

Directive 376.01 Volunteer Services Management

**STATE OF VERMONT
AGENCY OF HUMAN SERVICES
DEPARTMENT OF CORRECTIONS**

Directive: 376.01

Subject: Volunteer Services Management
Effective Date: November 6, 2000 **Review and Re-Issue Date:**
Supersedes: 5/2/96 **APA Rule Number:**

Recommended for approval by:		Authorized By:	
_____	_____	_____	_____
Signature	Date	Signature	Date

1. Authority:

1.1. Pursuant to 3 V.S.A., Section 3052, V.S.A., Chapters 1, 3,5,7, 9, and 11, Sections 110I(a);(b)(4) and 12 V. S. A. Section 4606(a) and 28 V. S. A. 5606(d), the Commissioner of the Vermont Department of Corrections shall determine, establish, and administer the policies for the Vermont Department of Corrections.

2. Purpose:

2.1. The purpose of this directive is to outline the management of volunteer services in the Vermont Department of Corrections and Identify responsibilities for a successful program.

3. Applicability/Accessibility

3.1. All individuals and groups affected by the operations of the Department of Corrections. Anyone may have a copy of this directive.

4. Directive

4.1. Volunteers will be treated professionally and volunteers should follow the Department's policies and directives that pertain to all corrections professionals. Volunteers will be integrated into on-going operations at all sites after a background investigation and training as described in Directive 376.01.

4.2. Volunteer's Legal Status

4.2.1 Volunteer interaction with offenders must always be related directly to the volunteer job description that they are fulfilling. Thus volunteers shall not meet with offenders at normal

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facility visiting time. Personal visiting and other non-program interaction with offenders must be discussed and approved by the site manager.

- 4.2.2** Volunteers are considered "employees" under state law. That gives them several automatic benefits. They are covered by the state's workers' compensation law, they are entitled to be represented by state-paid counsel (usually the Office of the Attorney General) if they are sued for conduct arising out of their volunteer work, and they will be indemnified (the state would pay instead of the volunteer) by the state if a civil judgment is brought against them for conduct arising out of their volunteer work.
- 4.2.3** There are some limitations to these protections, however, the first is that they only apply once you complete the registration and orientation process before you begin work. Also, if you are involved in an accident involving your motor vehicle, the state will indemnify you only after your private auto insurance is exhausted. Finally, the state's representation and indemnification rules for civil lawsuits do not apply if the volunteer engaged in gross negligence or willful misconduct. If the volunteer is grossly negligent, or willfully commits a wrongful act, the volunteer must assume all costs of representation and/or damages.
- 4.2.4** If a volunteer is named as a defendant in a civil case, the department's Legal Division will notify him/her in writing of your rights and the limits of insurance coverage and keep you apprised of any developments in the case.
- 4.2.5** The support of volunteer services is a shared responsibility of all departmental personnel. However, in order to facilitate this effort, a professional staff member will assume responsibility for volunteer services management. The Coordinator of Volunteer Services (CVS) and CRC has primary responsibility for volunteer services and assists other Department staff in planning, recruiting, screening, supervising, evaluating and managing a continuum of correctional volunteer programs at their respective sites.

4.3. Planning of Volunteer Services

- 4.3.1** Volunteers supplement and enrich staff services, or provide services which otherwise might be unavailable. At no time will they supplant staff services. Within that framework, a volunteer program planning process will be established that identifies and prioritizes needed services.
- 4.3.2** Volunteer Services Oversight Team will ensure that such a process takes place yearly and includes an identification of needed services from community members, offenders, and departmental staff. This process will identify general areas for volunteer services in both facilities and field worksites.

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4.3.3 Individual worksites can also identify specific job titles for recruitment for their needs, in addition to overall Department volunteer job roles.

4.4. Recruitment of Volunteers

4.4.1 Recruitment of volunteers will be consistent with standards set for paid staff. The Department will recruit from the community regardless of race, creed, color, sex, religion, handicapping condition, national origin, age, financial status, or sexual preference.

4.4.2 Successful recruitment can be accomplished by a variety of methods. It is the responsibility of the volunteer services staff to coordinate and support recruitment efforts by other staff as well as conduct on-going recruitment efforts to meet the goals established in the planning process.

4.4.3 Recruitment of volunteers will be targeted to meet the specified needs of the Department as identified in the volunteer program planning process. This does not preclude the acceptance of volunteers for other open positions should their interests and skills be needed in other available positions not deemed as apriority.

4.5. Qualifications for Volunteer Services

4.5.1 Screening Process

4.5.1.1 Anyone may apply for a volunteer position within the Department. Acceptance of that application will be determined through a screening process which will include:

4.5.1.1.1 Completion of a Volunteer Registration form, Work Rules and Confidentiality agreement.

4.5.1.1.2 A reference and criminal record check. Applicants will be informed that a record check will be required prior to the start of the registration process.

4.5.1.1.3 A satisfactory personal interview by volunteer services staff which will cover the areas of volunteer interest and skills, position placement, and motivation for volunteering. This interview is designed to assess the appropriateness for an individual to volunteer in the Department, and to identify a possible match between an applicant's interests and volunteer role openings.

4.5.1.1.4 Interview and completion of a job description between the assigned supervising staff member and potential volunteer. The purpose of this interview is to insure that a successful match between the

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supervisor/job and volunteer has been made. If this interview does not result in a match, the volunteer may be interviewed for another position supervised by another staff person.

4.5.1.1.5 Completion of orientation by the CVS and other appropriate staff. This overview will be offered in each area on a regularly scheduled basis. Orientation resources for the volunteer will include, but not be limited to, the Volunteer Services Manual. Additional training may be required depending on volunteer assignment.

4.5.1.1.6 Volunteers who have not been active for more than a year may be asked to re-interview and attend another orientation.

4.5.2 Criteria for Volunteer Services

4.5.2.1 Appropriateness of volunteer service will be based on the following guidelines:

4.5.2.1.1 Persons under the age of 18 shall not be permitted to serve as volunteers without written permission of the Superintendent or worksite manager, Coordinator of Volunteer Services and parent / guardian.

4.5.2.1.2 Professionals such as physicians, nurses, psychologists (or other mental health professionals) and lawyers may contribute their professional expertise on a volunteer basis. When services in a professional capacity are licensed or regulated by state law, evidence of proper and current registration will be submitted and verified prior to placement. Regardless of licensing arrangement, volunteer professionals will participate in departmental training related to the topic in which they volunteer.

4.5.2.1.3 Clergy or Lay Clergy volunteers providing religious programming or providing regular or frequent services will become registered volunteers.

4.5.2.1.4 Government-Subsidized Volunteers (Vermont Associates Foster Grandparent Program, VISTA, RSVP, etc;) are individuals generally found within the structure of a state or federally funded program. Their role is unique in that they may work on a full-time basis, for a contracted period; to accomplish a pre-defined goal. They are

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supervised, as are other volunteers, by a staff person in the area in which they perform service.

4.5.2.1.5 An intern is an individual who may receive monetary compensation and/or academic credit from a college or university as part of his /her course work. Interns are to be processed and supervised as volunteers.

4.5.2.1.6 In accordance with the Fair Labor Standards Act Department of Corrections employees may only volunteer when the voluntary activity is substantially different from their job assignments. All such volunteer activities must be approved by the local site manager.

4.5.2.1.7 Adjunct faculty, whether paid a stipend or not, will be considered volunteers. The unique processing and treatment of adjunct faculty is detailed in Section I.

4.5.2.1.8 An ex-offender may be considered for volunteer service within a facility or field office one year following completion of sentence, provided his/her record indicates a relatively conflict-free period, and there is evidence that he/she has made a productive re-entry into society. An ex-offender will be expected to submit three letters of recommendation. Exceptions to this policy will be made on a case by case basis.

4.5.2.1.9 Parolees and probationers may be considered for volunteer service prior to the one year waiting period as noted above. An example of this type of service provided would be court-ordered volunteer community service. Consideration will be given on a case-by-case basis. Applicants must demonstrate stability and productivity and be recommended by their Correctional Services Specialist (CSS).

4.5.2.1.10 All ex-offenders must be recommended for service by the local Coordinator of Volunteer Services or Community Resource Coordinator and approved by the appropriate Area Manager or Central Facility Superintendent. Notice shall be given to the Director of Correctional Services or Director of Reparative Services. Recommendations for approval will be supported by the applicant's criminal record, application, recommendations in writing by supervising correctional staff, local group leaders, local police

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department, and/or reliable members of the community as appropriate and available.

4.5.3 Denial of Application

4.5.3.1 When a volunteer application is not approved, the Coordinator of Volunteer Services or Community Resource Coordinator will notify the applicant, Director of Correctional Services or Director of Reparative Services and all the Coordinators of Volunteer Services and Community Resource Coordinators statewide of reasons for the denial, in writing.

4.6 Volunteer Job Descriptions

4.6.1 Function of Job Descriptions

4.6.1.1 This document is to establish an agreement between the Department and the volunteer for the delivery of services. As such, it is intended to outline the mutual expectations of the Department as represented by the staff supervisor/Coordinator of Volunteer Services/CRC and the volunteer. In addition, it will outline needed supervision.

4.6.2 Process for development of job descriptions

4.6.2.1 Job descriptions will be completed prior to providing services. This document will describe the service(s) to be provided, length of service/schedule, any training needs of the volunteer(s), and the name of the supervisor for the volunteer(s).

4.6.2.2 The Coordinator of Volunteer Services or CRC will approve and maintain all job descriptions. As volunteers are interviewed and accept their assignment, staff and volunteers will complete the job description. Alternately, the individual proposing a program or requesting a volunteer service will develop a job description in cooperation with the Coordinator of Volunteer Services or CRC.

4.6.2.3 A manual of job descriptions will be maintained by each Coordinator of Volunteer Services or CRC at each site. Newly developed job descriptions will be sent to the Assistant Director of Correctional Services, to be kept in a central manual of all job descriptions.

4.6.2.4 Volunteer job descriptions will be reviewed and renegotiated by the Coordinators of Volunteer Services, CRC's, Field Managers/Supervisors, and the Assistant Director of Correctional Services.

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4.7 Volunteer Identification

4.7.1 Each registered volunteer will be issued an identification card, which shall be carried by the volunteer while on -official business.

4.7.2 Volunteer identification cards will be issued and signed by the Coordinator of Volunteer Services or CRC.

4.7.3 Each volunteer identification card will include the following:

4.7.3.1 First and last name

4.7.3.2 Primary worksite and primary volunteer position

4.7.3.3 Place of birth

4.7.3.4 Date of birth

4.7.3.5 Height

4.7.3.6 Weight

4.7.3.7 Color of Eyes

4.7.3.8 Color of Hair

4.7.3.9 Photograph

4.7.3.10 Signature

4.7.4 Volunteer identification will be valid for the following periods of time:

4.7.4.1 Initially, identification cards will be issued for a two (2) year period.

4.7.4.2 Thereafter, cards will be issued for a five (5) year period.

4.7.4.3 For an intern, the card will be issued for the amount of time of the student placement. Upon termination or resignation from the Department of Corrections, the identification card will be turned in to Department staff and destroyed by the Coordinator of Volunteer Services and CRC.

4.8 Training

4.8.1 Orientation and Initial Training

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4.8.1.1 All registered volunteers will complete an orientation prior to beginning service. Volunteers who have been inactive for more than a year may be required to repeat the basic orientation. Specific site training will also be required.

4.8.1.1.1 Orientation provides general information about the Vermont Department of Corrections, volunteer responsibilities and departmental obligation to volunteers. This will include, but not be limited to, legal issues~ liability issues, departmental mission and goals, as well as programs and security. This orientation will be developed by the Coordinator of Volunteer Services or CRC, but will use other staff as appropriate.

4.8.1.1.1.2 A Volunteer Services Manual shall be kept current and made available to all volunteers by the volunteer services staff.

4.8.1.1.2 Site specific training will expand the introduction presented at the orientation and address topics particular to the worksite or topic area of the volunteer. This training will include, but not be limited to, security procedures, office procedures, information about specific treatment programs (e.g., treatment of substance abusers in the Department) or job duties (furlough supervision). A tour of the worksite will be included.

Site specific training will be developed by the site manager, Coordinator of Volunteer Services and/or CRC and conducted by the appropriate staff.

4.8.1.1.3 Additional training shall be provided, where applicable, to prepare volunteers for specific job duties.

4.8.2 On-going: Training

4.8.2.1 Volunteers are encouraged to attend worksite staff in-service training.

4.8.2.2 Regular announcements of statewide departmental training will be made available to volunteers. Selection of volunteers for these trainings will be made on a case-by case basis.

4.8.3 Staff Training

4.8.3.1 The volunteer services staff, in cooperation with local training coordinators, will develop and regularly administer training for Department of Corrections staff for the purpose of:

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- 4.9.1.4** The Department can only dismiss a volunteer for substantial and valid reasons usually due to a serious breach of policy or work rules. This action may be taken by facility or field managers, but only after consulting with the CVS/CRC
- 4.9.1.5** A volunteer may be immediately suspended for a serious violation in work rules while the Department investigates the charges. A decision about final dismissal would come after the investigation is completed. Being dismissed from one role does not necessarily mean an individual could not volunteer in another capacity in the Department if that is mutually agreeable between staff and the volunteer.
- 4.9.1.6** Regardless of reason, a departing volunteer will be asked to participate in an exit interview with the CVS/CRC and/or supervisor.

4.10 Recognition

- 4.10.1** Supervisors will be responsible for recognition of volunteers. Volunteers will be recognized regularly in area and statewide events. Each area may give one Sister Bea Award yearly. However, it should be remembered that volunteers should be appreciated through informal day to day gestures by staff.

4.11 Adjunct Faculty

- 4.11.1** Educational adjunct faculty will be recruited, interviewed and hired by facility educational staff. Supervision of adjunct faculty will be administered by educational staff. Adjunct staff training will be adjusted to each work site. Copies of registration materials shall be given to CRC's or CVS's.
- 4.11.2** Other considerations specific to adjunct facility staff.
 - 4.11.2.1** Orientation may be done by staff other than CVS's or CRC's, e.g., site training officer or education staff.
 - 4.11.2.2** Correctional Services Managers/Superintendent of education sign off on the appointment of education adjunct faculty.
 - 4.11.2.3** Education adjunct faculty will sign in and out as other registered volunteers.
 - 4.11.2.4** Education adjunct faculty record checks may be done by staff other than CRC's or CVS's.
 - 4.11.2.5** Visitor badges may be used prior to the issuance of an official volunteer ID.

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4.11.2.6 Education adjunct faculty agreements/job descriptions will be held by education staff. .

4.12 Quality Assurance

4.12.1 The Annual Volunteer File Review Form, Appendix A, is self-explanatory. The form outlines a list of screening, training, supervision, evaluation, and termination/resignation requirements for staff. This type of review is intended to identify program strengths and areas in need of improvement by site, region, and statewide. Files are to be reviewed by CVS or CRC as appropriate. Forms are to be sent to the Assistant Director of Correctional Services to be aggregated and results published in a statewide report. .

4.13 Data Collection

4.13.1 Data to be collected on an annual basis includes but is not limited to number of volunteers and hours of services and type of service.

5 Training Method

5.5

6 Quality Assurance Processes

7 Financial Impact:

8 References

3 V.S.A, Section 1101 (a); (b)(4)

12 V.S.A., Section 5606 (a)

28 V.S.A., Section 5606(d)

Policies 101, 376, 90,420, 1014,415

Directives 2.01 and Community High School of Vermont, Vermont Instructor's Program (adjunct facility)

9 Responsible Director and Draft Participants

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