

CHAPTER: 200

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DEPARTMENT ORDER:

204 – Volunteer Services

**OFFICE OF PRIMARY
RESPONSIBILITY:**

EPCR

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Arizona Department of Corrections Rehabilitation and Reentry



Department Order Manual

A handwritten signature in black ink, appearing to read "Ryan Thornell", written over a horizontal line.

Ryan Thornell, Director

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PURPOSE

This Department Order (DO) establishes the procedures and standards of the **Arizona Department of Corrections, Rehabilitation and Reentry** (Department) Volunteer Services program. The purpose is to assist in the operation of its programs, to maximize positive programming, and reduce recidivism.

Persons with a disability may request a reasonable accommodation in accordance with DO #108, American with Disabilities Act (ADA) Compliance.

APPLICABILITY

This DO is not applicable to **Contract Beds** facilities. **Contract Beds** shall adhere to the Volunteer Services requirements contained in their contract.

PROCEDURES

1.0 RESPONSIBILITIES

- 1.1 Wardens, Deputy Wardens, Bureau Administrators, Administrators, or designees shall:
 - 1.1.1 **Ensure all volunteers have completed a background investigation and have been approved, prior to volunteering.**
 - 1.1.2 Ensure all volunteers are supervised by a Program Manager/Supervisor of the area they serve.
 - 1.1.3 Arrange for volunteer supervisors to receive training as developed by the **Training and Personnel Division**.
 - 1.1.4 Ensure volunteers are informed, via the Volunteer Security and Confidentiality Information Agreement, Form 204-1, of the **Department's** policies on confidentiality of information. Each volunteer shall sign the form agreeing to abide by them.
 - 1.1.4.1 **Completed forms to be forwarded to the Volunteer Services Coordinator.**
 - 1.1.5 Ensure that no volunteer has access to information concerning the security of any Department institution/facility.
- 1.2 **The Training and Personnel Division is responsible for developing a training plan for volunteers, which shall be reviewed for content every year.**
- 1.3 **The Education, Programming and Community Reentry Division will provide direction, in writing,** for each program, listing the goals and objectives, types of services offered, and population served.
- 1.4 The Program Manager/Supervisor shall:
 - 1.4.1 Recruit volunteers to provide or assist with Volunteer Services programming.
 - 1.4.2 Process volunteer applicants as outlined in section 2.0.
 - 1.4.3 Supervise volunteer activities within their area of responsibility.

- 1.4.4 Be accessible to volunteers to resolve any concerns and issues which may arise.
- 1.4.5 Monitor the program content to ensure appropriateness **and fidelity**.
- 1.4.6 When a volunteer resigns and/or declines an appointment, notify the Volunteer Coordinator, who shall notify the **Faith Services Administrator** for tracking purposes.
- 1.4.7 Post a current schedule of volunteer services available to the inmates.
 - 1.4.7.1 **The schedule shall** list the role and limits of each volunteer.
- 1.5 The **Faith Services Administrator** or designee shall:
 - 1.5.1 Facilitate recruitment of volunteers through the Arizona State Service website or other approved recruiting methods, without regard to political affiliation, race, color, national origin, sex, age, disability, or religious creed.
 - 1.5.2 Ensure volunteers are selected based upon:
 - 1.5.2.1 Experience and background commensurate with the service to be provided and the competency to perform the service, including appropriate license or certification when professional services are to be provided.
 - 1.5.2.2 Appropriate reasons for volunteering.
- 1.6 The Volunteer Coordinator shall:
 - 1.6.1 Coordinate the appointment process for all volunteer applicants at their respective location as outlined in section 2.0.
 - 1.6.2 Ensure volunteer applicants are processed in a timely manner, **no more than 45 calendar days**.
 - 1.6.3 Track and report to the **Faith Services Administrator** the number of active volunteers and number of service hours reported by the Program Manager/Supervisor on a monthly basis.
 - 1.6.4 **Maintain the signed Volunteer Security and Confidentiality Information Agreement, Form 204-1.**
 - 1.6.5 **Maintain documentation of training completion and passage pursuant to section 1.8.2.**
- 1.7 The Counseling Treatment Services Quality Assurance Coordinator shall screen and approve volunteer applicants for Counseling and Treatment Services activities.
- 1.8 Volunteers shall:
 - 1.8.1 Abide by this DO, any other written Department instructions, and **any additional directions provided** during orientation. Refer to Attachment A, Stipulated Requirements For Volunteers, for additional information.

- 1.8.2 Complete all required initial and annual Volunteer Training and provide documentation of passing the training to the Volunteer Coordinator.
 - 1.8.2.1 Volunteers may complete the initial required training prior to meeting with the Volunteer Coordinator.
 - 1.8.2.2 Volunteer orientation and initial training shall be completed prior to the delivery of services.
- 1.8.3 Adhere to the volunteer identification (ID) card requirements as outlined in DO #515, Identification System.
- 1.8.4 Log in and out when reporting to and leaving a work area.
- 1.8.5 Receive and carry a Department issued radio while performing volunteer services inside prison units.
- 1.8.6 Report the following to the Complex Volunteer Coordinator:
 - 1.8.6.1 Their days and hours of service on a monthly basis using the Time Ticket, Form 204-3, or other approved method.
 - 1.8.6.2 Changes of address or phone numbers within 10 calendar days.
- 1.8.7 In accordance with DO #501, Employee Professionalism, Ethics and Conduct, confine their relationships with inmates, offenders, former inmates/offenders, and their families to those activities which are officially sanctioned as an integral part of their duties, and report any personal contact or interaction with **former** offenders or their families to the Program Manager/Supervisor.
 - 1.8.7.1 Volunteer mentors are to adhere to a mentor/mentee relationship as directed and governed by their affiliated organization.
 - 1.8.7.2 On a case by case basis, non-mentor volunteers may have contact with a **former** offender when the **former** offender has been off supervision for **one** year.
- 1.8.8 Submit suggestions to the **Faith Services Administrator** or designee regarding the establishment of policy and procedure for the volunteer program.

2.0 VOLUNTEER RECRUITMENT AND PROCESSING

- 2.1 To request a new volunteer(s), the Program Manager/Supervisor shall submit an approved Request for Unpaid Volunteer, Form 204-6, to the **Faith Services Administrator**, who shall forward resumes to the appropriate Volunteer Coordinator and the requesting Program Manager/Supervisor for review and consideration.
- 2.2 The Program Manager/Supervisor or Volunteer Coordinator shall:
 - 2.2.1 Interview volunteer applicants using Volunteer Application and Interview, Form 204-5, to determine eligibility and suitability for the volunteer opportunity. The interview may be telephonic.

2.2.2 If the volunteer applicant is a **former** offender, ensure eligibility is determined and **former** offenders are processed in accordance with DO #504, Recruitment and Hiring and this section.

2.3 The Volunteer Coordinator shall:

2.3.1 Upon determination that volunteer applicants are able to move forward with the recruitment process, send the volunteer applicants:

2.3.1.1 A cover letter (may be via email), which includes a request for the appropriate license/certification for which the volunteer is applying.

2.3.1.2 Online training instructions.

2.3.1.3 Arizona Department of Administration (ADOA) Volunteer Registration Form located on the ADOA Risk Management website.

2.3.1.4 The background investigation documentation specified in DO #602, Background Investigations. Refer to the definition of Non-Department Employee Amount of Inmate Contact and Attachment A, Required Background Investigation Documentation, for specific documentation requirements.

2.3.1.5 The Authorization for Release of Information document if the Background Questionnaire, Form 602-1, is not required. This form must be notarized.

2.3.1.6 Volunteer/Intern Tuberculosis (TB) Screening Compliance, Form 116-10, in accordance with DO #116, Employee Communicable Disease and Exposure Control Plan.

2.3.2 Upon receipt of the required documents:

2.3.2.1 Review all forms for proper completion.

2.3.2.2 Verify any required professional licenses and certifications.

2.3.2.2.1 Volunteers may perform professional services only when they are certified or licensed to do so. Tutoring or sponsorship of a craft or hobby program is not considered a professional service.

2.3.2.3 Initiate an Arizona Crime Information Center (ACIC)/National Crime Information Center (NCIC) check.

2.3.3 When the required documentation is complete and volunteer applicants are deemed suitable for volunteer opportunities, schedule volunteer applicants' visits to the institution, facility, or work area to:

2.3.3.1 Acquaint them with the institution, written instructions and Department personnel where they will be assigned.

2.3.3.2 Instruct them to consult their Program Manager/Supervisor when they require assistance.

- 2.3.3.3 **Complete their** Fingerprint Card and photo.
- 2.3.3.4 **Complete** additional training as required by the appropriate Warden, Deputy Warden, Bureau Administrator, Administrator, or designee, to include a practical demonstration of radio operation by **the** Program Manager/Supervisor.
- 2.3.3.5 Schedule their Pre-Employment Drug Testing and provide them the original of the Pre-Employment Drug Test Consent and Release of Liability, Form 522-1, and corresponding documentation in accordance with DO #522, Drug-Free Workplace.
 - 2.3.3.5.1 The Complex Volunteer Coordinator shall ensure **they** complete **their** portion of the form, and scan a copy of the form to the Drug Testing Coordinator the day of notification.
- 2.3.4 Upon successful completion of the drug screening, provide written notification to each individual accepted into the Department Volunteer Program, which shall include:
 - 2.3.4.1 Specific task assignment.
 - 2.3.4.2 Initial report date.
 - 2.3.4.3 Contact person.
 - 2.3.4.4 Indication the continuation of service is contingent upon completion of the background investigation.
- 2.3.5 Forward the following to the Background Investigations Unit (BIU):
 - 2.3.5.1 The documentation required as outlined in DO #602, Background Investigations, Attachment A.
 - 2.3.5.2 Complex ACIC/NCIC clearance.
- 2.3.6 Upon receipt of the BIU's **background information**, in collaboration with the Warden/Administrator, determine if the volunteer applicant is approved or denied. If a decision cannot be reached, the **Deputy Assistant Director for Prison Operations** shall be the final **Approving Authority**.
- 2.3.7 If volunteer applicants are approved:
 - 2.3.7.1 Coordinate the issuance of Volunteer ID cards in accordance with DO #515, Identification System.
 - 2.3.7.1.1 Volunteer ID cards shall include location designation(s), which 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."

- 2.3.7.1.2 Location designations shall be placed on the ID card immediately after the expiration date.
- 2.3.7.1.3 Where all locations are served the term “ALL” shall replace the single letter designations.
- 2.3.7.2 Provide them their acceptance letters (may be via email).
- 2.3.7.3 Update the Volunteer Roster.
- 2.3.7.4 For each volunteer processed at **their** location, create and maintain individual volunteer files which shall include a current photograph, address, and telephone number. This file may be maintained in electronic format. Volunteer files shall include:
 - 2.3.7.4.1 All forms required by this DO, with the exception of the Fingerprint Card.
 - 2.3.7.4.2 Acknowledgement statement of successful completion of required training signed by the volunteer and maintained by the Volunteer Coordinator.
 - 2.3.7.4.3 Volunteer/Intern Tuberculosis (TB) Screening Compliance, Form 116-10, as applicable.
- 2.3.7.5 **For** volunteers processed at **one** institution **who** serve multiple locations, create, update, and maintain a volunteer file that contains at a minimum the volunteer’s volunteer ID number, current TB clearance, and proof of security clearance.

2.4 **Former** Offender Volunteer Applicants

- 2.4.1 For Department Institutions – **Former** offenders may be eligible to serve as volunteers if they:
 - 2.4.1.1 Meet the **former** offender requirements outlined in DO #504, Recruitment and Hiring.
 - 2.4.1.2 Have completed probation and/or parole, and have not had subsequent arrests or charges.
 - 2.4.1.3 Have served with a specific volunteer group/agency.
 - 2.4.1.4 Provide a written recommendation from the organization served in the community.
- 2.4.2 For Community Corrections
 - 2.4.2.1 Individuals who were formally incarcerated under any jurisdiction may be eligible if they:
 - 2.4.2.1.1 Meet the **former** offender requirements outlined in DO #504, Recruitment and Hiring.

2.4.2.1.2 Provide written proof of successful completion of any form of Community Supervision (Parole, Probation, and/or Community Supervision) from any jurisdiction.

2.4.2.2 Individuals who are currently under any form of Community Supervision may be considered on a case by case basis if they:

2.4.2.2.1 Meet the **former** offender requirements outlined in DO #504, Recruitment and Hiring.

2.4.2.2.2 Submit a current progress report from their supervising agency with the Volunteer Application and Interview, Form 204-5. If accepted for Volunteer Services, a current report shall be provided on a quarterly basis and upon request.

3.0 VOLUNTEER RENEWAL – This section is applicable to volunteers cleared to enter Department institutions/facilities. It is not applicable to volunteers who only volunteer in Community Corrections Reentry Centers.

3.1 Prior to the volunteer’s ID card expiration date, the volunteer shall submit the following to the Volunteer Coordinator:

3.1.1 Criminal History Request, Form 121-1.

3.1.2 A completed Volunteer/Intern Tuberculosis (TB) Screening Compliance, Form 116-10.

3.1.3 Acknowledgement statement of successful completion of required training signed by the volunteer and maintained by the Volunteer Coordinator.

3.2 The Volunteer Coordinator shall forward a completed Criminal History Request, Form 121-1, to the appropriate Arizona Criminal Justice Information System (ACJIS) Operator for processing.

3.3 The Volunteer Coordinator shall notify the appropriate Complex Security staff and the Volunteer Organization’s point of contact when a volunteer’s identification card will not be renewed in accordance with DO #515, Identification System.

3.4 Expired ID cards shall be returned to the appropriate Human Resources Liaison in accordance with DO #515, Identification System.

4.0 ALLEGATIONS OF CRIMINAL OR ACTIVITY THAT THREATENS THE INSTITUTION’S ORDER AND SECURITY

4.1 If any volunteer’s activity threatens the order and security of the institution or the safety of the volunteer, **staff, or population**, the volunteer’s approval to enter the institution shall be limited or discontinued until the problem is resolved.

4.2 In the event there are allegations of criminal activity against a volunteer, the Warden, Bureau Administrator or designee shall:

- 4.2.1 Immediately request the Criminal Investigations Unit to conduct an investigation.
- 4.2.2 Determine if the subject(s) of the investigation shall be denied access to the Department location pending the outcome of the investigation.
 - 4.2.2.1 Subject(s) shall be denied access pending the outcome of the investigation when the allegation is related to a felony or serious misdemeanor (i.e., assault, harassment, and endangerment).
- 4.2.3 Immediately notify the Complex Volunteer Coordinator and the Program Manager/Supervisor in writing of the denial.
- 4.2.4 **If** the investigation results determine the allegation(s) of criminal activity **are** unfounded, permit the volunteer(s) access to the Department location, and immediately notify the Volunteer Coordinator and the Program Manager/Supervisor in writing when access has been reinstated.
- 4.3 **If a volunteer is arrested they shall notify the Volunteer Coordinator to determine continued access to Department institutions/facilities.**
- 4.4 If a volunteer is denied access to a Department location based on the criminal history obtained from ACIC/NCIC and/or the Arizona Criminal Justice Identification System (ACJIS) check, the Warden, Bureau Administrator or designee shall:
 - 4.4.1 Advise the Volunteer Coordinator, the Program Manager/Supervisor, and the Volunteer Organization of the denial without disclosing the specific information obtained from the inquiry.
 - 4.4.2 Immediately contact the nearest Criminal Investigations Unit office when an ACJIS inquiry has located an outstanding warrant or pending felony charge against a volunteer.

DEFINITIONS/GLOSSARY

Refer to the Glossary of Terms for the following:

- **Former** Offender
- Program Manager/Supervisor
- Volunteer
- Volunteer Services

ATTACHMENT

Attachment A, Stipulated Requirements for Volunteers

FORMS LIST

116-10, Volunteer/Intern Tuberculosis (TB) Screening Compliance

121-1, Criminal History Request

204-1, Volunteer Security and Confidentiality Information Agreement

204-3, Time Ticket

204-5, Volunteer Application and Interview

204-6, Request for Unpaid Volunteer

522-1, Pre-Employment Drug Test Consent and Release of Liability

602-1, Background Questionnaire

AUTHORITY

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

A.R.S. § 41-622, **Risk Management** Revolving Fund; **Construction Insurance Fund**; **Cyber Risk Insurance Fund**; Self-Insured Losses and Administrative Costs; Budget Requests

ATTACHMENT A

STIPULATED REQUIREMENTS FOR VOLUNTEERS

Parameter	Refer to Department Order (DO)
Arrest/Negative Law Enforcement Contact	Volunteers shall notify the Complex Volunteer Coordinator at the location where they provide services if they are cited, arrested or indicted, as outlined in DO #501, Employee Professionalism, Ethics and Conduct.
Drug and Alcohol Testing Program/Drug and Alcohol Prohibition	DO #522, Drug-Free Workplace
Background Check and Fingerprinting	DO #602, Background Investigations
Community Corrections	DO #1003, Community Corrections DO #1006, Reentry Center
Compliance with the Americans With Disability Act	DO #108, Americans With Disabilities Act (ADA) Compliance
Dismissals	Volunteers may be dismissed at any time as determined by the Volunteer Coordinator in consultation with the appropriate Warden, Deputy Warden, Bureau Administrator, Administrator, or designee. Dismissals shall be in writing. The volunteer may appeal in writing to the Assistant Director of Education, Programming and Community Reentry or designee.
Former Offender Volunteer Application Process	DO #504, Recruitment and Hiring
Grooming Standards	DO #503, Employee Grooming and Dress
Identification Cards	DO #515, Identification System
Inmate Addiction Treatment	DO #917, Addiction Treatment Services
Inmate Mail and Property	DO #909, Inmate Property DO #914, Inmate Mail
Inmate Religious Activities	DO #904, Inmate Religious Activities/Marriage Requests
Key Control	DO #702, Key Control
Personal Property	DO #513, Employee Property DO #109, Smoking and Tobacco Regulations
Position Transfer	Transfer from one volunteer position to another without the written permission of the appropriate Program Manager/ Supervisor.
Prison Rape Elimination Act (PREA)	DO #125, Sexual Offense Reporting
Professionalism, Ethics and Conduct	DO #501, Employee Professionalism, Ethics and Conduct

Recognition	DO #506, Employee and Volunteer Recognition Program
Reentry Center	DO #1006, Reentry Center
Searches	DO #708, Searches
Termination or Rescheduling of Services	Volunteers shall terminate and/or reschedule services when only one inmate is in attendance, unless two or more volunteers are present, where applicable.
Training Requirements	DO #509, Employee Training and Education
Tribal Relations	DO #921, Tribal Government Relations
Tuberculosis (TB) Clearance and Communicable Disease Exposure Control	DO #116, Employee Communicable Disease Exposure Control Plan
Vehicles and Transport	<ul style="list-style-type: none">• Vehicles shall be locked and parked only in designated areas.• Volunteers shall not act as escorts or transport inmates and/or operate a state vehicle at any time.• Approved mentors are permitted to escort and/or transport offenders on Community Supervision or former offenders.
Work Area	Volunteers shall not visit any institutions or work 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.