positions pending completion of the full

background investigation.

- d. Background investigations for volunteers and interns applying for sensitive and non-sensitive positions with Probation and Parole may be performed by staff at the P&P Office with copies of resulting reports forwarded to the BIU Supervisor for recording and retention.
4. When a volunteer or intern has been actively volunteering or interning for another DOC Organizational Unit within the past six months, the Unit Volunteer Coordinator, Unit Internship Coordinator, or designee may request the individual's background information from the BIU in lieu of conducting a new background investigation.
    - a. The volunteer or intern should agree to this arrangement in writing.
    - b. The following should be taken into consideration:
      - i. The dissemination of background information is authorized to DOC staff only and must be for the express purpose of reviewing an individual for volunteer service or an internship.
      - ii. The sole objective of a criminal background review is to determine if past criminal conduct of an individual is incompatible with the nature of the volunteer service or internship.
      - iii. The Unit Volunteer Coordinator or Unit Internship Coordinator and the Organizational Unit Head, as appropriate, will conduct this review.
  5. A new criminal records check (VCIN/NCIC) is required every three years at a minimum but may be conducted on a volunteer and intern at any time.
    - a. Indication of recent criminal activity may be grounds for termination of volunteer or intern status.
    - b. A volunteer/intern must report any personal arrests or convictions to the Unit Volunteer Coordinator or Unit Internship Coordinator.
  6. Staff must make provisions to ensure the security and confidentiality of volunteer and intern data in accordance with DOC operating procedures and state law.
    - a. Volunteers and interns requesting a copy of their own criminal history record information should do so in accordance with *The Virginia Freedom of Information Act*; see COV §2.2-3700 et seq. and Operating Procedure 025.1, *Public Access to DOC Public Records*.
    - b. Staff must not confirm the existence or non-existence of criminal history record information for volunteers and interns except as provided for by law.
  7. Derogatory Background Reports
    - a. When a volunteer or intern background report reveals derogatory information e.g., felony conviction, extensive misdemeanor record, etc., the Organizational Unit Head will evaluate the information and consider the potential impact on public safety.
    - b. If the Organizational Unit Head believes public safety would be impacted, they should deny the volunteer's or intern's application for one year, at which time the volunteer or intern may reapply.
    - c. If the Organizational Unit Head believes public safety would not be impacted, the Organization Unit Head or designee should forward the volunteer's or intern's application, background report, and their recommendation to approve to the Regional Operations Chief for final disposition.
      - i. If the Organizational Unit Head recommends approval for a probationer or parolee to volunteer or intern, the probationer/parolee must also have the written permission from the Chief P&P Officer of the supervising P&P Office.
      - ii. The Regional Operations Chief must approve all volunteer and intern applicants who have prior felony convictions, or who have served sentences in a jail or prison prior to the applicant providing any volunteer or intern services.

#### H. Program Visitors

1. Program visitors may be individuals providing a single volunteer service or they may be part of a volunteer group.
  - a. Program visitors have limited, controlled contact with inmates and CCAP probationers/parolees



and are under the direct supervision of a corrections staff member or a volunteer.

- b. Volunteers providing off site services without inmate and CCAP probationer/parolee contact are considered program visitors.
  2. Program visitors do not typically volunteer more than once per quarter, e.g., guest speakers, sports teams, entertainment, special classes, etc.
  3. Program visitors are not required to complete volunteer training, submit to a criminal background investigation, or receive a volunteer I.D. A criminal records check (VCIN/ NCIC) and VACORIS Visitor Module check should be conducted.
- I. Statewide Volunteers
1. Unit volunteers may apply to be a statewide volunteer after serving as a unit volunteer for a period of at least one year.
    - a. Applicants will complete the *Application to Volunteer or Intern 027\_F2* and submit it to the Statewide Volunteer Coordinator.
    - b. A volunteer with less than one year of service may be approved as a statewide volunteer on a case-by-case basis.
    - c. The Chief of Corrections Operations or designee will approve all statewide volunteers.
  2. Statewide volunteers are approved in connection with a statewide program or service e.g., Alcoholics Anonymous, AIDS education, Religious Activities, etc.
  3. Statewide volunteers will have access to inmates and probationers/parolees during the activity for which their volunteer status was approved, only. Staff must not allow statewide volunteers to interact with inmates and CCAP probationers/parolees for other reasons without approval of the Statewide Volunteer Coordinator.
  4. The Statewide Volunteer Coordinator may grant the following statewide volunteers limited access to a facility.
    - a. Researcher - An individual conducting research with a recommendation from the Human Subject Research Review Committee; access is limited to one year following the approval to conduct research, unless otherwise approved by the Human Subject Research Review Committee.
    - b. Re-entry Resource Volunteer - An individual who serves at designated facilities and participates in Re-entry events and activities.
      - i. The Workforce Development Specialist or Cognitive Community staff must coordinate and supervise statewide resource volunteers at all re-entry events and activities to include but not limited to:
        - (a) Re-entry Fairs
        - (b) Mock Interviews
        - (c) Topical Seminars
        - (d) Re-entry Panels
      - ii. Statewide resource volunteers are issued a pink ID card labeled Statewide Resource Volunteer.
- IV. Orientation and Training
- A. Staff must personally interview all new statewide and unit volunteers and all interns to establish open lines of communication and an appropriate assessment of volunteer resources.
  - B. Volunteer and intern processing to include application submission, finger printing, orientation, etc. should be done in one day to avoid multiple trips to the unit. The Organizational Unit Head should review and make decision on volunteer and intern applications within 30 days of application submission,.
  - C. Each volunteer and intern must complete and provide the following documents: (5-ACI-1G-03; 4-ACRS-7F-10; 2-CO-1G-06)



1. *Application to Volunteer or Intern* 027\_F2
  2. *Volunteer and Intern Agreement* 027\_F4
  3. *Volunteer and Intern Data Sheet* 027\_F5
  4. *Volunteer and Intern Orientation Checklist* 027\_F8
  5. *Background Investigation Questionnaire* 102\_F2 (Sensitive Positions, only)
  6. *Request for Background Investigation* 102\_F6 (Not needed for P&P)
  7. *Authority for Release of Information* 102\_F7
  8. *Confidential Summary Background Investigation Report* 102\_F10 (P&P, only)
  9. Copy of Driver's License or other government issued picture identification
  10. Copy of License or Certification (If applicable)
  11. Fingerprint Cards (if applicable) or provide Livescan TCN number
- D. The Statewide and Unit Volunteer Coordinator or the Department and Unit Internship Coordinator, as applicable, will ensure that all volunteers and interns who have contact or could have physical, visual, or auditory contact with inmates or CCAP probationers/parolees have been trained on their responsibilities to prevent, detect, monitor, and report allegations and incidents of inmate and CCAP probationer/parolee sexual abuse and sexual harassment. (§115.32[a], §115.232[a])
1. Volunteers and Interns
    - a. The level and type of training provided to volunteers and interns will be based on the services they provide and level of contact they have with inmates and CCAP probationers/parolees. (§115.32[b], §115.232[b])
    - b. All volunteers and interns who have contact with inmates or CCAP probationers/parolees must be notified of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and informed how to report such incidents. (§115.32[b], §115.232[b])
    - c. The volunteer or intern must sign the *Volunteer and Intern Agreement* 027\_F4 and on the *Prison Rape Elimination Act (PREA) Training Acknowledgement* attachment to Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)* documenting their receipt and understanding of these materials. (§115.32[c], §115.232[c])
  2. Program Visitors
    - a. Program visitors will receive *A Guide to Maintaining Appropriate Boundaries with Inmates or CCAP Probationers/Parolees* as notification of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and information on how to report such incidents; see Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*.
    - b. The volunteer's or intern's receipt of this material should be documented such as in the facility "sign-in" log.
- E. Staff must provide all volunteers and interns with documented orientation and training appropriate to their duties: (5-ACI-1G-05; 4-ACRS-7B-18, 4-ACRS-7F-09; 4-APPFS-1C-06; 2-CO-1G-07)
1. Program Visitors will:
    - a. Review the *Volunteer and Intern Agreement* 027\_F4
    - b. Receive a copy of *A Guide to Maintaining Appropriate Boundaries with Inmates or CCAP Probationers/Parolees* as notification of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and information on how to report such incidents; see Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*. (§115.32[b], §115.232[b])
    - c. Sign the *Volunteer and Intern Agreement* 027\_F4 to document completion of orientation and training. (§115.32[c], §115.232[c])

## 2. Volunteers and Interns

- a. Staff will provide volunteers and interns orientation and training that includes but is not limited to:
  - i. Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*
  - ii. Operating Procedure 135.1, *Standards of Conduct*
  - iii. Operating Procedure 135.2, *Rules of Conduct Governing Employees Relationships with Inmates and Probationers/Parolees*
  - iv. Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*
  - v. Operating Procedure 135.4, *Alcohol and Drug Testing*
  - vi. Operating Procedure 150.4, *Line of Duty Death or Injury*
  - vii. Operating Procedure 310.2, *Information Technology Security*
  - viii. Confidentiality of inmate and CCAP probationer/parolee personal information and mandatory reporting requirements for escape, assault, or other possible danger to self or others such as staff, community, inmates, CCAP probationers/parolees or property
  - ix. *Strategic Plan* training to share the DOC's mission and vision
  - x. *DOC Basic Gang & Security Threat Group Awareness* training to increase awareness and understanding of gang and security threat groups
  - xi. A briefing on security procedures, privacy laws, chain of command, basic knowledge of criminal behavior, and other related topics, as pertinent and applicable
- b. Volunteers and interns must sign the *Volunteer and Intern Orientation Checklist* 027\_F8 do document completion of orientation and training. (§115.32[c], §115.232[c])

## V. Volunteer and Intern Identification (5-ACI-1G-03; 4-ACRS-7F-10; 2-CO-1G-06)

- A. Unit Volunteers should be issued an ID card clearly marked as "Volunteer" in the Class Title section that expires after no more than three years; see Operating Procedure 105.2, *Employee Identification Cards*.
- B. Organizational Units may use a volunteer identification document to remain on file in the unit in lieu of a volunteer ID.
  1. The volunteer identification document should contain the volunteer's picture, address, and telephone number with a general description of the volunteer's approved activities and times to enter the unit.
  2. Any volunteer not issued a volunteer ID must present an acceptable, valid government issued photo identification i.e., driver's license, to enter a facility.
- C. Statewide Volunteers and Statewide Resource Volunteers will be issued a pink volunteer ID card.
- D. Interns will be issued an intern ID; see Operating Procedure 105.2, *Employee Identification Cards*.
- E. Volunteers and interns must report lost or stolen IDs to the Unit Volunteer Coordinator, Unit Internship Coordinator, or Organizational Unit Head immediately.
- F. Volunteers and interns must return their IDs to the Unit Volunteer Coordinator or Unit Internship Coordinator at the termination of their volunteer or intern service.

## VI. Access to DOC Facilities and Offices

- A. All volunteers and interns entering a facility is subject to the search and contraband requirements of Operating Procedure 445.4, *Screenings and Searches of Persons*.
- B. All volunteers and interns are to abide by the requirements for an alcohol and drug-free workplace and may be asked to submit to appropriate substance abuse screening that may include oral fluid or urine drug testing, oral or Evidential Breath Test alcohol testing, or other pre-approved appropriate testing methods; see Operating Procedure 135.4, *Alcohol and Drug Testing*.
- C. Volunteers and interns must not possess alcohol, including in their vehicles, while on the grounds of any DOC facility or Organizational Unit including but not limited to headquarters, regional offices,



institutions, Community Corrections Alternative Programs, P&P Offices, or the Academy for Staff Development. Violations may result in termination of services and being barred from entry into the facility or Organizational Unit.

- D. The Statewide and Unit Volunteer Coordinator, as appropriate, must provide written documentation authorizing volunteer and program visitor entry into the facility to the Corrections Officer assigned to the designated facility perimeter gate.
1. When written documentation is not provided, the Corrections Officer must notify one of the following designated staff, in the order listed, prior to refusing entry into the facility.
    - a. Unit Volunteer Coordinator
    - b. Facility Chaplain
    - c. Institutional Program Manager
    - d. Administrative Duty Officer
    - e. Facility Unit Head
    - f. Statewide Volunteer Coordinator (First contact for Statewide Volunteers)
  2. Verbal approval from any one of the designated staff members is sufficient to authorize volunteer and program visitor entry.
- E. The Unit Internship Coordinator will arrange intern access to the facility or office, as needed, upon presentation of their intern ID.
- F. Each unit must comply with all applicable state and federal laws governing volunteer and intern access to confidential information to include COV §2.2-3700 et seq., *The Virginia Freedom of Information Act*, the COV §59.1-442 et seq., *Personal Information Privacy Act*, COV §42.1-76 et seq., *Virginia Public Records Act* and DOC operating procedures.

VII. Interactions with Inmates and Probationers/Parolees

- A. Volunteers and interns must follow the same rules of conduct for staff that prohibit fraternization; see Operating Procedure 135.2, *Rules of Conduct Governing Employee Relationships with Inmates and Probationers/Parolees*.
- B. Volunteers and interns must follow the rules and procedures governing inmate and CCAP probationer/parolee correspondence; see Operating Procedure 803.1, *Inmate and Probationer/Parolee Correspondence*.
1. Volunteers and interns are prohibited from sending or receiving personal correspondence or funds to or from an inmate or CCAP probationer/parolee without the prior approval of the Facility Unit Head.
    - a. Both Facility Unit Heads must approve if the transaction involves an inmate or CCAP probationer/parolee from another facility.
    - b. Correspondence such as letters, notes, greeting cards, etc. must be:
      - i. Submitted on the volunteer's or intern's organizational letterhead and contain a Post Office Box or business address. Home addresses are not allowed.
      - ii. Produced by a member of a volunteer organization that is recognized by the Facility Unit Head or designee as a credible and valid group that volunteers at that facility.
      - iii. Prohibited from including personal addresses, personal phone numbers, personal pictures, and personal items.
      - iv. Professional, business-like, and not manifest indications of fraternization, as determined by staff when the correspondence is opened, inspected, and read.
      - v. Permitted to include small, inspirational religious tracts, pamphlets, or greeting cards for holidays and special occasions.
  2. Volunteers and interns are prohibited from purchasing publications for an inmate or CCAP



probationer/parolee without the prior approval of the Facility Unit Head. Both Facility Unit Heads must approve if the transaction involves an inmate or CCAP probationer/parolee from another facility; see Operating Procedure 803.2, *Incoming Publications*.

3. Volunteers and interns are prohibited from sending or receiving secure messages with inmates unless the inmate is an immediate family member of the volunteer or intern and prior approval to correspond has been received from the Facility Unit Head of the volunteer's or intern's facility and the inmate's facility.
  4. Volunteers and interns may have contact with inmates and CCAP probationers/parolees through their approved duties only.
    - a. Volunteers and interns are not authorized to visit with inmates and CCAP probationers/parolees at the facility where they volunteer or intern or any other facility.
    - b. The Organizational Unit Head where the volunteer or intern serves and the Facility Unit Head of the facility housing the inmate or CCAP probationer/parolee the volunteer or intern wishes to visit may grant, in writing, an exception.
- C. Volunteers may interact with inmates and CCAP probationers/parolee who are releasing from a facility, either in a supervised (probation/parole) or non-supervised (direct release) correctional status, to facilitate their re-entry into the community.
1. Interactions should be professional and transitional in nature.
  2. Such activities include, but are not limited to, the following:
    - a. Inviting released inmates or CCAP probationers/parolee to their place of worship for services, or to substance abuse recovery meetings
    - b. Providing transportation, clothing
    - c. Assisting with housing, education, vocational training, or job placement
  3. Volunteers are not permitted to interact with an inmate or CCAP probationer/parolee releasing from one facility to assist with transition, while serving as a volunteer at another facility.
  4. Volunteers cannot act on behalf of a released inmate or CCAP probationer/parolee in obtaining assistance for programs or their legal affairs.
- D. Volunteers who serve as a facility volunteer and work with inmates and CCAP probationers/parolees in the community must avoid fraternization or even the appearance of impropriety. Crossing the line from professional to personal (romantic or sexual) relationships with an inmate or probationer/parolee or serving as a conduit for information and/or contraband between probationers/parolees and inmates will be dealt with to the full extent of DOC operating procedures and the law.
- E. Inmates and CCAP probationers/parolees on active supervision, probation, parole, etc., should notify their P&P Officer of their interactions with a DOC volunteer.

#### VIII. Volunteer and Intern Management

- A. The Organizational Unit or designee should provide volunteers and interns adequate space, supplies, training, and supervision.
- B. Volunteers and interns are subject to all work policies, laws, guidelines, rules, and regulations that apply to staff, including confidentiality and security procedures, unless otherwise stated in this operating procedure.
- C. Volunteers and unpaid interns will, as part of their voluntary service, be exempt from all provisions of law relating to state employment, hours of work, rate of compensation, leave time, and employee benefits, except those enumerated in this operating procedure.
- D. Volunteers and interns must agree in writing to abide by all operating procedures, particularly those



relating to security, PREA, strategic planning, and confidentiality of information. (5-ACI-1G-05; 4-APPFS-1C-07, 4-APPFS-3C-03; 2-CO-1G-08)

- E. Volunteers and interns must receive prior authorization from the Director through the Director of Communications before reporting to any news media on behalf of the DOC.
1. Volunteers and interns may request authorization by submitting a *Request for Media Contact 022\_F2* to the Director of Communications for approval.
  2. Volunteers and interns, other than those authorized by a *Request for Media Contact 022\_F2*, who make comments to the media, must clearly indicate they are speaking as a private citizen and not in any official capacity.
- F. Volunteers and interns may have limited access to DOC Information Technology (IT) systems and VACORIS; see Operating Procedure 310.2, *Information Technology Security*.
1. The applicable Regional Operations Chief must approve for facility and P&P Office volunteers to be given access to the DOC network and databases.
  2. Chief of Corrections Operations or applicable Deputy Director must approve for non-facility and non-P&P Office volunteers to be given access to the DOC network and/or databases.
  3. Interns may be given access to the DOC network and databases under the supervision of a staff member, provided they successfully completed the background investigation and drug test.
  4. All volunteers and interns with a DOC IT system account are required to read and consent to the terms of the *Windows User Information Security Agreement 310\_F3* and complete the annual IT Security Awareness Training requirement.
  5. Volunteers and interns must not allow inmates and CCAP probationers/parolees access, supervised or unsupervised, to any IT resource connected to the DOC network and systems, or any resource that can access the internet.
  6. DOC has no tolerance for use of internet services and DOC information technology such as personal computers, networks, etc. for unacceptable, inappropriate, and unauthorized purposes. If a volunteer or intern uses DOC resources to visit or attempt to visit one or more pornographic, gambling, or other web sites designated by the DOC as unacceptable, inappropriate, and unauthorized, the volunteer or intern will be reported to their Organizational Unit Head for appropriate action.
- G. Volunteers and interns must not have access to personnel files.
- H. The Organizational Unit Head or designee will provide volunteer and intern involvement in programs by assigning duties and providing opportunities where the volunteer or intern participates in unit activities to enhance their learning opportunities. (4-APPFS-1C-03)
- I. Staff supervising an intern must complete periodic intern assessments to evaluate the intern's progress throughout the internship.
1. Staff may document the assessment on forms provided by the school for student interns.
  2. If an assessment form is not provided, staff should use the *Intern Assessment 027\_F9*.
  3. The staff member and intern will sign the assessment and the assessment maintained in the unit for three years and then discarded.
- J. Interns must provide a copy of any papers or final reports to the Organizational Unit Head or Department Internship Coordinator for final evaluation.

IX. Volunteer and Intern Benefits

- A. The Facility Unit Head may furnish volunteers and interns meals without charge, provided scheduled work assignments extend over an established meal period at facilities and programs that routinely serve meals.





- B. Public recognition of volunteer service through certificates, letters of appreciation, recognition ceremonies, etc. is encouraged.
- C. Interns may participate in relevant Academy for Staff Development (ASD) training opportunities, contingent on ASD staff approval and available resources.
- D. Unpaid interns assume all risks and agree to hold the DOC harmless for injuries received while participating in an internship. Any claims against the DOC must be handled under COV §8.01-195.1 et seq., *Virginia Tort Claims Act*.
- E. The COVA's Risk Management Plan provides volunteers with incidental medical coverage; see *Notice of Volunteer Accident (NOVA) 027\_F6. (2-CO-1B-11)*
  - 1. The volunteer coordinator should make all volunteers aware of the terms of coverage as follows:
    - a. The volunteer must be approved, prior to the date of injury, as a volunteer by the DOC and be participating in an authorized activity, certified by the Organizational Unit Head, for the Division of Risk Management (DRM) to consider coverage.
    - b. The volunteer must cooperate with DRM's investigation and authorize the release of medical information for DRM to validate and determine benefits that may be payable.
    - c. This coverage is secondary to any other coverage the volunteer may have.
  - 2. The volunteer coordinator will maintain the volunteer's name, social security number, and date service started on file at the unit to determine the volunteer's eligibility for coverage; it is not necessary to send this information to the Statewide Volunteer Coordinator.
- F. Interns who may be required to drive their personal vehicle or a state vehicle in the performance of their duties, other than commuting to their assigned unit(s), and to attend training, are required to complete an *Authorization for On-going License/Background Checks 102\_F8* and provide a copy of their driver's license annually; see Operating Procedure 102.7, *Employee Records*.
  - 1. The Organizational Unit Head should review and approve vehicle use by interns in advance.
  - 2. Interns, with prior Organizational Unit Head approval, may be reimbursed for mileage, meals, and other approved expenses in connection with the performance of their duties on the same basis as staff; see Operating Procedure 240.1, *Travel*.
    - a. Intern reimbursement should be from the Organizational Unit's budget.
    - b. The rates or amount of reimbursement should not exceed those provided in COV §2.2-2823, *Traveling expenses on state business; public or private transportation*.
    - c. No distinction is made in accounting records between expenditures for interns and those of staff.
  - 3. Interns when using a state vehicle are subject to all rules and procedures governing the use of state vehicles by staff.

## X. Complaints and Dismissals

### A. Internship

- 1. Complaints pertaining to an internship will be referred to the Unit Internship Coordinator.
  - a. When the Unit Internship Coordinator cannot resolve a complaint, they may refer the matter to the Organizational Unit Head for resolution.
  - b. The Organizational Unit Head, if necessary, may refer the matter to the Department Internship Coordinator for final disposition.
- 2. Possible grounds for intern dismissal include but are not limited to:
  - a. Failing to comply with DOC operating procedures, federal or state laws, or unit rules.

Every effort should be made to provide appropriate internship training and supervision to help avoid violations and possible termination.



- b. Engaging in sexual abuse
    - i. Interns will be banned, prohibited from contact with inmates and CCAP probationers/parolees, reported to relevant licensing bodies, and reported to law enforcement agencies, unless the activity was clearly not criminal. (§115.77[a], §115.277[a])
    - ii. The Organizational Unit Head will take appropriate remedial measures and will consider prohibiting further contact with inmates and CCAP probationers/parolees in the event of any other violation of DOC sexual abuse or sexual harassment policies by an intern. (§115.77[b], §115.277[b])
  - c. Posing a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the intern.
3. The Organizational Unit Head should notify the intern, in writing, of the reasons for the dismissal or ban. A copy of the notification will be sent to the Department Internship Coordinator and any organization overseeing the internship.
  4. Conclusion of Internship
    - a. Upon completion of the internship, the staff member supervising the intern will conduct an exit interview.
      - i. The *Intern Exit Interview 027\_F10* provides interns an opportunity to contribute suggestions regarding operating procedures and unit practices that impact internships.
      - ii. Supervising staff will forward the original to the Unit Internship Coordinator with a copy of the *Intern Exit Interview 027\_F10* forwarded to the Department Internship Coordinator to be maintained on file for three years.
    - b. The intern's supervisor will:
      - i. Collect the state issued ID and any issued equipment
      - ii. Provide copies of all internship documentation to the Unit Internship Coordinator
      - iii. Notify ITU to disable information technology access, when necessary; see Operating Procedure 310.2, *Information Technology Security*

#### B. Volunteer Program

1. The Organizational Unit Head, or designee, may postpone or curtail a volunteer activity, and ban a unit volunteer when there is a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the volunteer.
2. The Organizational Unit Head should notify the banned unit volunteer, in writing, of the reasons for the ban with a copy of the notification sent to the Statewide Volunteer Coordinator.
3. The Statewide Volunteer Coordinator may ban statewide volunteers when there is a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the volunteer.
4. Any volunteer who has been banned may request to be reinstated after a period of six months if it is determined the individual's performance will be acceptable in the future.
  - a. A unit volunteer may request reinstatement from the applicable Organizational Unit Head.
  - b. A statewide volunteer may request reinstatement from the Statewide Volunteer Coordinator.

#### XI. Record Keeping

- A. The Statewide Volunteer Coordinator or designee, or the Unit Volunteer Coordinator, as applicable, will maintain a volunteer file with the following information for each volunteer:
  1. Volunteer name
  2. *Application to Volunteer or Intern 027\_F2*
  3. *Volunteer and Intern Agreement 027\_F4*
  4. *Volunteer and Intern Data Sheet 027\_F5* (Organizational Units)



5. *Notice of Volunteer Accident (NOVA) 027\_F6*, when applicable
  6. *Prison Rape Elimination Act (PREA) Training Acknowledgement*
  7. Start date
  8. Number of hours of volunteer service documented in VACORIS
  9. Type of service performed
  10. *Volunteer and Intern Orientation Checklist 027\_F8*
  11. *Windows User Information Security Agreement 310\_F3* (When Applicable)
- B. The Department Internship Program Coordinator will maintain the following information on each intern:
1. Intern name
  2. *Application to Volunteer or Intern 027\_F2* or employment application for paid interns
  3. *Volunteer and Intern Data Sheet 027\_F5*
  4. *Volunteer and Intern Orientation Checklist 027\_F8*
  5. Memorandum of Agreement, if applicable
  6. Start date
  7. Number of hours of internship service
  8. Record of work performed
- C. Intern supervisors will ensure that intern work hours are documented in VACORIS.

## XII. Volunteer Program Assessment

- A. The Statewide Volunteer Coordinator will ensure that an *Annual Volunteer Program Needs Assessment* is conducted. Representative input from unit staff, volunteers, inmates, and probationers/parolees should include: **(2-CO-1G-10)**
1. Volunteer program strengths and weaknesses
  2. Goals for the coming year
  3. Assessment of previous year's goals
  4. Duties of volunteers
  5. Suggestions from volunteers regarding the establishment of operating procedure for the volunteer services program **(5-ACI-1G-07; 2-CO-1G-09)**
- B. Organizational Units are required to keep track of the number of volunteers and the number of volunteer service hours provided and report this information to the Statewide Volunteer Coordinator, annually. Organizational Units are not required to compile the data for an annual report.

## REFERENCES

28 CFR Part 115, *Prison Rape Elimination Act National Standards*

34 U.S.C. Chapter 303, *Prison Rape Elimination*

COV §2.2-2823, *Traveling expenses on state business; public or private transportation*

COV §2.2-3700 et seq., *The Virginia Freedom of Information Act*

COV §8.01-195.1 et seq., *Virginia Tort Claims Act*

COV §42.1-76 et seq., *Virginia Public Records Act*

COV §53.1-67.9, *Establishment of community corrections alternative program; supervision upon completion*



COV §59.1-442 et seq., *Personal Information Privacy Act*  
Operating Procedure 020.1, *Research Conducted in DOC Units*  
Operating Procedure 025.1, *Public Access to DOC Public Records*  
Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*  
Operating Procedure 102.3, *Background Investigation Program*  
Operating Procedure 102.7, *Employee Records*  
Operating Procedure 105.2, *Employee Identification Cards*  
Operating Procedure 135.1, *Standards of Conduct*  
Operating Procedure 135.2, *Rules of Conduct Governing Employees Relationships with Inmates and Probationers/Parolees*  
Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*  
Operating Procedure 135.4, *Alcohol and Drug Testing*  
Operating Procedure 150.4, *Line of Duty Death or Injury*  
Operating Procedure 240.1, *Travel*  
Operating Procedure 310.2, *Information Technology Security*  
Operating Procedure 445.4, *Screenings and Searches of Persons*  
Operating Procedure 803.1, *Inmate and Probationer/Parolee Correspondence*  
Operating Procedure 803.2, *Incoming Publications*

## **ATTACHMENTS**

None

## **FORM CITATIONS**

*Request for Media Contact* 022\_F2  
*Application to Volunteer or Intern* 027\_F2  
*Volunteer and Intern Agreement* 027\_F4  
*Volunteer and Intern Data Sheet* 027\_F5  
*Notice of Volunteer Accident (NOVA)* 027\_F6  
*Volunteer and Intern Orientation Checklist* 027\_F8  
*Intern Assessment* 027\_F9  
*Intern Exit Interview* 027\_F10  
*Background Investigation Questionnaire* 102\_F2  
*Request for Background Investigation* 102\_F6  
*Authority for Release of Information* 102\_F7  
*Authorization for On-going License/Background Checks* 102\_F8  
*Confidential Summary Background Investigation Report* 102\_F10  
*Windows User Information Security Agreement* 310\_F3

