

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 200 PUBLIC/PUBLIC ACCESS</p>	<p>OPR: DIR</p>
	<p>DEPARTMENT ORDER: 204 <b><i>VOLUNTEER SERVICES</i></b></p>	<p>SUPERSEDES: DO 204 (06/28/10)</p>
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## PURPOSE

This Arizona Department of Corrections (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.

## APPLICABILITY

This Department Order is not applicable to private prison facilities. Private prison facilities shall adhere to the Volunteer Services requirements of their contract.

## PROCEDURES

**204.01 GENERAL RESPONSIBILITIES** - Wardens, Deputy Wardens, Bureau Administrators, Administrators or designees 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 Program Managers/Supervisors shall recruit volunteers to provide or assist with all services, such as religion, 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 Unpaid Volunteer, Form 204-6, to the Volunteer Administrator for all volunteer opportunities.
  - 1.2.1 Upon receipt of an approved Request for Unpaid Volunteer forms, the Volunteer Administrator shall facilitate recruitment of volunteers through the Hiring Gateway or other approved recruiting methods.
  - 1.2.2 The Volunteer Administrator shall forward resumes:
    - 1.2.2.1 For requested volunteer opportunities to the appropriate Volunteer Coordinator.

- 1.2.2.2 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. The Program Managers/Supervisors shall:
  - 1.3.1 Clear prospective volunteers through a National Crime Information Center/Arizona Crime Information Center check, in accordance with Department Order #121, Arizona Criminal Justice and Non-Criminal Justice Information and Identification 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 Volunteer Administrator for processing after 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.
    - 1.3.4.5 Volunteer applicants for Counseling and Treatment Services activities screened and approved by the Counseling Treatment Services Quality Assurance Coordinator.
- 204.03 PROGRAM MANAGER/SUPERVISOR DUTIES** - Program Managers/Supervisors shall:
  - 1.1 Process 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 which may arise.
    - 1.2.2 Monitor the program content to ensure appropriateness.
- 204.04 VOLUNTEER COORDINATOR** – Volunteer Coordinators 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.
  - 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. This file may be maintained in electronic format.

- 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 processed for the applicant.
- 1.3 Ensure volunteer applicants are processed in a timely manner.
- 1.4 Track and report to the Volunteer Administrator the number of active volunteers and the days and hours of service 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 Volunteer Coordinator shall schedule to meet with the prospective volunteers for completion of the application process, drug screening and an orientation. The Volunteer Coordinator or Hiring Authority shall ensure all applicants comply with Department Order #602, Background Investigations. The process shall include:
  - 1.1.1 Completion of the proper forms:
    - 1.1.1.1 The original Background Questionnaire, Form 602-1.
    - 1.1.1.2 A completed original National Crime Information Center and Arizona Criminal Justice Information and Non-Criminal Justice Information and Identification System, Criminal History Information Request, Form 121-1.
    - 1.1.1.3 Ex-offender Certification and Employment Recommendation, Form 504-6, if applicable.
    - 1.1.1.4 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.
    - 1.1.1.5 An approved Fingerprint Card.
    - 1.1.1.6 ADOA Volunteer Registration Form located at [www.risk.az.gov/agency information/insurance](http://www.risk.az.gov/agency%20information/insurance).
  - 1.1.2 Providing evidence of a negative TB test.
  - 1.1.3 Compliance with drug screening requirements in accordance with Department Order #522, Drug- Free Workplace.
  - 1.1.4 Volunteer orientation and training prior to the delivery of services, which involves:
    - 1.1.4.1 Completion of the volunteer training developed by the Staff Development and Training Bureau. Volunteers may complete the required training prior to meeting with the Volunteer Coordinator. The prospective volunteer shall provide proof of passing the volunteer training. Proof of passing shall be maintained in the volunteer file.

- 1.1.4.2 Additional training as required by the appropriate Warden, Deputy Warden, Bureau Administrator, Administrator or designee, to include a practical demonstration of radio operation at time of application processing.
  - 1.1.4.3 Acquainting volunteers with the institution, written instructions and Department personnel where they will be assigned.
  - 1.1.4.4 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 Volunteer Coordinator shall forward the original Background Questionnaire form, if required by Department Order #602, Background Investigations, Criminal History Request Form 121-1, the completed drug test results, and Fingerprint Card to the Background Investigations Unit after successful completion of the Drug-Free Workplace screening.
- 1.4.1 If the Background Questionnaire form is not required to be submitted to the Background Investigations Unit as outlined in Department Order #602, Background Investigations, the Program Manager/Supervisor shall review the Background Questionnaire form to determine if the volunteer is appropriate for the applicable volunteer opportunity.
- 1.5 A Volunteer Coordinator 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 the continuation of service is contingent upon completion of the background investigation.

1.6 Program Managers/Supervisors shall notify Volunteer Coordinators when a volunteer resigns and/or declines an appointment. The Volunteer Coordinator shall notify the Volunteer Administrator for tracking purposes.

1.7 The Volunteer Coordinator shall coordinate issuance of volunteer identification (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, has submitted an updated negative TB test and an annual refresher training certificate to the appropriate Volunteer Coordinator.

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 Volunteer Coordinator upon termination of service.

1.1.4 Receive and carry a Department issued radio while performing volunteer services inside prison units.

1.1.5 Ensure proper reporting of their days and hours of service to the Volunteer Coordinator on a monthly basis using the Time Ticket, Form 204-3, or other approved method.

1.1.6 Report changes of address or phone numbers to the Volunteer Coordinator within ten calendar days.

- 1.1.7 Confine their relationships with inmates to those activities which 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.
- 1.1.8 Terminate and/or reschedule the service when only one inmate ins in attendance, unless two or more volunteers are present, where applicable.
- 1.1.9 Notify the Volunteer Coordinator 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, Bureau Administrator, Administrator or designee. Dismissals shall be in writing. The volunteer may appeal in writing to the appropriate Division Director/Assistant 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, Bureau Administrator, 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.

**VOLUNTEER COORDINATORS** – Designated institutional staff members responsible for coordinating the volunteer appointment process.

**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, Correctional Officer 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, Bureau Administrator or Administrator for the organizational unit which each represents.

{Original Signature on File}

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Charles L. Ryan  
Director

**FORMS LIST**

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

## CROSS-REFERENCE INDEX

Department Order #108, American with Disabilities (ADA) Compliance  
Department Order #121, Arizona Criminal Justice Information and Identification System  
Department Order #202, Public Access – Tours and Board Hearings  
Department Order #501, Employee Professionalism, Ethics and Conduct  
Department Order #504, Recruitment and Hiring  
Department Order #506, Employee Recognition Program  
Department Order #522, Drug-Free Workplace  
Department Order #602, Background Investigations  
Department Order #917, Addiction Treatment Services

## 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