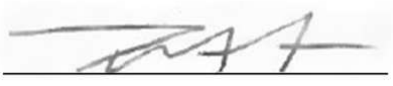


POLICY TITLE: VOLUNTEER PROGRAM POLICY NUMBER: (AF) 26.1 and (JF) 19.15 CHAPTER 26: COMMUNITY VOLUNTEER PROGRAMS CHAPTER 19: PROGRAMS AND SERVICES		PAGE 1 OF 15
 STATE of MAINE DEPARTMENT of CORRECTIONS Approved by Commissioner: 		PROFESSIONAL STANDARDS: See Section VIII
EFFECTIVE DATE: February 14, 1983	LATEST REVISION June 30, 2022	CHECK ONLY IF APA []

I. AUTHORITY

The Commissioner of Corrections adopts this policy pursuant to the authority contained in 34-A M.R.S.A. Section 1403.

II. APPLICABILITY

All Departmental Adult and Juvenile Facilities

III. POLICY

It is the policy of the Department to use volunteers with appropriate training, guidance, and supervision to enhance programs and services offered in Department facilities to further the mission of the Department.

IV. DEFINITIONS

1. Contraband – for the purpose of this policy, a dangerous weapon, any tool or other item that may be used to facilitate an escape, anything that a person confined in official custody is prohibited by statute from making, possessing or trafficking in, or a scheduled drug unless the drug is prescribed to the person by facility health care staff.
2. E-volunteer – an approved person who volunteers by e-volunteering.
3. E-volunteering – volunteer work conducted via the Internet using electronic means such as video conferencing, email communications, etc.
4. Volunteer – a person who donates their time and effort to enhance the activities and programs of the facility either on a recurring, limited, or one-time basis, either at the facility or online, and who is approved by the Department. This includes a para-professional volunteer who provides specialized services to residents, e.g., Recovery Coach, Reentry Coach, etc.
5. Volunteer (limited basis) – a volunteer who volunteers fewer than four (4) times per year and does not receive an identification card.
6. Volunteer (recurring) – a volunteer who volunteers four (4) or more times per year and receives an identification card.

7. Volunteer Officer – for the purposes of this policy, a Volunteer Officer is the title used to refer to either an adult facility Volunteer Services Coordinator or a juvenile facility Chief of Volunteer Services.

V. CONTENTS

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Procedure B:	Volunteer Program Administration
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VI. ATTACHMENTS

Attachment A:	Volunteer Application (paper/fillable)
Attachment B:	Volunteer Agreement
Attachment C:	E-Volunteer Agreement
Attachment D:	Volunteer Request Form (JF attachment only) (paper/fillable)
Attachment E:	Volunteer Project Request Form (JF attachment only) (paper/fillable)

VII. PROCEDURES

Procedure A: Volunteer Program, General

1. Volunteers may provide programs and services to residents on a one-time, limited, or recurring basis, and may volunteer at a facility in person or online using approved technology such as video conferencing.
2. Volunteers who volunteer on a one-time or limited basis at a facility shall be issued a visitor's pass and be escorted at all times.
3. The facility Chief Administrative Officer, or designee, shall implement facility written practices for one-time or limited basis volunteers pertaining to the arrangements surrounding the event and any screening and training requirements for the one-time or limited basis volunteer. The below application procedures do not apply to one-time or limited basis volunteers at a facility, except as required by the Chief Administrative Officer, or designee.
4. In a critical incident or extended disruption of normal facility operations, the Chief Administrative Officer, or designee, may suspend any volunteer services or programs for a specific period.

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5. Volunteers may contribute suggestions regarding the volunteer program policy to the facility's Volunteer Officer. **5-ACI-1G-07 & 4-JCF-6G-14**
6. The Department of Corrections shall provide liability insurance coverage for facility volunteers as set out in Department Policy 2.17, Insurance Coverage. Volunteers shall be informed that the Department of Corrections does not provide liability coverage for personal vehicles or for theft of or damage to personal vehicles of volunteers.
7. Volunteers who are approved to take residents off grounds on a furlough pass must use their personal vehicles and shall:
 - a. have completed training specific to furlough passes;
 - b. comply with Department Policy 2.9, Use of State-Owned and Personal Vehicles, as applicable;
 - c. provide proof they have:
 - 1) a valid driver's license; and
 - 2) at least \$400,000 single limit personal vehicle liability insurance.
8. Any volunteer who has an accident involving personal injury to another person or damage to the property of another, while using a personal vehicle to take a resident off grounds, shall report the accident to the Chief Administrative Officer, or designee. The person to whom the report is made shall ask the volunteer to put the circumstances of the accident in writing as soon as possible. In the meantime, the person to whom the report is made shall document the information on a report, and the Chief Administrative Officer, or designee, shall contact the Division of Risk Management.
9. Volunteers, their property, and vehicles may be subject to search in accordance with applicable Department policies.
10. Volunteers shall not be used in the delivery of health care services or provide clinical counseling. **5-ACI-6B-10 & 4-JCF-4C-55**
11. A volunteer shall be denied access to a resident:
 - a. at the request of the resident;
 - b. at the request of the juvenile resident's parent or legal guardian if the resident is under eighteen years of age; or
 - c. at the request of the resident's legal guardian for a resident who has a guardian.

Procedure B: Volunteer Program Administration

5-ACI-1G-01 & 4-ACRS-7D-04

1. The Deputy Warden of Program Services at an adult facility, the Deputy Superintendent of Treatment Services at a juvenile facility, or the Assistant Director at a minimum security facility, or their designees, are responsible for:
 - a. the overall management of the facility volunteer program;
 - b. determining the facility staff responsible for the supervision of a volunteer or a volunteer service or program;

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- c. ensuring that volunteer hours are tracked on a monthly basis; and
 - d. ensuring requests for a new volunteer service and/or program are reviewed and decided upon.
2. Each facility's Chief Administrative Officer shall designate a staff member to serve as a Volunteer Officer, who shall be responsible for, but not limited to:
- a. coordinating and monitoring the facility's volunteer program;
 - b. ensuring the screening and selection of volunteers allows for recruitment from all cultural and socioeconomic segments of the community; **5-ACI-1G-02, 4-ACRS-7F-08 & 4-JCF-6G-09**
 - c. ensuring that residents are informed of the following:
 - 1) availability of volunteer services;
 - 2) roles of volunteers; and
 - 3) schedules of volunteer programs and services; **5-ACI-1G-06**
 - d. coordinating with the facility's chaplain(s) the approval and training of both lay and clergy volunteers from faiths represented by the resident population;
 - e. ensuring volunteer identification cards are reviewed and updated as necessary on an annual basis;
 - f. ensuring that equipment and supplies required by volunteers to conduct programs or services are available, consistent with Department policy, including inventory control procedures; and
 - g. arranging volunteer recognition as set out below.
3. The Volunteer Officer or the staff member responsible for the program or service shall be responsible for supervising volunteers.
4. Any staff member who supervises a volunteer shall:
- a. provide the volunteer information about their specific assignment;
 - b. inform the volunteer of expectations and in what areas, if any, the volunteer may make decisions;
 - c. provide supportive supervision; and
 - d. provide evaluations (whether written or verbal) of the volunteer, when necessary.
5. Any staff member who becomes aware of possible inappropriate conduct on the part of a volunteer shall intervene as appropriate and immediately report the conduct to a security supervisor. In addition, the staff shall provide a written report to the Volunteer Officer, or designee.

Procedure C: Recruitment and Eligibility

1. A prospective volunteer shall meet and maintain the following eligibility requirements:
- a. is at least eighteen (18) years old;
 - b. is at least twenty-one (21) years old to take residents off grounds;

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- c. undergoes the screening requirements as set out in Department Policy 3.24, Background Investigations, to include but not be limited, to:
 - 1) a criminal history background check; and
 - 2) a child abuse registry check through the Maine Department of Health and Human Services, if a volunteer may have direct contact with juvenile residents;
- d. unless an exception is approved, in writing, by the Chief Administrative Officer, or designee:
 - 1) has not had visiting privileges or volunteer status suspended or terminated at any detention or correctional facility;
 - 2) is not currently an approved visitor for any resident or awaiting approval as a visitor;
 - 3) is not a family member or friend of a resident;
 - 4) is not a staff member or student intern;
 - 5) has not been convicted of a crime or adjudicated of a juvenile crime; and
 - 6) is not a former resident of any detention or correctional facility;
- e. is not prohibited from having contact with any resident at that facility pursuant to Department Policy, 6.3, Contact with Victims unless they are eligible for and granted a waiver;
- f. is not otherwise prohibited from having contact with any resident at that facility, e.g., there is a court order prohibiting contact as a co-defendant, there is a prohibition due to trafficking in contraband, etc.; and
- g. provides the necessary valid license or certification documentation as a prerequisite to providing any professional service(s). **5-ACI-1G-04, 4-ACRS-7B-03 & 4-JCF-6G-13**

Procedure D: Application, Screening, and Selection

5-ACI-1G-03, 4-ACRS-7F-10, 4-JCF-5G-06, & 4-JCF-4C-55

1. A prospective volunteer shall provide to the facility Volunteer Officer, or designee, a volunteer packet consisting of:
 - a. a completed Volunteer Application form (Attachment A);
 - b. a completed Authorization for Release Information form (Attachment A to Department Policy 3.24, Background Information);
 - c. licenses or certifications that pertain to the volunteer assignment, if applicable; and
 - d. a photocopy of a government-issued ID card.
2. A prospective volunteer shall note on the application form, if they are:
 - a. a victim of any resident at that facility;
 - b. prohibited from having contact with any resident at that facility; or

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- c. have a connection to a person in the custody or under the supervision of the Department by name and indicate the nature of the relationship, e.g., friend, relative, etc.
3. The Volunteer Officer, or other designated staff, shall:
 - a. review the application packet to verify that the applicant meets the eligibility requirements;
 - b. conduct required screenings as set out above; and
 - c. conduct a motor vehicle violation check for any violations in the last five (5) years, if the volunteer may be permitted to take residents off facility grounds.
4. The Volunteer Officer, or other designated staff, shall forward the application packet to the Department's Director of Victim Services, or designee, who shall determine if the prospective volunteer is prohibited from having contact with any resident at that facility and therefore is ineligible to be a volunteer.
5. If eligible to be a volunteer, the Volunteer Officer, or the staff member responsible for the program or service, may interview the prospective volunteer.
6. If eligible to be a volunteer, the Volunteer Officer, or the staff member responsible for the program or service, shall make a recommendation whether to approve or disapprove an applicant for volunteer status to the Chief Administrative Officer, or designee, based upon, but not limited to, the following:
 - a. the operational needs of the Department;
 - b. the application packet;
 - c. screenings results;
 - d. the interview, if any; and
 - e. staff recommendation(s).
7. A decision of the Chief Administrative Officer, or designee, to not allow the person to become a volunteer is within their discretion and is final.
8. The Volunteer Officer, or other designated staff, shall notify the prospective volunteer of the decision of the Chief Administrative Officer, or designee.
9. Applications shall be processed within thirty (30) days of receipt.

Procedure E: Orientation and Training

5-ACI-1G-05 & 4-ACRS-7F-09

1. Once a person is approved to be a volunteer and prior to being placed into a volunteer assignment, the Volunteer Officer, or other designated staff, shall arrange for training and register the person as an approved volunteer.
2. The Volunteer Officer, or other designated staff, shall be responsible to provide the following mandatory training for all volunteers:
 - a. volunteer rules;

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- b. requirements for maintaining confidentiality of information acquired as a volunteer;
 - c. responsibilities regarding sexual abuse, sexual harassment, prevention, detection, and response;
 - d. process for positive identification and use of the volunteer identification card, if applicable;
 - e. maintaining professional boundaries;
 - f. prohibitions on giving items to and receiving items from residents, prohibitions on communicating with residents, and items not allowed to be brought into the facility;
 - g. what constitutes a disciplinary violation; and
 - h. requirements for reporting threats to safety or security, e.g., a suicide threat, threat of assault, escape attempt, etc.
3. Except for e-volunteers, the Volunteer Officer, or other designated staff, shall be responsible to provide the following mandatory training for all volunteers:
- a. emergency responses (e.g., evacuation routes, staging areas, location of fire alarms, fire extinguishers, telephone/alarms, etc.);
 - b. emergency procedures relevant to volunteers, to include actions to be taken by a volunteer in the event the volunteer is injured or exposed to potential injury while within the facility or on facility grounds;
 - c. appropriate security and operational procedures, including search procedures for volunteers;
 - d. hostage situations; and
 - e. accessing the program area, to include escort practices, where appropriate.
4. In addition to the above mandatory training, the facility Chief Administrative Officer, or designee, shall determine any additional training requirements depending upon the type and frequency of volunteer services provided. The training shall be appropriate to the delivery of the service being provided, e.g., an e-volunteer does not need to be trained on facility evacuation plans. The additional training may include, but not be limited, to:
- a. the mission and background of the facility; and
 - b. facility specific training (security procedures, office procedures, and other facility expectations).
5. Volunteers who are approved to provide services to more than one correctional facility shall receive training specific to each facility.
6. Volunteers shall sign acknowledgement(s) that they have read and understand mandatory policies and required forms, including, but not limited to:
- 5-ACI-1G-05 & 4-JCF-6G-12**
- a. the following Department policies and attachments:
 - 1) (AF) 26.1 & (JF) 19.15, Volunteer Program;
 - 2) Attachment B: Volunteer Agreement to Policy (AF) 26.1 & (JF) 19.15 Volunteer Program;

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- 3) (AF) 11.2, Confidentiality of Resident Information, or (JF) 22.2, Confidentiality of Resident Information, as applicable;
 - 4) 3.5, Code of Conduct;
 - 5) 3.27, Domestic Violence, Sexual Assault, and Stalking and the Workplace;
 - 6) 3.28.1, Dress and Grooming Requirements for Non-Uniformed Staff, Volunteers, and Student Interns;
 - 7) 3.29, Hostage Situations;
 - 8) 6.11.2, Sexual Misconduct (Prison Rape Elimination Act (PREA) and Maine Statutes), Prevention
 - 9) 6.11.3, Sexual Misconduct (PREA and Maine Statutes), Reporting and Investigation;
 - 10) Attachment B: Volunteer Acknowledgment of Prohibition on Sexual Misconduct to Policy 6.11.2 Sexual Misconduct (PREA and Maine Statutes), Prevention); and
 - 11) 6.5, Harassment; and
- b. any facility specific rules and regulations.
7. Volunteers are also required to:
- a. receive training every two (2) years as a refresher to the initial training; and
 - b. an updated background check every two (2) years.
8. Documentation of all signed acknowledgments, all training, and any informational materials received during training shall be signed by the volunteer and maintained in the volunteer's file.
9. Each volunteer's schedule shall be approved by the Volunteer Officer or the staff member who is responsible for supervising the volunteer.
10. Volunteers who have not been active for more than one (1) year shall be required to reapply and attend another volunteer training.

Procedure F: Volunteer Identification (ID) Card

5-ACI-1G-03, 4-ACRS-7F-10 & 4-JCF-6G-11

1. Volunteers providing programs and services to residents on a recurring basis shall be issued an identification (ID) card to assist staff in verifying identification. The volunteer:
 - a. shall display their ID card at all times while volunteering;
 - b. is responsible for the issued ID card;
 - c. shall not transfer the ID card to any other person under any circumstances; and
 - d. shall turn in their ID card whenever the services of a volunteer are discontinued.
2. The Chief Administrative Officer, or designee, shall establish written practices that set out if in-person facility volunteers are required to store the cards at the facility or if volunteers can keep the cards with them upon leaving the facility.

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3. Volunteers who are approved to provide services to more than one correctional facility shall receive an ID card specific to each facility, except that approved volunteers may be allowed one identification card if they volunteer at both of the following facilities:
 - Maine State Prison and Bolduc Correctional Facility;
 - Maine Correctional Center and Southern Maine Women's Reentry Center; or
 - Mountain View Correctional Facility and Downeast Correctional Facility.

Procedure G: Access to and Within a Facility

1. A volunteer who provides programs and services in a Department facility shall be escorted at all times, unless the Chief Administrative Officer, or designee, waives the escort requirement.
2. In the event access is denied on a given day, the Volunteer Officer, or other designated staff, shall attempt to notify the volunteer in advance, and if unsuccessful, inform the volunteer upon their arrival of the reasons(s) for denying admittance into the facility (e.g., day or time restrictions, program cancellations due to facility emergency, etc.).
3. The following situations may result in delays and/or denial of the volunteer's admittance:
 - a. the identification (ID) card:
 - 1) appears to be tampered with, altered, or damaged to a point where positive identification cannot be determined by staff processing the volunteer;
 - 2) does not belong to the volunteer;
 - 3) has not been updated when the information on their ID card has changed, e.g., name change, etc.
 - b. failure by the volunteer to display their ID Card when requested to do so by staff;
 - c. the volunteer has an outstanding criminal or juvenile criminal charge;
 - d. the facility's manual or automated information system does not confirm the volunteer is authorized to access the facility or is scheduled for authorized access during the period in which the volunteer is seeking access and no prior arrangements have been communicated to staff performing admittance responsibilities; or
 - e. any other reason in the discretion of the Chief Administrative Officer, or designee.

Procedure H: E-Volunteering

1. The facility Chief Administrative Officer, or designee, shall determine whether e-volunteering shall be permitted and the type of e-volunteering programs and services to be allowed.
2. Any e-volunteering event needs to be approved by the facility Chief Administrative Officer, or designee, and is contingent upon having the necessary staff support prior to allowing residents to participate.
3. If approved, the e-volunteer shall read and sign the E-Volunteer Agreement (Attachment C).

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4. E-volunteers shall follow all staff instructions with respect to:
 - a. scheduling protocols for each e-volunteer event; and
 - b. inclusion of program staff or security staff as determined by the Chief Administrative Officer, or designee, to the e-session for monitoring purposes, including that the e-volunteer must e-invite or share the video conferencing link via email.
5. E-volunteering, regardless of purpose, may be monitored and/or recorded by designated Department staff.

Procedure I: Additional Requirements for a Juvenile Facility

1. Juvenile facility staff may request mentors or tutors for residents by submitting the Volunteer Request form (Attachment D) to the Volunteer Officer, or designee, who shall consult with the Principal, or designee, regarding all requests for educational volunteers.
2. When the Volunteer Officer, or designee, has found a volunteer for a resident, the Volunteer Officer, or designee, shall:
 - a. inform the resident's Social Worker, and, in the case of an educational volunteer, the Principal; and
 - b. coordinate with the Social Worker and Principal, if applicable, available days and times for the volunteer to meet with the resident.
3. Staff and volunteers may propose a new volunteer program (e.g., gardening, painting, cooking, etc.) by completing the Volunteer Program Request form (Attachment E) and submitting the form to the Juvenile Program Manager(s) of the affected resident(s) for approval.
4. The Juvenile Program Manager (JPM) shall note any recommendation on the Volunteer Program Request form and shall forward the form to the Volunteer Officer:
5. If the JPM and the Volunteer Officer both disapprove of the project, the project shall not be allowed. The Volunteer Officer shall notify the proposer that the project is not allowed.
6. If the JPM recommends approval of the project and the Volunteer Officer agrees, the Volunteer Officer shall forward the form to the Deputy Superintendent of Operations.
7. If the JPM and the Volunteer Officer disagree, the Volunteer Officer shall forward the form to the Deputy Superintendent of Operations.
8. The Deputy Superintendent of Operations shall forward the Volunteer Program Request form to the Deputy Superintendent of Treatment Services, with a recommendation as to whether or not the project should be approved.
9. The Deputy Superintendent of Treatment Services shall forward the Volunteer Program Request form to the Superintendent, with a recommendation as to whether or not the project should be approved.

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10. If the Superintendent approves the project, the Superintendent shall sign the Volunteer Program Request form and return it to the Volunteer Officer, who shall send copies to those listed on the form and coordinate the implementation of the project.
11. If the Superintendent does not approve the project, the Superintendent shall return the Volunteer Program Request form to the Volunteer Officer, stating the reasons for not approving it. The Volunteer Officer shall notify the proposer and the affected Juvenile Program Manager(s) that the Superintendent has not approved the project.
12. No project may begin until the Superintendent, or designee has approved it.
13. Volunteers may be permitted to take residents off grounds for activities only with the permission of a Juvenile Program Manager/Social Worker and the Volunteer Officer. If a Juvenile Program Manager/Social Worker approves a volunteer taking a resident off grounds, the Juvenile Program Manager/Social Worker shall complete the necessary paperwork and forward it to the Volunteer Officer.
14. Additionally, the Volunteer Officer , or designee, shall plan and promote activities for resident participation in community services and resident volunteer programs. All activities shall be documented, including documentation, as applicable, in the resident's case file. **4-JCF-5G-06**
15. In addition to the above, the Volunteer Officer, or designee, may:
 - a. provide assistance to the Friends of Long Creek or similar outside organization, volunteer organization, parents of facility's residents, and other interested community members who wish to be of assistance to the facility;
 - b. seek donations for new and used clothing for facility residents for the purpose of providing clothing to residents upon release;
 - c. help raise and distribute funds to support justice involved youth;
 - d. seek and distribute donated tickets to sporting, cultural, and other special events for facility residents;
 - e. coordinate the facility's holiday celebrations, including supplies for housing unit decorations and gifts for every resident; and
 - f. serve as a mentor for residents when they leave the facility.

Procedure J: Volunteer Conduct

1. A volunteer is required to comply with all Department policies and facility rules.
2. Volunteers may be subject to termination for any failure to comply with Department policies or facility rules.
3. A volunteer shall conduct themselves in a professional manner which includes, but is not limited to:
 - a. maintaining a professional demeanor, attitude, and appearance;
 - b. performing services in a professional manner;

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- c. keeping any information obtained through records, observation, or report confidential; and
 - d. reporting threats to safety or security, e.g., a suicide threat, threat of assault, escape attempt, etc.
- 4. A volunteer in possession of contraband shall be reported to a facility law enforcement officer.
- 5. Volunteer rules include, but are not limited to:
 - a. a volunteer is not permitted access to a resident's record;
 - b. a volunteer shall not supervise other volunteers within the facility;
 - c. a volunteer's interactions with a resident shall be directly related to the program or service that the volunteer is approved to provide;
 - d. a volunteer is not permitted to bring any items into a facility unless approval has been received from the Volunteer Officer, the staff member responsible for the program or service, or the Chief Administrative Officer, or designee;
 - e. a volunteer attempting to introduce unauthorized items into a facility shall be denied access and may be subject to termination;
 - f. a volunteer shall not give to or receive from residents or family or friends of residents, directly or indirectly, currency as defined in Department Policy (AF) 20.1, Adult Resident Discipline, or any other item;
 - g. a volunteer shall not deliver messages between residents or to or from residents or family or friends of residents; and
 - h. a volunteer shall not enter the facility while under the influence of alcohol, illegal drugs, or marijuana.
- 6. A Department volunteer shall not be permitted to schedule a regular visit or correspond on a personal basis with any resident or be placed on any resident's Approved Visitor List unless approved by the Chief Administrative Officer of the facility where the resident is housed and, if the person works or volunteers elsewhere unless also approved by the facility Chief Administrative Officer, or designee, Regional Correctional Administrator, or designee, or Central Office supervisor, as applicable.

Procedure K: Recognition of Volunteers

- 1. Each facility Volunteer Officer shall develop appropriate means for the recognition of volunteers who have provided continuous and/or outstanding service to the facility.
- 2. Staff members who are responsible for supervising volunteers shall submit the names and written justification for recognizing individual volunteers to the Volunteer Officer. The submission shall include the following information:
 - a. volunteer's name;
 - b. type of service provided;
 - c. year(s) for which service is being cited;
 - d. reason for the nomination; and

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- e. name of the staff who initiated the nomination.
- 3. In addition, the names of volunteers recognized at the facility level may be submitted to the applicable Associate Commissioner for Department-wide or statewide volunteer recognition programs.

Procedure L: Termination of a Volunteer's Service
4-JCF-5G-06

1. A volunteer's services may be terminated for any of the following reasons:
 - a. the volunteer services are no longer needed, based on facility or resident needs;
 - b. the facility does not have adequate resources to support the program;
 - c. the volunteer:
 - 1) acts in a manner that endangers safety, security, or orderly management of the facility;
 - 2) is arrested or charged with a crime or juvenile crime; or
 - 3) violates Department policies, facility rules, or the Volunteer Agreement (Attachment B).
2. A volunteer whose service is terminated for any reason in 1.c. above may not be approved or reinstated as a volunteer at any Department facility.
3. The Chief Administrative Officer, or designee, may terminate the services of a volunteer for any other reason within their discretion and the decision is final.
4. A volunteer may be suspended pending an investigation into whether or not they will be terminated.
5. Where appropriate, the Chief Administrative Officer, or designee, shall ensure written notice of a suspension or termination of a volunteer is provided to the following:
 - a. the volunteer;
 - b. the Volunteer Officer and other appropriate facility staff; and
 - c. the Chief Administrative Officers of other facilities.

Procedure M: Records

1. The facility Volunteer Officer, or designee, shall ensure that volunteer records are maintained, which shall include, but not be limited to:
 - a. the volunteer packet;
 - b. background checks;
 - c. all signed acknowledgments and agreements;
 - d. training records;
 - e. staff supervisor evaluations, if any; and
 - f. any other applicable documents.

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2. Department records pertaining to volunteer records shall be maintained per the Department Records Retention Schedule.

Procedure N: Community Advisory Boards for Minimum and Juvenile Facilities
4-ACRS-7F-05 & 4-JCF-6G-01

1. Minimum security and juvenile facilities shall have an advisory board that is representative of the community in which it is located that meets at least annually.
2. The advisory board shall be comprised of members of surrounding communities who volunteer to meet with facility representatives for the purpose of assessing the facility's and the community's collaborative participation in community service projects, work release, and other community-based programs.
3. Each facility Chief Administrative Officer, or designee, shall designate staff who shall identify and arrange board membership, establish appropriate meeting agendas, and coordinate and facilitate board meetings.

VIII. PROFESSIONAL STANDARDS

ACA

- 5-ACI-1G-01** Written policy and procedure specify who is responsible for operating a citizen involvement and volunteer service program, and their lines of authority, responsibility, and accountability.
- 5-ACI-1G-02** The screening and selection of volunteers allows for recruitment from all cultural and socioeconomic parts of the community.
- 5-ACI-1G-03** There is an official registration and identification system for volunteers.
- 5-ACI-1G-04** Written policy specifies that volunteers may perform professional services only when they are certified or licensed to do so.
- 5-ACI-1G-05** Written policy, procedure, and practice provide that each volunteer completes an appropriate, documented orientation and/or training program prior to assignment and agrees in writing to abide by all facility policies, particularly those relating to the security and confidentiality of information.
- 5-ACI-1G-06** A current schedule of volunteer services is available to all inmates and is posted in appropriate areas of the institution.
- 5-ACI-1G-07** There is provision for volunteers to contribute suggestions regarding the establishment of policy and procedure for the volunteer services program.
- 5-ACI-6B-10** If volunteers are used in the delivery of health care, there is a documented system for selection, training, staff supervision, facility orientation, and a definition tasks, responsibilities, and authority that is approved by the health authority. Volunteers may only perform duties consistent with their credentials and training. Volunteers agree in writing to abide by all facility policies, including those relating to the security and confidentiality of information.
- 4-ACRS-7B-03** Volunteers may perform professional services only when they are certified or licensed to do so.
- 4-ACRS-7D-04** The lines of authority, responsibility, and accountability are specified for the facility's citizen involvement and volunteer services program.
- 4-ACRS-7F-05** The facility has an advisory board that is representative of the community in which it is located that meets at least annually.

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- 4-ACRS-7F-08 The facility provides for recruiting citizen involvement and volunteers. The screening and selection of volunteers allows for recruitment from all cultural and socioeconomic parts of the community.
- 4-ACRS-7F-09 Each volunteer completes an appropriate, documented orientation and/or training program prior to assignment.
- 4-ACRS-7F-10 There is an official registration and identification system for volunteers.
- 4-JCF-4C-55 If volunteers are used in the delivery of health-care, there is a documented system for selecting, training, staff supervising, providing facility orientation, and defining of tasks, responsibilities and authority that is approved by the health authority. Volunteers may only perform duties consistent with the credentials and training. Volunteers agree in writing to abide by all facility policies, including those relating to the security and confidentiality of information.
- 4-JCF-5G-06 The facility staff plans and promotes activities for participation by juveniles in community services and juvenile volunteer programs. All activities are documented, and individual juvenile participation is documented in the juvenile's case file.
- 4-JCF-6G-01 The facility has an advisory board that meets at least annually and is representative of the community in which it is located.
- 4-JCF-6G-08 The facility actively identifies and implements activities that contribute to the community.
- 4-JCF-6G-09 The Volunteer Officer provides for increasing citizen involvement by recruiting volunteers. The screening and selection of volunteers allows for recruitment from all cultural and socioeconomic parts of the community. The volunteer program is clearly defined and well organized.
- 4-JCF-6G-10 The facility administrator curtails, postpones, or terminates the services of a volunteer or volunteer organization when there is a documented reason for doing so.
- 4-JCF-6G-11 There is an official registration and identification system for volunteers.
- 4-JCF-6G-12 Volunteers agree in writing to abide by facility policies, particularly those relating to confidentiality and facility security.
- 4-JCF-6G-13 Volunteers may perform professional services only when they are certified or licensed to do so.
- 4-JCF-6G-14 Provisions exist for volunteers to contribute suggestions regarding the establishment of policy and procedure for the volunteer service program.

ACA Outcome Measure IG: Citizen Involvement & Volunteers – The facility is a responsible member of the community, supporting citizen involvement and volunteer initiatives as well as other community interaction. The total number of hours of volunteer service delivered by members of the community in the past 12 months divided by the average daily population in the past 12 months.

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