

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 200</p> <p>PUBLIC/PUBLIC ACCESS</p>	<p>OPR:</p> <p>DIR</p>
	<p>DEPARTMENT ORDER: 204</p> <p><i>VOLUNTEER SERVICES</i></p>	<p>SUPERSEDES:</p> <p>DO 204 (01/31/07)</p>
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PURPOSE

This Department Order authorizes private citizens to participate as volunteers within the Department and its prisons for the purpose of assisting in the operation of its programs. Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting the Department as outlined in Department Order #108, American with Disabilities Act (ADA) Compliance. Requests shall be made as early as possible to allow time to arrange the accommodation.

In order to maximize the availability of positive programming and reduce inmate idleness, the Department considers the recruitment and utilization of volunteers to provide religious, educational and other programming services to be an essential addition to available Department resources in these areas.

PROCEDURES

204.01 MANAGEMENT OF VOLUNTEERS - Wardens, Deputy Wardens, Administrators or designee shall:

- 1.1 Ensure all volunteers are supervised by a Program Manager/Supervisor of the area they serve.
- 1.2 Arrange for volunteer supervisors to receive training as developed by the Staff Development and Training Bureau.
- 1.3 Coordinate specific volunteer activities, such as where volunteers can be used and the specific tasks assigned to each volunteer.
- 1.4 Ensure that no volunteer has access to information concerning the security of any Department facility.

204.02 VOLUNTEER RECRUITMENT AND INTERVIEW PROCESS

- 1.1 Senior Chaplains will recruit volunteers to provide or assist with religious services. Program Managers/Supervisors will recruit volunteers to provide or assist with all services, such as education, substance abuse and other self help programming, etc. Volunteers shall be recruited without regard to age, disability, race, religion, sex, creed, national origin or political affiliation.
- 1.2 Program Managers/Supervisors shall submit an approved Request for Volunteer, Form 204-6 to the Central Office Volunteer Coordinator for all volunteer opportunities.
 - 1.2.1 Upon receipt of approved Request for Volunteer forms, the Central Office Volunteer Coordinator shall recruit volunteers through the Hiring Gateway or other approved recruiting methods without regard to age, disability, race, religion, sex, creed, national origin or political affiliation.
 - 1.2.2 The Central Office Volunteer Coordinator shall forward resumes for requested volunteer opportunities to the appropriate Human Resource Liaison.
 - 1.2.3 The Human Resource Liaison shall forward resumes to the requesting Program Manager/Supervisor for review and consideration.
- 1.3 Program Managers/Supervisors shall interview prospective volunteers to determine eligibility and suitability for the volunteer opportunity.

- 1.3.1 Clear prospective volunteers through an NCIC/ACIC check, in accordance with Department Order #121, Arizona Criminal Justice Information System (ACJIS).
- 1.3.2 Complete a Volunteer Application and Interview, Form 204-5.
- 1.3.3 Provide a tour of the facility or work area if the applicant is deemed suitable for the volunteer opportunity.
- 1.3.4 Submit an approved Volunteer Application and Interview form to the Senior Chaplain or Human Resource Liaison for processing, making selection based upon:
 - 1.3.4.1 Experience and background commensurate with the service to be provided and the competency to perform the service.
 - 1.3.4.2 Favorable references.
 - 1.3.4.3 Appropriate reasons for volunteering.
 - 1.3.4.4 Appropriate license or certification when professional services are to be provided.

204.03 PROGRAM MANAGER/SUPERVISOR DUTIES – Program Managers/Supervisors shall:

- 1.1 Request and interview prospective volunteers as outlined in section 204.02 of this Department Order.
- 1.2 Supervise volunteer activities within their area of responsibilities.
 - 1.2.1 Be accessible to volunteers to resolve any concerns and issues that may arise.
 - 1.2.2 Monitor the program content to ensure appropriateness.
- 1.3 Ensure volunteers complete annual refresher training provided by Staff Development and Training Bureau.
- 1.4 Track and report to the Senior Chaplain or Human Resource Liaison the number of active volunteers and the days and hours of service as reported by the volunteers on a monthly basis. Volunteers shall utilize the Time Ticket, Form 204-3, or other approved method, when reporting hours volunteered.

204.04 SENIOR CHAPLAIN AND/OR HUMAN RESOURCE LIAISON DUTIES – Senior Chaplains and Human Resource Liaisons shall:

- 1.1 Coordinate the appointment process for all prospective volunteers at their respective location as outlined in section 204.05 of this Department Order. Senior Chaplains shall process religious volunteers and Human Resource Liaisons shall process volunteers not involved in religious programs.
- 1.2 Maintain a file on each volunteer processed at their location, including all forms required by this Department Order, with the exception of the Fingerprint Card. Senior Chaplains shall maintain files on religious volunteers and Human Resource Liaisons shall maintain files on volunteers not involved in religious programs.

- 1.2.1 Where a volunteer serves more than one institution, a complete file and Tuberculosis (TB) test information shall be maintained only at the location that processed the applicant.
- 1.3 Ensure volunteer applicants are processed in a timely manner.
- 1.4 Track and report to the Central Office Volunteer Coordinator the number of active volunteers and the days and hours of service as reported by the Program Managers/Supervisors on a monthly basis.

204.05 VOLUNTEER PROCESSING

- 1.1 Upon receipt of an approved Volunteer Application and Interview form, the Senior Chaplain or Human Resource Liaison shall schedule to meet with the prospective volunteers for completion of the application process, drug screening and an orientation. The process shall include:
 - 1.1.1 Completion of the proper forms:
 - 1.1.1.1 A Background Questionnaire, Form 602-1.
 - 1.1.1.2 Ex-offender Certification and Employment Recommendation, Form 504-6, if applicable.
 - 1.1.1.3 Written verification of license or certification when professional services are to be provided, e.g., psychological counseling. The Program Manager/Supervisor is responsible for verifying any required professional licenses and certifications.
 - 1.1.1.4 An approved Fingerprint Card.
 - 1.1.1.5 ADOA Volunteer Registration form.
 - 1.1.2 Fingerprinting.
 - 1.1.3 Providing evidence of a negative TB test.
 - 1.1.4 Compliance with drug screening requirements per Department Order #522, Drug Free Workplace.
 - 1.1.5 Volunteer orientation and training prior to the delivery of services, which involves:
 - 1.1.5.1 Completion of the volunteer training developed by the Staff Development and Training Bureau. Volunteers may complete the required training prior to meeting with the Senior Chaplain or Human Resource Liaison. The prospective volunteer must provide proof of passing the volunteer training. Proof of passing shall be maintained in the volunteer file.
 - 1.1.5.2 Additional training as required by the appropriate Warden, Deputy Warden, Administrator or designee.
 - 1.1.5.3 Acquainting volunteers with the institution, Written Instructions and Department personnel where they will be assigned.

- 1.1.5.4 Instructing volunteers to consult their Program Manager/Supervisor when they require assistance.
- 1.2 Ex-offenders are eligible to serve as volunteers after:
 - 1.2.1 Completion of probation or parole, with no subsequent arrests or charges.
 - 1.2.2 Upon absolute discharge, a minimum of three years of community service involvement specific to the volunteer opportunity for which the applicant is requesting to volunteer.
 - 1.2.3 A written recommendation from the organization served in the community.
 - 1.2.4 Evidence of gainful employment and payment of State and Federal taxes, unless deemed physically unable to work.
- 1.3 Ex-offender volunteer applications shall be processed in accordance with Department Order #504, Recruitment and Hiring.
- 1.4 For each applicant selected to serve as a volunteer, the Senior Chaplain or Human Resource Liaison shall forward the Background Questionnaire, Form 602-1, if required by Department Order #602, Background Investigations and Fingerprint Card to the Background Investigations Unit (BIU) after successful completion of the Drug Free Workplace screening.
 - 1.4.1 If the Background Questionnaire, Form 602-1 is not required to be submitted to BIU as outlined in Department Order #602, Background Investigations, the Program Manager/Supervisor shall review the Background Questionnaire to determine if the volunteer is appropriate for the applicable volunteer opportunity.
- 1.5 A Senior Chaplain or Human Resource Liaison shall provide written notification to each individual accepted into the Department Volunteer Program. Notification shall include:
 - 1.5.1 Specific task assignment.
 - 1.5.2 Initial report date.
 - 1.5.3 Contact person.
 - 1.5.4 Indication that the continuation of service is contingent upon completion of the background investigation.
- 1.6 Program Managers/Supervisors shall notify Senior Chaplains or Human Resource Liaisons when a volunteer resigns and/or declines an appointment. The Senior Chaplain and Human Resource Liaison shall notify the Central Office Volunteer Coordinator for tracking purposes.
- 1.7 Senior Chaplains and Human Resource Liaisons shall coordinate issuance of volunteer ID card, which identifies locations the volunteer is authorized to visit.
 - 1.7.1 Location designations shall be a single letter taken from the first letter of the name of the institution served, with the exception of Phoenix, which shall be "X". Central Office shall be represented as "CO". Where all locations are served the term "ALL" shall replace the single letter designations.

- 1.7.2 Location designations shall be placed on the ID card immediately after the expiration date, which shall only reflect month and year (e.g., 04/11).

204.06 **VOLUNTEER APPRECIATION** - Volunteers shall be appropriately recognized in accordance with Department Order #506, Employee Recognition Program.

204.07 **VOLUNTEER RESPONSIBILITIES AND SECURITY INSTRUCTIONS**

1.1 General Responsibilities - Volunteers shall:

- 1.1.1 Abide by all Department Written Instructions and other directions they received during orientation.
- 1.1.2 Log in and out when reporting to and leaving work area.
- 1.1.3 Wear an official volunteer ID card when performing volunteer services for the Department. The volunteer ID card shall:
 - 1.1.3.1 Be maintained in the possession of the volunteer. Volunteers are not required to pick up or surrender their volunteer ID cards each time they enter or exit the facility.
 - 1.1.3.2 Be valid for one year from the date of issuance and be renewed annually provided the volunteer is in good standing and has submitted an updated negative TB test to the appropriate Program Manager/Supervisor.
 - 1.1.3.3 Identify the locations where the volunteer is authorized to visit as outlined in section 204.05 of this Department Order.
 - 1.1.3.4 Be returned to the Senior Chaplain or Human Resource Liaison upon termination of service.
- 1.1.4 Ensure proper reporting of their days and hours of service to the Program Manager/Supervisor on a monthly basis using the Time Ticket, Form 204-3, or other approved method.
- 1.1.5 Report changes of address or phone numbers to the Senior Chaplain or Human Resource Liaison within ten days.
- 1.1.6 Confine their relationships with inmates to those activities that are officially sanctioned as an integral part of their duties. Unauthorized contact with inmates or their families is prohibited in accordance with Department Order #501, Employee Professionalism, Ethics and Conduct. Any personal contact or interaction with ex-offenders shall be reported to the Program Manager/Supervisor.
- 1.1.7 Terminate and/or reschedule the service when only one inmate is in attendance, unless two or more volunteers are present, where applicable.
- 1.1.8 Notify the Program Manager/Supervisor at the location where they provide services if they are cited, arrested or indicted, as outlined in Department Order #501, Employee Professionalism, Ethics and Conduct.

1.2 Volunteer Prohibited Activities - Volunteers shall not:

- 1.2.1 Transfer from one volunteer position to another without the written permission of the appropriate Program Manager/Supervisor.
- 1.2.2 Act as escorts or transport inmates at any time.
- 1.2.3 Engage in any activity prohibited in the volunteer training or Department Orders governing employee conduct.
- 1.2.4 Visit any institutions or areas to which they are not assigned, except as is necessary in the performance of their assigned duties, or with the prior approval of the Program Manager/Supervisor.
- 1.2.5 Operate a State Vehicle.

204.08 DISMISSAL OF VOLUNTEERS - Volunteers may be dismissed at any time as determined by the appropriate Warden, Deputy Warden, Administrator or designee. Dismissals shall be in writing. The volunteer may appeal in writing to the appropriate Division Director.

DEFINITIONS

EX-OFFENDER - Any person convicted in a court of competent jurisdiction of a misdemeanor or felony crime, the punishment for which could have been or was, imprisonment in a county jail, federal penitentiary or a state prison, excluding those persons who have been pardoned by the President of the United States or the Chief Executive of a state.

VOLUNTEER - A person, at least 18 years old, who without compensation provides services to the Department. Volunteers may include students in internships or practicums. Volunteers serve at the pleasure of the Warden, Deputy Warden, Administrator or designee of the area to which they are assigned and shall complete the required orientation and training prior to delivery of services. The following are not considered volunteers:

- Individuals who are visiting an inmate.
- Guests of the institution, e.g., tour groups and public officials.
- Individuals who occasionally perform services while accompanied by Department staff, e.g., repairmen and choirs.
- Attorneys conducting official business.
- Contract employees.

SENIOR CHAPLAINS AND HUMAN RESOURCE LIAISONS - Staff members responsible for coordinating the volunteer appointment process. Senior Chaplains shall process religious volunteers and Human Resource Liaisons process volunteers not involved in religious programs.

PROGRAM MANAGERS/SUPERVISORS – Staff members whose assigned duties include volunteer supervision and/or oversight of the activities conducted or assisted by volunteers. Program Managers/Supervisors may include Chaplains, Deputy Wardens, CO IV's, teachers, and Executive Staff Assistants.

VOLUNTEER SERVICES - Services provided without pay to the Department which may include any of the following activities:

- Information and referral services.
- Job development and placement.
- Social education and survival skills instruction.
- Education services including remediation, tutoring and English as a second language.
- Consumer education services.
- Vocational training instruction.
- Family services.
- Substance abuse services.
- Recreation services.
- Music and drama instruction.
- Guidance, counseling and self-improvement programs.
- Arts and crafts programs.
- Inmate organization sponsorship.
- Pastoral services.
- Other volunteer services as approved by the Warden, Deputy Warden or Administrator for the organizational unit that each represents.

{Original Signature on File}

CHARLES L. RYAN
DIRECTOR

FORMS LIST

204-3, Time Ticket
204-5, Volunteer Application and Interview
204-6, Request for Volunteer

AUTHORITY

A.R.S. 41-621, Purchase of Insurance; Coverage; Limitations; Exclusions; Definition.

A.R.S. 41-622, Revolving Funds for Self-Insured Losses and Administrative Costs; Budget Requests.