



# Operating Procedure

<b>Effective Date</b> January 1, 2018	<b>Number</b> 027.2
<b>Amended</b> 12/1/18	<b>Operating Level</b> Department
<b>Supersedes</b> First Issue	
<b>Authority</b> COV §53.1-10, §53.1-25	

**Subject**

## INTERNSHIP PROGRAMS

**ACA/PREA Standards**

4-4115, 4-4116, 4-4117, 4-4118, 4-4119, 4-4120, 4-4122;  
4-ACRS-7B-03, 4-ACRS-7B-18, 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-1G-02, 2-CO-1G-03, 2-CO-1G-06, 2-CO-1G-07, 2-CO-1G-  
08; §115.32, §115.77, §115.232, §115.277

**Incarcerated Offender Access**  
Yes  No

**Public Access** Yes  No   
**Attachments** Yes  No

**Office of Primary Responsibility**  
Director's Office

### I. PURPOSE

This operating procedure provides guidelines for the establishment and operation of internship programs in Department of Corrections units to provide educational opportunities, increase public knowledge of DOC operations, attract and groom potential new employees, and bring increased energy and innovation to DOC units.

### 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

**Intern** - A student or trainee who works, frequently without pay, at a trade or occupation in order to gain work experience; examples:

- **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
- **Apprenticeship** - An individual working with a mentor to gain practical experience to qualify for certification in a skilled trade; may be a paid employee
- **Fellowship** - A student participating in an internship program generally related to their course of study; usually longer term than a student intern and may include a stipend paid to the fellow
- **Personal Interest Internship** - An individual, generally possessing the academic qualifications for employment, entering the work place of their own volition without pay to gain knowledge and experience related to a possible career in the DOC

**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 unit (i.e. Human Resources, Offender Management, Internal Audit)

**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

**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).

#### IV. PROCEDURE

##### A. Internship Program Administration

1. This operating procedure serves as a guideline for recruitment, selection, training, term of service, termination of service, and definition of tasks, responsibilities, accountability, and authority of interns. (4-APPFS-1C-04)
2. A Department Internship Program Coordinator will be designated in the Director's Office to oversee the DOC Internship Program. (2-CO-1G-02)
3. A senior staff member designated by the Organizational Unit Head shall serve as the local Internship Program Coordinator to manage the local internship program and report internship activities to the Department Internship Program Coordinator. (2-CO-1G-02)
4. The Internship Program Coordinator should: (4-4115; 2-CO-1G-03)
  - a. Coordinate recruitment, screening, training, orientation, and supervision of interns
  - b. Maintain a simple and secure recordkeeping system for interns (4-4117, 4-ACRS-7F-10, 2-CO-1G-06)
  - c. Ensure that interns and DOC employees understand their respective responsibilities and relationship to each other
  - d. Provide opportunities to encourage DOC staff awareness, education, and support of the internship program
5. Intern services may be recognized as training and experience for partial fulfillment of state employment requirements.

##### B. Recruitment and Eligibility

1. Each organizational unit is expected to recruit interns from all cultural and socioeconomic segments of the community. (4-4116; 4-ACRS-7F-08, 4-APPFS-1C-05)
  - a. Each organizational unit should contact and maintain relationships with local high schools, technical schools, colleges, and universities to inform them of internship and apprenticeship opportunities in DOC units.
  - b. DOC 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).
2. All interns must be at least 18 years of age and submit to a background investigation and drug test prior to the beginning of the internship.
3. Student interns must be currently enrolled in an internship program with their high school, college, or university. (4-APPFS-3D-16)
  - a. 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, a similar Criminal Justice program, or qualification for hard to fill positions.
  - b. All requests 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 (hours needed, student progress evaluations, etc.).
  - c. The local Internship Program Coordinator will review each request and ensure that the applicant meets all criteria for participation in the Student Internship Program.
  - d. The criteria will be developed by the work unit and reviewed with the Department Internship Program Coordinator prior to the selection of the intern.
  - e. The Organizational Unit Head or designee will review the student's written request, faculty recommendation, guidance document, [Application for Volunteer/Intern Services](#) 027\_F2, and background investigation for approval.

- f. 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:
  - i. Coordinate the intern's application, fingerprinting and orientation process with the Internship Program Coordinator
  - 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
4. The supervising unit shall ensure that any requirements for record keeping and specific credentials/qualifications required for supervisors are satisfied as needed for apprenticeships and certain student internships (including externs).
5. Prospective interns who apply directly to the Department Internship Program Coordinator shall be assigned to a work unit on a first-come, first-served basis.
6. Prospective interns shall be personally interviewed by unit staff to ensure open lines of communication and appropriate assessment of intern resources.
7. The Department Internship Program Coordinator shall ensure that the work unit supervisor/mentor has a background investigation and drug test of each applicant conducted prior to the beginning of the internship.
  - a. Prospective interns applying to work in a non-sensitive position shall undergo a limited background investigation to include VCIN and VACORIS Visitor Module checks. The background investigation reports shall be forwarded to the Background Investigations Unit in accordance with Operating Procedure 102.3, *Background Investigation Program*.
  - b. Prospective interns applying to work in a sensitive position including access to DOC IT resources and VACORIS must have a full background investigation in accordance with Operating Procedure 102.3, *Background Investigation Program*. Based on a limited background investigation, the Unit Head may grant preliminary approval for interns to serve in sensitive positions pending completion of the full background investigation.

#### C. Orientation and Training

1. Upon selection for participation in the Internship Program, an intern must complete or provide the following documents:
  - a. [Application for Volunteer/Intern Services](#) 027\_F2
  - b. [Volunteer/Intern Agreement](#) 027\_F4
  - c. [Volunteer/Intern Data Sheet](#) 027\_F5
  - d. [Volunteer/Intern Orientation Checklist](#) 027\_F8
  - e. [Background Investigation Questionnaire](#) 102\_F2 (Sensitive Positions, only)
  - f. [Request for Background Investigation](#) 102\_F6 (Not needed for P&P)
  - g. [Authority for Release of Information](#) 102\_F7
  - h. [Confidential Summary Background Investigation Report](#) 102\_F10 (P & P, only)
  - i. Copy of Driver's License or other government issued picture Identification
  - j. Copy of License or Certification (If applicable)
  - k. Fingerprint Cards (If applicable) or provide Livescan TCN number
2. Interns receiving compensation from the DOC are considered employees and shall be managed in accordance with their employment status.
3. Interns agree in writing to abide by all DOC operating procedures, particularly those relating to the

- security and confidentiality of information. (4-4120; 4-APPFS-1C-07, 4-APPFS-3C-03; 2-CO-1G-08)
4. Interns 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. Interns may request authorization by submitting a [Request for Media Contact](#) 022\_F2 to the Director of Communications for approval.
    - b. 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 not in any official capacity.
  5. The Department and local Internship Program Coordinator, as applicable shall ensure that all interns 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 interns shall be based on the services they provide and level of contact they have with offenders. (§115.32[b], §115.232[b])
    - b. All interns 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 intern's signature on the [Volunteer/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)*. (§115.32[c], §115.232[c])
  6. All interns shall receive documented orientation and training appropriate to their duties, prior to assignment: (4-4119; 4-ACRS-7B-18, 4-ACRS-7F-09; 4-APPFS-1C-06, 2-CO-1G-07).
    - a. 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*
    - b. 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
    - c. *Strategic Plan* Training to share the Department's mission and vision
    - d. The *DOC Basic Gang & Security Threat Group Awareness* Training in order to increase awareness and understanding of gang and security threat groups
    - e. A briefing on security procedures, privacy laws, chain of command, basic knowledge of criminal behavior, and other related topics, as pertinent and applicable
    - f. Completion of orientation and training will be documented by the intern's signature on the [Volunteer/Intern Orientation Checklist](#) 027\_F8. (§115.32[c], §115.232[c])
  7. Interns will be issued a DOC intern identification card (see Operating Procedure 105.2, *Employee Identification Cards*). Lost or stolen I.D. cards must be reported to the Unit Head or Student Internship Program Coordinator immediately. Identification cards must be returned to the Student Internship Program Coordinator at the termination of the internship. (4-4117, 4-ACRS-7F-10, 2-CO-1G-06)

#### D. Duties and Supervision

1. The work unit shall provide for intern involvement in programs by assigning duties and providing opportunities to participate in unit activities to enhance the learning opportunities. (4-APPFS-1C-03)
2. Interns may perform professional services only when they are certified or licensed to do so. (4-4118; 4-ACRS-7B-03)
3. Interns shall not be given access to personnel files. Interns may be given access to the DOC network and/or databases under the supervision of a DOC employee, provided they have successfully completed the background investigation and drug test.
4. Mentors/managers shall complete periodic intern assessments to evaluate the intern's progress throughout the internship.
  - a. The assessment may be documented on forms provided by the school for student interns.
  - b. If an assessment form is not provided, the [Intern Assessment](#) 027\_F9 should be used.
  - c. The assessment shall be signed by the intern and mentor/manager and maintained in the work unit for three years and then discarded.
5. Interns shall provide a copy of any papers or final reports to the Unit Head or Department Internship Program Coordinator for final evaluation.

#### E. Intern Benefits

1. Interns 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. Interns may participate in relevant DOC training opportunities, contingent on Academy approval and available resources.
3. DOC interns are provided incidental medical coverage through the Commonwealth's Liability plan (see [Notice of Volunteer/Intern Accident \(NOVA\)](#) 027\_F6).
  - a. All interns should be made aware of terms of this insurance coverage.
  - b. Registration information should include the name of the intern, social security number, and date intern service started.
  - c. This information should be kept on file at the unit; it is not necessary to send this information to the Department Internship Program Coordinator.
4. Interns 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 service other than commuting to their assigned unit(s) are required to complete an [Authorization for On-going License/Background Checks](#) 040\_F2 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, interns may be reimbursed for mileage, meals, and other approved expenses in connection with the performance of duties on the same basis as paid employees. (see Operating Procedure 240.1, *Travel*) 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 interns and those of employees.
6. Interns may use state vehicles in the performance of official DOC business, and are subject to all rules and procedures governing use of state vehicles by paid employees. The Unit Head should review and approve vehicle use by interns in advance.

#### F. Intern Complaints or Dismissal

1. Complaints pertaining to intern service shall be referred to the unit Internship Program Coordinator. When the unit Internship Program 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 Department

Internship Program Coordinator for final disposition.

2. Possible grounds for intern dismissal shall include failure to comply with DOC 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.
  - a. Any intern 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 an intern 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 ban an intern from the unit when there is a threat to the security or orderly operation of the unit, or there is questionable activity on the part of the intern.
4. The Organizational Unit Head should notify the intern, in writing, of the reasons for the dismissal or ban.
  - a. A copy of the notification shall be sent to the Department Internship Program Coordinator.
  - b. The Organizational Unit Head shall notify any cooperating organization overseeing the internship that the intern has been dismissed or banned from the DOC.

#### G. Conclusion of Internship

1. Upon completion of the internship, an exit interview will be conducted by the mentor/manager.
  - a. The exit interview should provide opportunity for interns to contribute suggestions regarding the establishment of policy and procedure for the volunteer services program. (4-4122)
  - b. A copy of the [Intern Exit Interview](#) 027\_F10 will be forwarded to the Department Internship Program Coordinator and kept for three years.
2. The intern's supervisor/mentor is responsible to:
  - a. Collect state issued identification card and any issued equipment
  - b. Provide copies of all internship documentation to the Internship Program Coordinator
  - c. Notify CTSU to disable computer access in accordance with Operating Procedure 310.2, *Information Technology Security*, when necessary

#### H. Recordkeeping

1. The Department Internship Program Coordinator will maintain the following information on each intern:
  - a. Intern name
  - b. [Application for Volunteer/Intern Services](#) 027\_F2 or employment application for paid interns
  - c. [Volunteer/Intern Data Sheet](#) 027\_F5
  - d. Memorandum of Agreement, if applicable
  - e. Start date
  - f. Number of hours of internship service
  - g. Record of work performed
2. Supervisors/mentors will ensure that intern work hours are documented in the VACORIS Volunteer Module.

#### V. REFERENCES

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 240.1, *Travel*  
Operating Procedure 310.2, *Information Technology Security*

VI. FORM CITATIONS

[Request for Media Contact](#) 022\_F2  
[Application for Volunteer/Intern Services](#) 027\_F2  
[Volunteer/Intern Agreement](#) 027\_F4  
[Volunteer/Intern Data Sheet](#) 027\_F5  
[Notice of Volunteer/Intern Accident \(NOVA\)](#) 027\_F6  
[Volunteer/Intern Orientation Checklist](#) 027\_F8  
[Intern Assessment](#) 027\_F9  
[Intern Exit Interview](#) 027\_F10  
[Authorization for On-going License/Background Checks](#) 040\_F2  
[Background Investigation Questionnaire](#) 102\_F2  
[Request for Background Investigation](#) 102\_F6  
[Authority for Release of Information](#) 102\_F7  
[Confidential Summary Background Investigation Report](#) 102\_F10

VII. REVIEW DATE

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

*Signature Copy on File*

Harold W. Clarke, Director

*11/8/17*

Date