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| <b>POLICY TITLE: COMMUNITY VOLUNTEER PROGRAMS,<br/>GENERAL GUIDELINES</b>         |  | <b>PAGE 1 OF 11</b>                |
| <b>POLICY NUMBER: 26.1</b>  |  |                                    |
| <b>CHAPTER 26: COMMUNITY VOLUNTEER PROGRAMS</b>                                   |  |                                    |
|  | <b>STATE of MAINE<br/>DEPARTMENT OF CORRECTIONS</b>                      | <b>PROFESSIONAL<br/>STANDARDS:</b> |
|   | Approved by: <u><i>Martin Magnusson</i></u><br>Signature of Commissioner | See Section VII                    |
| <b>EFFECTIVE DATE:</b><br>February 14, 1983                                       | <b>LATEST REVISION</b><br>August 26, 2005                                | <b>CHECK ONLY IF<br/>APA [ ]</b>   |

### 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 Facilities

### III. POLICY

It is the policy of the Department of Corrections to encourage community 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 prisoners. Volunteer programs shall be reviewed and evaluated annually.

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### V. ATTACHMENTS

Attachment A: Volunteer Hours Performed

## VI. PROCEDURES

### Procedure A: Volunteer Programs, General Guidelines

1. The Department of Corrections shall provide liability insurance coverage for facility volunteers. This does not include the use of personal vehicles.
2. Volunteers generally provide programs and services to prisoners on an ongoing or recurring basis. Volunteers who provide programs and services to prisoners on a one-time or limited basis shall be issued a visitor's pass and escorted at all times, unless the Chief Administrative Officer, or designee, waives the escort requirement.
3. At each facility, prisoners shall be informed regarding the following:
  - a. Availability of volunteer services;
  - b. Roles of volunteers; and
  - c. Schedules of volunteer programs.
4. Volunteers who are permitted to take prisoners off grounds (on a furlough pass from minimum/community facilities) must use their personal vehicles. The Chief Administrative Officer, or designee, shall confirm that the volunteer has at least \$400,000 single limit personal vehicle liability insurance and no violations involving motor vehicles in the last five (5) years, prior to giving approval. 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 take a prisoner 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.
5. Volunteers must obey all motor vehicle laws and regulations, including the requirement that everyone in the vehicle wear a seat belt.
6. At any time, volunteers may contribute suggestions regarding the establishment of policies and procedures for the volunteer services program to the facility's Volunteer Coordinator.

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## **Procedure B: Volunteer Coordinator**

1. Each facility's Chief Administrative Officer shall designate one staff member to serve as Volunteer Coordinator, who shall be responsible to coordinate and monitor the facility's volunteer program.
2. The Volunteer Coordinator shall coordinate with the facility's chaplain(s) the approval and training of both lay and clergy volunteers from faiths represented by the prisoner population.
3. At a minimum, the Volunteer Coordinator shall be responsible for the following:
  - a. Receiving completed applications and ensuring a criminal background check is completed.
  - b. Ensuring arrangements are made for orientation and/or initial training for new volunteers;
  - c. Establishing and maintaining the Volunteer Record files;
  - d. Ensuring volunteers who perform professional services, such as hair cutting, are licensed or certified to do so. Volunteers may not provide clinical counseling;
  - e. Ensuring volunteers who might be permitted to take prisoners off grounds have appropriate insurance and have no motor vehicle violations within the past five (5) years.
4. The Volunteer Coordinator shall compile, from their records, the total volunteer hours provided each month and shall note the total number of hours and the name of each volunteer, type of work and hours of each volunteer, using the Volunteer Hours Performed form. (Attachment A) Copies of this form shall be provided to the Chief Administrative Officer, or designee, who shall forward the information to the Department's Central Office. In the case of religious and school volunteers, the Chaplain and Education staff, respectively, shall complete the Volunteer Hours Performed form and shall forward the forms to the Volunteer Coordinator, who shall include the information in their report.
5. The Central Office Volunteer Coordinator shall compile information from the adult facilities to prepare the Department-wide annual report on volunteer service programs.

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**Procedure C: Recruitment, Qualifications, Application, Screening and Selection**

1. The screening and selection of volunteers allows for recruitment from all cultural and socioeconomic segments of the community.
2. Volunteers shall meet the following minimum qualifications:
  - a. Minimum age requirement of eighteen (18) years;
  - b. Minimum age requirement of twenty-one (21) years to take prisoners off grounds;
  - c. Is not currently an approved visitor for any prisoner or awaiting approval as a visitor;
  - d. Has not had visiting privileges or volunteer status suspended or terminated at any facility, unless an exception is approved, in writing, by the Chief Administrative Officer;
  - e. Is not a family member or friend of a prisoner, unless an exception is approved, in writing, by the Chief Administrative Officer;
  - f. Is not a former prisoner of any correctional facility (including, but not limited to, a federal, military, state, or county correctional facility), unless an exception is approved, in writing, by the Chief Administrative Officer;
  - g. Provides the necessary valid license or certification documentation as a prerequisite to providing any professional service(s) and,
  - h. Provides the necessary vehicle liability insurance documentation as a prerequisite to taking prisoners off grounds.
3. The Volunteer Coordinator shall ensure that an application form is provided to potential volunteers.
4. Applicants shall complete the form and return it to the facility’s Volunteer Coordinator, who shall:
  - a. Verify the completeness of the volunteer application form(s);

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- b. Verify that the applicant meets the minimum requirements to be a volunteer (except for the requirement of orientation and training);
  - c. Schedule the applicant for personal interviews by the staff member responsible for the program or service, if applicable.
- 5. As determined by the Chief Administrative Officer, either the Volunteer Coordinator or the staff member responsible for the program or service shall recommend to the Chief Administrative Officer, or designee, whether to approve an applicant who meets the minimum requirements as a facility volunteer. The decision of the Chief Administrative Officer, or designee, is within his/her discretion and is final.
- 6. The Volunteer Coordinator shall notify the prospective volunteer that their services are not required if they do not clear the security checks, have unsatisfactory references, have an unsatisfactory interview (if applicable), or are not suitable for any other reason.
- 7. Once an applicant is approved to be a volunteer, the Volunteer Coordinator shall:
  - a. Arrange for issuance of a facility photo identification card;
  - b. Maintain records for that volunteer in a secure storage area; and
  - c. Arrange for the volunteer to tour parts of the facility relevant to the nature of their volunteer work.

**Procedure D: Orientation, Training and Schedules**

- 1. Prior to beginning their volunteer work, volunteers shall receive orientation and/or training, at a minimum, in the following areas:
  - a. The mission and background of the facility;
  - b. Layout of the facility;
  - c. How to access the program area, to include escort practices, where appropriate;
  - d. Volunteer rules and regulations;
  - e. 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; and

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- f. Appropriate security and operational procedures, including search procedures for volunteers.
  - g. Requirements for maintaining confidentiality of information acquired as a volunteer;
  - h. Prohibitions on giving items to and receiving items from prisoners, prohibitions on communicating with prisoners, and items not allowed to be brought into the facility;
  - i. Requirements for reporting threats to safety or security or violations of the prisoner disciplinary rules.
  - j. Process for positive identification;
  - k. Use, care and storage of the Facility Identification Card;
  - l. Legal rights and/or responsibilities to report accident or injury claims under state law;
  - m. Responsibility to inform appropriate staff if the volunteer is aware of a potential suicide attempt, escape attempt, other potential emergencies or criminal or disciplinary activity;
  - n. Volunteers shall be informed regarding the fact that the Department cannot guarantee their safety in a correctional facility setting (e.g., hostage situation, prisoner disturbance, etc.)
2. 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; and
    - Smoking
3. Volunteers shall be required to sign the Acknowledgement of Understanding between the Maine Department of Corrections and Community Volunteers (Attachment B) and agree to comply with all facility rules and regulations, particularly those pertaining to security and confidentiality of information. The volunteer may also be required to sign an agreement to comply with facility specific rules and regulations.

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4. Documentation of all signed acknowledgements, all training, and any informational materials received during orientation shall be signed by the volunteer and maintained in the volunteer's file.
5. The Volunteer Coordinator or appropriate staff member shall be responsible to provide information and on-site training to the volunteer, to include specific emergency responses (e.g., evacuation routes, staging areas, location of fire alarms, fire extinguishers, telephone/alarms, etc.).
6. Each volunteer's schedule shall be approved by the Volunteer Coordinator or the appropriate staff member who is responsible for supervising the volunteer. When the volunteer's program is not included as part of the facility's activity schedule (e.g., a specific program offered on a scheduled basis), notice of available volunteer services shall be posted in appropriate areas of the facility for staff and prisoner information.
7. The schedule(s) for volunteers shall not conflict with the established facility activity schedule.

**Procedure E: Volunteer Registration and Identification**

1. The Volunteer Coordinator shall maintain a record of all approved volunteers. At a minimum, at each facility, completed applications and all agreements signed by the volunteer shall be maintained.
2. Volunteers providing programs and services to prisoners on an ongoing or recurring basis shall be issued a facility Identification Card to assist staff in verifying positive identification and permit the volunteer to move within the facility in areas as authorized.
3. Volunteers who are approved to provide services to more than one adult correctional facility shall receive orientation and/or training specific to each facility and a facility specific Identification Card. Maine State Prison and Bolduc Correctional Facility may allow cleared volunteers to possess one Identification Card for both facilities.
4. Volunteers are responsible for the issued facility Identification Card. Facility Identification Cards are the property of the facility. Volunteers shall not transfer the Identification Card to any other person under any circumstances.
5. At a minimum, the facility Identification Card issued to each volunteer shall be reviewed once during each twelve-month period. Whenever the services of a volunteer are discontinued, the facility Identification Card shall be deactivated or recalled.

**Procedure F: Access to and Within the Facility**

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1. Approved volunteers must have their facility Identification Card in their possession in order to access the facility.
2. When access is authorized, approved volunteers may, if allowed by the facility, proceed unescorted to the appropriate program or service area.
3. A volunteer may call in advance to confirm there are no delays or changes that may prevent her/his access into the facility, (i.e., major disturbances/emergencies, changes in the facility activity schedule or volunteer schedule). In the event of a disturbance/emergency, designated staff shall be assigned to contact volunteers, consistent with emergency notification procedures.
4. In the event access is denied on a given day, the Volunteer Coordinator, or other designated staff, shall inform the volunteer of the reasons(s) for denying admittance into the facility, (i.e., day or time restrictions, expiration of the facility Identification Card presented by the volunteer, program cancellations due to facility emergency, etc.).
5. The following situations may result in delays and/or denial of the volunteer's admittance, by the Chief Administrative Officer, or designee:
  - a. Proof of identification appears to be tampered with, altered, or damaged to a point where positive identification cannot be determined by staff processing the volunteer;
  - b. The facility Identification Card in the possession of the volunteer is issued to another volunteer or staff member;
  - c. Failure by the volunteer to display the facility Identification Card when requested to do so by staff;
  - d. Failure by the volunteer to notify the Volunteer Coordinator or appropriate staff member when the information on their Identification Card requires renewal or updating due to changes for which the volunteer is responsible;
  - e. The volunteer has an outstanding criminal charge;
  - f. The facility's manual or automated information system does not confirm the volunteer is authorized access to 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 registration responsibilities.

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- g. Any other reason at the discretion of the Chief Administrative Officer, or designee.

**Procedure G: Program Space and Equipment**

1. Storage space shall be available for all regularly scheduled programs and services involving volunteers.
2. The Volunteer Coordinator or the appropriate staff member shall be responsible to ensure that equipment and supplies required by the volunteer to conduct programs or services are available, consistent with Department policy and procedures, including inventory control procedures.

**Procedure H: Volunteer Rules and Regulations**

1. Volunteers shall comply with all Department policies and procedures and facility rules and regulations, and shall follow the facility's established chain of command. Volunteers may be subject to termination for any failure to comply with established policies, procedures, rules and regulations.
2. Volunteer rules and regulations include, but are not limited to:
  - a. Volunteers shall not supervise other volunteers within the facility. The Volunteer Coordinator or staff assigned to the area shall be responsible for supervising volunteers in the area.
  - b. Volunteers shall not conduct personal visits with prisoners.
  - c. Volunteers and their possessions are subject to search, in accordance with the facility's search plan.
  - d. Volunteers are not permitted to bring any items into the facility unless approval has been received from the Volunteer Coordinator or supervising staff.
  - e. Volunteers attempting to introduce unauthorized items into a correctional facility shall be denied access and may be subject to termination.
  - f. Volunteers shall not offer, provide, or accept gratuities of any kind from prisoners or individuals associated with prisoners of the Department, i.e., money, property, favors, e.g., delivering messages or items to other prisoners or citizens, etc. In the event material items are given to or accepted from prisoners, such items shall be confiscated as contraband and the volunteer may be subject to suspension or termination from the volunteer program.

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- g. Volunteers are not permitted to enter the facility while under the influence of alcohol or drugs.
- h. Volunteers are required to report any statements made by prisoners indicating an escape, suicide attempt, threats to the security of the facility or threats to safety of staff, prisoners, volunteers or visitors.
- i. Volunteers are not permitted access to a prisoner's record.
- j. Volunteers are required to present the facility issued Identification Card when entering the facility or when requested by staff. Misuse of the facility Identification Card or any other issued identification badge may result in restriction or termination of volunteer service.

**Procedure I: Student Interns**

- 1. Students completing internships at local colleges, universities and technical schools may participate in the facility's volunteer programs when the purpose is to provide opportunities for education, experience or training related to the student's field(s) of study. Responses to inquiries regarding internship shall be the responsibility of the Volunteer Coordinator or the staff member responsible for the program or service.
- 2. Student interns must be at least eighteen (18) years of age and shall be subject to all procedures concerning volunteers. Student interns shall work only under direct staff supervision, commensurate with their level of training.

**Procedure J: Program Evaluation, Reporting and Recognition of Volunteers**

- 1. An evaluation of the facility's volunteer program(s) shall be conducted during each twelve-month period.
- 2. A copy of the facility's annual report on its volunteer programs shall be submitted to Central Office in conjunction with reports on all programs and services, unless included in quarterly reports.
- 3. Each facility shall develop appropriate means for the recognition of volunteers who have provided continuous and/or outstanding service to the facility, consistent with the Department's policies and procedures regarding such matters.
- 4. Staff members who are responsible for supervising volunteers shall submit the names and written justification for recognizing individual volunteers to the Volunteer Coordinator. The appropriate Department or facility nomination form shall include the following information:

- a. Volunteer's name;

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- b. Type of service provided;
  - c. Year(s) for which service is being cited;
  - d. Reason for the nomination;
  - e. Name of the Volunteer Coordinator or supervising staff who initiated the nomination.
6. The Chief Administrative Officer, or designee, shall determine the date, time, and location for the recognition event and shall present the volunteer recognition awards.
7. In addition, the names of volunteers recognized at the facility level may be submitted to the Central Office Volunteer Coordinator for Department-wide or statewide volunteer recognition programs.

**Procedure K: Termination of Volunteer Status**

- 1. Volunteers may be restricted from one or more facilities or have their services terminated in accordance with Department policy. Where appropriate, the Chief Administrative Officer, or designee, shall ensure written notice of a restriction or termination of a volunteer is provided to the following:
  - a. The volunteer;
  - b. Chief Administrative Officers of other facilities;
  - c. Appropriate Central Office personnel, when required.
- 2. The Chief Administrative Officer, or designee, may restrict or terminate the services of a volunteer or volunteer organization, within his/her discretion and the decision is final.

**VII. PROFESSIONAL STANDARDS**

**ACA: 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, 3-4111, 3-4112, 3-4113, 3-4114, 3-4115, 3-4116, 3-4117, 3-4118, 3-4119, 4-ACRS-7B-03, 4-ACRS-7B-18, 4-ACRS-7D-04, 4-ACRS-7F-08, 4-ACRS-7F-09, 4-ACRS-7F-10**

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