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

All Departmental Juvenile Facilities

III. POLICY

The facilities shall encourage volunteer citizen participation in structured supplemental and supportive roles, in order to develop new services and programs and to enhance and expand existing services and programs offered to its residents. The Department of Corrections provides liability insurance coverage for facility volunteers.

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V. ATTACHMENTS

None

VI. PROCEDURES
Procedure A: Chief of Volunteer Services

1. The Chief of Volunteer Services is responsible for coordinating the Volunteer Program. In conjunction with the Juvenile Program Managers, Juvenile Program Manager, the Chief of Volunteer Services is responsible for determining the volunteer needs of the facility, its programs, and its residents.

2. The Chief of Volunteer Services shall recruit, screen, train, place, and supervise all volunteers, and shall coordinate the religious volunteers with the Chaplain, and the school volunteers, with the Principal, or designee.

   a. The Chief of Volunteer Services shall coordinate training on security with the Juvenile Facility Operations Supervisors, who shall provide such training to all facility volunteers before they are authorized unescorted access into the facility.

3. The Chief of Volunteer Services is responsible for record keeping, evaluation, recognition, and, if necessary, termination of all volunteers, except for school volunteers, who shall be the responsibility of the Principal.

4. Additionally, the Chief of Volunteer Services shall plan and promote activities for resident participation in community services and resident volunteer programs. All activities shall be documented, to include documentation, as applicable, in the resident’s case file.

Procedure B: Recruitment and Screening

1. The Chief of Volunteer Services, 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. Requests for volunteers to meet special needs may be published in a weekly volunteer clearinghouse column in the local newspaper.

3. Persons are eligible to become facility volunteers, if they are persons of good character, at least 21 years of age, with the exception of students, who must be at least 19 years of age. Volunteers must be sufficiently responsible to fulfill the duties involved.

   a. Ex-offenders who are no longer under the supervision of the Department of Corrections may be considered to become volunteers; and
b. Relatives of residents may be considered to become volunteers, provided they do not serve as a volunteer with the resident to whom they are related or in the housing unit where that resident is housed.

4. Facility volunteers are not discriminated against because of race, religion, national origin, gender, sexual orientation, age, or disability.

5. The Chief of Volunteer Services, or designee, shall send a cover letter and the application to prospective volunteers. Upon return of the application, the Chief of Volunteer Services shall request a screening process by the Personnel Department, which includes a driving record check and a criminal record check. All applicants must pass background/reference checks.

6. If the prospective volunteer successfully completes the screening process and decides to become a volunteer, they, along with the Chief of Volunteer Services, shall sign the Volunteer Agreement and complete the Volunteer Registration.

7. The Chief of Volunteer Services 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, or are not suitable for any other reason.

Procedure C: Volunteer Identification and Control

1. Each volunteer shall be issued a Volunteer Identification Card with their name, photograph and a Volunteer Identification Card number. The Volunteer Identification Card number shall be kept in that volunteer’s file in the Office of Volunteer Services, until their services to the facility is no longer required.

2. Discovery of contraband shall result in detaining the person having such contraband in their possession. Supervisory staff shall be notified, as well as the Correctional Investigator and, if appropriate, the local police department if such contraband is against the law to possess in a correctional facility.

3. The facility has both the authority and responsibility to deny access to the facility to any volunteer whose presence may jeopardize the order, security, and/or safety of the facility and its residents, staff, and other volunteers.

Procedure D: Training and Orientation

1. The Chief of Volunteer Services, or designee, shall provide each volunteer with an orientation to the facility, its programs, and its staff, and to the nature and location of the volunteer’s assignment, prior to any assignment.

2. The Chief of Volunteer Services, or designee, shall brief approved volunteers on all rules and procedures important to their effective functioning. Volunteers shall
be provided with a copy of the “Rules for Maine Juvenile Facility Volunteers” and the Contraband List.

3. The Chief of Volunteer Services, or designee, shall brief volunteers and residents on the mission and role of volunteers, the limits of volunteers’ authority, and the mutual responsibilities of a resident and volunteer before a working relationship is initiated.

4. The Chief of Volunteer Services, in cooperation with the Staff Development Specialist, shall ensure that all volunteers receive training in applicable facility policies, emergency procedures and resident behavior. This training shall be documented and kept in each volunteers file.

5. Volunteers must comply with all facility policies, procedures and rules. The security of the facility and the safety of residents, staff, volunteers, visitors, and the public are the first priority for all persons at the facility.

6. No persons in an intoxicated condition or under the influence of illicit drugs shall be allowed into the facility.

7. The Chief of Volunteer Services shall review the Office of Volunteer Services’ Confidentiality of Information Acknowledgment Form with the volunteer, and the volunteer shall agree, in writing, to abide by this confidentiality policy. Volunteers shall be informed that they are required to report any indication of escape, suicide or other serious incidents that may involve the safety and security of residents, staff and public.

**Procedure E: Assignments and Duties**

1. The Chief of Volunteer Services, in consultation with responsible staff, shall place volunteers in assignments based on their interests and capabilities and the schedules of all involved.

2. Volunteers may provide professional services, such as hair cutting, only when certified or licensed to do so. Volunteers may not provide clinical counseling.

3. Social Workers or Juvenile Program Managers may request mentors or tutors for their residents by completing the Volunteer Office Mentor/Tutor Referral Form. The Chief of Volunteer Services or designee shall consult with the Principal, or designee, regarding all requests for tutors.

4. When the Chief of Volunteer Services, or designee, has found a mentor/tutor for a resident, they shall inform the resident’s Social Worker, and, in the case of a tutor, the Principal.
5. The Chief of Volunteer Services, or designee, and Social Worker shall coordinate available days and times for the mentor/tutor to meet with the resident.

6. The Chief of Volunteer Services, or designee, may reassign volunteers at the request of the volunteer, the resident or any staff person for just cause.

7. Staff and volunteers may propose projects by completing the Volunteer Project Form, (e.g., gardening, painting, cooking, etc.)

8. Once the proposer, if other than a Juvenile Program Manager, has completed the Form, the proposer shall forward Form to the Juvenile Program Manager(s) of the affected resident(s) for approval.

9. The Juvenile Program Manager(s) shall note recommendation(s) on the Form and shall forward the Form to the Chief of Volunteer Services.

10. If the Juvenile Program Manager(s) recommends approval of the project and the Chief of Volunteer Services agrees, the Chief of Volunteer Services shall recommend approval and forward the Form to the Deputy Superintendent of Operations, with a copy to the Director of Rehabilitative and Administrative Programs.

11. The Deputy Superintendent of Operations shall forward the Form to the Superintendent, with a recommendation as to whether or not the project should be approved.

12. If the Superintendent approves the project, the Superintendent shall sign the Form and return it to the Chief of Volunteer Services, who shall send copies to those listed on the Form.

13. If the Superintendent does not approve the project, the Superintendent shall return the Form to the Chief of Volunteer Services, stating the reasons for not approving it. The Chief of Volunteer Services shall notify the proposer and the affected Juvenile Program Manager(s) that the Superintendent has not approved the project, via a copy of the Form and any attachment(s), which may be appended to it.

14. No project may begin until the Superintendent, or designee has approved it.

15. Volunteers may be permitted to take residents off grounds for activities only with the permission of a Juvenile Program Manager/Social Worker and the Chief of Volunteer Services. 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 Chief of Volunteer Services.
16. The Chief of Volunteer Services shall confirm that the volunteer has at least $400,000 in personal vehicle liability insurance and no moving violations involving motor vehicles in the last five years, prior to giving approval. This requires that the volunteer shall provide a copy of the insurance policy, and the Chief of Volunteer Services requesting the Personnel Department have the volunteer's driving record checked, as necessary.

17. Volunteers who are permitted to take residents off grounds for activities must use their personal vehicles. They should be aware that the State of Maine 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 resident off grounds, shall report the accident to the Chief of Volunteer Services or, in that person's absence, the Juvenile Facility Operations Supervisor. 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 forward it to the Deputy Superintendent of Support Services, who shall contact the Division of Risk Management.

18. Volunteers must obey all motor vehicle laws and regulations, including the requirement that everyone in the vehicle wear a seat belt.

19. At any time, volunteers may contribute suggestions regarding the establishment of policies and procedures for the volunteer services program to the Chief of Volunteer Services.

**Procedure F: Supervision and Evaluation of Volunteers**

1. The Chief of Volunteer Services shall coordinate and supervise the volunteer program. The Juvenile Program Managers and Social Workers shall work with the Chief of Volunteer Services to provide adequate control and coordination of the activities of the volunteers, as well as assist in evaluating programs with which they are involved. The Juvenile Program Managers and/or the Social Workers, Principal, and Chaplain shall report any concerns or suggestions regarding volunteers and/or programs to the Chief of Volunteer Services.

2. The Chief of Volunteer Services, or designee, shall:
   a. Provide the volunteer essential information about the facility;
   b. Share confidential information, as necessary and as permitted, with the volunteer to assist their completion of the assignment;
c. Inform the volunteer of expectations and in what areas, if any, the volunteer may make decisions; and

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.

3. The Chief of Volunteer Services, or designee, shall complete, for each volunteer, the Annual Volunteer Performance Report Form, which shall be kept in each volunteer’s file. In the case of religious and school volunteers, the Chaplain and the Principal, respectively, shall complete the Annual Volunteer Performance Report for each volunteer and shall forward it to the Chief of Volunteer Services.

4. The Chief of Volunteer Services, or designee, 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. Copies of this form shall be provided to the Director of Rehabilitation and Administrative Programs and the Deputy Superintendent of Operations, who shall forward the information to the Department of Corrections’ Central Office.

5. In the case of religious and school volunteers, the Chaplain and the Principal, or designees, respectively, shall complete the Volunteer Hours Performed Form and shall forward the forms to the Chief of Volunteer Services, who shall include the information in their report.

Procedure G: Termination of Volunteers

1. The Chief of Volunteer Services shall curtail, postpone, or discontinue the services of a volunteer or volunteer organization when substantial 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 facility’s policies, rules, and/or regulations;
   c. Physical or emotional illness;
   d. Inability to cooperate with staff;
   e. Activities that threaten the order or security of the facility or the safety of staff, residents, or others;
   f. Erratic, unreliable attendance; or
   g. Unsatisfactory service.

2. The Superintendent may curtail, postpone, or discontinue the services of a volunteer or volunteer organization at any time at the Superintendent’s sole discretion.
**Procedure H: Activities of the Chief of Volunteer Services**

1. The Chief of Volunteer Services, or designee, shall provide assistance to the Friends of the Facility, an organization of volunteers, parents of facility’s residents, and other interested community members who wish to be of assistance to the facility.

2. The Chief of Volunteer Services, or designee, shall seek donations for stock, and organize the facility’s Clothing Room, where new and used clothing donated for facility residents is stored for the purpose of providing clothing to residents upon release.

3. The Chief of Volunteer Services shall administer the facility’s Scholarship Fund. Youth who have been released from the facility and who have been crime-free for a year shall be encouraged to apply for scholarship monies to the Scholarship Fund committee, using the Scholarship Application Form, to assist with post-high school educational/vocational plans.

4. The Chief of Volunteer Services, or designee, shall help raise funds by speaking at church functions, community service clubs, etc. These funds shall be deposited in the Resident Benefit Fund and shall be spent directly for residents at the facility at the direction of the Superintendent, or designee.

5. The Chief of Volunteer Services, or designee, shall seek and distribute donated tickets to sporting, cultural, and other special events for facility’s residents.

6. The Chief of Volunteer Services, or designee, shall coordinate facility’s holiday celebrations, including supplies for housing unit decorations and gifts for every resident.

7. The Chief of Volunteer Services, or designee, shall coordinate summer camp tuitions, received from area churches and other organizations, for residents.

**Procedure I: Community Advisory Board**

1. Each juvenile facility shall utilize an advisory board, representative of the community in which it is located, that meets at least annually. 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 based programs.

2. Each facility Chief Administrative Officer shall designate staff who shall identify and arrange board membership, establish appropriate meeting agendas and coordinate and facilitate board meetings.
VII. PROFESSIONAL STANDARDS:

ACA:

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-02 There is a public information program that encourages interaction with the public and the media.

4-JCF-6G-08 The facility actively identifies and implements activities that contribute to the community.

4-JCF-6G-09 The volunteer coordinator 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.

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