

DEPARTMENT OF REHABILITATION  
AND CORRECTION

SUBJECT: <b>Recruitment, Training, and Supervision of Volunteers</b>	PAGE <u>  1  </u> OF <u>  11  </u>
	NUMBER: 71-SOC-01
RULE/CODE REFERENCE:	SUPERSEDES: 71-SOC-01 dated 08/18/14
RELATED ACA STANDARDS: 4-4115, 4-4116, 4-4117, 4-4118, 4-4119, 4-4120, 4-4122; 4-APPFS-1C-03 thru 07; 3C-02 2-CO-1G-01 thru 10	EFFECTIVE DATE: July 24, 2105
	APPROVED: 

**I. AUTHORITY**

This policy is issued in compliance with Ohio Revised Code 5120.01 which delegates to the Director of the Department of Rehabilitation and Correction the authority to manage and direct the total operations of the Department and to establish such rules and regulations as the Director prescribes.

**II. PURPOSE**

The purpose of this policy is to establish guidelines for the recruitment, screening, training, and supervision of volunteers who actively provide a service to offenders under the supervision of the Ohio Department of Rehabilitation and Correction.

**III. APPLICABILITY**

This policy applies to all Ohio Department of Rehabilitation and Correction staff involved in the recruitment, screening, training, and supervision of volunteers.

**IV. DEFINITIONS**

**Community Partner** - Staff and/or representatives from other agencies who collaborate and provide an assessment and/or placement in preparation for reentry. Agencies would include other state, county or local agencies, halfway houses, community based correctional facilities, social service and program providers, and reentry coalitions.

**DRC Volunteer Manual** – A booklet providing information on how to volunteer within DRC.

**DRC Volunteer Coordinator** - The employee assigned by the appropriate Managing Director to coordinate all volunteer coordinators throughout the Department.

**Guest Volunteer** - An individual or group who has been recruited and is visiting a specific program to determine their interest; visits the facility no more than one time per calendar year.

**Orientation** - A period of time in which DRC staff initially meets with an approved volunteer for the purpose of introduction to the correctional environment.

**Parent Site** - The institution, Adult Parole Authority (APA) office, DRC Bureau or Division who accepted the volunteer's initial application, approved them for volunteer status, and issued the volunteer's official photo ID.

**Reentry Mentor** - A volunteer who is affiliated with a community organization that has partnered with the Ohio Department of Rehabilitation and Correction to assist the inmate in transitioning into the community.

**Routine Volunteer** - A volunteer whose assignment is such that routine visits to the parent site are anticipated; visits the facility more than three times per calendar year.

**Special Events Volunteer** - An individual or group who has been invited for a specific event (e.g. Victim Impact Speaker, Guest Speaker) and is not a Routine Volunteer; visits the facility two – three times per calendar year.

**Staff Volunteer Representative** - The employee responsible for overseeing the area in which the volunteer is providing a service. This employee is the primary contact for the volunteer and shall provide direction and assistance as needed.

**Volunteer Coordinator** - The employee assigned by the Managing Officer to coordinate all volunteer matters at a specific facility.

**Volunteer Training** - DRC approved curriculum administered to volunteers.

## V. POLICY

It is the policy of the Ohio Department of Rehabilitation and Correction to encourage and promote citizen involvement to enhance offender programs by providing services and programs that promote personal growth and positive rehabilitative efforts. Each facility or Adult Parole Authority (APA) region shall specify lines of authority, responsibility, and accountability for citizen involvement and volunteer programs. The Department shall establish and maintain a system for official registration and identification for volunteers.

## VI. PROCEDURES

The Managing Officer shall designate an employee to serve as the Volunteer Coordinator for the facility or APA region.

### A. Recruitment

1. Any staff can assist in the recruitment of volunteers and serve as a Staff Volunteer Representative.

2. The Volunteer Coordinator shall oversee recruitment efforts of various programming areas with civic organizations, appropriate education institutions, public and private agencies, and individuals.
3. The screening and selection process of volunteers shall allow for recruitment of volunteers from all cultural and socio-economic backgrounds.

## **B. Application and Approval**

1. Each potential Routine Volunteer shall complete the following forms:
  - a. Individual Application for Volunteer Services (DRC3291). This form is only used for potential routine volunteers who are not currently approved with an active status at another facility;
  - b. Verification of a Volunteer (DRC4375) shall only be used for Routine Volunteers who are currently approved at another facility with an active status;
  - c. Authority to Release Information (DRC1404);
  - d. Volunteer Program Acknowledgement (DRC3287);
  - e. Acknowledgement of Receipt of the Standards of Conduct for Contractors/Volunteers (DRC4376);
  - f. Staff Nexus (DRC1500);
  - g. Contractor/Volunteer/Intern Supplemental Questionnaire (DRC2013).
2. The following form shall be completed for each potential Guest Volunteer.
  - a. Staff Nexus (DRC1500);
3. The following forms and searches shall be completed for each potential Special Event Volunteer.
  - a. Complete Individual Application for Volunteer Services (DRC3291)
  - b. Staff Nexus (DRC1500);
  - c. Submit Special Event Volunteer contact information to the Program Administrator for the Office of Victim Services (Victim Impact Speakers only).
4. The following forms and searches shall be completed for each potential Community Partner.
  - a. Complete Community Partner Application for Volunteer Services (DRC3299)
  - b. Complete an Inmate Visitor Search (VNAMS) in DOTS Portal;
  - c. Complete a search for Volunteer History in DOTS Portal;
  - d. Staff Nexus (DRC1500);
5. The assigned Volunteer Coordinator or designee shall screen all applications and initiate the process for a background check per Department Policy 34-PRO-07, Background Investigations. At the parent facility or APA region, if a LEADS Check has not been completed within the past five years then the following must be completed:

- a. Verification of an Approved Volunteer Form (DRC4375);
  - b. Prison Elimination Act Background Check Authorization (DRC1404);
  - c. Complete a search for Volunteer History in DOTS Portal;
  - d. Complete an Inmate Visitor Search (VNAMS) in DOTS Portal;
  - e. Staff Nexus (DRC1500).
  - f. LEADS Check per Departmental Policy 34-PRO-07, Background Investigations;
  - g. Contractor/Volunteer/Intern Supplemental Questionnaire (DRC2013)
6. Approved Routine Volunteers requesting to provide services at more than one facility shall not have to complete a new application but must complete and submit a Verification of an Approved Volunteer form (DRC4375) along with the Prison Elimination Act Background Check Authorization (DRC1404) and Contractor/Volunteer/Intern Supplemental Questionnaire (DRC2013).
  7. The Volunteer Coordinator or designee shall check the DOTS Portal Volunteer Screens (VOL, VOL1, VOL2, VOL3, and VNAMS) and verify the current status of the volunteer and check for suspensions from any facility or any APA region.
  8. In institutions, the Chaplain shall review and provide a recommendation regarding the application of all Religious Services volunteers. This shall be documented by signing as the Program Coordinator in the signature block of the Individual Application for Volunteer Services form (DRC3291) along with documenting any additional comment and recommendation within the comment section. The Minister of Record cannot volunteer at a facility where he/she is visiting an inmate.
  9. In institutions only, the Staff Volunteer Representative shall review and/or provide a recommendation regarding the application of Routine Volunteers with services in their areas.
  10. The Managing Officer or designee shall approve or deny all volunteer applications.
  11. Unless approved by the Managing Officer, a volunteer shall not be:
    - a. On parole, probation, post release control, transitional control, or recently released from a correctional facility within the past six (6) months.
    - b. Less than 18 years of age.
    - c. Providing volunteer services at an institution where a family member is incarcerated.
    - d. Providing volunteer services while currently working as an independent contractor at the same facility or in the same APA region.
    - e. Assigned to a facility where the volunteer or volunteer's family member was a victim of crime of an offender in that facility under a current or previous conviction.
  12. If a Routine Volunteer is approved at an additional facility, the Volunteer Coordinator or designee shall update the volunteer information in DOTS Portal using the Verification of an Approved Volunteer form (DRC4375).

13. Each member of an approved outside organization shall be required to complete the Volunteer Approval Process and appropriate DRC Volunteer Training Curriculum.
14. The Volunteer Coordinator shall advise the prospective volunteer if they have been approved or denied. The Volunteer Coordinator or designee shall update information in the DOTS Portal Volunteer Screens and note the Managing Officer's decision in the status block as Valid/Active, Suspended, or Pending.
15. A background check shall be completed by the facility's or APA region's designated LEADS Coordinator on every new Routine Volunteer prior to approval and every five years thereafter. The Volunteer Coordinator shall generate a monthly list of volunteers who need an updated background check from the VOL4 screen in DOTS Portal. The decision and status of these checks shall be documented on the VOL3 & VOL4 screens of DOTS Portal. Background checks may also be completed on current Routine Volunteers who are requesting to provide volunteer services at additional facilities.

### **C. Training**

1. The Managing Officer/designee shall be responsible for volunteer orientation and training.
2. All Routine Volunteers shall be required to complete training from the DRC Volunteer Training Curriculum.
3. The institution's Volunteer Coordinator shall work with the institution's region to schedule the volunteer for training. The APA regions Volunteer Coordinator shall work with other APA regions to schedule the volunteer for training. Volunteer training shall be conducted in each region or an appropriate APA region. Facilities within each region and individual APA region should take turns sponsoring the training. The training should be offered monthly at a time that is convenient for the volunteers, including evening and weekend hours. The facility or APA region that sponsors the training for the institution or APA regions shall notify each facility within their region of the training. Refer to page 3 of the Individual Application for Volunteer Services (DRC3291) for the designated region.
4. The volunteer's training site shall document volunteer training and status in the Note section of VOL3 screen of DOTS Portal.
5. An approved Routine Volunteer and Community Partner shall be allowed to enter additional facilities or APA regions without duplicating training and documentation.
6. In the institution, training of Routine Volunteers shall include, at a minimum, the following topics:
  - a. Department of Rehabilitation and Correction Mission Statement;
  - b. Review and sign Standards of Conduct for Contractors/Volunteers (DRC4376);
  - c. Institution security;
    - i. Counts

- ii. Hostage information
  - iii. Inmate movement
  - iv. Inappropriate relationships and interactions with inmates
  - v. Key/tool Control
  - vi. Contraband
  - vii. Appropriate interactions with inmates, to include at a minimum, manipulative behavior and documentation, incident report writing
  - d. Any facility policies or procedures that may affect the volunteer;
  - e. Appropriate attire;
  - f. Appropriate interaction with staff;
  - g. Volunteer Program Acknowledgement (DRC3287);
  - h. Acknowledgement of Orientation Training for Volunteers (DRC2635);
  - i. A copy of the Department's Volunteer Manual.
  - j. Prison Rape Elimination Act (PREA).
7. In the APA, training of routine volunteers shall include, at a minimum, the following topics:
- a. Department of Rehabilitation and Correction Mission Statement;
  - b. Review and sign Standards of Conduct for Contractors/Volunteers (DRC4376);
  - c. Regional APA security;
    - i. Regional office safety plans
    - ii. Hostage information
    - iii. Types of investigation and supervision work performed in the region
    - iv. Types of services available to offenders under supervision in the region
    - v. Inappropriate relationship and interactions with offenders
    - vi. Office entrance/exit security procedures in the region
    - vii. Contraband
    - viii. Appropriate interactions with offenders, to include at a minimum, manipulative behavior
    - ix. Incident reporting
  - d. Any regional policies or procedures that might affect the volunteer;
  - e. Appropriate attire;
  - f. Appropriate interaction with staff and criminal justice partners and stakeholders in the region;
  - g. Volunteer Program Acknowledgement (DRC 3287);
  - h. Acknowledgement of Orientation Training for Volunteers (DRC 2635);
  - i. A copy of the Department's Volunteer Handbook.
  - j. Prison Rape Elimination Act (PREA).
8. When a Routine Volunteer has previously completed training and subsequently changes institutional service locations or APA regions, the volunteer must receive orientation training that shall include, at a minimum, an overview of the institution or APA region site and its operations. Other topics may be reviewed with the volunteer as deemed appropriate by the Volunteer Coordinator. This orientation shall be provided to this volunteer prior to their assignment inside the facility or APA region. The orientation training shall be documented on Acknowledgement of Orientation Training for Volunteers (DRC2635)

9. Training of Guest/Special Event Volunteers and Community Partner shall be established at the facility or APA regions and can be limited to a 15-minute orientation immediately before their program.

**D. Assignment**

1. The Volunteer Coordinator shall ensure that the volunteer is assigned to programming compatible with his/her experience, expertise, and background. Volunteers assigned to professional tasks shall have appropriate certification, licensure, or other necessary qualifications in accordance with Ohio Statutes and professional ethics.
2. All volunteers shall have an assigned Staff Volunteer Representative(s) who is directly involved in the area where the volunteer is providing services. This employee should know the rules of conduct for volunteers, be familiar with the volunteer training program, and be knowledgeable of the program in which the volunteer is participating. The Managing Officer/designee shall determine whether or not the volunteer or contractor needs to be escorted throughout the facility or APA region. This status shall be documented in the Note section of the VOL3 screen of DOTS Portal.
3. The Managing Officer/designee shall meet with those volunteers and contractors that do not require an escort to explain proper procedures for unescorted movement within the facility or APA region. This meeting shall be documented in the Note section of the VOL3 screen of DOTS Portal.
4. A Routine Volunteer may be approved as a Reentry Mentor if they meet the following criteria:
  - a. Have a recommendation from the community organization, DRC supervisory staff, and Volunteer Coordinator;
  - b. Have completed the required training for a Routine Volunteer;
  - c. Have maintained an active approved status as a Routine Volunteer with no breaks in service for the past year. (This criteria only applies for those mentors established through the DRC Volunteer Program);
  - d. Have maintained their status with the volunteer organization they are associated with;
  - e. Is not a mentor for more than three offenders at a facility;
  - f. The offender does not already have a Reentry Mentor;
  - g. The offender who shall be mentored must actively participate in reentry programming. The offender may be allowed to participate in any program offered by the Reentry Mentor;
  - h. Must have the approval of the Managing Officer.
5. Once a Routine Volunteer is approved as a Reentry Mentor, they may be approved to visit an offender as a Reentry Mentor of Record and noted in the VIST3 screen of DOTS Portal as a professional visitor pursuant to Department Policy 76-VIS-01, Inmate Visitation.

**E. Entry and Exit**

1. Each volunteer shall be required to present their state volunteer photo ID when entering a facility or any APA office.
  - a. Each approved institutional volunteer shall have their photograph captured and attached to the volunteer's information screen (VOL3) in DOTS Portal upon their first visit by the front entry officer.
  - b. Each approved APA region volunteer shall have their photograph for their ID taken by Operation Support Center Bureau of Personnel prior to their volunteer start date. The APA regional Volunteer Coordinator shall attach the volunteer's information to the VOL3 screen in DOTS Portal. When a Routine Volunteer has been approved at more than one service location, the APA regional Volunteer Coordinators shall coordinate between themselves which ID will be issued and which ID will be destroyed.
  - c. Staff representative/program coordinator shall document the entry/exit of volunteers and community partners.
2. The institution ID officer at the parent facility or the sponsoring facility for the regional training shall prepare and issue picture ID badges for Routine Volunteers according to Department Policy 33-ERD-04, Photo Identification System. The ID must be worn in a visible location on clothing while in the facility. An exception may be made for volunteers participating in an athletic event. This ID shall be maintained by the volunteer. When a Routine Volunteer has been approved at more than one service location, each of the approved service site shall coordinate between themselves which ID will be issued and which ID will be destroyed
3. The community partners shall be able to enter the facility using a State of Ohio (i.e. drivers license) ID or their Agency's ID
4. A volunteer must report a stolen, destroyed, or lost ID immediately to their parent facility or APA region and to any facility or APA office where they are currently providing services. The first replacement of an ID shall be at no cost to the volunteer. Any replacement of an ID thereafter shall be at cost to the volunteer.

**F. Volunteer Complaint Procedure**

1. Volunteers should first address complaints or concerns with their Staff Volunteer Representative.
2. If not resolved, the volunteer may submit a written complaint or concern using the Volunteer Feedback form (DRC3289). This complaint may be submitted to the Managing Officer and/or to the Volunteer Coordinator via mail, email, or website [www.drc.state.oh.us/web/volunteers.htm](http://www.drc.state.oh.us/web/volunteers.htm)

3. The Managing Officer or Volunteer Coordinator shall provide a written response to the volunteer within 15 business days from the receipt of the complaint or concern.

#### **G. Termination**

1. The Managing Officer or designee may suspend/terminate a volunteer for any alleged violation of the Standards of Conduct for Contractors/Volunteers (DRC4376) or any activity which threatens the orderly operation or security of the facility or APA region or safety of the volunteer, staff or offenders.
2. The volunteer shall be notified in writing of the suspension/termination for violations of any aforementioned reasons using the Suspension/Termination of Volunteer Services (DRC2198). The Volunteer Coordinator shall maintain a copy in the individual's file, along with entering the reason for termination and effective date into the appropriate DOTS Portal VOL3 Volunteer Screens.
3. The Volunteer Coordinator at the suspending facility or APA region must check DOTS Portal for other facilities or APA regions the volunteer is approved to enter. They must notify the DRC Volunteer Coordinator of the volunteer's suspension and reasons for suspension and termination. The DRC Volunteer Coordinator shall notify all volunteer coordinators of the suspension/termination of a volunteer.

#### **H. Citizen Volunteer Entitlements and Recognition**

1. Volunteers shall not be entitled to Department legal representation, unemployment compensation, or worker's compensation for any activities arising from their volunteer work in the facility.
2. Volunteers shall be encouraged to offer suggestions regarding the volunteer policy and programs, quarterly. Such suggestions shall be forwarded to the DRC Volunteer Coordinator using the Volunteer Feedback form (DRC3289).
3. Each facility and APA region shall sponsor an annual recognition program for its volunteers. Volunteers may be presented with certificates for recognition, years of service, or any other outstanding contributions.
4. Community Partners shall be encouraged to offer suggestions regarding the volunteer policy and programs, quarterly. Such suggestions shall be forwarded to the DRC Reentry Coordinator using the Community Partner Survey form (DRC4343).

#### **I. Documentation**

1. The Volunteer Coordinator shall maintain records of applications, incident reports relating to volunteers, and pertinent documentation.
  - a. The Volunteer Coordinator or designee shall maintain a training file on all institution volunteers in OnBase. In APA regions, the Regional Administrator or designee shall maintain a training file on all APA volunteers. If a volunteer is approved at more than

one facility, the Volunteer Coordinator or designee at the parent facility shall maintain the training file of the volunteer. In the APA, if a volunteer is approved at more than one region, the volunteer's training file shall be maintained in the APA region where the volunteer spends the majority of their time.

- b. In institutions, the ID Officer shall maintain the Employee Identification Card Request (DRC1687) regarding identification badges issued to volunteers. In APA regions, the Volunteer Coordinator shall maintain original records of the volunteer. The Employee Identification Card Request (DRC1687) shall be maintained by Office of Support Center Bureau of Personnel after the identification badge is issued to the volunteer.
2. The Volunteer Coordinator, Staff Volunteer Representative, or service area shall post a monthly schedule of services offered by volunteers.
3. The Volunteer Coordinator must conduct an annual review of each Routine Volunteer based on their anniversary date, using Verification of Approved Volunteer form (DRC4375). The volunteer status, along with their visit history, shall be reviewed to determine if continued service is still appropriate. The volunteer personal information located in DOTS Portal shall also be reviewed and updated at this time. Verification of this review and changes in the routine volunteer status must be documented in DOTS Portal. During the annual review of a Routine Volunteer service status, the Staff Volunteer Representative shall provide a Volunteer Feedback Form (DRC3288) to the volunteer to be completed and returned to the Volunteer Coordinator. The parent facility or APA region shall also be responsible for completing an Inmate Visitor Search (VNAMS) in DOTS Portal along with updating the Staff Nexus (DRC1500) during the annual review.
4. An annual report shall be prepared by the Volunteer Coordinator and submitted by January 20<sup>th</sup> of the following year to the Managing Officer with a copy forwarded to the Regional Directors, APA Regional Administrators and DRC Volunteer Coordinator. The report shall contain, but is not limited to, the following information:
  - a. Goals and objectives of the program;
  - b. The name of the program, its volunteers, and the number of volunteer hours;
  - c. A general summary of the effectiveness of the volunteers during the reporting period;
  - d. A summary of all volunteer suggestions received from the Volunteer Feedback Forms (DRC3288) and actions during the reporting period;
  - e. An annual assessment of offender programs needs and the extent to which volunteers shall be used;
  - f. A summary of any special recognition/award ceremonies for volunteers during the reporting period.

**Related Department Forms:**

Authority for Release of Information	DRC1404
Staff Nexus	DRC1500
Employee Identification Card Request	DRC1687
Contractor/Volunteer/Intern Supplemental Questionnaire	DRC2013
Termination of Volunteer Services	DRC2198
Acknowledgement of Orientation/Training for Volunteers	DRC2635
Volunteer Program Acknowledgment	DRC3287
Volunteer Evaluation	DRC3288
Volunteer Feedback	DRC3289
Individual Application for Volunteer Services	DRC3291
Verification of an Approved Volunteer	DRC4375
Standards of Conduct for Contractors/Volunteers	DRC4376
Community Partner Application for Volunteer Services	DRC4342
Community Partner Survey	DRC4343