



Operating Procedure

| | |
|--|--------------------------------------|
| Effective Date June 1, 2017 | Number 027.1 |
| Amended 10/1/18, 12/1/18, 12/1/18 | Operating Level Department |
| Supersedes Operating Procedure 027.1 (5/1/13) | |
| Authority COV §2.2-608, §2.2-2823, §2.2-3600 et seq., §18.2-473, §18.2-473.1, §18.2-474, §18.2-474.1, §19.2-389, §53.1-10, §53.1-30 | |
| ACA/PREA Standards 4-4115, 4-4116, 4-4117, 4-4118, 4-4119, 4-4120, 4-4121, 4-4122 4-ACRS-7B-03, 4-ACRS-7B-18, 4-ACRS-7D-04, 4-ACRS-7F-08, 4-ACRS-7F-09, 4-ACRS-7F-10; 4-APPFS-1C-03, 4-APPFS-1C-04, 4-APPFS-1C-05, 4-APPFS-1C-06, 4-APPFS-1C-07, 4-APPFS-3C-03, 4-APPFS-3D-16; 2-CO-1B-11, 2-CO-1G-01, 2-CO-1G-02, 2-CO-1G-03, 2-CO-1G-04, 2-CO-1G-05, 2-CO-1G-06, 2-CO-1G-07, 2-CO-1G-08, 2-CO-1G-09, 2-CO-1G-10; §115.32, §115.77, §115.232, §115.277 | |
| Office of Primary Responsibility Operations Support Manager | |

Subject

VOLUNTEER PROGRAM

Incarcerated Offender Access
Yes No

Public Access Yes No
Attachments Yes No

I. PURPOSE

This operating procedure establishes a uniform process to govern the administration and management of the Department of Corrections volunteer program and provides guidance for the recruitment, selection, training, terms of service, termination of service, and definition of tasks, responsibilities, and authority of volunteers and interns. (4-APPFS-1C-03; 4-APPFS-1C-04; 2-CO-1G-04)

II. COMPLIANCE

This operating procedure applies to all units operated by the Department of Corrections (DOC). Practices and procedures shall comply with applicable State and Federal laws and regulations, Board of Corrections policies and regulations, ACA standards, PREA standards, and DOC directives and operating procedures.

III. DEFINITIONS

Ex-offender - An individual previously under the control and supervision of the Virginia Department of Corrections, or a corrections agency in another state

Immediate Family - Offenders' parents, step parents, 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

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

Mass Media - Any form of public communications system including, but not limited to, newspapers, magazines, radio, television, and electronic media.

Non-Sensitive Position - A sensitivity designation of a position that has low potential for damage to agency security; a non-sensitive position is one where the individual does not have supervision and control authority over offenders, client population, or access to restricted information. This may also be any other position so designated by the DOC Director.

Offender - An inmate, probationer, parolee, or post release supervisee or other person placed under the supervision (conditional release) or investigation of the Department of Corrections.

Organizational Unit - A DOC unit, such as a correctional facility, regional office, probation and parole office, Virginia Correctional Enterprises (VCE), Academy for Staff Development, Corrections Construction Unit, Agribusiness Unit, and individual headquarters units (i.e. Human Resources, Offender Management, Internal Audit)

Organizational Unit Head - The person occupying the highest position in a DOC organizational unit

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

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

Prison Rape Elimination Act (PREA) - Federal law ([Prison Rape Elimination Act of 2003, 42 U.S.C. §15609](#)) and regulatory standards proscribing background checks, training, reporting, and response requirements designed to eliminate sexual abuse and sexual harassment of incarcerated offenders.

Program Visitor - An individual who provides a one-time, on call or single task service; this individual may provide an individual volunteer service or may be part of a volunteer group, and should have no more than limited, controlled contact with offenders under close direct supervision of a corrections employee or an approved Volunteer. Volunteers who provide off site services (without offender contact) are included in this group. This individual typically should not volunteer more than once per quarter (i.e. guest speakers, sports teams, entertainment, special classes, etc.). This individual is not required to have volunteer training, a background investigation, or a DOC volunteer I.D.

Sensitive Position - A sensitivity designation of a position that has elevated potential for damage to agency security or could have a materially adverse effect on the DOC; a sensitive position is one where the individual has supervision and control authority over offenders, client population, or access to restricted information (including access to VACORIS)

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

Volunteer - An individual who provides services to the Department without any financial gain under the supervision of a correctional employee or another volunteer designated to supervise volunteers to include unpaid interns. This individual volunteers more than once per quarter to work with offenders in a group setting or individually as approved by the DOC. Services provided can include but is not limited to conducting research with prior approval of Human Subject Research Review Committee, participating in events related to Re-entry such as job assistance, Co-facilitating groups, participating in bible study, and performing clerical tasks.

IV. PROCEDURE

A. Volunteer Program Administration

1. Effective involvement of volunteers where workload or citizen interest warrants, enhances communication and understanding between the community and the DOC, and mobilizes human and material resources to provide a wide range of services to all DOC offenders. Volunteers may be utilized as advisors, interpreters, in direct service roles, and in cooperative endeavors with offenders under the supervision of the DOC. (2-CO-1G-01)
2. All units are authorized and encouraged to develop programs and accept the services of volunteers and to collaborate with colleges and universities to provide educational opportunities, internships and research. (4-APPFS-3D-16) Volunteers may be involved in all aspects of the DOC service delivery system, consistent with DOC procedures.
3. The recruitment of volunteers shall encompass all cultural and socioeconomic segments of the community. (4-4116; 4-ACRS-7F-08; 4-APPFS-1C-05)
4. Volunteers shall 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. (4-4118, 4-ACRS-7B-03)

5. All volunteers entering DOC facilities shall be subject to the search and contraband requirements of Operating Procedure 445.1, *Employee, Visitor, and Offender Searches*.
6. The Statewide and Organizational Unit Volunteer Coordinator as appropriate must ensure that written documentation authorizing volunteer and program visitor entry into the facility is provided to security staff assigned to the designated facility perimeter gate.
 - a. When written documentation is not provided the following designated staff must be contacted in the order listed, prior to refusing entry into the facility.
 - i. Organizational Unit Volunteer Coordinator
 - ii. Facility Chaplain
 - iii. Institutional Program Manager
 - iv. Administrative Duty Officer
 - v. Facility Unit Head
 - vi. Statewide Volunteer Coordinator (First contact for statewide volunteers)
 - b. Verbal approval from any one of the designated staff members is sufficient to authorize volunteer and program visitor entry.
7. All volunteers are to abide by DOC requirements for an alcohol and drug-free workplace and may be asked to submit to appropriate substance abuse screening which may include oral or urine drug testing oral or Evidential Breath Test (EBT) alcohol testing, or other pre-approved appropriate testing methods in accordance with Operating Procedure 135.4, *Alcohol and Other Drug Testing*.
8. Volunteers shall not possess alcohol (including in their vehicles) while on the grounds of any DOC facility or operating unit including but not limited to headquarters, regional offices, institutions, Community Corrections Facilities, or the Academy for Staff Development. Violations may result in termination of services and being barred from entry into the facility or operating unit.
9. Each unit shall follow DOC procedures to govern volunteer access to confidential information in compliance with all applicable state and federal laws, including the Freedom of Information Act, the Privacy Protection Act, and the Virginia Public Records Act.

B. Volunteer Management

1. Volunteers are subject to all work policies, laws, guidelines, rules, and regulations that apply to paid employees, including confidentiality and security procedures, unless otherwise stated in this operating procedure.
2. Volunteers shall, 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.
3. Volunteers shall agree in writing to abide by all DOC policies and procedures, particularly those relating to security, PREA, strategic planning, and confidentiality of information. (4-4120; 4-APPFS-1C-07, 4-APPFS-3C-03; 2-CO-1G-08)
4. Volunteers must receive prior authorization from the DOC Director through the Director of Communications before reporting to any mass media on behalf of the Department of Corrections.
 - a. Volunteers may request authorization by submitting a [Request for Media Contact](#) 022_F2 to the Director of Communications for approval.
 - b. Volunteers, 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 not in any official capacity.
5. Volunteers should be provided adequate space, supplies, training, and supervision.
6. Volunteers may have limited access to DOC IT systems and VACORIS in accordance with Operating Procedure 310.2, *Information Technology Security*
 - a. Facility and P & P Office volunteers shall have the applicable Regional Operations Chief's

approval.

- b. Non-facility and non-P & P Office volunteers shall have approval from the Chief of Corrections Operations or applicable Deputy Director.
- c. All volunteers having a DOC IT system account are required to read and consent to the terms of the DOC Information Security Agreement and to complete the annual IT Security Awareness Training requirements.
- d. Volunteers shall NOT allow offenders to have access (supervised or unsupervised) to any DOC Information Technology Resource connected to the agency's network/systems, or resource that can access the Internet.
- e. DOC has no tolerance for use of DOC Internet services and information technology (personal computers, networks, etc.) for unacceptable, inappropriate, and unauthorized purposes. If the DOC determines that a volunteer has used 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 shall be reported to their Organizational Unit Head for appropriate action.

C. Volunteer Coordinator Responsibilities (4-4115; 4-ACRS-7D-04; 2-CO-1G-03)

- 1. The Operations Support Manager or designee will serve as the Statewide Volunteer Coordinator and is responsible for: (2-CO-1G-02)
 - a. Developing written procedures outlining the utilization and supervision of volunteers for the DOC
 - b. Coordinating DOC compliance with *Annual Volunteer Program Needs Assessment*
 - c. Ensuring that each organizational unit designates a Volunteer Coordinator to supervise the management of the unit's volunteer program
 - d. Coordinating volunteer recruitment, screening, training, orientation, and supervision of statewide volunteers
 - e. Ensuring all statewide volunteers complete annual training requirements on the following:
 - i. On-line training *DOC-Commonly Abused Drugs* through the VLC
 - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through the VLC
 - iii. *IT Security Awareness Training*, when applicable
 - f. Maintaining a secure record keeping system for statewide volunteers, reviewing files annually, and discarding inactive files after five years
 - g. Ensuring a new criminal records (VCIN/ NCIC) check is completed for active volunteers every 3 years
 - h. Ensuring statewide volunteers understand their respective responsibilities
 - i. Providing opportunities to encourage DOC staff awareness, education, and support of volunteer programs
 - j. Notifying Organizational Units in writing of the approval and termination of Statewide Volunteers
 - k. Notifying CTSU to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary
 - l. Collecting state issued identification card and any issued equipment for banned volunteers and volunteers no longer providing volunteer services
- 2. The Organizational Unit Volunteer Coordinator will be designated by the Unit Head and is responsible for:
 - a. Developing an Implementation Memorandum to this operating procedure, if needed, outlining the management of the unit volunteer program
 - b. Coordinating volunteer recruitment, screening, training, orientation, and supervision of volunteers

for the unit

- c. Maintaining a simple and secure record keeping system for volunteers and activities and reporting requested information to the DOC. Files should be reviewed annually. Inactive files should be kept for five years and then discarded.
 - d. A new criminal records check (VCIN/ NCIC) will be completed for active volunteers every 3 years.
 - e. Ensuring that unit volunteers and paid employees understand their respective responsibilities and relationship to each other
 - f. Ensuring all unit volunteers complete annual training requirements on the following:
 - i. On-line training *DOC-Commonly Abused Drugs* through the VLC
 - ii. On-line training *DOC-Basic Gang and STG Awareness Training* through the VLC
 - iii. *IT Security Awareness Training*, when applicable
 - g. Providing opportunities to encourage unit staff awareness, education, and support of volunteer programs
 - h. Notifying CTSU to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary
 - i. Collecting state issued identification card and any issued equipment for banned volunteers and volunteers no longer providing volunteer services
 - j. Facilitating volunteer and program visitor entry into the Organizational Unit
 - k. Ensuring a current schedule of volunteer services is available to all offenders and is posted in appropriate areas of the facility or unit. (4-4121)
3. The Statewide Volunteer Coordinator or designee or the Organizational Unit Volunteer Coordinator, as applicable will maintain a volunteer file with the following information for each Volunteer:
- a. Volunteer name
 - b. [Application for Volunteer Services](#) 027_F2
 - c. [Volunteer Agreement](#) 027_F4
 - d. [Volunteer Data Sheet](#) 027_F5 (Organizational Units)
 - e. [Notice of Volunteer Accident \(NOVA\)](#) 027_F6, when applicable
 - f. *Prison Rape Elimination Act (PREA) Training Acknowledgement*
 - g. Starting date
 - h. Number of hours of volunteer service
 - i. Type of service performed
 - j. Orientation and Training Completion Documentation

D. Volunteer Eligibility

1. Any individual, aged 18 or older, without regard to race, gender, religion, creed, national origin or handicap, is eligible to have their [Application for Volunteer Services](#) 027_F2 reviewed for approval as a volunteer in the DOC. Eligible volunteers include, but are not limited to:
 - a. Unpaid student interns without regard to credit hours received
 - b. Representatives of religious groups
 - c. Representatives of professional/occupational groups
 - d. Exempt and non-exempt DOC employees
 - e. Individual citizens
 - f. Researchers approved by the Human Subject Research Review Committee
 - g. Individuals providing Re-entry Resources
2. Exempt and non-exempt employees (defined by the Fair Labor Standards Act) may volunteer at their

work site, but the employees' volunteer service must be in a different capacity than their salaried positions. The employing Unit Head and Human Resource Officer must approve non-exempt employees volunteering in the DOC.

3. Individuals are not eligible to volunteer if they:
 - a. Are known relatives of an offender receiving direct services from the unit
 - b. Have a close relationship with an offender housed at that unit
 - c. Have visited an offender incarcerated at any DOC facility within the previous year. The Unit Head may waive this requirement on a case-by-case basis.
 - d. Are suspended as a visitor at a Virginia Department of Corrections facility (**Note:** Units should check VACORIS when determining if a potential volunteer can be approved to access a facility for a volunteer function or activity.)
4. Ex-offenders and those on active parole or offenders on post-release supervision are eligible to apply for volunteer status; however the *Derogatory Background Reports* process in this operating procedure shall apply.

E. Volunteer Screening and Background Investigations

1. Prospective volunteers must agree, in writing, to a background investigation (see Operating Procedure 102.3, *Background Investigation Program*). Organizational Unit Heads will approve volunteers based on the following minimum criminal background checks. (2-CO-1G-05)
 - a. Volunteers serving in non-sensitive positions need limited background investigations performed by the unit to include VCIN and VACORIS Visitor Module checks only. Reports must be forwarded to the Background Investigations Unit in accordance with Operating Procedure 102.3, *Background Investigation Program*.
 - b. Volunteers serving in sensitive positions including access to DOC IT resources and VACORIS must have full background investigations in accordance with Operating Procedure 102.3, *Background Investigation Program*. Based on a limited background investigation, the Unit Head may grant preliminary approval for volunteers to serve in sensitive positions pending completion of the full background investigation.
 - c. Background investigations for volunteers (sensitive and non-sensitive positions) with Probation and Parole may be performed by the P&P District with copies of resulting reports forwarded to the Background Investigations Unit Supervisor for recording and retention.
2. A criminal background investigation is not required for Program Visitors. A criminal records check (VCIN/ NCIC) and VACORIS Visitor Module check should be conducted.
3. If a volunteer has been actively volunteering for another organizational unit of the DOC within the past six months, it is acceptable to request the volunteer's background information from the Background Investigations Unit in lieu of a complete new background investigation. In such a case, the volunteer should agree, in writing, to such an arrangement. The following should be taken into consideration.)
 - a. Dissemination of background information is authorized to DOC employees only and shall be for the express purpose of screening or review of volunteer service. 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. The Volunteer Coordinator and the Organizational Unit Head, as appropriate, will accomplish this review.
 - i. A new criminal records check (VCIN/ NCIC) may be conducted on a volunteer at any time and is required at a minimum every 3 years. Indication of recent criminal activity may be grounds for termination of volunteer status.
 - ii. A volunteer shall report any personal arrests or convictions to the Volunteer Coordinator at the unit where the volunteer serves.
 - b. Provisions to ensure security and confidentiality of volunteer data should be made in accordance

with DOC procedures and state law.

- c. Individuals requesting a copy of their own criminal history record information should do so in accordance with the Virginia Freedom of Information Act and Operating Procedure 025.1, *Public Access to Hearings, Meetings, and Public Records*.
 - d. No employee of the DOC shall confirm the existence or non-existence of criminal history record information for volunteers, except as provided for by law.
4. Derogatory Background Reports
- a. When a volunteer background report reveals derogatory information (i.e. felony conviction, extensive misdemeanor record, etc.), the Organizational Unit Head shall evaluate the information to consider the potential impact on public safety
 - b. If the Unit Head believes that public safety would *not* be impacted, the volunteer's application, background report, and a recommendation to approve should be forwarded to the Regional Operations Chief for final disposition.
 - c. If the Unit Head believes that public safety would be impacted, the Unit Head should deny the volunteer's application for one year, at which time the volunteer may reapply to be considered as a volunteer.
 - d. If a Unit Head approves an ex-offender or active parolee, the Regional Operations Chief must also review the action for approval. In addition, an active parolee or an offender on post-release supervision must also have the written permission of the Chief P&P Officer of the supervising District.
 - e. Prior to volunteer service, the Regional Operations Chief shall approve all volunteer applicants who have prior felony convictions, or who have served sentences in a jail or prison.

F. Volunteer Processing and Orientation

1. All new statewide and organizational unit volunteers shall be personally interviewed by staff to ensure open lines of communication and appropriate assessment of volunteer resources.
 - a. Volunteer processing (application, finger printing, orientation, etc.) to include collection of the following documents should be done in one day.
 - i. [Application for Volunteer Services](#) 027_F2
 - ii. [Volunteer Agreement](#) 027_F4
 - iii. [Volunteer Data Sheet](#) 027_F5 (Organizational Unit Volunteers, only)
 - iv. [Volunteer Orientation Checklist](#) 027_F8
 - v. [Background Investigation Questionnaire](#) 102_F2 (Sensitive Positions, only)
 - vi. [Request for Background Investigation](#) 102_F6 (Facilities, only)
 - vii. [Authority for Release of Information](#) 102_F7
 - viii. [Confidential Summary Background Investigation Report](#) 102_F10 (P & P, only)
 - ix. Copy of Driver's License or other government issued picture Identification
 - x. Copy of License or Certification (If applicable)
 - xi. Fingerprint Cards (If applicable) or provide Livescan TCN number
 - b. Volunteer clearances will be accomplished within 30 days of when the citizen applied to be a volunteer.
2. The Statewide and Organizational Unit Volunteer Coordinator, as applicable shall ensure that all volunteers who have contact with offenders have been trained on their responsibilities under the DOC sexual abuse and sexual harassment prevention, detection, and response policies and procedures. (§115.32[a], §115.232[a])
 - a. The level and type of training provided to volunteers shall be based on the services they provide and level of contact they have with offenders. (§115.32[b], §115.232[b])
 - b. All volunteers who have contact with offenders shall 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. Receipt and understanding of these materials will be documented by the volunteer's signature on the [Volunteer Agreement](#) 027_F4 and on the *Prison Rape Elimination Act (PREA) Training Acknowledgement* attachment to Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*. (§115.32[c], §115.232[c])
 - d. Program visitors will be provided *A Guide to Maintaining Appropriate Boundaries with Offenders* (see Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*) as notification of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and information on how to report such incidents. Receipt should be documented such as in the facility "sign-in" log.
3. All volunteers shall receive documented orientation and training appropriate to their volunteer duties: (4-4119; 4-ACRS-7B-18, 4-ACRS-7F-09; 4-APPFS-1C-06, 2-CO-1G-07).
- a. All Program Visitors will be provided:
 - i. [Volunteer Agreement](#) 027_F4
 - ii. *A Guide to Maintaining Appropriate Boundaries with Offenders* (see Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*) as notification of the DOC's zero-tolerance policy regarding sexual abuse and sexual harassment and information on how to report such incidents. (§115.32[b], §115.232[b])
 - iii. Completion of orientation and training will be documented by the volunteer's signature on the *Volunteer Agreement*. (§115.32[c], §115.232[c])
 - b. Volunteers under the general supervision of a corrections employee or a trained volunteer or volunteers who will provide supervision to other volunteers shall receive orientation and training to DOC Operating Procedures, including but 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 Offenders*
 - iv. Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*
 - v. Operating Procedure 135.4, *Alcohol and Other Drug Testing*
 - vi. Operating Procedure 150.4, *Line of Duty Death or Injury*
 - vii. Operating Procedure 310.2, *Information Technology Security*
 - viii. Confidentiality of offender personal information and mandatory reporting requirements for escape, assault, or other possible danger to yourself or others (staff, offenders, community) or property
 - ix. *Strategic Plan* Training to share the Department's mission and vision
 - x. The *DOC Basic Gang & Security Threat Group Awareness* Training in order 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
 - xii. Completion of orientation and training will be documented by the volunteer's signature on the [Volunteer Orientation Checklist](#) 027_F8. (§115.32[c], §115.232[c])
- G. Volunteer Identification (4-4117; 4-ACRS-7F-10; 2-CO-1G-06)
1. Approved Organizational Unit Volunteers should be issued a DOC Volunteer identification card clearly marked as "Volunteer" (in the Class Title section) that will expire after no more than three years. (see Operating Procedure 105.2, *Employee Identification Cards*).
 2. In lieu of a DOC Volunteer identification card, units may develop a volunteer identification document to remain on file in the unit.
 - a. This 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.

- b. The volunteer that has not been issued a DOC identification card must present an acceptable, valid photo identification i.e., driver's license, to enter a DOC facility.
3. Lost or stolen I.D. cards should be reported to the Volunteer Coordinator or Unit Head immediately. I.D. cards shall be returned to the Volunteer Coordinator at the termination of volunteer service.
4. Statewide Volunteers and Statewide Resources Volunteers will be issued a pink DOC ID card.

H. Statewide Volunteers

1. Organizational Unit Volunteers may apply for statewide volunteer status after serving as a volunteer within the DOC for a period of one year.
 - a. Applicants shall complete the [Application for Volunteer Services](#) 027_F2 indicating Statewide Volunteer status and submit them to the Statewide Volunteer Coordinator.
 - b. A volunteer with less than one year of service may be granted statewide volunteer status on a case-by-case basis with approval of the Chief of Corrections Operations or designee.
 - c. The Chief of Corrections Operations or designee will approve all Statewide Volunteers.
2. Each Statewide Volunteer shall be approved in connection with a statewide program or service (e. g. Alcoholics Anonymous, AIDS education, etc.)
3. A Statewide Volunteer will only have access to offenders during the activity within which the volunteer status was approved and shall not be allowed access via their Statewide Volunteer status to visit with offenders for other reasons.
4. The Statewide Volunteer Coordinator may grant individuals who have gone through the same approval process as statewide volunteers, statewide volunteers status with limited facility access for the following:
 - a. Research - An individual conducting research with a recommendation from the Human Subject Research Review Committee. Access will be limited for 1 year following the approval to conduct research, unless otherwise approved the Human Subject Research Review Committee.
 - b. Re-entry Resources - An individual who serves at designated facilities for the purpose of participating in events related to Re-entry.
 - i. Statewide Volunteers providing re-entry resources must be coordinated and supervised by the OWDS or Cognitive Community staff for all re-entry activities to include but not limited to:
 - (a) Re-entry fairs
 - (b) Mock interviews
 - (c) Topical seminars
 - (d) Returning citizen's re-entry panels
 - ii. A Statewide Volunteer providing re-entry resources will be issued a pink ID card labeled Statewide Resource Volunteer.

I. Volunteers for Student Internships (4-APPFS-3D-16)

1. Interns who do not receive compensation from the DOC are volunteers and will be subject to the same requirements as all other DOC volunteers to include eligibility for volunteer status, background investigation requirements, screening and orientation, etc., as provided in this operating procedure. Interns receiving compensation from the DOC are considered employees and shall be managed in accordance with their employment status.
2. Student internships with the DOC are open to students of all majors with a preference to those who are seeking a degree in the Administration of Justice or a similar Criminal Justice program.
3. Student internships are limited to individuals who are currently enrolled in a College internship program or are required to complete an internship for College class credit.
4. Intern services may be recognized as training and experience for partial fulfillment of state employment requirements.

5. All requests for an internship must be made in writing and submitted to the Organizational Unit Head for approval. The written request must include a letter of recommendation from the faculty member coordinating the internship on behalf of the school and a guidance document outlining the requirements (hours needed, student progress evaluations, etc.) of the program.
6. The Organizational Unit Head or designee will review the student's written request, faculty recommendation, guidance document, [Application for Volunteer Services](#) 027_F2, and background investigation for approval.
7. Approved interns will be assigned a unit employee who will be responsible for supervising, mentoring, and completing all required documentation related to the student's internship. The unit employee will:
 - a. Coordinate the intern's application, fingerprinting and orientation process with the Organizational Unit Volunteer Coordinator (Documents must be maintained in a volunteer file by the Volunteer Coordinator)
 - b. Develop a work schedule in conjunction with the intern to satisfy the student's required intern hours
 - c. Assign and monitor tasks relevant to the learning experience as needed by the unit
 - d. Complete all required assessments and evaluations related to the intern's progress and completion of the program
 - e. Collect state issued identification card and any issued equipment
 - f. Provide copies of all internship documentation to the Organizational Unit Volunteer Coordinator to be placed in the volunteer file
 - g. Notify CTSU to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary

J. Volunteer Interactions with Offenders

1. Volunteers must follow the rules of conduct for DOC employees, which prohibit fraternization. (see Operating Procedure 135.2, *Rules of Conduct Governing Employee Relationships with Offenders*)
2. Volunteers must follow the rules and regulations governing offender correspondence (see Operating Procedure 803.1, *Offender Correspondence*, and Operating Procedure 803.2, *Incoming Publications*).
 - a. Volunteers are prohibited from sending or receiving personal mail or funds without the prior approval of the Facility Unit Head. Both Facility Unit Heads must approve if the transaction involves an offender from another correctional facility.
 - b. Volunteers are prohibited from purchasing publications for an offender without the prior approval of the Facility Unit Head. Both Facility Unit Heads must approve if the transaction involves an offender from another correctional facility.
 - c. Correspondence (letters, notes, greeting cards, etc.) will be:
 - i. Submitted on the volunteer'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 DOC 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
 - d. Volunteers are prohibited from sending or receiving secure messages with offenders, unless the offender is an immediate family member of the volunteer and prior approval to correspond has

been received from both Facility Unit Heads.

3. Volunteers and Offenders Being Released From Incarceration
 - a. Volunteers may interact with offenders being released from incarceration, either in a supervised (probation/parole) or non-supervised (direct release) correctional status, to facilitate their re-entry into the community. Interactions should be professional and transitional in nature. Such activities include, but are not limited to, the following:
 - i. Inviting released offenders to their place of worship for services, or to substance abuse recovery meetings
 - ii. Providing transportation, clothing
 - iii. Assisting with housing, education, vocational training, or job placement
 - b. A volunteer is not permitted to interact with an offender being released from one facility to assist with transition, and volunteer at another facility.
 - c. A volunteer cannot act on behalf of a released offender in obtaining assistance for programs or legal affairs.
 - d. Any offender who is on active supervision (probation, parole, etc.) should notify their P&P Officer.
 - e. Volunteers who serve in this joint status (facility/community volunteer status) avoid fraternization or even the appearance of impropriety. Crossing the line from professional to personal (romantic or sexual) relationships with incarcerated or released offenders or serving as a conduit for information and/or contraband between released offenders and currently incarcerated offenders will be dealt with to the full extent of DOC operating procedures and the law.
4. Statewide Volunteers and Organizational Unit Volunteers may only have contact with offenders through their approved volunteer duties and are not authorized to visit with offenders at the facility where they volunteer or any other DOC facility. An exception may be granted with the written permission of the Unit Head where they volunteer and the Facility Unit Head of the facility that houses the offender they wish to visit.

K. Volunteer Benefits

1. Volunteers may be furnished meals without charge, provided scheduled work assignments extend over an established meal period at facilities and programs that routinely serve meals.
2. Volunteers may participate in relevant DOC training opportunities, contingent on Academy approval and available resources.
3. DOC volunteers are provided incidental medical coverage through the Commonwealth's Liability plan (see [Notice of Volunteer Accident \(NOVA\) 027_F6](#)). (2-CO-1B-11)
 - a. All volunteers should be made aware of terms of this insurance coverage.
 - b. Registration information should include the name of the volunteer, social security number, and date volunteer service started.
 - c. This information should be kept on file at the unit; it is not necessary to send this information to the Statewide Volunteer Coordinator.
4. Volunteers who may be required to drive either their personal vehicle or a state vehicle in the performance of their duties, to attend training, or for other reasons related to their volunteer service other than commuting to their assigned unit(s) are required to complete an *Authorization for On-going License/Background Check(s)* and provide a copy of their driver's license annually in accordance with Operating Procedure 102.3 *Background Investigation Program*.
5. Subject to the prior approval of the Unit Head, volunteers may be reimbursed for mileage, meals, and other approved expenses in connection with the performance of volunteer duties on the same basis as paid employees. Reimbursement should be from the budget of the unit concerned. Rates or amounts of reimbursement should not exceed those provided in [COV §2.2-2823](#). No distinction is made in accounting records between expenditures for volunteers and those of employees.

6. Volunteers may use state vehicles in the performance of official DOC business, and are subject to all rules and regulations governing use of state vehicles by paid employees. The Unit Head should review and approve vehicle use by volunteers in advance.
7. Volunteer services may be recognized as training and experience for partial fulfillment of state employment requirements.
8. Public recognition of volunteer service through certificates, letters of appreciation, recognition ceremonies, etc. is encouraged.

L. Volunteer Complaints or Dismissal

1. Complaints pertaining to volunteer service shall be referred to the unit Volunteer Coordinator. When the unit Volunteer Coordinator cannot resolve a complaint, the matter may be referred to the Unit Head for resolution. If necessary, the matter may be referred to the Statewide Volunteer Coordinator for final disposition.
2. Possible grounds for volunteer dismissal shall include failure to comply with DOC procedures, federal or state laws, or unit rules. Every effort should be made to provide appropriate volunteer training and supervision to help avoid violations and possible termination.
 - a. Any volunteer who engages in sexual abuse shall be banned, prohibited from contact with offenders, and shall be reported to law enforcement agencies, unless the activity was clearly not criminal, and reported to relevant licensing bodies. (§115.77[a], §115.277[a])
 - b. In the event of any other violation of agency sexual abuse or sexual harassment policies by a volunteer the facility shall take appropriate remedial measures, and shall consider whether to prohibit further contact with offenders. (§115.77[b], §115.277[b])
3. The Unit Head, or designee, may postpone or curtail a volunteer activity, and ban an Organizational 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.
4. The Organizational Unit Head should notify the banned Organizational Unit Volunteer, in writing, of the reasons for the ban. A copy of the notification should be sent to the Statewide Volunteer Coordinator.
5. Volunteers with statewide access may be banned by the Statewide Volunteer Coordinator 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.
6. If factors indicate the individual's performance will be acceptable in the future, a volunteer may request to be reinstated after a period of 6 months.
 - a. A local volunteer may request reinstatement from the applicable Unit Head.
 - b. A Statewide Volunteer may request reinstatement from the Statewide Volunteer Coordinator at DOC Headquarters.

M. Volunteer Program Assessment

1. The Statewide Volunteer Coordinator shall ensure that an *Annual Volunteer Program Needs Assessment* is conducted. Representative input from unit staff, offenders, and volunteers should include: (2-CO-1G-10)
 - a. Volunteer program strengths and weaknesses
 - b. Goals for the coming year
 - c. Assessment of previous year's goals
 - d. Duties of volunteers
 - e. Suggestions from volunteers regarding the establishment of procedure for the volunteer services program (4-4122; 2-CO-1G-09)
2. 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.

V. REFERENCES

Operating Procedure 025.1, *Public Access to Hearings, Meetings, and Public Records*
Operating Procedure 038.3, *Prison Rape Elimination Act (PREA)*
Operating Procedure 102.3, *Background Investigation Program*
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 Offenders*
Operating Procedure 135.3, *Standards of Ethics and Conflict of Interest*
Operating Procedure 135.4, *Alcohol and Other Drug Testing*
Operating Procedure 150.4, *Line of Duty Death or Injury*
Operating Procedure 310.2, *Information Technology Security*
Operating Procedure 445.1, *Employee, Visitor, and Offender Searches*
Operating Procedure 803.1, *Offender Correspondence*
Operating Procedure 803.2, *Incoming Publications*

VI. FORM CITATIONS

[Request for Media Contact](#) 022_F2
[Application for Volunteer Services](#) 027_F2
[Volunteer Agreement](#) 027_F4
[Volunteer Data Sheet](#) 027_F5
[Notice of Volunteer Accident \(NOVA\)](#) 027_F6
[Volunteer Orientation Checklist](#) 027_F8
[Background Investigation Questionnaire](#) 102_F2
[Request for Background Investigation](#) 102_F6
[Authority for Release of Information](#) 102_F7

VII. REVIEW DATE

The office of primary responsibility shall review this operating procedure annually and re-write it no later than three years from the effective date.

The office of primary responsibility reviewed this operating procedure in June 2018 and no changes are needed at this time.

Signature Copy on File

4/28/17

A. David Robinson, Chief of Corrections Operations

Date