
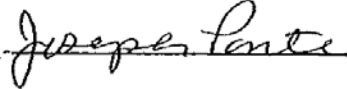


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CHAPTER 8: GENERAL ADMINISTRATION		
	STATE of MAINE DEPARTMENT OF CORRECTIONS Juvenile Community Services	PROFESSIONAL STANDARDS:
	Approved by Commissioner: 	See Section VII
EFFECTIVE DATE: February 13, 2014	LATEST REVISION:	CHECK ONLY IF APA []

I. AUTHORITY

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

II. APPLICABILITY

Juvenile Community Services

III. POLICY

It is the policy of the Department of Corrections to encourage volunteer participation in structured supplemental and supportive roles, in order to develop new services and programs and to enhance and expand existing services and programs for juvenile community corrections clients. Volunteers shall be accountable to the Regional Correctional Administrator, or designee.

IV. CONTENTS

- Procedure A: Volunteer Programs, General Guidelines
- Procedure B: Recruitment of Volunteers
- Procedure C: Eligibility Requirements of Volunteers
- Procedure D: Application and Approval of Volunteers
- Procedure E: Volunteer Identification and Control
- Procedure F: Training and Orientation
- Procedure G: Assignments and Duties
- Procedure H: Supervision and Evaluation of Volunteers and the Volunteer Program
- Procedure I: Termination of Volunteer Status

V. ATTACHMENTS

- Attachment A: [Volunteer, Internship or Practicum Application](#)
- Attachment B: [Volunteer, Internship or Practicum Agreement](#)
- Attachment C: [Volunteer, Internship or Practicum Confidentiality Statement](#)
- Attachment D: [Volunteer, Internship or Practicum Acknowledgement of Prohibition on Sexual Misconduct](#)
- Attachment E: Parental/Guardian Consent

VI. PROCEDURES

Procedure A: Volunteer Programs, General Guidelines

1. Volunteers generally provide programs and services to juveniles on an ongoing or recurring basis. Volunteers may also provide programs and services to juveniles on a one-time or limited basis.
2. In each region, juveniles shall be informed regarding the following:
 - a. Availability of volunteer services;
 - b. Roles of volunteers and
 - c. Schedules of volunteer programs.
3. The Department of Corrections shall provide liability insurance coverage for juvenile community corrections volunteers. This does not include the use of personal vehicles.
4. Volunteers who are permitted to transport juveniles must use their personal vehicles and only under the following conditions:
 - a. The volunteer has provided verification of a valid driver's license;
 - b. The volunteer motor vehicle record check has been completed and the volunteer has no motor vehicle convictions within the past five (5) years;
 - c. The volunteer has provided a copy of their insurance policy indicating that they have at least \$400,000.00 in personal vehicle liability insurance; and
 - d. The volunteer has acknowledged in writing the risks and responsibilities associated with providing transportation.
5. Volunteers shall be told that the Department of Corrections does not provide liability coverage for personal vehicles and does not cover theft of or damage to personal vehicles of volunteers. 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 transport a juvenile, shall report the accident to the Regional Correctional Administrator, or designee. The person

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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 in a report and the Regional Correctional Administrator, or designee, shall contact the Division of Risk Management.

6. Volunteers may contribute suggestions regarding the establishment of policies and procedures for the volunteer services program to the Regional Correctional Administrator, or designee.

Procedure B: Recruitment of Volunteers

1. The Regional Correctional Administrator, or designee, shall recruit volunteers from all cultural and socioeconomic segments of the community, including civic organizations, corporate sponsors, appropriate educational institutions, and individuals.
2. Prospective applicants are not discriminated against because of race, religion, national origin, gender, sexual orientation, age, or disability.
3. A volunteer recruited under this policy who is a relative of a juvenile under supervision may not serve as a volunteer with that juvenile or in the location of the office where that juvenile is being supervised during the period of the juvenile’s supervision.
4. An ex-offender who is no longer under the supervision of the Department of Corrections may be considered to become a volunteer on a case by case basis and shall be approved by the Regional Correctional Administrator.

Procedure C: Eligibility Requirements of Volunteers

1. A person interested in becoming a volunteer shall present a government issued picture identification, such as a Driver’s License or State of Maine ID card for verification of identity in order to conduct a background check.
2. A person is eligible to become a volunteer:
 - a. Upon written application and clearing criminal history, motor vehicle, child protective record inquiries and reference checks;
 - b. Is at least twenty-one (21) years of age, with the exception of student interns, who must be at least 19 years of age;
 - c. Is not currently an approved visitor for any Department of Corrections client or awaiting approval as a visitor; and

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- d. Has not had visiting privileges or volunteer status suspended or terminated at any facility or region, unless an exception is approved, in writing, by the Regional Correctional Administrator.

Procedure D: Application and Approval of Volunteers

1. The Regional Correctional Administrator, or designee, shall ensure that an application form (Attachment A) is provided to prospective volunteers.
2. Applicants shall complete the application form and return it to the Regional Correctional Administrator, or designee, who shall:
 - a. Verify the completeness of the volunteer application form(s);
 - b. Verify that the applicant is eligible to be a volunteer; and
 - c. Ensure completion of background checks.
3. Upon clearance of the background checks, the Regional Correctional Administrator, or designee, shall schedule the applicant for an interview with appropriate staff to determine whether to approve an applicant for volunteer status.
4. The Regional Correctional Administrator, or designee, shall provide written notice of approval or denial to all volunteers submitting an application. The decision of the Regional Correctional Administrator is within his or her discretion and is final.

Procedure E: Volunteer Identification and Control

1. If the prospective volunteer successfully completes the approval process as set forth in Procedure C. and decides to become a volunteer, the Regional Correctional Administrator, or designee, shall review with and have the volunteer sign the following forms:
 - a. Volunteer Agreement (Attachment B);
 - b. Volunteer Confidentiality Statement (Attachment C); and
 - c. Volunteer Acknowledgement of Prohibition on Sexual Misconduct (Attachment D).
2. Each volunteer shall be issued a Department of Corrections Volunteer Identification Card. The issued identification card is the property of the Department of Corrections and shall only be used in the performance of duties approved by the Department of Corrections. The card must be surrendered on completion of or termination from service.
3. The Regional Correctional Administrator, or designee, shall maintain all volunteer documents and training records in a secure storage area.

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4. A volunteer agrees to conduct himself or herself in an ethical manner which includes, but is not limited:
 - a. Any information learned as part of assigned duties is to be kept confidential;
 - b. Works to promote teamwork, cooperation, collaboration and role models professional conduct;
 - c. Work performed is completed in a professional manner and of good quality;
 - d. Maintains an attitude of open mind and accepts new challenges;
 - e. Duties and assignments enhance the functions of paid staff;
 - f. Maintains a professional demeanor, attitude and appearance;
 - g. Accepts the uniqueness of individuals and strives to emphasize the positive elements of cultural, racial, religious and economic diversity and
 - h. Report any observed unethical or illegal behavior to the Regional Correctional Administrator, or designee.

5. The Department has the authority and responsibility to deny a volunteer access to any juvenile and any Department of Corrections work location, when his or her presence may jeopardize the security and/or safety of juveniles and staff. Volunteers shall also be denied access to any juvenile at the request of the juvenile, juvenile's parents or legal guardian.

6. A volunteer in possession of contraband or an illegal substance shall result in notice to local law enforcement.

Procedure F: Training and Orientation

1. The Regional Correctional Administrator, or designee, shall provide each volunteer with an orientation to the Regional Juvenile Community's mission, program, staff, and to the nature and location of the volunteer's assignment, prior to any assignment.
2. The Regional Correctional Administrator, or designee, shall brief approved volunteers on all rules and procedures important to their effective functioning.
3. The Regional Correctional Administrator, or designee, shall brief volunteers and residents on the role of volunteers, the limits of volunteer's authority, and the mutual responsibilities of a resident and volunteer before a working relationship is initiated.
4. The Regional Correctional Administrator, or designee, shall ensure that all volunteers receive training in applicable policies and procedures and training

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relevant to their assigned responsibilities. The training shall be documented and the documentation kept in the volunteer's file.

5. In addition, volunteers shall be provided the following materials during the orientation process:
 - a. A copy of the Department's policies and procedures regarding Confidentiality of Records; Harassment; Equal Employment Opportunity/Affirmative Action Program; Code of Ethics; Sexual Misconduct (PREA and Maine Statutes), and Smoking.
6. Whenever possible, volunteers shall be encouraged to participate in volunteering and mentoring programs through programs which have formally agreed to uphold nationally accepted safety standards and best practice guidelines for mentoring programs.

Procedure G: Assignments and Duties

1. A volunteer shall be given assignments that best utilize their interests and capabilities. Examples of assignments may include, but are not limited to:
 - a. Tutoring;
 - b. Clerical duties;
 - c. Advisory committees;
 - d. Assisting Juvenile Community Corrections Officers in their daily duties. This may include, but is not limited to:
 - 1) School attendance checks, gathering of records, face to face interaction with juveniles and
 - 2) Any other role deemed valuable and appropriate by the Regional Correctional Administrator, or designee.
2. When a professional service requiring certification or licensure is provided by a volunteer, the volunteer must provide a copy of such certification or licensure, prior to the approval and commencement of that service. Volunteers may not provide clinical counseling.
3. Volunteers shall not be allowed to transport juveniles, except as related to a specific activity and only after motor vehicle and insurance requirements are verified in writing as set out in Procedure A. and the parents or legal guardian and the juvenile has provided written consent for the activity (Attachment E).
4. Volunteers must obey all motor vehicle laws and regulations, including the requirement that everyone in the vehicle wear a seat belt.

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Procedure H: Supervision and Evaluation of Volunteers and the Volunteer Program

1. The Regional Correctional Administrator and Juvenile Community Corrections staff shall coordinate the activities of the volunteer and evaluate the progress of the volunteer and the program(s) which the volunteer is involved.
2. Any staff member to whom a volunteer is assigned shall be that volunteer's direct supervisor and shall:
 - a. Provide the volunteer essential information about his or her specific assignment;
 - b. Share confidential information, only as permitted and necessary for the volunteer to assist in completion of the assignment;
 - c. Inform the volunteer of expectations and in what areas, if any, the volunteer may make decision;
 - d. Meet with the volunteer on a regular basis to provide feedback on how the volunteer is doing and to receive input from the volunteer;
 - e. Send volunteer monthly time report forms to the Regional Correctional Administrator;
 - f. Complete and submit volunteer evaluations to the Regional Correctional Administrator; and
 - g. Complete and submit internship evaluations and other forms for student interns, as required by their institution of higher education.
3. The Division of Juvenile Community Corrections shall annually review volunteer program implementation and effectiveness.
4. Any staff member who becomes aware of possible inappropriate conduct on the part of a volunteer will immediately contact the Regional Correctional Administrator, or designee.

Procedure I: Termination of Volunteer Status

1. The Regional Correctional Administrator with input from Juvenile Community Corrections staff shall curtail, postpone, or discontinue the services of a volunteer when reasons for doing so exist. Any of the following reasons may warrant this action:
 - a. Breach of confidentiality;
 - b. Unlawful conduct or violation of the Department's policies, rules, and/or regulations;
 - c. Health issues;

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- d. Inability or unwillingness to cooperate with staff;
 - e. Involvement in activities that threaten the order or security of Department of Corrections or the safety of staff, juveniles or others;
 - f. Erratic, unreliable attendance; or
 - g. Unsatisfactory service.
2. The Regional Correctional Administrator may curtail, postpone, or discontinue the services of a volunteer at any time for any reason at the Regional Correctional Administrator's sole discretion.

VII. PROFESSIONAL STANDARDS:

ACA:

- 2-7223** Written policy and procedure provide for securing volunteer citizen involvement in the programs, including roles as advisors, interpreters between the program and the public, direct service roles, and cooperative endeavors with juveniles under supervision
- 2-7224** Written policy and procedure for volunteer citizen involvement include a system for selection, training, term of service, termination of service, definition of tasks, responsibilities, and authority for volunteers.
- 2-7225** Written policy and procedure provide for the recruitment of volunteers from all cultural and social-economic segments of the community
- 2-7226** Written policy and procedure specify that volunteers agree in writing to abide by all agency policies, particularly those relating to the security and confidentiality of information.
- 2-7227** Written policy specifies that volunteers perform professional services only when certified or licensed.
- 2-7228** Written policy and procedure specify the provision of mental health services for juveniles in need of such services to include, but not be limited to, services provided by qualified mental health professions who meet educational and/or licensure/certification criteria specified by their respective professional disciplines, i.e., Psychiatry, Psychology (Psychiatric Nursing), and social work.

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